

Recognising Our Volunteers



**BALLARAT
HOSPICE
CARE INC.**
Home Based Palliative Care

**2022-23
Annual Report**

Contents

From our Chairman and CEO	01
Who we are	02
Our Board of Governance	04
Recognition	06
Our Staff and Farewells	07
Our Volunteers	08
Clinical Services	11
Research and Service Improvement	14
Donations	16



**BALLARAT
HOSPICE
CARE INC.**

Home Based Palliative Care

Front cover – La La, Op Shop Volunteer



From our Board Chair and CEO

While change is a constant, particularly over recent years as evidenced by the impacts of Covid19, the 2022/23 financial year saw significant change for Ballarat Hospice Care (BHCI). There was the retirement of our long standing previous CEO, Carita Clancy who provided 15 Years of dedicated service and also the end of Geoff Russell's 19 year term as Chair of the Board of Directors, together with the retirement of Specialist Palliative Care Nurse, Sharon Moss after 30 years of exceptional service. We acknowledge Carita, Geoff and Sharon who invested their skill and passion to shape and guide the organisation to what it is today. In addition, we have seen three new Directors join the Board, and the introduction of several welcome new staff; it is self-evident that the continuing evolution of BHCI has gathered pace over this reporting period.

While such significant change can be disruptive, Malcolm as incoming Chair, Andrew as incoming CEO, the Board and our dedicated employees and volunteers have collectively embraced the opportunities presented by change to focus on a process of continuing to review, refresh and improve. As such, we are confident in stating that over this reporting period the work of BHCI has continued to be guided by our well established values and we have built upon and benefited from the amazing contributions of all Directors, staff and volunteers previously involved in our story.

The BHCI Strategic Plan 2021 – 24 has continued to guide our day-to-day operations with a particular focus on

- continuing to provide excellent person-centred palliative and end of life care and support for our patients and their carers
- continuing to grow and enhance our volunteer program; you will notice in this annual report we have focussed on the contributions of our volunteers and the impact they have on our organisation and our community
- linking collaboratively with other health services in advocating for our patients and their carers to support a coordinated approach to palliative and end of life care
- increasing utilisation of the Palliative Care Hub for our staff, patients and families, other community based organisations and partner clinicians thus facilitating increased community awareness of palliative care generally and BHCI services particularly

- growing our connection with partner agencies, this has included new partnerships with emerging home care organisations, the Committee for Ballarat (as corporate members) and Compassionate Ballarat
- maintaining financial sustainability through strong operational financial management with appropriate governance oversight and guidance
- continuing to develop strong operational and clinical governance frameworks and procedures
- continuing to focus on reviewing and upgrading legacy internal systems and procedures to ensure remaining strong in what is a rapidly evolving environment for the government funded not-for-profit health sector and broader health system
- maintaining a focus on quality and improvement through successful re-accreditation in early 2023 meeting all the QIC standards and only two corrective actions for the Rainbow ✓ standards
- continuing to take a leadership role in the region by leading a region-wide project
- focusing on those aspects of our business that do not, and will not change – that are at the core of all that we do for the patients and families who we provide care and support to.

In commending the 2022/23 Annual Report to you we praise the wonderful commitment of everyone; past Directors, employees and volunteers who have contributed to the growth of BHCI across our 30 plus year history. We also acknowledge and celebrate the daily contributions of all Directors, employees and volunteers who provided their time, skill, care and commitment over the 2022/23 reporting period contributing to the continued growth and success of BHCI.

In the words of Helen Keller,

“alone we can do so little, together we can achieve so much.”

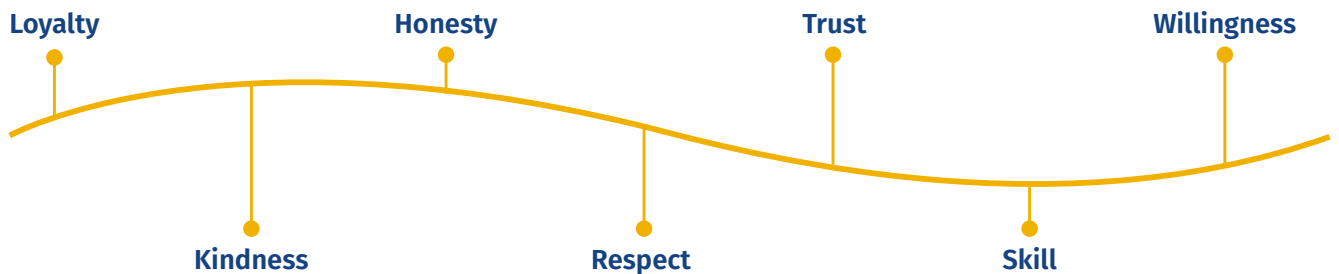
Malcolm Weaver
Board Chair

Andrew Howard
Chief Executive Officer

Who we are

We are a team of specialist palliative care nurses, supportive care advisors, compassionate administration, support staff and volunteers. 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.

Our Values



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

Philosophy

We believe that

- 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 supporting 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
- ensure our services are responsive to the individual needs of each patient, carer and family
- provide in-home specialist palliative care, addressing physical, emotional, social and spiritual needs
- work closely with other health and community services.

We offer

- in home specialist palliative care nursing
- 24 hour nursing support; that is scheduled visits during weekdays and access to emergency support after-hours, on weekends, and on public holidays
- 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.

Acknowledgement and inclusion

We

- acknowledge the Traditional Custodians of the land where we live and work, the Wadawurrung and Dja Dja Wurrung people. We pay our respect to Elders past, present and emerging, and to all Aboriginal and Torres Strait Islander Peoples
- are committed to ensuring our services are safe, respectful, equitable and inclusive to all people, their carers and families
- welcome and work with people of every age, health status, race, ability, gender identity, sexual orientation, religion, culture, linguistic background, and financial status.



Our strategic goals

1. Client and community

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.

2. Our people and our business

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

3. Sustainable performance and governance

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

4. Innovation and learning

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.



Sam – Op Shop Volunteer

New Members

Welcomed March 2023



Ross Phillips

MB.BS, FANZCA

I joined the Ballarat Hospice Care Board of Governance following 40 years working as a Specialist Anaesthetist. As a partner of the Anaesthetic Group Ballarat, I worked at both major Ballarat

hospitals, Ballarat Day Procedure Centre, and Hepburn Health Services at Daylesford and Kyneton Hospitals.

I have been fortunate to participate in many years of fulfilling international aid work with a team of surgical volunteers who travelled to New Guinea and the Pacific Island region. Working individually and as part of a team was immensely satisfying, and I cherish the memories of those experiences.

After retirement, I continued to contribute to the Ballarat medical community by accepting a teaching appointment at Notre Dame University. I now look forward to my involvement with Ballarat Hospice Care; I am aware of the significant contribution it has made to the Ballarat community. I am grateful for the opportunity to serve the community and look forward to contributing my skills and experience to this essential cause.

Welcomed April 2023



Sandra Campbell

B.Bus, Member Chartered Accountants Australia and New Zealand

I am passionate about joining the Board of Ballarat Hospice Care. I am a Chartered Accountant and have worked with a variety of organisations ranging

from family companies and non-profit organisations. I was first introduced to palliative and end of life care when my mother was in her final stage of life. The care and compassion shown to her by Ballarat Hospice Care made me realise how important palliative care is for our community. I want to share my skills and expertise to continue the great work of this organisation.

Welcomed June 2023



Sarah Byrne

JD, B.Bus (Law)

I was very excited when the opportunity to join the Ballarat Hospice Care Board arose. It was a fantastic chance for me to be more involved in the Ballarat community after living away for 15 years.

It is an honour to contribute to such a vital organisation. Since my short time on the Board, I more deeply understand the reach of the organisation; it seems everyone has a story to share about how Ballarat Hospice Care helped a loved one with palliative and end of life care. I look forward to sharing my skill and expertise to guide and grow Ballarat Hospice Care.

Our Board of Governance

Patron

Rob Knowles AO

Chair

Malcolm Weaver
Diploma of Business

Deputy Chair

Meredith Johnson
Bachelor Economics

Treasurer

Sandra Marston
Bachelor of Commerce, Bachelor of Science (Hons), Chartered Accountant

Members

David Leach
Bachelor of Theology, TPTC

Gabrielle Kirby
Cert Oncology Nursing U.K., Bachelor Health Science, Graduate Diploma Palliative & Gerontic Care, Master Health Management

Geoff Russell
B.A. (Sociology), Grad. Dip. Bus. Admin., Dip. Fin. Services. GAICD

Mandy Macdonald
Diploma of Human Resource Management, Diploma of OH&S, Diploma of Management

Neale Gribble
Bachelor of Law, Bachelor of Commerce

Ross Phillips
MB.BS, FANZCA
Casual Appointment 2023

Sandra Campbell
B.Bus, Member Chartered Accountants Australia and New Zealand
Casual Appointment 2023

Sarah Byrne
JD, B.Bus (Law)
Casual Appointment 2023

Stephen Lewis
Bachelor of Business,
Certified Practising Accountant
& member Tax Institute Australia



From left to right: Neale Gribble, Sandra Marston, Mandy Macdonald, David Leach, Meredith Johnson, Gabrielle Kirby, Geoff Russell, Malcolm Weaver, Sandra Campbell and Sarah Byrne. Note – absent Ross Phillips and Stephen Lewis

Acknowledging - Geoff Russell

*Board Chair (from 2003 - 2022)
Appointed to the Board 1998*

Geoff Russell has been a committed, dedicated and effective Chair of the Board at Ballarat Hospice Care for many years, during which time he has helped the organisation to grow and flourish. His leadership has been characterised by quiet and reasoned decision-making, and he has always been a strong advocate for the values of Ballarat Hospice Care. Despite facing difficulties, Geoff has always approached challenges calmly and consultatively. The achievements of Ballarat Hospice Care are a testament to the effective teamwork that Geoff has helped to foster, and he deserves thanks from everyone involved with the organisation.

Responsible Ministers and Officers

For the reporting period:

- The Hon. Mary-Anne Thomas, MP
- Professor Euan Wallace, Secretary Department of Health
- Theresa Williamson, Manager End of Life Care and Palliative Services, Program Improvement – Health Services and Ageing, System Improvement Group, Commissioning and System Improvement Division, Department of Health.

Further acknowledgements

We do not work in isolation; as always we rely on support, assistance and guidance from our partners and we thank them.

- Caritas Christi Afterhours Phone Triage Service, St Vincent's Hospital Melbourne
- Grampians Regional Palliative Care Team
- Grampians Region Palliative Care Consortium
- General Practitioners
- Specialists
- Grampians Health and in particular Gandarra Palliative Care Unit
- St John of God Hospital
- Central Highlands Rural Health
- City of Ballarat
- Hepburn Shire
- Golden Plains Shire
- Moorabool Shire
- Pyrenees Shire
- Victorian State Government, particularly the Department of Health
- Western Victoria Primary Health Network
- Grampians Public Health Unit
- PalCare
- Ballarat Community Health
- Committee for Ballarat
- Compassionate Ballarat
- Ballarat Cemeteries Trust
- Palliative Care Outcomes Collaboration



From left to right Lee Ellis, Vicky Smith and Kerrie Smith

Recognition

This year we particularly acknowledge and celebrate our staff members who have contributed

15 years of service

- Vicky Smith, Clinical Coordinator and Specialist Palliative Care Nurse**
 Vicky is a shining example of the extensive specialised palliative care nursing experience that defines Ballarat Hospice Care and sets us apart as a unique organisation. Vicky's innate capacity for clinical leadership is delivered in her low key 'get on with the job' approach to her role as Clinical Coordinator with all of our Nursing team benefiting from her 'lead by example' approach. Vicky is regularly observed in deep conversation with other members of the team sharing her extensive experience while offering calm counsel and advice. Vicky's contribution to BHCI over 15 years reflects perfectly our values of loyalty, kindness, honesty, respect, trust, skill and willingness.

10 years of service

- Lee Ellis, Administration**
 Over her 10 years of loyal service Lee has established herself as the 'face and voice' of BHCI. Lee is the first person new patients, families, carers or visitors see or hear and we couldn't wish for a more positive, friendly, caring and committed soul than Lee to create that critical 'first impression'. Always positive, upbeat and willing to assist, Lee brings a special something to our workplace as Receptionist and general 'go to' for any question we don't have the answer to. Lee's delightful approach to work and life lifts everyone around her. A true professional! Lee's dedication and commitment to the BHCI 'family' of staff, volunteers, patients and carers is beyond reproach and an inspiration to us all.

5 years of service

- Kerrie Smith, Finance Manager**
 Kerrie's exceptional experience, knowledge and attention to detail have been critical to our continuing positive financial health over the five years of her dedicated service to BHCI. The work of a Finance Manager is equally 'behind the scenes' yet also critical to our continuing success and growth. It is reassuring to know that one of our most critically important areas of business operations is overseen by someone as professionally capable and willing as Kerrie. Kerrie's detailed knowledge and understanding of all aspects of our business operations ensures that the life blood of our organisations continued success – our finances – are in safe hands.

We appreciate and honour the support, willingness and dedication of our volunteers. This year we acknowledge

5 years of service

- Aileen D
- Gail M
- Helen M
- Jan S
- Janet R
- June H

10 years of service

- Carol S
- Meredith J

Vale

With sadness, respect and gratitude we acknowledge:

Wendy Woolcock, a loved friend and volunteer of Ballarat Hospice Care from 2015 to 2021. Wendy left her volunteering role in 2021 when she moved to Tasmania to be closer to family. Wendy worked in the Op Shop and at the Warehouse and she is warmly remembered for her great sense of fun, her humour, hard work, resourcefulness and fantastic organisational skills. Wendy was someone who was genuine, sincere and caring. She is sadly missed.

Farewells

All at Ballarat Hospice Care value the contributions of

- Carita Clancy, CEO (Farewelled October 2022 and acknowledged in the 2022 Annual Report)
- Julie Hassard, Supportive Care Coordinator (Farewelled August 2022)
- Finn Johnson, Friends of Hospice Op Shop Coordinator (Farewelled October 2022)
- Sharon Moss, Specialist Palliative Care Nurse (Farewelled January 2023 and acknowledged in the Clinical Services section of this report)

We also acknowledge the following six volunteers and sincerely thank them for their service

- Jan M
- Joan B
- Mary D
- Michael W
- Mim C
- Robert M

Our Staff

Chief Executive Officer

Andrew Howard (Welcomed October 2022)

Operations Manager

Katherine Brumby

Medical Director

Dr David Brumley OAM

Community Engagement Manager

Michelle MacGillivray

Finance Manager

Kerrie Smith

Quality and Compliance Manager

Karen Taylor

Strategic Projects and Research Manager

Diane Nimmo

Volunteer Manager

Maree Povey (Welcomed July 2022)

Clinical Coordinators

Vicky Smith

Melanie Pither

Specialist Palliative Care Nurses

Valerie Armenante

Sarah Brennan

Leanne Burns

Louise Cooke

Debbie Hubble

Janine Lynch

Mandy Martin

Mandy Sharp (Welcomed February 2023)

Melanie Pither

Simon Murphy

Stacie Nawodycz (Welcomed January 2023)

Leanne Mouritzen

Vicky Smith

Supportive Care Coordinator

Angela Anderson (from May 2023)

Supportive Care Advisors

Claire Wilson (Welcomed August 2022)

Joanne Lang (Welcomed June 2023)

Katrina Tansey

Administration

Lee Ellis

Caryl Whitfield

Op Shop Coordinator

Roger Simkin

Stores Coordinator

Peter Jones

Equipment & Maintenance

Max Watson

Our Volunteers

This year we celebrate our volunteers and aim to provide an inside look at the ways our volunteers support the mission, vision and values of our organisation.

Here is a volunteer program overview as of June 30, 2023

- Number of active volunteers – 73
(Note - these figures do not reflect the 12 volunteer Board members and their significant contribution of time and expertise)
- 88% of volunteers are female
- 12% of volunteers are male

Volunteers provide support by

- supporting patients and carers in their home
- providing transport for vulnerable patients
- maintaining equipment and cars
- supporting administration and quality improvement activities
- greeting the community and helping them to feel welcome at the Hub
- hosting meditation sessions for staff
- serving the community in the Op Shop
- sorting donations at the Warehouse
- maintaining our beautiful gardens.

This year we invested time into our volunteer management system to gain a better understanding of the in-hours support our volunteers provide. We found that for the period between January 1, 2023 and June 30, 2023 volunteers contributed a total of 4522 hours.

If we assigned \$30 an hour to each hour contributed, that equates to \$135,660 of service delivery for the six-month period. This is an enormous contribution in addition to the \$131,544 gross income generated through the Ballarat Hospice Care Op Shop staffed almost completely by volunteers. All contributions significantly extend and enhance Ballarat Hospice Care's reach and service delivery. For that we are extremely grateful.

Recruitment

We delivered four New Volunteer Information Sessions; from that activity, we welcomed 22 new volunteers.

- | | |
|--------------|-------------|
| • Ann C | • Eleanor B |
| • Anne S | • Jacky C |
| • Anne B | • Jan S |
| • Alison M | • Jane L |
| • Bernie C | • Jodie P |
| • Bridget D | • John K |
| • Carolyn Ba | • Pam S |
| • Carolyn By | • Robert D |
| • Chris W | • Sam G |
| • Deb W | • Sandra M |
| • Donna W | • Theresa B |

Training

Volunteers had an opportunity to develop their skills via eight training sessions offered this year.

- Deep Listening – offered by Compassionate Ballarat
- LGBTIQ+ Awareness
- Bushfire safety for staff and volunteers
- Voluntary Assisted Dying for Supportive Care Volunteers
- Two Volunteer Induction sessions
- Two Palliative Care Volunteer Training sessions

Appreciation

This year staff and volunteers celebrated our volunteer contributions with two events

- December 2022 - Volunteer End of Year Celebration
- May 2023 – (during National Volunteer Week) a Volunteer Appreciation morning tea.

It is always a great opportunity to come together, appreciate, celebrate and acknowledge the many ways in which our volunteers make a difference to the lives of our patients, their carers, and our staff.

Feedback

During November 2022, 64.5% of volunteers participated in a volunteer survey. The survey aimed to gain insights into volunteers' experiences, focusing on aspects such as communication, engagement, motivation, and overall satisfaction. The results of the survey were pleasingly positive. All respondents expressed feeling welcomed, valued, and appreciated in their respective volunteer roles. Volunteers told us that they gain their main enjoyment from feeling valued and appreciated, friendships, teamwork, meeting others, helping others, making a difference, and supporting a worthwhile organisation.

“ I feel valued and appreciated and work with a great team of volunteers.

“ I feel I am supporting a worthwhile organisation whose work provides a valuable community service.

“ Very happy with open communication always available, newsletter is great.

“ It is a great privilege to volunteer with such a great organisation.

“ It's my pleasure to be involved in an amazing organisation that provides great support.



Ballarat Hospice Care Op Shop volunteers Sue Costello and Carol Taylor

Volunteer impact

The happy friendship shop

Carol Taylor and Sue Costello have volunteered at the Ballarat Hospice Care Op Shop since its inception nine years ago. When asked how they became involved, Carol replied

“I wanted something to do after my husband died, I saw the ad in the paper and immediately thought that would be perfect.” Sue who was working part time had similar thoughts about the suitability of the volunteer role.

Both Carol and Sue had a connection to the palliative care cause through personal family experiences. What they did not expect is that they would still be in the shop and loving the experience of volunteering many years later.

Sue and Carol provided a myriad of reasons as to why they volunteer at the Op Shop; the fun, the friendships formed, having ownership and a say in shop operations, the customers, and knowing that their work not only supports Ballarat Hospice Care but also supports the community.

When talking about friendships, Sue said “We are all great friends, there is a strong bond and we support each other when things are tough. It’s really quite special, and we are very social outside our volunteering time,” adding “The Op Shop is our happy friendship shop.”

Another area not to be overlooked are the values of Ballarat Hospice Care at work; loyalty, kindness, honesty, respect, trust, skill and willingness. Sue said “We know when some of our customers need a little extra kindness and compassion; we are able to provide that to them.”

Both Sue and Carol said they feel especially pleased with the amount of money the Op Shop makes on behalf of and for Ballarat Hospice Care. They know the money raised goes toward extending the special care provided by Ballarat Hospice Care and that is an important factor in the volunteer experience.

As far as working in the shop, Sue said “It is great to meet the customers and we have many repeat customers, some of who come in on the same day each week, so friendships are formed with our customers, too.” Recently a customer described the Op Shop as the ‘happiest Op Shop’. This was a touching comment for the volunteers as they appreciate the connection the customers have to the shop.

Customers have their own reasons to support the Op Shop. For some it is the wonderful care provided by Ballarat Hospice Care for a loved one. For others it is a friendly place where you can find great bargains, or it is simply the ‘best’ Op Shop and a sense of wanting to give to a local community service.

Carol and Sue described the generosity of customers who make cash donations on top of their purchase and others who say “No, nothing today, but here’s a donation.” Customer generosity is part of the appeal of working in the shop. Carol said “Not one person has ever said a bad word about Ballarat Hospice Care in the all the time I have volunteered.”

One area not to be overlooked is the work that happens behind the scenes at the warehouse. This is where donations are sorted and cleaned, ready for sale. It completely supports the quality merchandise available in the shop. The regular warehouse volunteers are not only dedicated; they are a lot of fun to work with, too.

This year the Op Shop refreshed its look and is now the Ballarat Hospice Care Op Shop. Formerly it was known as the Friends of Hospice Op Shop. The former name came about at the time the Op Shop was established in 2014 with input by ‘The Friends of Hospice’ events group.

We value the dedication and commitment of all our Op Shop volunteers who make the Op Shop such an important aspect of Ballarat Hospice Care.



Ballarat Hospice Care volunteers Michael Tee and Pam Schaper

Volunteer impact

One door closes, another opens

Delivering palliative care in the home means there are significant demands placed on carers. As end of life approaches for patients, it is important that additional support be available for carers. Fortunately, Ballarat Hospice Care has a dedicated crew of Supportive Care Volunteers who offer further support and care. Supportive Care Volunteers undertake additional palliative care education specifically to assist patients and carers in their homes. One example of the care and support they deliver includes providing respite for carers; allowing them to take a break from their caregiving responsibilities, reassured that their loved ones are not alone.

Other examples of care or support provided to patients and carers includes time in the home, conversations on the phone, or being out and about in the community supporting a patient or carer. They may spend time in shared conversation, providing emotional support, reading to patients, or simply offering a listening ear. They can assist with shopping, small errands, or transporting people to their appointments. The work they do in the home fosters meaningful connections, and also provides a sense of purpose and accomplishment. Over time, special friendships are forged and in some cases, new doors open as a result of the friendship and support.

This is one story of a friendship forged between Pam Schaper and Michael Tee. Pam was the primary carer for her husband Murray. Pam quickly understood that as Murray's health declined, her role was more consuming and she recognised, perhaps somewhat reluctantly that she would benefit from some time away from the home. Pam was prompted to consider a Supportive Care Volunteer by the Supportive Care Team at Ballarat Hospice Care.

For Pam and Murray it was a big decision to allow another person into their home. While Pam and Murray were hesitant, their concerns were put aside as soon as they met Michael their Supportive Care Volunteer. Pam said on meeting Michael she "was immediately struck by how kind and friendly Michael was."

Michael said that on meeting Pam and Murray "Pam did all the talking...Murray did not say anything." Michael jokingly mentioned to Pam that perhaps he (Michael) was boring as "Murray goes to sleep whenever I am here!" This was not the case as Michael is a careful listener, a great conversationalist and is truly interested in everyone he meets.

Michael gently talked with Pam and Murray to understand Murray's interests and background. It was not long before Michael struck on a topic of mutual interest – their love of Mah Jong. From there they talked not only about Mah Jong, but also country music and Murray's background of shearing. Michael is a whiz with technology, assisting with the setup of Pam and Murray's smart TV. Together they found YouTube and Murray's beloved Kenny Rogers. There was a bit of toe tapping and singing going for both Michael and Murray.

Everyone eagerly anticipated the time that Michael would spend with Murray. Michael and Murray enjoyed each other's company. Pam enjoyed her time with her craft group.

After Murray's death, Michael continued to contact Pam along with the Supportive Care Team to offer support during bereavement. The Supportive Care Team suggested to Pam that she may like to volunteer at Hospice in the Op Shop as Pam had a long career in retail. Pam has done just that and has fitted in beautifully with the volunteer team at the Op Shop.

Clinical Services

We continued to build on the strong foundations of the organisation, aiming to be a quality community specialist palliative care service with a solid reputation in the face of enduring and increasing demand for our service.

This year we noticed the complexity of patient cases increased. We saw more comorbidity, advanced disease and patients with a shorter prognosis. For our team this resulted in more intense work with patients, their carers and families in a compressed time frame. This in turn resulted in a higher incidence of carer fatigue and stress. Our team responded and adapted in an increasingly complex healthcare environment. Good communication remains a cornerstone of our care to ensure we are all committed to providing high quality care so patients live and die well in their place of choice where possible.

Our work means that we

- provided care and support to over 500 patients in our community
- supported over 80 patients who chose to die at home
- loaned hundreds of pieces of equipment to patients so they could remain safe at home, including hospital beds for end of life care, wheelchairs, and equipment to support activities of daily living (eg four wheel walkers, shower chairs, commodes, monitors).



Supportive Care Volunteer Meeting

Supportive Care

Our Supportive Care team experienced growth during the year

- Claire Wilson was welcomed as a Supportive Care Advisor in August 2022
- Julie Hassard resigned from the Supportive Care Coordinator role in August 2022
- Angela Anderson stepped up to the Supportive Care Coordinator role in May 2023 and
- Joanne Lang was welcomed as a Supportive Care Advisor in June 2023.

We are delighted to have a full Supportive Care Team in place. The team provide vital assistance to patients and their families. They are focussed on providing emotional, spiritual and psychosocial support as people face a life limiting diagnosis and explore their needs as they reach the end of their life. Our Supportive Care Team also provide practical assistance for patients and carers dealing with carer strain, home care services, Centrelink, legal matters, and changing household dynamics.

This year Maree Povey our Volunteer Manager began to coordinate the work of our wonderful Supportive Care volunteers. This proved to be a worthwhile change; Maree provided a consistent, structured and supportive approach to the volunteer support activities. The Supportive Care Volunteers continue to provide essential additional care and support to patients and carers in their homes, extending and enhancing the work of the clinical and supportive care teams.

Bereavement support is an essential part of palliative care, it begins after a patient has died. It includes regular contact with carers and family members for a year after the death of the patient. The support provided includes talking with carers about their own health and wellbeing, helping people to understand their grief and loss and providing information about other resources available to them as they experience bereavement and they begin to live their life in a different way.

Nursing

This year a respected and much loved Specialist Palliative Care Nurse, Sharon Moss retired after a 30 year connection with Ballarat Hospice Care. Sharon retired in January 2023. Originally Sharon began her palliative care experience as a volunteer in February 1993, supporting the sister of a colleague at Gandarra Palliative Care Unit. From this encounter Sharon knew that palliative care would become her passion and her vocation.

Sharon was offered a role with Ballarat Hospice Care in October 1994. At that time Sharon joined a nursing team of six; the organisation had two cars between them and the nurses did the equipment delivery using an old Toyota Hiace van. We have come a long way! Today there are 30 staff, 70 volunteers and a fleet of cars.

Sharon's impact was significant over the years. Her colleagues, patients and carers describe her as a caring, compassionate, diligent and dedicated Specialist Palliative Care Nurse. Sharon spent her career giving and is described by long term colleague Specialist Palliative Care Nurse Vicki Smith as

“One of those rare people you know you are so lucky and blessed to meet perhaps once in your lifetime.”

We were extremely fortunate to welcome two new nurses to our clinical team early in 2023; Stacie Nawodycz and Mandy Sharp. Their care and skills are warmly embraced by the team.

We particularly value the ways the Grampians Regional Palliative Care Team and Gandarra Palliative Care Unit work with us. Together we strengthen our palliative care skills and work to provide the best care and support to



Sharon Moss Specialist Palliative Care Nurse

the patients we care for. All services benefit as we strive to achieve skilled contemporary palliative care in our region so that our mutual patients receive high quality well-coordinated care.

We continued to build on the improvements made to our after-hours care in 2022 with the Afterhours Project working with Caritas Christi, the Grampians Region Palliative Care Consortium and Western Victoria Primary Health Network. Please read the Research and Service improvement article in this year's annual report to gain a good understanding of the work completed and the way our volunteers contributed.

Our work is collaborative in nature. Our team once again worked closely with the Grampians Regional Palliative Care Team, Gandarra Palliative Care Unit, GPs, Specialists, the local hospitals and community services to care for our patients.

Equipment/Stores

There was high demand for equipment which we loan to patients at no direct cost so they are supported to be cared for safely at home. Volunteer impact is acknowledged in this aspect of our service, this includes

- assistance with the equipment preparation, ready for loan to patients
- cleaning fleet cars every week no matter what the Ballarat weather provides.

The whole team appreciate the willingness and care our volunteers provide to ensure the smooth operations.

This year through the generosity of a community donor, we purchased nine new syringe drivers. Syringe drivers are an essential piece of equipment used to improve symptom management and comfort during end of life care.

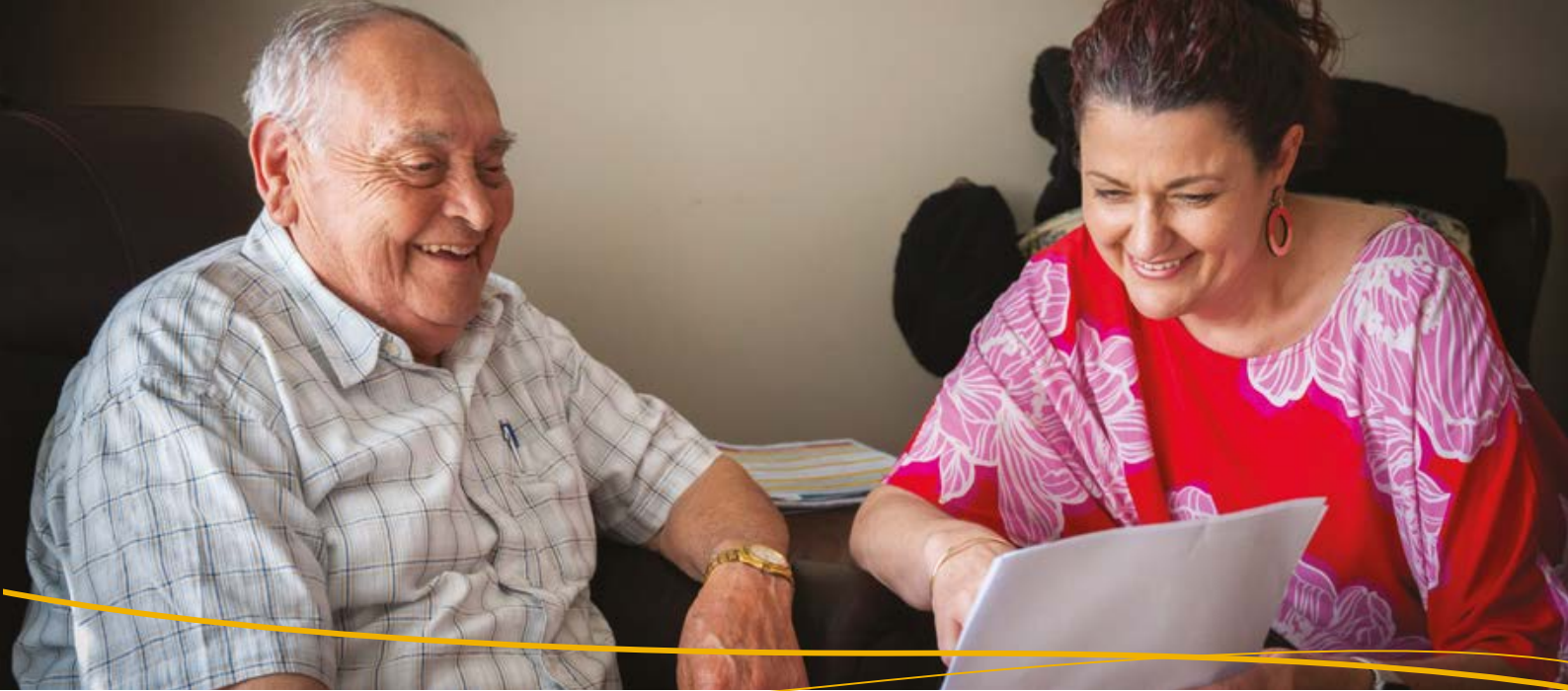
We were fortunate to receive an equipment grant through the Oliver Foundation allowing us to purchase

five iPads with protective cases for Telehealth video consultations with patients. A plan is in place to purchase additional mobile clinical equipment for use in peoples' homes by the Specialist Palliative Care Nurses.

Additionally, we received a generous financial donation from Rick Thege. Rick's donation allowed us to purchase 20 new oxygen concentrators. When asked what inspired Rick's generous gift of \$25,000 he said it was his way of giving back to a community that has given him so much.

We continue to value the tremendous support by the community through generous financial donations to assist with equipment purchases and enable people to remain safely and comfortably at home.

Katherine Brumby
Operations Manager



Key service statistics

394

Referrals

305

Admissions

69

Discharges

250

Deaths

87

Home deaths

174

Individual patients
(average per month)

518

Total patients
annually

Clinical service

61%

Patients died in their place of choice
2022-2023 **143**

37%

Patients who died and their place
of choice was not met
2022-2023 **86**

2%

Patients who died and their
place of choice was not known
2022-2023 **5**

1334

Average number of monthly contacts
(including after hours contacts)

2244

After hours contacts
(total after hours contacts)

16004

Total contacts for 2022-23
(including after hours contacts)

Research and Service Improvement

Acknowledging our volunteers in the Grampians region-wide After-hours PalCare Project

During the 2022-23 financial year, Ballarat Hospice Care (BHCI) as the largest of four community palliative care services in the Grampians region continued to lead the 'After-hours PalCare project', a region-wide project initiated by Grampians Region Palliative Care Consortium (GRPCC), and co-funded by Western Victoria Primary Health Network (WVPHN) and GRPCC. It aims to strengthen after-hours support for all palliative care patients in the region who wish to be cared for and die at home.

Ballarat Hospice Care volunteers supported this project in many ways:

1. Implementation of the patient information management software PalCare across the region to enable after-hours service provider Caritas Christi Afterhours Phone Triage Service, St. Vincent's Hospital Melbourne to access up to date patient information

Once the community palliative care services across the region had

- implemented PalCare,
- transitioned their patient records into PalCare,
- and learnt how to use the software;

a patient record audit was designed to ensure PalCare was used efficiently. This informed further education needs and quality improvement activities. One of BHCI's volunteers completed an audit of 50 patient records.

2. Implementation of Caritas Christi Afterhours Phone Triage Service across the region

As this is a pilot project, and part of a wider WVPHN program, evaluation was conducted by La Trobe University. Data collection on each after-hours encounter and patient/carer satisfaction with Caritas Christi Afterhours Phone Triage Service is mandatory to comply with the funding agreement. Two of BHCI's volunteers entered encounter data and phoned patients and carers to follow up on their satisfaction with Caritas Christi Afterhours Phone Triage Service throughout the 2022-23 financial year.

The data collected provides a basis for business case decisions by all four services about after-hours support upon conclusion of the project. Furthermore, following up on patient satisfaction/carer satisfaction helps ensure that patients and their carers in the region feel well supported in the after-hours and are satisfied with the quality of after-hours service.

Being supported by skilled volunteers significantly eased the workload of Support Staff and Specialist Palliative Care Nurses across the entire region.

3. Implementation of the option for Caritas Christi Afterhours Phone Triage Service and Ballarat Hospice Care to escalate patients to My Emergency Doctor for after-hours medical emergency support

My Emergency Doctor Physicians are located all over Australia. They have no direct local knowledge of the supports available to patients in the Grampians region. Two volunteers were involved in an activity to map all pharmacies, which operate in the after-hours. Information collected included opening hours and stocks of medications frequently used in palliative care. This map is used to help ensure patients can fill their prescriptions in the after-hours.

4. Promotional activities

The distribution of a community brochure to promote 24/7 support by specialist palliative care nurses across the region was supported by two volunteers who prepared a mail-out to GPs, selected Specialists, residential aged care facilities, Emergency Departments, selected hospital wards, Urgent Care Centres, and Bush Nursing Centres.

Overall, volunteers contributed to the implementation, quality control, promotion and evaluation of this project. We are very fortunate to have qualified volunteers with a diverse skill set, commitment and dedication. Their contribution to the After-hours PalCare Project has been invaluable.

"The volunteers have not only supported Ballarat Hospice Care as an organisation and our patients and their carers, they have also supported the other three community palliative care services and their patients and carers in the Grampians region. This work contributes to strengthening Ballarat Hospice Care's leadership role in the region."

Diane Nimmo

Strategic Projects and Research Manager

New pilot project: Strengthening Palliative Care in Aged Care

In 2023, Ballarat Hospice Care received a \$150,000 grant from the Victorian Department of Health to improve access to palliative care for aged care residents. This funding forms part of a range of initiatives associated with the joint Australian and Victorian government funded Comprehensive Palliative Care in Aged Care (CPCiAC) national project agreement. The CPCiAC Measure is a 2018 Commonwealth budget commitment aiming to improve palliative care and end of life care outcomes for older people living in residential aged care communities.

Due to existing local arrangements with Grampians Region Palliative Care Team (GRPCT) already providing

direct in-reach and specialist palliative care consultancy support to residents and staff of local residential aged care communities, this project is conducted in close collaboration with GRPCT.

The objective of the project is for Ballarat Hospice Care and GRPCT to expand on effective and sustainable palliative care programs for all residents in aged care facilities, and improve access to Specialist Palliative Care for residents with relevant needs. A project plan was developed, pilot sites identified, project governance put in place, and a Project Officer recruited.



Valerie Armenante Specialist Palliative Care Nurse and Project Officer and Diane Nimmo, Strategic Projects and Research Manager

Quality

Ballarat Hospice Care successfully achieved accreditation with Quality Innovation and Performance (QIP) during May 2023 against the Quality Improvement Council's (QIC) Health and Community Services Standards 7th Edition meeting all 22 indicators throughout five areas.

At the same time, Ballarat Hospice Care was accredited against the Rainbow Tick Standards 3rd Edition with QIP. Ballarat Hospice Care met four of the five indicators required and is working progressively on two corrective actions; we expect completion and meeting the remaining standard by August 2023.

This was our first accreditation where we have been able to host an in-house assessment with the assessors on site in our Palliative Care Hub. As with all accreditation cycles, some opportunities for further improvement were identified, which will be operationalised over the next three years.

Meanwhile we celebrate a summary of what QIP highlighted as achievements of BHCI

- Board of Governance refreshment with the appointment of a new Chair and three new Directors
- a renewed focus on clinical governance

- successful recruitment of a new CEO in 2022
- restructuring the organisation to establish a clear executive level
- research development and project work including rapid discharge, telehealth, palliative care in aged care and after-hours
- comprehensive approach to communication across the organisation
- strong understanding of systems and auditing that are fit for purpose
- strong focus on volunteers across the organisation supporting patients and carers, administrative staff and the Op Shop
- the care and consideration provided to patients and carers and the flexibility to allow patients to make their own choices
- responsiveness to ensuring patients who need hospitalisation are fast tracked back to their home.

Karen Taylor
Quality and Compliance Manager

Donations

Financial Guardians

Anne Hart
Arthur Tink
Bernice Hodgson
Brenda Martin-Thomas
Brendan Beck
Brendon Butler
Bruce Morley
Christine Jensen
Cynthia Harper
D Fiddian
David Leach
Debbie Martin
Delia Brooks
Denis Mathews
Don & Sharon Moss
Dr Patricia Cartwright
Dr Shantini Deutscher
Emma B Cadby
Frances Grady
G Smith
Gayle McCarthy
Geoff Russell
Graeme Raworth
H W Menadue
Helen Barton & Family
Helen Sinnott
Herbert Smith
Jan Murrhy
Jillian Gale
Jim McAninly
Jim Watson
John Lampard
John M Davis
John Plush
Kaye Maguire
Kelvin Lewis
Ken Hudgson
Keryn & Bryan Crebbin
Kevin Doherty
Kevin Kelly
Leon Thacker
Lois James
Lorraine Jenkins
Margaret Danaher
Margaret Woof
Marie Claire Blin
Mary Haintz

Meredith Johnson
Mr Kerry Daniell
Neale Gribble
Neil Stevens
Peter Dwyer
Rhonda Forrest
Robin Uebergang
Rod Clayton
Ruby Folley
Russell Schmidt
Sally Young
Sandra Marston
Special Interest Group
Steph Parkinson
Susan Honeyman
Tracey Foley

Members – Ballarat Hospice Care

Brendon Butler
David Leach
Delia Brooks
Denis Mathews
Emma B Cadby
Frances Grady
Gabrielle Kirby
Gayle McCarthy
Geoff Russell
H W Menadue
Helen Barton & Family
Helen Sinnott
Herbert Smith
Jim McAninly
Jim Watson
John Plush
Kelvin Lewis
Ken Hudgson
Keryn & Bryan Crebbin
Kevin Doherty
Malcolm Weaver
Mandy Macdonald
Margaret Danaher
Margaret Woof
Marie Claire Blin
Mary Haintz
Meredith Johnson
Neale Gribble
Neil Stevens

Rhonda Forrest
Robin Uebergang
Rod Clayton
Ross & Gayle Phillips
Sarah Byrne
Sandra Campbell
Sandra Marston
Scott Campbell
Stephen Lewis
Susan Honeyman

Estate Bequests in Memory of

Estate of Betty Dawn Gill
Estate of Glenyis Mclver
Estate of John
Kenneth Fisher
Leslye Dawn Evans
Bernard 'Bernie' O'Neil
The Bert Wilson Trust
The Foy Estate Isobella
Foundation
The Meakin Charitable Fund,
Alex & Lee Meakin

In Memory

Ann McAlpin
Anthony Pennington
Barry Woodward
Betty Light
Bradley Fernando
Brenda Craig
Brian Heath
Catherine Jones
Danielle McConnell
David 'John' Fennell
David Stickland
Diane Hook
Elaine McCurdy
Enid Daniell
Gavin Maguire
Gregory 'Greg' Pearsall
Helen Foy
Iris Turnbull
John Kenneth Fisher
John Sellars
Kieran Devery
Linda 'Lyn' Jennings
Lindsay Pattenden

Livio Sebastiano Campana
Margaret Broadbent
Margaret Fox
Mark Francis Jeffries
Mary Ross
Pam Arundell
Pat McAninly
Peter Saunders
Susan Molloy
Thomas Hedges
Trevor Whitefield
Ugo & Maria Tocchet

General Donations

Advanced Cabinetry
Andrea Perkins
Ballarat Aquatic Ladies
Group
Ballarat Happy Wanderers
Inc.
Barbara Woodward
Barry Johnson
Betty Rout
Brendon Butler
Bruce Maxwell Jeffries
Buninyong Senior Citizens
Club
Carol Heath
Cheryl Kennedy
Clunes Golf Club
Courtney Prodanovic
David Leach
Diane Smith
Dr Simone Heeney
Eastman, Browning & Ryall
Family
Gary Foy
Gayle Sellars
Geoff Molloy
Gordon Foy
Graeme Foy
IA & JL Hansford
Ian and Sandra Jeffries
Ian McCurdy
Jillian Vranken
Jim McAninly
John Ross
John Wood
Karyn Kelly

Kate Davis
Kathleen Keogh
Kaye Maguire
Kenneth Broadbent
Laura Crook
Len & Marilyn Bradford
Linda Tocchet
Lois Curnow
Lorraine Wilson
Marg Whitefield
Maria Saunders
Maria Stickland
Marilyn O'Neil
Marnie Craig

Michael Jones
Midtown Cellars
Modern Times P/L
Amy Malin
Monica Green
Norm Webb
Open House Ladies
Pat Devery
Paul Brumby
Paula O'Connell
Pauline Prince
Probus Club of Ballarat
Goldfields
Richard Thege

Rob Karmouche
Robert Hook
Robyn Crosbie
Rosanna Lirosi
Rose Patti
Royal Oak Hotel
Ryan's IGA Supermarket
Sally McAlpin
Sandra Louise Coutts
Shirley Prowse
Special Interest Group
Stacy Faris
Steenhuis-Gibcus Family
Reunion

Stefania Parkinson
Stephen Lindner
The Oliver Foundation
The Order of St John of
Jerusalem
Trudi Webb
Vic Urban Plumbing
Wilma Pattenden
Yanoulis J & Yan

Financials

The full financial report is available on the website.

Carer Recognition

Ballarat Hospice Care takes all practical measures to ensure that its employees and agents have an awareness and understanding of the care relationship principles in relation to the Carer Recognition Act 2012 (Vic) and the Statement for Australian Carers in the Carer Recognition Act 2010 (Cth).

Child Safety

Ballarat Hospice Care is committed to creating and maintaining a child safe organisation where protecting children, and preventing and responding to child abuse is embedded in the everyday thinking and practice of all management, employees, volunteers and contractors. Ballarat Hospice Care has zero tolerance for child abuse.

Statement of Attestation: - Risk Management Compliance

Ballarat Hospice Care is required to annually attest to its compliance with the mandatory requirements of the Victorian Government Risk Management Framework (VGRMF August 2020). Ballarat Hospice Care has completed the process and undertaken an audit against the supplied checklist to support this attestation and has recorded any findings of non-compliance to ensure continual improvement of the risk management function.

In addition to the above, Ballarat Hospice Care has met the accreditation requirements of the Quality Improvement Council's Health and Community Services Standards 7th Edition without any recommendations for Standard 1.6 Risk Management.

Website

Ballarathospicecare.org.au



BALLARAT
HOSPICE
CARE INC.

Home Based Palliative Care

JB'S TRUST

OFFICE

1836 Sturt Street
Alfredton Vic 3350

P: 03 5333 1118 F: 03 5333 1119

E: admin@ballarathospicecare.org.au

 /Ballarat-Hospice-Care-Inc

OP SHOP

723 Sturt Street
Ballarat Vic 3350

P: 03 5331 3743

 /Ballarat-Hospice-Care-Op-Shop



BALLARAT
HOSPICE
CARE INC.

Home Based Palliative Care

Find us on 

ballarathospicecare.org.au