



Annual Report



Palliative Care
South East

2022-2023



Message from Our Chair

The past year was another challenging one for palliative care as we entered the fourth year of the pandemic, the national shortage of GP's impacted Australians timely access to healthcare and our hospitals battle a health workforce shortage.

It was also one of celebration for the sector as a whole with palliative care pioneers in NSW and Western Australia recognised for their service to the sector during this year's Australia Day Awards.

At Palliative Care South East (PCSE), 2022/23 was a year of innovation, collaboration and consolidation and I am immensely proud of the impact we had on advancing the field of palliative care.

We have positioned ourselves as a leading voice in the sector thanks to strategic collaborations and the significant advocacy efforts we undertook this year.

We had constructive conversations with Health Department Secretary Prof Euan Wallace on the vital role community palliative care plays in supporting people to die at home when that is their choice.

Research shows that demand for palliative care will increase 50% over the next 12 years and double by 2050. We are innovating and collaborating so that we are prepared to meet that demand.

In September, Victoria's Health Minister the Hon. Mary-Anne Thomas met with our CEO and a group of staff, volunteers and clients to learn more about the work we do and how we support our community. She subsequently acknowledged the leadership role we play in the sector and the positive impact we have on clients' lives during a speech at the opening of our new community Palliative Care Hub in May this year.

The opening of our hub was the realisation of a long-held vision of our forebears to create a purpose-built facility that would support our community. I would like to acknowledge the state government's \$2 million contribution towards the building and congratulate the PCSE team on successfully relocating without compromising continuity of service for our clients.

As the Board Chair, I am pleased to report that PCSE achieved exemplary governance and financial management during this period. I thank each member of the Board for their continued commitment to transparency and fiscal responsibility, enabling us to make the most of the resources entrusted to us and to ensure long-term sustainability.

I extend heartfelt thanks to each member of the PCSE clinical team for their outstanding commitment to those in our care; and to the corporate team, volunteers, partners and supporters without whom these achievements would not have been possible. Together, we have made a significant difference in the lives of people who need care, offering them and their family comfort and dignity during a challenging time of life.

We will continue to advocate, alongside others in the sector, for more funding to support the anticipated demand as the population ages. We remain committed to expanding our impact and advocating for the rights of all individuals in need of quality palliative care.

Thank you for your unwavering support. I eagerly anticipate the continued success of PCSE in the coming years.

A handwritten signature in dark ink that reads "Margaret O'Connor". The signature is fluid and cursive, with a small flourish at the end.

Board Chair
Emeritus Professor Margaret O'Connor AM



CEO Report

At the end of another remarkable year, we reflect on the outstanding achievements and milestones we have achieved during 2022/2023. The dedication, passion, and hard work of the team have propelled us forward, making a profound impact on the lives of countless individuals and families in need of palliative care across our catchment area.

The dedication to providing compassionate care to clients facing life-limiting illnesses, along with the support for their families, has truly made a difference during their most challenging times, exceeding our targets.

The continuous efforts to improve our services, integrate innovative practices, and prioritise client care have earned us recognition as a centre of excellence in the field of palliative care. The team's efforts in empowering families to cope with emotional and practical challenges have been invaluable, ensuring that they feel supported.

We are committed to breaking down stigmas surrounding palliative care and fostering open conversations that have a lasting effect on our community. A willingness to collaborate and build strong partnerships has been instrumental in our success.

Through strategic alliances with healthcare providers, organisations, and community leaders, we have expanded our reach and service offering. The establishment of our new site has been a great achievement and every staff member and volunteer contributed to the success of the transition.

I am incredibly proud to share that Palliative Care South East (PCSE) received multiple accolades and recognition during the year. The hard work and dedication of our staff and volunteers have not gone unnoticed, and the praise we have received from our peers, clients, and the community is a testament to the exceptional care we provide.

As we celebrate these achievements, I want to express my heartfelt gratitude to each and every member of the PCSE team. Your passion, professionalism, and empathy create a supportive environment that extends beyond the walls of our organisation. They are the heart and soul of PCSE. Their commitment to improving the lives of others serves as an inspiration to us all.

Together, we have demonstrated that palliative care is not just a service; it is an embodiment of empathy, respect, and dignity for those in need. As we look toward the future, I am confident that our team will continue to lead the way in palliative care, making an even more significant impact in the lives of those we serve.

I wish to also acknowledge the exceptional contributions of our leadership team, Jodi Lynch, Chris Lean and Sarah Jenkin who worked tirelessly to achieve the capital works program and ensure a safe continuity of service delivery during the transition. To our Board Directors and staff and volunteers, thank you for being an essential part of the PCSE family.

With gratitude and admiration,

A handwritten signature in black ink, which appears to read 'Kelly Rogerson'.

CEO, Palliative Care South East
Kelly Rogerson

Our Impact

Ivan D'Cruz

IVAN D'CRUZ FELL IN LOVE WITH MUSIC AS A CHOIR BOY IN A CONVENT IN THE SOUTHERN INDIAN STATE OF KERALA AND IT'S ALWAYS PLAYED A LARGE ROLE IN HIS LIFE.

After being diagnosed with cancer, the former tram driver was thrilled to learn about our music therapy program and now enjoys regular sessions.

Born in India, Ivan emigrated to Australia as a young man and began life here as a welder before joining Melbourne's public transport sector and driving trams for 35 years.

After retiring, he tried his hand at wedding planning and then went back to school to learn the floral arts. Ever active and creative, Ivan kept volunteering at aged care facilities even after his own cancer diagnoses at the age of 82.

"I go with my friend to aged care homes and we sing to the oldies. Sometimes I say to them, you and your walker are going to dance and I teach them how to dance," he said.

"I have had a great life and been all around the world but I live in Noble Park where all the noble people live," he said.

Ivan, 87, has high praise for our music therapy and the support he receives from a volunteer through our Companionship Program. Our volunteer Natalie supports Ivan and he credits the PCSE staff and volunteers with keeping his spirits alive even during the toughest days.

"When these people come around here, I forget my sickness actually and I feel good and I just start singing and enjoying the day."

Johanna Nind

JOHANNA NIND REMEMBERS THE INCREDIBLE SUPPORT OUR NURSES PROVIDED TO HER FATHER WHEN HE WAS DIAGNOSED WITH LUNG CANCER.

"They came every day to help (Dad). Of course, the pain got worse and he needed more morphine and looking after but they looked after him for those six weeks and I've never forgotten that," Johanna said adding that she never imagined that she too would need our care one day.

Today, she is grateful that PCSE is still here and thriving so she can access the same quality care.

The 80-year-old was diagnosed with stage four lung cancer last year and appreciates the clinical care she receives but also values the understanding, patience and empathy our staff show and the time they take to listen to her and find out about her emotional needs.

"You seem to understand what people are going through," Johanna explained.

"You are angels. You are angels from heaven," she said.

Cancer is a leading cause of death in Australia and one in two Australian men and women will be diagnosed with the disease by the age of 85. This year, 64% of our clients had a cancer diagnosis. The latest evidence-based research suggests around 75% of Australians will need palliative care before they die.





Matthew
Di Bianco



Darlene
Di Bianco

Matthew's Story

BY DARLENE DI BIANCO

One Saturday, our son Matthew (above) went to work and we got a phone call that he'd admitted himself to Monash in Clayton.

He just wasn't feeling very well. So, we went down there and it took them a couple of days to make a diagnosis but I think they knew pretty much straight away that something wasn't right.

They called us in for a meeting on the Monday and told us he had cancer. It was oesophageal cancer. He was only 22 years old so I found that hard to comprehend. They did a few more tests and found it had already spread to his liver and he was at the final stages. Matthew being only 22, I think it stumped everyone. The doctors weren't sure how this had happened and why and there's no history or anything in the family.

A month or so later, one of your nurses contacted me and she took me through the process and what we were likely to experience in the months ahead and PCSE started supporting us from there.

When they first contacted me, I cried because I was like palliative care! Does that mean that's it, he's gone?

It was during COVID so we knew we wanted him to be at home but I didn't really know what palliative care was all about. I knew it was end of life support but I didn't realise all the services that came along with it and the support that everyone would provide and that would really get us through what we had to deal with.

I was scared at the start but then when I realised what was involved and that PCSE was just there to support us along the journey then it was a little bit easier to understand.

We got counselling and help with various forms that had to be filled out and the nurse encouraged us to speak to Matthew about what his wishes were.

We wouldn't have known what to do without PCSE. Obviously, you have the oncologists and the doctors and things like that but they don't really put things into place for you but the support we had from palliative care was amazing and any question I had, I would pick up the phone and ring and they would be able to answer it.

Any time I needed to ask anything, they helped me out. I've always said that I couldn't have done it without them and that's the honest truth.

Matthew was gone within three months.

We were so grateful for PCSE's support that last year when COVID restrictions relaxed we held a fundraising event and collected donations to support their work. It was also a way to honour Matthew and we raised almost \$1500.

I'd just like to say thanks for helping and thank you for being that person and that shoulder that I could cry on because you understood what was going on.

A Community Palliative Care Hub



The Hon.
Mary-Anne
Thomas

OUR NEW COMMUNITY WELLBEING HUB WAS OFFICIALLY OPENED BY VICTORIA'S HEALTH MINISTER THE HON. MARY-ANNE THOMAS ON 10TH MAY.

After years of planning and hard work, it marks a significant milestone in the growth and development of our organisation and the realisation of a dream of our forebearers.

"This is a project driven by its founders and by the community that supports Palliative Care South East and I know that there have been many many people who have contributed to the realisation of this wonderful facility,"

the Minister told more than 60 guests who attended the opening including co-founders Dr Ruth Redpath AO and retired nurse Beris Bird.

There is a large amount of evidence that the spaces we come to change the way we feel. The background to the creation of the palliative care hub concept was drawn from conversations with clients who were attending our clinics and spoke about the difference a physical environment can make for their feeling of wellbeing. Research and evidence was considered and link to the UK's Maggie's Centres supported the inspiration for the building concept.

We wanted to create a warm, welcoming space where clients and their families could receive not only medical care but also emotional support and practical advice.

We undertook a business case to identify the site selection as we wanted an area that was central to our population base to support access to our catchment and reduce travel times for our team. We also took into account proximity to hospitals, accessibility to public transportation and the availability of green spaces to create a tranquil environment.

We worked with Kelly Architects to create a unique and innovative space. The design aims to provide a non-institutional, welcoming atmosphere that fosters a sense of community and support. Natural light, open spaces, and connections to the surrounding nature were incorporated into the design to create a calming environment. We considered biophilic design elements to create a connection to Country. We used natural timbers and light to enhance the interior and worked with local suppliers to achieve discounts and product donations.



*Djirri Djirri
dancers
Welcome
to Country*



*A team
meeting*

The new Hub boasts modern amenities, spacious meeting rooms and a serene setting, all of which contribute to a more comfortable and supportive experience for our staff, clients, visitors and their families.

The facility has meeting rooms where education is already occurring, places for our staff to refresh after a busy day out on visits and counselling rooms for our clients and carers to seek additional support.

All of this was made possible thanks to the generous support of the state government and many local businesses, individual donors and fundraisers who appreciate the value we provide to our community.

We also received support from families who had experienced our service, recognised its value and raised funds in memory of their loved ones so we would have a purpose-built facility to support others in the future.

The Hub offers a beautiful welcoming space for our community to visit and receive professional care and for our staff and volunteers to work in and be supported. With demand for palliative care predicted to increase by 50% over the next 12 years, it also provides the opportunity to expand our service delivery options.

We also have an onsite social enterprise café that offers neighbouring office workers and passers-by great coffee and food in a “grab and go” style setting. Manager George Psomadellis is helping us educate them about the vital role that palliative care plays in their community and, of course, the profits go back into supporting our services.

Our team is moving forward with enthusiasm and optimism, confident in the knowledge that our future in Narre Warren is bright and filled with possibilities. We would like to make special mention of our wonderful volunteer Glenyse Duck who is tending the garden weekly to help us all thrive.

Located at 80 Victor Crescent in Narre Warren, the Hub is central to our catchment which covers the Cities of greater Dandenong and Casey, Cardinia Shire and parts of Kingston.



Volunteers Tudor Withana, Linda Davidson and Roy Francis enjoy the new Hub.

Staff at our café



Architect Jake Kelly said his team stretched the budget in creative ways to ensure they met the brief to create a warm and welcoming space where people would feel comfortable to come and talk about their experience and the care they needed as they progressed towards the end of life.

Jake's team consulted with staff, volunteers and clients over zoom during the planning phase to find out what kind of space would be warm and welcoming for clients and enable us to work most effectively.

"We didn't treat this like a healthcare project where you might start by thinking about the size of the room and what furniture would fit in. We were always thinking about the emotion and experience and how would you feel in this space. The priority was always to create a warm and welcoming experience of the building," Jake said.

The design team drew inspiration from the UK's Maggie Centres, a legacy of Margaret Keswick Jencks, a terminally ill woman who believed that improving the design of cancer treatment centres could improve the wellbeing of the patients.

"She was a landscape architect and when diagnosed with cancer was left to process that information in a hospital corridor," Jake said.

"After that, she and her husband worked towards creating a comfortable and warm domestic space at a hospital that would better support people in her situation. Then other world-famous architects carried on the legacy by creating cancer treatment centres across the UK which had spaces that would provide the effect of being in a lounge room or kitchen," he explained.

"The open layout encourages spontaneous interactions and conversations, promoting cross-team collaboration and fostering a sense of community."
Staff Kelly Brammer

New hub
exterior

Our Team

Kellie Bradley

AGED CARE NURSE CONSULTANT

Kellie Bradley's earliest memories are of wanting to care for others and nurse them.

However, it was watching the tenderness and care of the nurses that supported her grandfather, after he was diagnosed with bowel cancer, that convinced her she needed to join palliative care. Those nurses were from the Dandenong Palliative Care Centre, now part of PCSE.

"I was very close to him and the grief of losing him was great. I remember coming in and watching those nurses and thinking that I just wanted to nurse like that," Kellie said.

"I also wanted to be able to support the families and carers in their grief and give them permission to grieve as they did for me," she added.

After completing her clinical experience in general nursing and oncology and gaining postgraduate qualifications in palliative care, Kellie joined the PCSE team and has never looked back.

Today, she is a nurse consultant in aged care and completing her Master of Nurse Practitioner. Kellie oversees our service in the 47 residential aged care facilities within our catchment.

"Three of my four grandparents died of cancer and were nursed by PCSE at home or in aged care facilities," Kellie said.

"I was lucky enough to grow up with all four of my grandparents and they survived until I was an adult so I was very close to them all."

"It made me passionate about providing specialist palliative care in residential aged care settings and, whenever I visit clients in these settings, it's always front of mind that they are people with the right to access specialist palliative care like any other member of the community."

"I always treat them with respect, try to improve their quality of life and enable them to die comfortably.

"Some of our clients who have dementia can be challenging, especially those who have psychological and behavioural symptoms related to their dementia. However, it's still important to acknowledge that they are someone's loved one and it's my job to meet their needs, manage their pain and symptoms and provide support to the family."

"I know from my own experience that when you feel your loved one's needs are not being met, it's very distressing."

This year, Kellie is leading a research project aimed at improving palliative care in aged care settings. She hopes the results will lead to earlier and more quality referrals for these clients.

"I enjoy the complexity and the clinical challenge of working in these settings. It's a complex role and there are complex cases every day. I also get to provide bedside palliative care education to facility staff and mentor them."

"At the end of the day, I do this because I get a lot of satisfaction from improving residents' symptom management and quality of life," she said.

Kellie was recently nominated for a Humanetix Heart Award for services to aged care.



“Thank you! So many of you for so many things over the past months when you made my mother’s last year as good as it could be – made her wish to die at home with dignity a reality. For the care, understanding, teaching and support in so many ways.” The Genoe Family

Dr Aisling Griffin

PALLIATIVE CARE MEDICAL OFFICER

Dr Aisling Griffin feels honoured to support patients and their families who are on our palliative care program and is a passionate supporter of holistic care. She has a strong focus on the physical, emotional and spiritual care of our clients as well as their pain and symptoms.

“In palliative care, I found my tribe of people who have the same belief in the importance of holistic care for patients and families,” Aisling said.

“Compared to about 20 years ago when palliative care was more focused on terminal care and the last few weeks of life, palliative care today tends to be involved a lot earlier in the course of a client’s disease, often while people are still having active treatment like chemotherapy or radiotherapy. We work on helping avoid symptoms and preventing side effects treatments as well.”

“I think this work is very much a privilege. The opportunity to be involved and help people at a very difficult time in their lives and help improve what can be the hardest time in their life, it’s such an honour to be able to do that.”

Since joining PCSE more than 10 years ago, Aisling has enjoyed the opportunity to work as part of a small interdisciplinary team in one of Melbourne’s most culturally and linguistically diverse communities.

“I love finding out what’s important to people at the end of life. Whenever I meet new clients, I’m always wondering: what do I need to know about your culture and how we can respect it in the process of caring for you?”

“Focusing on what’s important to them at this time of life is one of the ways we are able to empower our clients and families.”

“I think death and dying have become very much a taboo topic in Western society particularly over the last 50 – 100 years, people aren’t used to seeing death. People have limited exposure to it, and we limit our language around death and dying,” she said.

Aisling would like to see more people talk about life and death and what would be important to them at the end of their lives; where they want to be, what they’d like to do and the care they would like to receive.

Aisling completed her medical training in Ireland before emigrating to Australia and completing a Diploma in Palliative Medicine and Geriatrics. She is currently studying a Masters of Clinical Education and is also the Director of Clinical Training for junior doctors at Peninsula Health.



Clinical Services Report



As we reflect on another busy year for PCSE, and my first as General Manager Clinical Services, it is the dedication and commitment of our staff that impresses me the most. Their tireless work in delivering safe and high quality, client-centred care to our community, whilst transitioning through one of the biggest changes in PCSE's history has been extraordinary. I thank all staff and the clinical leadership team, which was strengthened by the appointment of Sarah Jenkin as Clinical Services Manager in July 2022, and acknowledge the work of the former General Manager, who helped guide the clinical services team through another year of many challenges.

We are thrilled to be in our new home in Narre Warren and enjoying the many benefits that this brings. We know that the transition from construction to operation can often be a chaotic time in bringing a new facility to life, and the team's ability to adapt throughout this period whilst maintaining a consistent level of clinical care has enabled us to confidently settle in our new environment and continue to deliver high quality palliative and end-of-life care and services. The ability to not only connect to new ways of working, but also connect to the context of the care and services we provide for the local community has been wonderful to experience, including an interior workflow that promotes collaboration, communication, and inspiration from the surrounding landscape.

We welcomed our first clients to our new centre in June, as we've expanded our ability to provide services on site using new counselling rooms and creative therapy spaces where the team have supported bereaved individuals through meaningful interactions and creative play. We are looking forward to expanding our onsite services further with the use of our clinical consulting rooms for early palliative interventions.

We've also continued to service one of Victoria's fastest growing populations with the number of referrals to our service increasing each year. To support timely access, we transitioned from a three-team model to a two-team geographical model, comprising East and West teams. Each team comprises nursing and allied health practitioners and helps support continuity of care and streamline operations so that daily schedules and client visits are allocated according to the east and west geographical areas within our catchment. This has significantly reduced travel times for the team and enabled increased capacity to undertake more client visits whilst also providing a familiar face for our clients and family members.

Our focus on providing care in the client's preferred place of choice and focus on our assessment and response processes means we continue to achieve high results in supporting clients to die in their preferred location, as well as exceed statewide clinical indicators for pain and other symptom measures through national benchmarking. Ongoing projects to support care givers through education, bereavement, and wellbeing programs, also remain a focus and many of these initiatives and more are outlined further in this report.



Service Improvements

Our 24/7 service is highly regarded and we regularly receive excellent feedback on the availability of clinical care advice and support after hours. This year, around 20% of our nurse client contacts took place after hours or on weekends.

Our peer support program provides support to our frontline staff and helps them identify and balance the challenges they experience working in a community palliative care environment. Facilitated by one of our experienced counsellors, the monthly sessions are conducted in a safe and confidential space and were well received by the team.

Transition to Specialty Practice.

PCSE continues to partner with the Australian College of Nursing, Gippsland Region Palliative Care Consortium and Southern Metro Palliative Care Consortium to deliver a Transition to Speciality Practice (TSP) program that is designed to assist registered nurses to gain specialist knowledge and postgraduate qualifications in palliative care.

The course is a hybrid of online and face to face training across six sessions and is delivered by our highly skilled team who transfer and share their knowledge. The course has expanded and was held in both Narre Warren and Shepparton providing it with a contingent of 25 participants from across the state including Victoria's Northwest, Goulburn Valley, Lower Hume, Seymour, Shepparton and Ballarat.

Participants gain accredited units towards a postgraduate degree. This year, we have supported four members of our clinical team to do the training.

Future Focus

Survey results tell us that families and carers of our primary clients would like more quality information and communications and this will be a focus for us in the next financial year.

The federal government recognises there is a lack of palliative care skills within the Registered Aged Care Facilities and has committed funding to invest in addressing this. PCSE received a grant to support the improvement of palliative care in this sector and we are excited that this investment will enhance the services as we partner with facilities on a 12 month project to meet this need.



Jodi Lynch,
General Manager, Clinical Services

Volunteer Betty Williams (middle) with bereaved carers Rosalind and Jacqueline



Gayle Gilbert
plays piano
at home





Our Impact

Andrew French

ANDREW FRENCH KNOWS MORE ABOUT LOVE AND LOSS THAN MANY TWICE HIS AGE.

The young father lost both his parents to cancer including his mother when he was a child. Then, last year, his wife Katie succumbed to the same disease less than a year after giving birth to their only son Jameson.

Making sure Katie enjoyed her time as a mother was the number one priority for this couple and our team supported them by managing Katie's pain so she could be the mother she wanted to be.

We also provided her with all the equipment she needed to continue enjoying activities she loved for as long as possible including pressure cushions, a wheelchair and hospital bed and air mattress.

Andrew and Katie spent 10 years trying to conceive a child and he feels blessed to have Jameson as a constant reminder of the love they shared.

"(Katie) got to be a mum to a beautiful little boy and, even though it was tough during the cancer, we still made time for her to spend time with him."

"I'm so glad that Palliative Care South East was there to actually come and help out because it was such a tough time," Andrew said.

"The nurses came every couple of days, checking on Katie's medication and checking over her to manage the pain. If she was in pain late at night, she could actually call the after-hours number and still get help and that was amazing. Whenever the nurses came out, Katie would be cheeky and make them laugh and I want to thank you guys for that,"

Andrew also valued the counselling support we provided after Katie died.

"It was a really difficult time. I was trying to stay strong for Jameson but I needed to do counselling and I was able to do sessions over the phone and in person and that just helped me so much through the process," he said.

Kim Lord

KIM LORD CREDITS HER COUNSELLOR WITH SAVING HER MENTAL HEALTH AFTER SHE WAS DIAGNOSED WITH CANCER DURING THE COVID-19 LOCKDOWN IN 2021.

“Cancer is a disastrous disease. When anyone hears about cancer, it’s very scary and it changes your life forever,” Kim said.

“When I first heard about the lung cancer, I was very shocked because I knew I had a healthy lifestyle. I never smoked, never drank and yet I was diagnosed with lung cancer and I’m so young. It absolutely knocked me out!”

“For a long time, I was thinking a lot about why me and why did I get this. I was just crying a lot and thinking my life is over. Every day, I had to face a lot of treatment and had a lot of side effects to deal with. It was especially hard as I live so far away from my family (in Vietnam) and couldn’t visit them and they couldn’t visit me,” she said.

“I started getting depression but I was lucky because your counsellor started coming here to help me and I began to realise that I’m not the only one and my life hasn’t ended and she (encouraged me) to talk to my GP about getting anti-depressants,” she said.

Kim, 38, says counselling helps her understand some of her deeper feelings and thoughts. Now, she says she is focused on being here and living today instead of worrying about dying tomorrow. Her mother was recently able to fly in from Vietnam and she hopes our clinical team will get her stable enough to make a trip back to see her family in September with support from her husband.

“I’ve got a lot of service from palliative care. I feel very grateful and want to thank you for all the work you guys have been doing helping people like us. It means a lot to us and it feels like we are not alone,” she said.

Nurse Taz Banda visits Kim Lord at home



“I started getting depression but I was lucky because your counsellor started coming here to help me and I began to realise that I’m not the only one and my life hasn’t ended and she (encouraged me) to talk to my GP about getting anti-depressants,”

Quality and Safety

PCSE'S VISION AND VALUES HAVE A STRONG LINK TO SAFE, HIGH-QUALITY, CLIENT CENTRED CARE AND DEMONSTRATE OUR COMMITMENT TO DELIVER BETTER ACCESS AND OUTCOMES FOR PEOPLE WITH A LIFE-LIMITING ILLNESS WITHIN OUR COMMUNITY.

Our services focus on the needs of clients, their care givers, and families so that treatment, information, and support guide each person through their care journey. Several governance systems actively manage the safety and quality of our care and services to ensure that our clients and consumers receive care that is of a high standard.

One of these ways is through our accreditation program which includes compliance against the National Safety and Quality Health Service Standards, and PCSE has achieved full accreditation status until 6 November 2024.

Other ways we can measure quality and safety performance is through benchmarking and looking at how our service compares with other community palliative care services. We consistently achieve high results across many of the national and statewide measures for pain and other symptoms as well as achieving measures that are important to the client and their family, such as having an Advance Care Plan in place or discussed and meeting the client's preferred site of death.

Feedback from our clients, care givers and bereaved family members allows us to understand what we are doing well and where there may be opportunities to improve outcomes for those in our care. We are so grateful to receive the many cards and written notes of thanks, as well as the verbal 'thank you's' from individuals and families expressing their appreciation for the care and service we provide.

Through the support of the Victorian government, we have started a project to improve palliative care in aged care. We continue to focus on supporting our care givers through initiatives such as Caring@Home, and the Carer Wellbeing program.

Preparation for the transition of services from Cranbourne to Narre Warren led much of our quality improvement efforts over the last 12 months, with the focus on operationalising our revised model of care, site orientation, education and training strategies, and planning to deliver the best outcomes for those with a life-limiting illness.

The model of care work is significant as it has streamlined the access for our clients to our service. Quality and safety is core business for every member of our team. Improvements occur every day. We review our care regularly and look for improvements. This includes analysing and evaluating data each month and benchmarking our results with other organisations. Our Board receives reports and consumer feedback to determine strategies in response to their evaluation. We are very proud that our benchmarked data holds us as a leader across many areas of our sector.

Nurse Kathryn Pace visits Liam Ganser at home





Gayle
Zacharia

Music Therapy

Music Therapy

Gayle Zacharia loved music and music therapist Cherie Baxter's visits were one of the highlights of her week along with zooming into her weekly church service from home.

"I lost my joy for a while and God brought me back to it and Cherie is part of the reason I found it again," Gayle said as she sat up in bed writing a song for her grandson.

"Cherie actually brought me back to being interested and engaged in music again and I've been blessed to know her. Just by doing something with her, I can become inspired. She's been such good therapy for me," she said.

During Gayle's weekly sessions, the 76-year-old liked to write her own lyrics and set them to the tunes of familiar hymns which she would then sing and record for her great grandchildren. With Cherie's help and guitar accompaniment, Gayle texted the audio to the children.

Watching Gayle's enthusiasm for the session was heart-warming and it was hard to believe she would die the following week.



with PCSE Music
Therapist Cherie
Baxter

Music therapy can take many forms depending on the client's needs and wishes. It can switch off people's stress and provide an opportunity for fun. It can transport clients and change their state of consciousness from low energy to high energy.

We've introduced clients with insomnia to Melbourne Symphony Orchestra pieces specifically arranged and created to induce sleep. Others have enjoyed karaoke, reminisced by listening to favourite musical tunes from the past or strengthened family relationships through a shared musical experience.

Our Clients



PCSE
cared
for

1,665 clients

+



926

family network
clients in
2022 /2023.

GENDER



Male

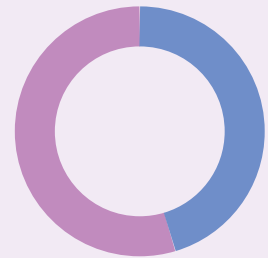
833

Female

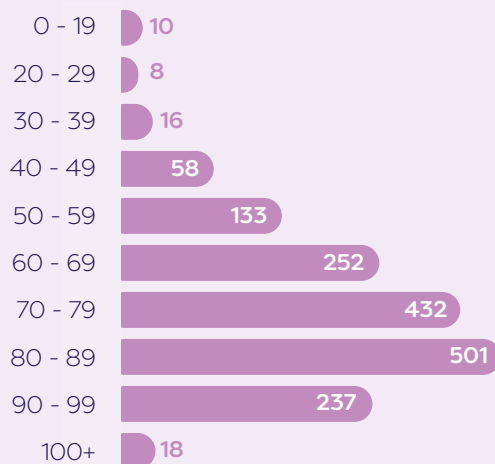
846

COUNTRY OF BIRTH

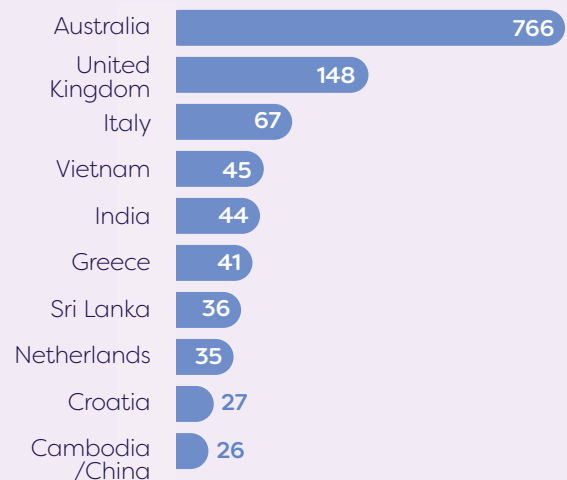
- 46% Australia
- 54% Overseas



AGE

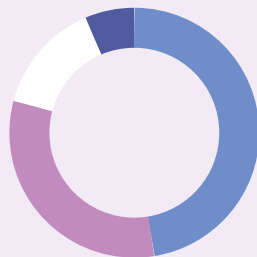


TOP COUNTRIES OF BIRTH



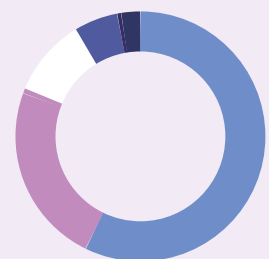
LOCAL GOVERNMENT AREA

- 48% Casey
- 29% Dandenong
- 19% Cardinia
- 4% Kingston



LIVING ARRANGEMENTS

- 61% Live with family
- 24% Aged Care Facility
- 9% Live alone
- 4% Not stated
- 2% Live with others



DEATHS



32%

Private residence

29%

Inpatient setting
designated palliative
care unit

29%

Residential aged
care setting

10%

Inpatient setting
other than designated
palliative care unitTOP 10 LANGUAGES REQUIRING
INTERPRETERS

Vietnamese	33
Khmer	19
Italian	19
Mandarin	17
Cantonese	11
Greek	10
Dari	10
Serbian	8
Punjabi	7
Turkish	7
Spanish	6

CLIENTS BY DIAGNOSIS

Non - malignant disease

Other non malignancy	112
Respiratory	92
Alzheimer's dementia	89
Cardiovascular	73
End stage kidney disease	60
Other neurological	25
Stroke	23
Motor neurone disease	20
End stage liver disease	14
Sepsis	11
Multiple organ failure	10
Diabetes	6

Malignant disease

Lung	195
Gastrointestinal	128
Colorectal	107
Breast	97
Pancreas	94
Prostate	90
Other malignancy	64
Gynaecological	62
Other urological	54
Haematological	53
Head and Neck	46
Central Nervous System	33
Other	33
Skin	26
Bone and soft tissue	21

"I feel super blessed to be given the opportunity to call the bereaved family members as I know that, for some, this call can be a lifeline,"



Our Volunteers

Michael Autard

MICHAEL STARTED LIFE AS AN ARCHITECTURAL DRAFTSMAN BUT, AFTER FIVE YEARS OF DRAWING BUILDINGS, HE REALISED HE WAS MORE SUITED TO DRAWING OUT PEOPLE'S THOUGHTS AND FEELINGS.

"I have always known that I've had a heart for people and caring for others but I thought that was just what you did, I didn't think of it as a profession," Michael said.

Once Michael realised he could transition into a caring profession, he returned to study and started working as a diversionary therapist with clients in residential aged care facilities. It wasn't long before he found himself naturally drawn to the palliative clients and they to him.

Next, he completed a diploma in counselling and then found an opportunity to volunteer with us.

"PCSE is an amazing organisation to volunteer for and it's a friendly and supportive environment. I highly value the training and the flexibility to work around the volunteer's schedule," Michael said adding that he was now completing a Bachelor of Counselling.

Michael's role involves calling carers three months after their family member or friend has died and assessing them on the Bereavement Risk Index (BRI) to determine if they would benefit from a referral to formal counselling with one of PCSE's experienced counsellors.

"The ones that are doing well usually tell me they have connected with family and that the death has brought the family closer. They are journeying together and spending more time together that they didn't have the chance to do before," Michael said.

Each month, Michael makes around 60 phone calls for PCSE.

"I feel super blessed to be given the opportunity to call the bereaved family members as I know that, for some, this call can be a lifeline," he said.

"Often those that need more support are still struggling to accept what's happened. Sometimes they are wondering why this person has died at such a young age. Others have been married for a very long time and so they are struggling with loneliness after their partner has died," he said.

Michael says it's important to be gentle, listen carefully and be able to provide silence and space in a conversation for people to share. Born and raised in Doveton, he loves having the opportunity to give back to his community.

Ivan D'Cruz
on Channel 9



In the Media

WE HAVE ACHIEVED A SIGNIFICANT FOCUS THIS YEAR WITH OUR MAINSTREAM MEDIA COVERAGE. THIS ENABLES US TO HIGHLIGHT OUR WORK AND THE IMPACT WE HAVE ON IMPROVING PEOPLE'S LIVES. WE GAINED SIGNIFICANT MAINSTREAM MEDIA COVERAGE THAT ENABLED US TO HIGHLIGHT OUR WORK AND THE IMPACT WE HAVE ON IMPROVING PEOPLE'S LIVES.

Our CEO Kelly Rogerson supported a statewide campaign ahead of the Victorian election to highlight the looming crisis in palliative care funding with interviews on Channel Nine News, ABC Radio, in the *Herald Sun* and local print media the *Berwick* and *Pakenham News*, the *Cranbourne Star* and the *Dandenong Journal*. The stories were supported by the release of data that predicts the sector faces a potential shortfall of \$91 million in annual funding by 2025.

Our specialist physician Dr Patrick Steele provided expert opinion for online articles and the podcasts of News.com

In September, our volunteers featured in a story about our Memorabilia Program on Channel 10's *The Project* and, in December, the *Herald Sun* featured a news story on our biography program, *Sharing My Story*. Pam Glover, our dedicated volunteer was featured and plays a key role in the support for our clients in this work.

The *Berwick News* reported on the opening of our social enterprise, 80VC café, enabling us to promote our "Coffee for a Cause" outreach campaign and local print media covered the opening of our new community Palliative Care Hub which was attended by the Victorian Health Minister the Hon. Mary-Anne Thomas.

In May this year, we highlighted the work of our specialist palliative care nurses when our nurse consultant to aged care, Kellie Bradley, was interviewed for feature articles in *Inside Ageing* and *Hello Healthcare*.

During National Palliative Care week, we highlighted the role of spiritual care in the sector with ABC Radio airing a two-part documentary program featuring the insights of our spiritual care worker Barry Whelan gained over 27 years working at PCSE.

The proud work of our volunteers was highlighted in stories across local media including the *Dandenong Journal* and the *Berwick Star News*.





Our Team

Nim Herath Miyanadeniya

PCSE COUNSELLOR NIM HERATH MIYANADENIYA KNOWS THAT COMPASSIONATE COMMUNITIES AND SUPPORT FROM A WIDE NETWORK OF FRIENDS CAN PROTECT THE MENTAL HEALTH OF CLIENTS AND THEIR FAMILIES AFTER THEY ARE DIAGNOSED WITH A LIFE-LIMITING ILLNESS.

In the South East, migrant communities with strong religious connections offer some of the best support according to Nim.

“Support networks make a huge difference to a carer’s mental health and, in my two years here, I’ve noticed that there are definitely more networks involved in supporting families from these migrant communities, particularly the Greek and Indian communities,” Nim said.

“It’s not just the immediate family that show support in these cases, but the community as a whole are supportive particularly for the carer. It’s well known that a support network makes a huge difference in carers’ mental health,” she said.

After graduating from medicine in her homeland of Sri Lanka, Nim was a career medical officer in a large hospital in Colombo before she married and embarked on a new life in South Africa.

Five years ago, the mother of three, emigrated to Australia and began the next chapter of her life in Melbourne.

It was here, whilst preparing for her Medical Board of Australia assessment, that Nim decided to keep her options open and got qualified as a registered counsellor.

“I had worked with cancer patients and patients with other palliative care conditions in Sri Lanka so I thought some additional counselling skills would help in my field,” she said.

After Nim completed most of the medical exams for overseas trained doctors, Victoria went into the first of many COVID-19 lockdowns and it was her newly acquired counselling skills that enabled her to quickly secure work in the private sector where she thrived.

When an opportunity came up at PCSE to provide counselling for clients and their families, Nim knew she had the perfect skills set and the bonus of plenty of previous experience as a doctor supporting patients with a life-limiting illness.

“Finding PCSE in 2021 and being able to provide counselling to people with a life-limiting illness and their families was a great opportunity for me,” she said adding that she enjoys the flexibility the counselling profession offers for a parent of young children.

“Counselling is very different to the medical field where you can get a test and see the results on how your treatment is working. In this sector, we rely on direct feedback from the clients and when they tell us how much we have changed their lives, it’s very rewarding,” Nim said.

Tina Parveris

SOCIAL WORKER

Tina Parveris studied a Bachelor of Health Sciences before completing a postgraduate degree in Social Work.

After completing placements on the oncology ward of Moorabbin Hospital, she worked with individuals and carers impacted by Huntington's Disease, a neurodegenerative condition and volunteered at Grief Line.

"There is a lot of grief and loss experienced by palliative care clients and carers. There is the grief of the disease, the loss of independence and the loss of identity," Tina said.

At PCSE, she focuses on the social determinants of health and wellbeing that can impact a client during their palliative care experience and provides emotional support.

"Financial hardship is one that's impacting a lot of our clients. Increases in utility costs are impacting their mental state as is the increase in the cost of medications," she said.

Tina supports clients to access Centrelink, the federal government's My Aged Care program and the Home and Community Care Program for Younger People.

"I find it most difficult when I work with young people around the same age as me because you think that could have been me," Tina said.

She gets a lot of job satisfaction from supporting the carers as well as the clients because she knows they are a vital part of our holistic care for families and their care enables clients to stay at home.



Taziona Banda

SPECIALIST PALLIATIVE CARE NURSE

When HIV/AIDS hit Zimbabwe almost 40 years ago, the pandemic caused a health crisis. By the time Taz Banda was 15 years old, around 25% of the population were living with HIV and the country had become a nation of palliative carers.

"We always had a house full of people. Some were dying and some just came to live with us because they got jobs in my town and my parents were known to take people in and care for them," the much-loved nurse said.

After training as a nurse in Melbourne and cutting her teeth on the oncology ward of a major hospital, Taz joined PCSE and was recently promoted to the role of Team Leader.

"I lead an amazing group of dedicated nurses who provide quality holistic care to our clients and their carers with so much compassion," Taz said.

"Being a team leader is about empowering others, making sure that you communicate effectively and set clear expectations to ensure that everyone is valued and contributes their best."

"Palliative care requires empathy and compassion. It can't be taught but is essential in order to not only support the clients but colleagues as well."

"The most rewarding part of working here is being able to provide compassionate support to clients and their loved ones. It makes a huge impact in their lives at such challenging times and knowing I'm part of a team that does that gives me a great sense of reward and fulfillment," she said.

Since becoming the mother of twin boys, Taz has expanded her sphere of care and is grateful for the workplace flexibility that enables her to work part-time.



Josie
Mastroianni



Our Volunteers

SKILLED VOLUNTEERS ARE AN INTEGRAL PART OF THE SERVICE WE PROVIDE TO CLIENTS AND THEIR FAMILIES AND THEY ARE A TREMENDOUS ASSET TO OUR ORGANISATION. IN ADDITION TO DIRECT CLIENT SUPPORT, THEY ARE FANTASTIC AMBASSADORS AND ADVOCATES FOR OUR SERVICE AND PROVIDE VALUABLE ADMINISTRATIVE AND FUNDRAISING SUPPORT.

Our extraordinary volunteers delivered almost 1800 hours of service this year.

Most volunteer hours contributed to family support (30%), Sharing My Story (17%), administration, memorabilia support, bereavement support and general duties. The efforts of these amazing people contributed to the care of 583 clients.

Once again, some of our volunteers gained community recognition for their dedication and commitment to volunteerism and their support for some of the most vulnerable members of our community.

We were thrilled when Josie Mastroianni and Gabby Morrow were both recognised by the Casey Interfaith Women's Network with leadership awards for community service on International Women's Day.

Veteran PCSE volunteer Maureen Timms was a finalist in Cardinia Shire's Stan Henwood Award this year. This award recognises a person who has made a significant contribution to the Cardinia community.

We are proud of the work our volunteers do and know that their efforts make an enormous difference to the wellbeing of our clients.

In June, we attended Volunteer Expos in Casey and Cardinia and started a recruitment campaign for more volunteers. We plan to expand the program to meet the anticipated increase in demand for palliative care across Australia as a result of our aging population. Research indicates that demand for palliative care will increase by 50% by 2035.

Cardinia Mayor
Cr Tammy Radford
with Maureen
Timms



"Words are not enough to say thank you for the care and compassion you all showed to David and myself. If I was to write 100 pages, it still wouldn't be enough." Sue Horsburgh and David Miller.



Marilyn
Morrow



Leisa Miller



Staff Wellbeing

Corporate Upgrades

The move to our new building symbolised not only a physical change but also a change in mindset. The open spaces, natural light, and thoughtful design elements have transformed our work environment, creating a space that is both functional and inspiring.

One of the benefits of our new Community Wellbeing Hub is the abundance of natural light that flows through its large windows and has a positive impact on morale and productivity.

As part of our commitment to the health and wellbeing of our staff, we introduced stand-up desks in the new office. Numerous studies have shown the positive effects of standing while working which include increased energy levels, improved posture, and reduced risk of developing health issues associated with prolonged sitting.



Employee Engagement

In our continuous effort to prioritise staff well-being, we conducted our first 'Pulse Check' survey in January. It provided valuable insights into various aspects of our work culture, allowing us to understand what was working well and areas where improvements were needed.

The results revealed that passion for the sector continues to be a major motivator for our staff. They also prompted us to make positive changes to improve their engagement and this included providing more opportunities to acknowledge them and recognise when they go the extra mile. The team gather weekly to identify their Silent Hero, the follow up survey, conducted in May, showed staff felt progress was being made at this level.



Andrew Hallett
creates his
terrarium

"We are so much closer to our clients at this Hub. I have noticed such a difference in allowing more time in the day for notes, phone calls and referrals." Lucy Ibrahim

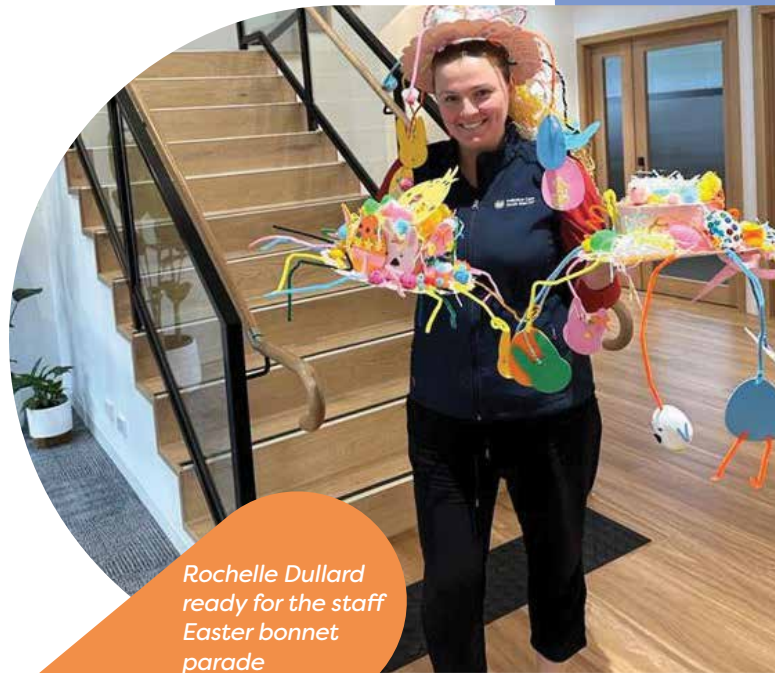
Orientation to our new site, and acquisition of new skills

Mindfulness practices are proven to have positive effects on mental well-being and productivity. In February this year, we organised a staff terrarium building workshop that cultivated mindfulness, connected the team with nature and enabled us to create beautiful mini green spaces for our new desks as we moved into the Hub.

This year, we organised on-site cardiopulmonary resuscitation (CPR) training sessions to equip all staff with these important skills as we recognise the importance of being prepared for emergencies in any situation. Our new site has an automatic defibrillator to support visitors and staff if an emergency arises.

Fire safety is another critical aspect of maintaining a secure workplace and, in February, we conducted on-site fire training sessions at our new building. These included training on fire prevention, evacuation procedures and the proper use of fire extinguishers.

In collaboration with local healthcare professionals, we conducted a comprehensive on-site vaccination program to protect our staff against COVID-19 and influenza. 100% of our staff are triple vaccinated against COVID-19.



Rochelle Dullard ready for the staff Easter bonnet parade



Volunteers orientation at our new Hub

Awards Day Celebration

Our annual awards event was held in conjunction with our Christmas celebration this year and also marked the retirement of long-serving Spiritual Care Worker Barry Whelan.

Staff, volunteers and members of our Board came together to celebrate and honour the collective and individual achievements that make PCSE such an important service to our community. During the awards, held at the end of November, we recognised longevity of service and paid special tribute to the staff who best reflected our values.

Recognition of Service Awards

LENGTH OF SERVICE AWARD		
Name	Designation	Years of service
Melanie Alexander	Staff	5
Jayanthi Teow	Staff	5
Aaron Lee	Staff	5
Kerry Beazley	Staff	10
Trang Nguyen	Staff	10
Cherie Baxter	Staff	15
Jannine Miers	Staff	15
Barry Whelan	Staff	25
Cathy Lengyel	Director	5
Tudor Withana	Volunteer	5
Jenny Allen	Volunteer	10
Maureen Timms	Volunteer	10
Magda Lane	Volunteer	35

Values Awards

Our values of Responsiveness, Empowerment, Collaboration and Kindness are the guiding principles that inform all of our work. They are at the heart of all that we do.

Each year, the Value Awards are presented to individuals, nominated by their peers, who regularly demonstrate that particular value in their work with peers and clients.

VALUES AWARDS		
Name	Designation	Type of Award
Michelle Jovanovic	Staff	Responsiveness
Jenny Allen	Volunteer	Responsiveness
Dhwani Parikh	Staff	Empowerment
Hans Rutgrink	Volunteer	Empowerment
Taziona Banda	Staff	Collaboration
Maureen Timms	Volunteer	Collaboration
Robert Molenaar	Staff	Kindness
Linda Davidson	Volunteer	Kindness
Gemma Slark	Staff	Emerging Leader
Rochelle Dullard	Staff	Inspiring Leader
Tina Parveris	Staff	Engaging Leader
Pam Glover	Volunteer	STAR Award
Roche Bullock	Staff	STAR Award



*L to R: Jenny Allen,
Aaron Lee, Melanie
Alexander*

Scholarship Awards

We are committed to supporting the ongoing development of our staff and, thanks to the support of major donors, we are able to provide financial support towards their postgraduate studies.

Dr Ruth Redpath Scholarship

In honour of Dr Ruth Redpath, AO, a co-founder of our service and the first palliative care physician to provide home-based palliative care in our region, PCSE is proud to support our community liaison officer Rochelle Dullard to undertake units towards a Master of Business Administration. Rochelle holds the role of Community Liaison Officer and leads and supports our wonderful volunteers.

Gwen Moyes Scholarship

Gwen Moyes was the first paid Pastoral Care Worker to be employed by Dandenong Palliative Care Service and she championed clients' need for an "unhurried listening ear". She worked tirelessly to help those with a life-limiting illness get home-based care and find peace in their own way. She subsequently died in our care.

In honour of Gwen's work, the Moyes family continue to support our counselling and spiritual care work and a scholarship was awarded to nurse consultant in aged care Kellie Bradley towards the costs of completing her Master of Nurse Practitioner studies. Kellie has been with PCSE for over 15 years and is a wonderful leader in the team.



*Michelle
Jovanovic and
Deputy Board
Chair Dan Woods*



Gwen Clough and
Glenyse Duck at the
Coles fundraising
carnival

Donations and Fundraising

FUNDRAISING, BEQUESTS AND DONATIONS HELP US BRIDGE THE GAP BETWEEN GOVERNMENT FUNDING AND THE ACTUAL COSTS OF DELIVERING OUR SERVICES.

Our heartfelt thanks go out to PCSE co-founder Dr Ruth Redpath AO and generous benefactor Mr Don Moyes whose ongoing support is an inspiration to our staff and encourages all of us to realise the vision of the pioneers, including Gwen Moyes (dec.) who worked tirelessly to provide our community with access to community palliative care.

This year, we received many generous in-kind donations towards the cost of our new building and it's fit out and we are grateful to the amazing local businesses that supported us in this way enabling us to save tens of thousands of dollars. We secured furniture at cost from Well Seated Interiors and a huge donation of the landscaping for the building from Fulton Hogan and Wamarra which included fencing and the team came and planted over 1000 plants! Backcare and Seating from Hallam organised our furniture at cost and their local connection has been enduring.

This doesn't underestimate the significant impact of the raffles and sausage sizzles, volunteer events and small collections that gathered the momentum to achieve the outcome of our new site.

We would like to acknowledge the fantastic efforts of the staff (and their families) from the 13 Coles supermarkets in region V203 who held a fundraising Christmas Party so they could gift us \$5000 towards the fit out of counselling rooms in our new building.

We would also like to pay a special tribute to the efforts of the fabulous team at the Berwick Op Shop, a long-term supporter of PCSE. This year, they generously donated \$10,000.

Grants

We also received a \$6000 grant from the Australian Financial Advisors Foundation thanks to a nomination by local Narre Warren Financial Planner Jamie Klason of PPW Investments. This went towards audio visual equipment for our education facility. We also received a grant from Toyota Financial Services for \$1000 towards our art therapy program thanks to a nomination from volunteer Sonal Pednekar.

Donations in lieu of flowers

Some of our biggest fundraisers are the families of past clients who recognise the value of our service and secure donations to support us in memory of their loved ones.

We are grateful to the families and friends of past clients, who honour them and the contribution we make to supporting them to live well, with donations to our service or donations in lieu of flowers at funerals.

Companionship Program

SUPPORTING PALLIATIVE CLIENTS AND THEIR FAMILIES WITH A TRAINED VOLUNTEER THAT PROVIDES COMPANIONSHIP AS THEY NAVIGATE THEIR END-OF-LIFE JOURNEY IS A VITAL PART OF OUR SERVICE.

Our companion volunteers also ease the pain of loneliness that many clients experience. Around 25% of our palliative clients are widows.

And we are blessed to have an extraordinary group of individuals who volunteer to befriend the dying and accompany them on this journey. Some of them are experienced carers who nursed their own loved ones through a terminal illness. They are all strong, kind, compassionate individuals who provide an unhurried listening ear. They visit our clients weekly. Sometimes they take them out shopping, for coffee, a walk or lunch but, mostly, they spend time with them and let them share their thoughts and feelings.

"I always think it's about giving a neutral ear, somebody they can talk to who is anonymous; who is not part of the family. They can talk about the heavy things. They can talk about the fact they're dying without me stopping them talking about that," volunteer companion Natalie Irvine explains.

"You are sharing this journey with somebody and if you can lessen the burden somewhat it's a great privilege to be able to do it," she adds.

This year, Natalie has a client who enjoys karaoke so the shared interest is a highlight of her regular visits which include singalongs.

"To be honest with you, when these people come around, I forget my sickness actually and I feel good and I just start singing and enjoying the day," her client Ivan D'Cruz explains.

Volunteers like Natalie help keep the spirits of our clients alive as their bodies deteriorate.

Gwen Clough has volunteered with PCSE for more than 20 years and is another of our Companions.

"I remind them they are still living and help them continue to do things they enjoy like shopping or going out for lunch, engaging in conversation about life, love and the world. I'm not afraid of their fate as I've travelled this road before," the twice widowed Gwen said.

"I see the living soul that needs a companion and bring them out into the sunshine. Sometimes I help people, who don't have much to smile about, laugh."

Gwen also recognises the support this service provides to families and, in particular, the respite it gives carers who can become socially isolated whilst caring for a loved one.

"My support means they can go lunch with friends and stay connected to their community and those who can support them through the grief," she said.

Our Companion Volunteers are carefully matched with clients. The matching process takes into account their interests and needs as well as their location and proximity to each other. The volunteers visit weekly throughout the client's journey with PCSE.



Linda Davidson
and Roy Francis

Our Donors

OUR MAJOR DONORS ARE LISTED BELOW HOWEVER WE ACKNOWLEDGE EACH AND EVERY ONE OF YOU THAT DONATED TO US THIS YEAR, EVERY DOLLAR IS USED TO SUPPORT OUR WORK.

OUR MAJOR DONORS

\$20,000

Don Moyes

\$10,000

Berwick Op Shop

\$5000

Coles Region V203

\$2000 and above

Dr Hung Nguyen

Dr Ruth Redpath, AO

Friends and family Goh Swee Ying

\$1000 and above

Family and friends of Matthew DiBianco

Rochelle Dullard

See Er Khoo

Barry Whelan

\$500 and above

Christopher Carter

Marilyn and Reg Donnelly

Ee S Goh

Wei Ying Goh

Andrew Howe

Mr & Mrs K Lee

Tobin Brothers

\$200 and above

Nicole De Vera

Linda Espie

Danielle and Ben Khoo

Chan Pong Lee

Annette O'Connor

Kathy Jewell

Annette Kirwan

Roslyn Ratcliff

Jan Smith

Koh My Family

Kiam Neiw Ng

Jodi Lynch

Katrina Peach

Maciej Tatarczuch

Wong Fong Cheong and family

Rose Hall, friends of Ian Kirwan

Family and friends of Derek Gardner

In-Kind Donations

Fulton Hogan

Wamarra

Decor8 Tiles

FJMT Interiors

Backcare & Seating

Well Seated Interiors

Ultra Shade

Ecofit Electrical

Sound n Vision

Beacon Lighting



Berwick Op Shop's Margaret Ruse (right) and Dawn Hall (left) hand over a cheque for \$10,000 to Chris Lean and Jodi Lynch

Our Board



Emeritus Prof. Margaret O'Connor AM
RN, FACN, MAICD, MPCNA

CHAIR

Margaret has enjoyed a long and illustrious career in palliative care. A nurse, she was involved in establishing and managing community-based palliative care services and was the inaugural chair of Palliative Care Nursing at Monash University from 2003 – 2014.

She has served on many national and international boards and committees and was a foundation member of the World Palliative Care Alliance and is a past President of Palliative Care Australia. In 2005, she was made a member of the Order of Australia for service to the development and establishment of palliative care services in Victoria.



Dan Woods
BA, MPRIA

DEPUTY CHAIR

Dan is a senior executive leader with over 20 years' experience in communications, marketing and business development.

He has worked in senior management roles for some of Australia's largest health, aged care and communications companies.

He is the Managing Director of WE Communications Australia and was previously Executive General Manager of Brand and Business Development at Bolton Clarke, one of Australia's largest aged, retirement and healthcare companies. He has a BA (Media Studies) and Certificates in Marketing and Brand Management.



Dr Sally McDonald
MBBS

Sally is a general medical practitioner and has broad experience in all aspects of General Practice with a special interest in palliative care. She has practised in the Palliative Care South East catchment area for 35 years.



Anthony Boffa
CPA, MBM

Anthony is the Chief Operating Officer for Dementia Australia. He has more than two decades experience in the not-for-profit sector with organisations providing services in the disability, home nursing, home aged care support and residential aged care sectors.

Anthony also has extensive commercial experience across the transport, service and travel industries.



David Goldberg
LLB (Hons), BA, GAICD

David is an experienced company Secretary, General Counsel and corporate governance executive. He has led the legal and company secretarial functions for public and NFP entities across the health, disability and emergency service sectors.

David has broad experience leading governance, board, risk management, compliance, procurement, ethical standards and integrity functions.



Catherine Lengyel
GAICD, AFCHSM, MAASW

Catherine has more than 25 years' experience in executive management roles in community, health, disability and aged care services across the not-for-profit, government and private sectors. A trained social worker, she is an advisor and consultant to disability organisations across Australia.

Catherine was previously the General Manager of National Service Delivery with the Nextt Group. She has personal experience with palliative care and is passionate about enabling people with a life-limiting illness to live well and die in their place of choice.

Financials

FINANCIAL SUMMARY

REVENUE	FY2023	FY2022	FY2021	FY2020
Vic Govt Grant - Block	6,709,700	5,930,507	5,826,850	6,700,536
Vic Govt Grants - Other	2,253,734	516,732	452,740	
Other grant revenue	52,690	4,108	7,936	
Donations Received	53,448	38,542	30,958	15,053
Fundraising & Café	44,559	21,220	7,365	-
Interest Received	54,191	35,379	42,298	67,121
Other Income	71,276	49,533	827,468	549,880
	9,239,598	6,596,022	7,195,615	7,332,590

EXPENSES	FY2023	FY2022	FY2021	FY2020
Employment Costs	5,324,519	5,128,841	5,278,985	4,591,815
Motor Vehicles	96,458	79,586	110,072	82,132
Training/Staff Support	97,107	45,422	49,860	36,622
Communications	100,366	92,978	110,362	90,850
Depreciation & Impairment	214,841	88,318	120,416	133,536
Depreciation - ROU	34,150	94,415	113,612	94,425
Interest Paid	2,997	2,955	8,354	11,029
Other	442,105	427,378	535,162	654,955
	6,312,543	5,959,893	6,326,822	5,695,364
Net Surplus/(Deficit)	2,927,055	636,129	868,793	1,637,226

Volunteering

Our volunteers are compassionate, kind and dedicated. They are an integral part of the holistic care we offer to our clients and their families and we wouldn't be as effective without them. They are also wonderful ambassadors for our service and provide fundraising support too.

If you would like to volunteer with us and give back to your community, we will give you training and support. You will be part of a lively team and find your own life enriched.

Find out more on our website, contact our Community Liaison Officer at reception@palliativecarese.org.au or call us on 5991 1300.

STATEMENT OF FINANCIAL POSITION

ASSETS	FY2023	FY2022
Cash on hand	1,813,393	4,343,309
Other Current Assets	60,491	22,033
Total Current Assets	1,873,884	4,365,342
Land & Buildings	6,183,346	1,465,009
Work in progress - building	-	2,610,347
Other non-current assets	1,026,208	404,457
Total Non-Current Assets	7,209,554	4,479,813
Total Assets	9,083,438	8,845,155
Liabilities		
Payables	371,004	881,757
Deferred revenue	21,083	2,056,358
Other current liabilities	829,863	972,429
Total Current Liabilities	1,221,950	3,910,544
Non-Current Liabilities	264,633	120,811
Total Liabilities	1,486,583	4,031,355
Net Assets	7,596,855	4,813,800
Retained Earnings	7,596,855	4,813,800
Total Equity	7,596,855	4,813,800

Corporate Sponsorship

PCSE wants to partner with you to make our community stronger. You can support us through workplace giving, one off donations, funding specific needs, contributions to our hardship fund or fundraising for us.

As a local business, your organisation can also provide non-financial support with services to clients and their families in their homes.

Call us to discuss how you, your business and staff can help us to support our community.

Email: communications@palliativecarese.org.au or phone 59911300.



Palliative Care South East

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Palliative Care South East acknowledges the support of the Victorian Government and South Eastern Melbourne Primary Health Network and Better Care Victoria.



Palliative Care South East respectfully acknowledges the First Nation peoples of Australia as the traditional custodians of the land on which we now live and work and recognise their continuing connection to land, water and community. We pay our respects to Elders past, present and emerging and specifically to the Bunurong People of the Kulin Nation, as the traditional custodians of the lands on which our Community Wellbeing Hub is located. We support the Uluru Statement from the Heart to achieve justice, recognition and respect for First Nations people and accept the invitation contained in the Statement to walk together with Aboriginal and Torres Strait Islander peoples in a movement of the Australian people for a better future.