

# We make a difference



**BALLARAT  
HOSPICE  
CARE INC.**

Home Based Palliative Care

**Office**

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## VISION

To offer our community a specialist palliative care service focused on end of life issues and care.

## MISSION

Ballarat Hospice Care, using a skilled, interdisciplinary team approach, facilitates with compassion, the provision of home-based, holistic palliative care, to anyone facing end of life issues.

## PRIMARY OBJECTIVES

1. To provide specialist palliative care equitably and responsively within available resources
2. To promote palliative care values within the community

## PHILOSOPHY & CORE VALUES

We believe:

- That the care of patients must acknowledge the whole person in their social context.
- That suffering, grief, loss and death are a part of life.
- We aim to relieve suffering by providing information relevant to patients and carer, which reflects their choice.
- That all patients and carers are entitled to open, honest communication, which respects choices and autonomy.
- That caring for ourselves and each other enables us to care for others.
- That bereavement and support is an essential element in supporting people after significant loss.

**We make a difference to the lives of people living with life limiting illness, their families and carers. We do this by:**

- Providing a respectful service that guides but does not take over
- Enriching the quality of living and dying through personalised home-based care and 24-hour support with compassionate staff and volunteers
- Helping patients to live well in their home by providing holistic care that addresses physical, emotional, social, cultural or spiritual needs
- Taking time to get to know what the patient and their family need to help them live, die and grieve well
- Sharing information, knowledge and care with the patient, their families and specialist health care providers including GPs, health services, district nurses, oncologists, physicians and local councils – identify the need and we will help identify the solution.

# Strategic Plan | 2018 - 2021

## Client Community Perspective

### Strategic Goal: 1

*A home based, person-centred, specialist palliative care service with the capacity to meet diverse consumer needs and provided in collaboration with patients, carers, other service providers and community stakeholders.*

**When you need Ballarat Hospice Care, we will be there for you**

#### We will be there for you by:

- listening to you
- respecting your choices giving you the best possible palliative care
- being available 24 hours per day
- making services work for you, either our own services or linking you with other services
- going the “extra mile” to meet special needs

## Internal Business Perspective

### Strategic Goal: 2

*A sustainable business and service delivery model, by which BHCI both engages with, and provides leadership to, other service providers and the community, in order to meet future service demands.*

**Our service is growing, and will continue to grow, to meet community needs for palliative care**

#### We will grow by:

- maintaining our reputation for good care
- good planning for future staff needs
- building and moving into premises that will give us space to grow
- offering a quality service
- maintaining good business sense

## Financial Perspective

### Strategic Goal: 3

*Growth in funding and resources, both government and independent, that ensures financial viability and enables growth of services to meet demand.*

**We are financially responsible and we aim to grow our revenue base**

#### We will grow our funding and resources by:

- operating within annual budgets
- increasing our fundraising
- exploring business opportunities
- working closely with other services
- investing in our future to ensure we are here for the long term

## Innovation and Learning Perspective

### Strategic Goal: 4

*Recognition as a Centre of Excellence in the provision of home based specialist palliative care services by a workforce, including volunteers, with relevant experience, qualifications and skills.*

**Specialist home-based palliative care is the service we offer – increased understanding and community involvement is what we aim for**

#### We will continue to offer specialist palliative care by:

- supporting ongoing enhancement of skills of current staff
- recruiting skilled staff
- supporting and increasing the skills of volunteers
- supporting research and new ideas to enhance care
- connecting with the community to understand changing needs

## Our Values:

