

# WE MAKE A DIFFERENCE



**BALLARAT  
HOSPICE  
CARE INC.**

Home Based Palliative Care

## OFFICE

**Hours:** 9am - 5pm  
Monday - Friday

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## WHO WE ARE

We are a team of specialist palliative care nurses, supportive care advisors, patient and family support volunteers, and compassionate administration and support staff. Established by community members in 1985, our not for profit organisation has guided patients, and supported carers and families to live, die and grieve well.

## 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 and end of life care.

## OUR AIMS

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

## PHILOSOPHY

- The care of patients must acknowledge the whole person in their social context.
- Grief, loss and death are a part of life.
- Suffering can be alleviated by providing support relevant to patients and carers, which reflects their choices.
- All patients and carers are entitled to open, honest communication, which respects choices and autonomy.
- Caring for ourselves and each other enables us to care for others.
- Bereavement support is an essential element in caring for people after significant loss.

## THE DIFFERENCE WE MAKE

We make a difference to the patients, carers and families we support.

Our holistic approach to care means that we walk alongside people; supporting, empowering and caring for them.

We ensure our services are responsive to the individual needs of each patient, carer and family.

We provide in-home specialist palliative care, addressing physical, emotional, social and spiritual needs.

We also work closely with other health and community services.

### We offer:

- in home specialist palliative care nursing
- 24 hour nursing support
- volunteer support
- support to make current and future care choices
- carer and patient education
- equipment loan to enhance comfort and safety.

### We aim to:

- support people to feel safe
- enhance quality of life
- work together to achieve choices on how to live and die.

# STRATEGIC PLAN | 2021 - 2024

## CLIENT AND COMMUNITY

### Strategic Goal: 1

*A home based, person-centred, specialist palliative and end of life care service with the capacity to meet diverse and evolving community needs, a service which is 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 and to those caring for you; respecting your choices while giving you the best possible palliative and end of life care and information
- being available to patients 24/7 for support and guidance
- making services work for you, either our own services or linking you with other services
- facilitating wraparound services, from providing equipment to bereavement support

## OUR PEOPLE AND BUSINESS

### Strategic Goal: 2

*A quality and sustainable business and service delivery model that has a collaborative and inclusive approach.*

#### We continue to grow to meet community needs for specialist palliative and end of life care

We will grow by:

- maintaining our reputation for excellent care
- being an organisation of choice for paid staff and volunteers
- building the presence of the Palliative Care Hub in the community
- working with other organisations and our community

## SUSTAINABLE PERFORMANCE AND GOVERNANCE

### Strategic Goal: 3

*We are governed and managed for sustainable performance, including financial sustainability.*

#### We are a responsible organisation with sufficient resources to provide high-quality care, both now and into the future

We will enhance our sustainability by:

- maintaining and enhancing our leadership at both governance and management levels
- operating within annual budgets
- proactively advocating for the resources to support palliative and end of life care
- investing in our future to ensure we are here for the long term

## INNOVATION & LEARNING

### Strategic Goal: 4

*Working in partnership with other service providers, we will achieve excellence, innovation and learning in palliative and end of life care for the benefit of all.*

#### We know, build and implement evidence-informed best practice in palliative and end of life care

We will continue to improve specialist palliative and end of life care by:

- Identifying and implementing best practice in palliative and end of life care
- supporting research and new ideas to enhance care
- leading advance care planning and wraparound grief and bereavement support
- connecting with the community to understand changing needs.

## OUR VALUES:

