



**PalliativeCare**  
WESTERN AUSTRALIA



# Annual Report 2020/21

**Working collaboratively**  
with the palliative, aged and  
community care sectors.

## Contents

About us .....	3
President's report .....	4
CEO's report .....	5
Our work .....	6
Community education .....	6
Sector development.....	9
Advocacy .....	14
Strategic plan 2020-2023 .....	17
Governance.....	18
Our team .....	20
Members and supporters .....	21
Finances.....	22

We acknowledge the traditional owners of country throughout Western Australia and recognise their continuing connection to land, waters and community. We pay our respect to their Elders, past, present and emerging.

# About us

---

Palliative Care WA is the peak body for the palliative care sector across the State.

A member-based, not for profit organisation, we work with the community as well as the palliative care, aged care and community service sectors to ensure access to quality palliative care services for all Western Australians.

## OUR VISION

Quality palliative care for all

## OUR MISSION

Consulting, informing, supporting and collaborating with community and the palliative and aged care sectors to ensure access to quality palliative care for all

Our work is guided by a key set of values:

- **Respect** for each other, carers, families, community and the environment;
- **Empathy** for the challenges faced by people with chronic disease and life-limiting illness;
- Recognising and valuing **diversity and inclusion** in our community;
- Systemic **advocacy** for people managing ill-health and the carers, families and friends who support them; and
- Creation of a **compassionate community** that nurtures connection and values belonging.

Our membership includes professionals working in the palliative care, aged care and community sectors, organisations providing palliative care services, researchers, policy makers, allied health professionals and other members of the community who support our vision.



# President's report

---

Palliative Care WA continues to grow as your peak body for palliative care, delivering a real and sustained contribution to the WA palliative care community and helping to achieve our vision of access to quality palliative care for all Western Australians.

In the setting of an ongoing global pandemic, I am pleased at how we have responded to restrictions while still being able to provide our services. Almost all our Board meetings have been held via Zoom, with high attendance levels. We have also realised the value of offering our sector events as hybrid in-person and online events. Acknowledging the geographic spread of our state and the many competing demands of those in the palliative care community, this has provided an opportunity to engage and develop new relationships with both service providers and communities.

Further detail on these and many other activities are included in this report.

Acknowledging the financial impact of the pandemic for members, we reduced our membership fees for 2020/21. This seems to have been well received by our members. The organisation continues to focus on membership development, as this enables us to be a strong independent and representative voice for the palliative care sector.

This year has been our first year with a service agreement in place with WA Department of Health. While the funding support was not designed to meet all the costs associated with our activities, it has provided us with a secure base from which we can grow.

Our dedicated staff members are certainly one of our most valuable assets and I would particularly like to acknowledge the leadership, commitment and enthusiasm of our CEO, Lana Glogowski.



Another valuable asset is the skill and diversity of our Board. I sincerely thank all Board members for their hard work and commitment to this wonderful organisation. The continuity of your service, often over many years, is invaluable to us as is your willingness to actively engage in events and activities.

I would like to acknowledge and thank the following Board members who are not seeking re-nomination; Associate Professor Moira O'Connor, Tish Morrison and Zoe Clarke. Your skill, passion and contribution has been invaluable and it has been our pleasure to work with you.

**Dr Elissa Campbell**

# CEO's report

---

Board membership and the staff team at Palliative Care WA has been very stable over the past year and in my opinion this has significantly contributed to our improved clarity of purpose, increased productivity and more streamlined processes.

Despite having to work within a global pandemic as best we could, Palliative Care WA has had a strong year.

Highlights for me have included:

- Securing a service agreement with WA Department of Health to deliver a number of varied programs and projects;
- Winning a competitive tender to provide the Palliative Care Helpline for consumers;
- Delivering an informative palliative care summit at Optus Stadium and attracting over 230 registrants from service providers and community;
- Continued delivery of our highly successful Advance Care Planning workshops for community and providing an online version;
- Development of a new *Introductory Advance Care Planning* tool in collaboration with the ACP Consortium; and
- Establishing a highly engaged Compassionate Communities Network.

Of course there is much more than my highlighted list and these other activities are reported in our comprehensive annual report.

I highly value the guidance I have received from all our Board members and in particular the leadership, expertise and commitment of our President, Dr Elissa Campbell. I very much appreciate her ongoing willingness to contribute substantial time and energy to our organisation.

I would also like to thank the members of my wonderful team – Helen Greenham (finance), Pippa Worthington (marketing and communications), Jo Micallef (administration and events) and Sabena Lund (community education) who have all had an outstanding year and work together incredibly well.



We have added seven part-time staff to the Palliative Care WA team as a result of establishing the Palliative Care Helpline. For reasons of confidentiality I won't name these highly skilled individuals but wish to acknowledge their huge efforts in helping us to establish this service and their passion in supporting people and their loved ones at a highly vulnerable time.

As a peak body, our key strategies include advocating and collaborating with the palliative and aged care sectors as well as engaging and empowering community. So, as well as delivering programs and projects, we also spend as much time as possible building relationships with other organisations and individuals to be able to influence their palliative care approaches. I believe that we are comprehensively building our networks and appreciate how generously people have shared their time.

My energy and passion for this work continues to grow and I very much look forward to the next year.

**Lana Glogowski**

# Our work

Our work spans three main areas of focus:

## Community education

Increasing awareness and understanding of palliative care, advance care planning, and grief and loss

## Sector development

Encouraging and facilitating service commitment, best practice, professional development and mutually beneficial sector-wide collaborations

## Advocacy

Providing an independent and collective voice for palliative care, always working to ensure quality services for all Western Australians with palliative care needs

## COMMUNITY EDUCATION

A key focus area for Palliative Care WA is to increase the awareness and understanding of palliative care and advance care planning within our WA community. We also aim to improve death literacy by empowering more community conversations around death and dying.



**28,863**

visitors to our websites



**81% increase**

in social media followers

### Community Workshops

- 23 workshops
- 22% regional workshops
- 528 participants

Core to our work in community education is the delivery of a state-wide program of free community workshops which aim to encourage advance care planning conversations, increase engagement in the advance care planning process and improve death literacy within our communities.

Following the creation of an online version of our Advance Care Planning community workshop, five were held during the year attracting people from all around WA. Three of these were *Safe Space* workshops, which were only open to people with a chronic condition or terminal illness, as well as those who care for family or friends with a chronic condition or terminal illness. Attendees of these workshops provided feedback indicating they felt more comfortable sharing questions and



concerns with those in similar circumstances, and our intention is to continue offering *Safe Space* workshops.

Within our face-to-face workshops this year, eight were for people living with a disability and one was aimed at residential aged care residents, family, carers and staff.

Feedback on all workshops continues to be extremely positive with 99% rating the workshops 'very useful' or 'useful' and most participants indicating they felt more confident to have advance care planning conversations and to complete documents after taking part in the workshop.

### **Palliative Care Helpline**

- 230 people helped

Over the last year, the Palliative Care Helpline has continued to assist the WA community providing information in response to questions, situations, and concerns around palliative care, advance care planning and grief and loss. Feedback suggests callers feeling less stressed and better equipped to:

- ask the right questions,
- seek the right services and support, and
- understand the options and choices available to them and their loved ones.



### **Workshop feedback**

- "A wonderful, heartfelt, engaged workshop."
- "Well delivered and with a real respect for all present."
- "Good stimulating interactive workshop."
- "I will ask others in family and friends to attend too!"
- "I feel so much more prepared after today."
- "It was extremely worthwhile and I'm pleased I attended."

In August 2020 Palliative Care WA submitted an application for a public tender to manage the phoneline and was subsequently awarded funding for a four-year period. Our provision of this service continues to be strongly aligned with all priorities of the *WA End-of-Life and Palliative Care Strategy 2018-28*.

Early in 2021 we undertook a planning process to develop marketing and communications priorities. This included a review of the phone log to better understand the complexity of situations facing callers; a survey of the phone responder team to gain their expert insight; and holding a planning and strategy workshop. This process resulted in a change in the name of the service to the Palliative Care Helpline, along with a messaging and strategy document to guide our marketing and communications activities and collateral into the future.

## Compassionate Communities

Compassionate communities are naturally occurring networks of support in neighbourhoods and communities surrounding those experiencing death, dying, caregiving, grief and loss. Palliative Care WA continued to prioritise fostering the Compassionate Communities Approach in Western Australia over the last year. Our focus concentrates on building capacity, stimulating interest, and encouraging the development of compassionate communities initiatives.

In late 2020 we formed the Compassionate Communities Network WA which holds virtual meetings on a monthly basis. These meetings aim to link up various communities who are developing compassionate communities initiatives with those keen to learn more. Membership of this group is open and anyone with an interest in compassionate communities is welcomed.

Palliative Care WA invited members of the Compassionate Communities Network WA to consider hosting a forum to more effectively share existing expertise and further promote the concept of compassionate communities. The South West Compassionate Communities Network took up the opportunity and, supported by Palliative Care WA, the planning began in February 2021 with the forum scheduled for August.



## Lasting Words

Lasting Words is a community-based initiative operating under the auspices of Palliative Care WA, that allows people who are approaching the end of their life to have their stories, thoughts and special memories captured. Volunteer interviewers visit people in their home, hospice, hospital or residential aged care facility so they can tell their story.

In July 2020 Lasting Words was formally launched and regular training sessions for volunteer interviewers based on the internationally recognised Dignity Therapy Model have begun. This training allows interviewers to help people achieve or maintain a sense of dignity by assisting them to reflect on things that matter to them. Volunteers also have access to the Cancer Council WA *Volunteering in Palliative Care* training course. The first interviews took place in March 2021 with enquiries increasing every day from members of the community and residents in Residential Aged Care facilities.

## Palliative Caring

- 4,006 posted on request
- 1,000 distributed at PCWA events

Throughout this year community members and service organisations continued to contact us requesting copies of our Palliative Caring booklets. Family members and carers accounted for 25% of all booklets posted with the remaining 75% going to a wide range of community groups, not for profit organisations and other service providers.



## SECTOR DEVELOPMENT

As a peak body, one of our key aims is to strengthen the sector as a whole by keeping people informed, providing opportunities to collaborate, encouraging celebration of innovation and excellence, and empowering the development of those working within the sector.

### Palliative Care Summit

- 230 attendees

Held in November 2020, *Joining the Dots* was the second Palliative Care Summit held in WA and the first managed by Palliative Care WA. The summit gathered together health, aged care, community and home care professionals, policy and government specialists, carers, researchers, consumers, volunteers and students to focus on pathways, challenges and emerging innovations in Palliative Care in WA.

*Joining the Dots* aimed to:

- Share evidence and experience from varied sources to inform quality palliative caring in WA;
- Promote WA examples of innovation and best practice in the delivery of quality palliative care;
- Provide an update on the palliative and aged care landscapes with reference to significant Federal and State Government processes and community initiatives;
- Share both the opportunities and challenges resulting from COVID-19; and
- Recognise the critical role of carers, families and community, including the compassionate community approach, in the delivery of quality palliative care.



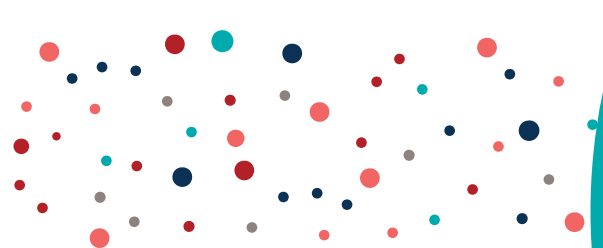
40

sector news and information emails sent



1,190

subscribers





### Feedback

- **50%** of attendees provided feedback
- **40%** rated the summit outstanding
- **53%** rated the summit very good

"Very eye-opening and informative."

"Speakers were excellent."

"Well done to the PCWA team for organising an excellent summit."

"Outstanding program, professionally delivered, very worthwhile."

"Great day, great event!"

"Loved hearing about local initiatives."

"Amazing opportunity for us to be together in the same place."

The program combined guest speakers and panellists from WA, around Australia and overseas; facilitated interactive sessions with table discussions to identify key themes and priorities; and a section dedicated to showcasing a diverse range of emerging innovations related to palliative care around WA.

With 180 participants in the room, 50 attending online and stellar feedback, *Joining the Dots* was an overwhelming success.

### Key themes

- Recognition of palliative care as a human right for all who need it.
- The need for increased and sustained funding for palliative care services to ensure access regardless of geography, gender, cultural identity, stage in life-limiting illness, age and place of residence.
- Provision of clear referral pathway options from point of diagnosis and involving the unwell person, their carer, family and friends.

- Development of a "consumer passport of care" approach to emphasise the importance of consumer-directed planning and consistency of information shared.
- Investment in engagement and education strategies to inform and engage the health and aged care sectors along with the general community on the value of advance care planning processes and early referral to palliative care services and community supports.
- Investment in recruitment and retention strategies to increase the number of specialist palliative care physicians, nursing and allied health professionals.



## Sector Forums

- 215 attendees

Our first Sector Forum for the year in September 2020 was an *Update on Goals of Patient Care* presented by Dr Simon Towler, the Clinical Lead for the project. The Goals of Patient Care form was developed to provide a clear, consistent and effective approach to establishing the goals of medical care for patients admitted into WA hospitals who are also experiencing clinical deterioration. Introduced in 2019, this document aimed to prompt and facilitate proactive shared decision making between treating clinicians, patients and their families.

Held in National Advance Care Planning Week in March 2021, our second forum looked at *Reimagining Advance Care Planning* which focussed on enabling engagement in Advance Care Planning within the community. Several ACP experts from around Australia gave presentations and we also heard about some exciting initiatives happening in WA. This forum included a strategic planning activity to help shape ACP here in WA into the future. One of our best attended Sector Forums, it received a rating of 'outstanding' or 'very good' from 97% of attendees who provided feedback.

The *Voluntary Assisted Dying and Palliative Care Coexisting* forum was held in April 2021 in the lead up to VAD being available in WA. It provided a detailed update on the implementation of VAD and the healthcare responsibilities for its delivery, as well opportunities to learn from some experiences of the delivery of both palliative care and VAD in Victoria and Canada. Due to a snap COVID-19 lockdown we had to quickly pivot to offer this forum totally online. Despite that limitation and some unfortunate technical issues outside our control, the forum was very well attended and received a rating of 'outstanding' or 'very good' from 100% of attendees who provided feedback.

## National Palliative Care Week Breakfast

- 188 attendees
- 70% rating the event excellent

After a COVID-enforced break the previous year we were very pleased that our sector breakfast for National Palliative Care Week returned in 2021. A key and very popular event on our calendar, this breakfast provides a significant opportunity for those who work in and around palliative care to come together as a sector and celebrate National Palliative Care Week.

The speaker for this year's breakfast was Dr Peter Saul, an intensive care specialist with over 40 years' clinical experience communicating with patients and their families about end-of-life issues in acute care settings in four countries. He gave a simulating and thought-provoking presentation which received a rating of 'extremely engaging' or 'very engaging' from 100% of attendees who provided feedback. We would like to sincerely thank Dr Saul, who was extremely generous with his time while visiting Perth.



## Offering **information** and **support** on palliative care.

### **Working collaboratively**

Palliative Care WA continues to prioritise and value sector partnerships and collaborations. By working with our members and stakeholders we aim to encourage and foster mutually beneficial and innovative opportunities across the sector.

### **ACP Consortium**

Facilitated by Palliative Care WA, the ACP Consortium is a network of organisations and individuals committed to jointly promoting and delivering information, educational opportunities and promotional strategies to facilitate the uptake of Advance Care Planning in WA.

The ACP Consortium formed a working group in 2020 to consider how to best improve the current WA approach to promote and encourage community engagement in Advance Care Planning. Following a review of other educational models used around the world and a facilitated workshop with consortium members focussed on identifying key aspects of a new approach for WA. Palliative Care WA then developed a new model and undertook a comprehensive consultation process to invite community and sector input.

This ground-breaking work resulted in a new WA Advance Care Planning resource called *My Future Care*, which breaks down what's involved into a simple 4-step process –



*Think, Talk, Write, Share.* It highlights the importance of starting Advance Care Planning early in life, provides information on relevant documents and other tools, and explains where people can go to learn more, all in one easy to understand brochure.

This new resource has been designed by WA organisations and agencies, tested by a range of local community and sector groups, distributed to organisations and agencies in WA, and freely available for download and use from our website.

Already used in our Advance Care Planning Community Workshops (see page 6) this resource is helping to increase the number of people in WA who undertake Advance Care Planning and who hopefully get the end-of-life experience they choose.





## ADVOCACY

Ensuring quality services for all Western Australians with palliative care needs is the driver for our systemic advocacy work.

We represent the sector and the community voice while contributing to Federal, State and Local Government policy reviews and forums on areas related to palliative care and end of life.

Each year our CEO, Board President and other Board members serve on a range of state and national palliative care Boards, advisory groups, and panels in order to contribute to planning, developments and challenges related to palliative care in WA.

### **Submission to Joint Select Committee on Palliative Care**

In July 2020 we made a submission to the Joint Select Committee on Palliative Care in Western Australia. The Joint Select Committee was appointed by the Parliament of Western Australia to examine:

- a) Progress in relation to palliative care, in particular the implementation of recommendations made by the Joint Select Committee into End of Life Choices;

- b) Delivery of services associated with palliative care funding announcements in 2019–20;
- c) Delivery of palliative care into regional and remote areas; and
- d) Progress of ensuring greater equity of access to palliative care services between metropolitan and regional areas.

In order to ensure our submission was reflective of as many views as possible, we held eight consultations involving sector representatives and members of the community from the following groups:

- People with disabilities;
- Carers;
- LGBTIQ+ community;
- Aboriginal communities;
- Regional and remote communities;
- Culturally diverse communities; and
- People experiencing cognitive decline.

Our final submission identified 12 issues for the Joint Select Committee to consider. As a result of our submission, Palliative Care WA was invited to present to the Joint Select Committee to discuss the issues we raised which were:

1. Advance care planning is the first critical step in the palliative care approach;
2. Palliative care is all about living well, not just dying;
3. Choice in models of care needs to be provided;
4. Diverse communities and groups require different palliative care and end-of-life needs;
5. Telehealth has a great role to play;
6. Navigation support is required for people to access the palliative care they need;
7. The Goals of Patient Care approach needs to be properly acknowledged and facilitated;
8. Carers are critical to the delivery of palliative care, particularly in the home setting;
9. Early and proactive intervention is vital to keep people out of hospital and ensure a better quality of life;
10. Workforce issues require critical consideration;
11. More work is required on how palliative care operates alongside Voluntary Assisted Dying; and
12. There is a need for improved communication between WA Health, the palliative and aged care sector and the community.

## **Voluntary Assisted Dying Pastoral Care Survey**

Palliative Care WA ran a survey late in 2020 to identify the information, professional development and pastoral care needs for professionals who may be involved in the delivery of Voluntary Assisted Dying. This survey was created in response to concerns raised by health, aged care and community service professionals that they had not yet been made aware of training, professional development and pastoral care systems to support them once VAD was introduced in July 2021.

While we recognise that VAD is not a part of palliative care, as the peak body we have a role to play in providing information and support to members and others in the sector who care for patients who may be eligible for, or are accessing, VAD. This includes those directly providing palliative care for patients, as well as those responding to questions from patients, family and friends.

Engagement in the survey was very high with some key results including the following:

- Almost all (97%) of respondents indicated some level of concern about having their information, professional development and pastoral care needs met in time for the introduction of VAD on 1st July 2021.
- Nearly 90% of respondents indicated that they would like information as soon as possible or by early in 2021.
- Webinars were the preferred mode for receiving information on most aspects of the delivery of VAD with the proviso that it included opportunities for Q & A.

The full survey results can be downloaded from our website.



### **CEO Roundtable**

The CEO Roundtable on Palliative Care provides high level advice to State and Federal Government on palliative care issues in WA. The Roundtable is facilitated by Palliative Care WA and includes CEOs drawn from PCWA member organisations within the health, aged care and community service sectors. Meetings provide opportunities for key stakeholders to engage in robust discussion and debate while maintaining strong and purposeful relationships. While there was no meeting held in 2020/21 due to the Minister for Health's additional workload from COVID-19, the Roundtable is still active and valued by the sector and the Minister.

### **Engaging Traditional Media**

To help raise the profile of Palliative Care WA and potentially increase public conversations around palliative care, advance care planning, compassionate communities, and death and dying, a three-month traditional media project was undertaken by a specialist consultant. To the end of June 2021 this project resulted in:

- Four radio interviews;
- One piece in the West Australian newspaper;
- Two inclusions in television news articles;
- One meeting with the Hon Simon Millman MLA, Parliamentary Secretary; and
- Inclusion in a panel discussion in the Disrupted Festival.

### **Panels**

- WA Health End of Life and Palliative Care Advisory Committee – Lana Glogowski and Elissa Campbell
- WA Department of Health End of Life and Palliative Care Education and Training Reference Group – Elissa Campbell
- Advance Health Directives Expert Panel – Lana Glogowski
- University of Notre Dame Australia panel on end-of-life issues – Lana Glogowski
- Voluntary Assisted Dying Act Implementation Leadership Team – Elissa Campbell

# Strategic Plan 2020 – 2023

GOAL	KEY RESULT
<b>1. Engaging and empowering community</b>	
<ul style="list-style-type: none"> <li>Strengthening public dialogue and understanding of advance care planning, palliative care and grief and loss, and</li> <li>Facilitating the establishment of Compassionate Community sites across WA.</li> </ul>	<ul style="list-style-type: none"> <li>Delivering consumer awareness campaigns on advance care planning, palliative care and grief and loss;</li> <li>Facilitating the development of a network of compassionate communities;</li> <li>Becoming a preferred provider of community education on advance care planning, palliative care, and grief and loss.</li> </ul>
<b>2. Supporting people needing palliative care</b>	
<ul style="list-style-type: none"> <li>Building community, sector and internal capacity to provide comprehensive information and support to those needing palliative care.</li> </ul>	<ul style="list-style-type: none"> <li>Becoming the preferred provider for the Palliative Care Information and Support Line;</li> <li>Developing and delivering resources and activities focused on people with palliative care needs;</li> <li>Exploring the development of peer and other support mechanisms for people with palliative care needs.</li> </ul>
<b>3. Supporting carers, family and friends</b>	
<ul style="list-style-type: none"> <li>Building community, sector and internal capacity to provide comprehensive information and support to carers, family and friends of those needing palliative care.</li> </ul>	<ul style="list-style-type: none"> <li>Becoming the preferred provider for the Palliative Care Information and Support Line;</li> <li>Developing and delivering resources and activities focused on the needs of carers, family and friends;</li> <li>Ensuring that people's lived-experience is given the highest consideration in informing all our strategies.</li> </ul>
<b>4. Advocating and collaborating with the palliative and aged-care sectors</b>	
<ul style="list-style-type: none"> <li>Fostering strategic partnerships with palliative and aged care sectors, all levels of government, business and peak bodies to progress mutually beneficial and innovative opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>Maximising CEO Roundtable on Palliative Care and Advance Care Planning Consortium opportunities;</li> <li>Contributing to all relevant Federal, State and Local Government policy reviews, forums and consultations;</li> <li>Engaging both the community and palliative and aged-care sectors in National Advance Care Planning Week and National Palliative Care Week;</li> <li>Facilitating sector events including palliative care summits, annual gala dinner and awards event and professional development forums;</li> <li>Supporting an Emerging Leaders Network.</li> </ul>
<b>5. Maintaining a sustainable peak body</b>	
<ul style="list-style-type: none"> <li>Continuing the development of an innovative, relevant and sustainable palliative care peak body.</li> </ul>	<ul style="list-style-type: none"> <li>Continuing to develop a positive, proactive and professional identity within the community and palliative and aged-care sectors;</li> <li>Growing our individual and organisational membership base and other strategic partnerships;</li> <li>Continuing to develop strong board governance processes including succession planning and a risk-management profile;</li> <li>Securing a service agreement with State Government and continuously exploring other funding and sponsorship opportunities;</li> <li>Improving internal processes including establishing and maintaining a branding strategy and implementing a CRM;</li> <li>Develop a Reconciliation Action Plan.</li> </ul>

We will prioritise equity and inclusion by recognising and responding to the specific needs of different communities and groups in WA.

# Governance

---



## **Elissa Campbell – President**

Elissa is a geriatrician at Sir Charles Gairdner Hospital. In 2015 she undertook a Research Fellowship in Advance Care Planning at Fiona Stanley Hospital, via the WA Health Cancer and Palliative Care Network. Elissa is Chair of the ANZ Society of Palliative Medicine's Special Interest Group in Palliative Care for Older People and the co-founder of *Palliverse*, an online community of practice for palliative care clinicians, researchers and community members.



## **Shannon Calvert – Vice President**

A passionate advocate for consumers, carers and families, Shannon is a Lived Experience Educator and Advisor. Her expertise lies in collaborating alongside clinicians, researchers, and organisations to increase the understanding, insight and perspective of lived experience, including consumer and carer engagement in the design of policy and education. Shannon has worked for both government and non-government organisations as a consumer consultant, peer mentor and trainer. She sits on a range of state and national boards, committees and working groups (mental health, eating disorder and palliative care-specific), advocating for person-centred and integrated best practice.



## **Hiren Mehta – Treasurer**

A highly experienced finance professional, Hiren is an accomplished chartered accountant and holds a Master of Business Administration. His current position is Chief Financial Officer with Silver Chain Group. Hiren has worked in various industries that include audit and consultancy, manufacturing and not for profit during his career. He brings to the Board a wide variety of skills and experience in financial and commercial leadership, corporate governance and strategic thinking.



## **Yasmin Naglazas – Secretary**

Yasmin has a background in nursing and for the last 25 years has held senior positions in the health and aged care environments. She has extensive experience in business restructuring and large-scale organisational reform with a focus on sustainable business growth/diversification as well as ongoing viability and sustainability. Yasmin has a long history of management and planning for services in the palliative care area including as an associate investigator developing the guidelines for palliative care in residential care facilities.



## **Desmond Williams**

Desmond Williams is an orthopaedic surgeon, practicing for more than 40 years including service to the Royal Perth Hospital trauma service and specialised arthritis surgery. He is the foundation President of Australia China Business Council WA; member of The Western Australian Farmers Federation; and was a member of the foundation Board for Solaris Cancer Care. Desmond is a champion for advancing the access to, and delivery of, quality palliative care in regional and rural Western Australia.



## **Moira O'Connor**

Moira O'Connor is a senior research fellow in the School of Psychology at Curtin University, working in the area of psychological aspects of cancer, palliative care, bereavement supports and caring. She is a member of the Board of Palliative Care Australia, the Board of Huntington's WA and is co-lead of the WA Palliative Care Research Collaborative, an initiative developed to help local collaboration between researchers and clinicians.



**Samar Aoun**

A palliative care researcher Samar has a public health approach and advocates for person-centred health and social care. Currently Samar is Professor of Palliative Care Research at Perron Institute and La Trobe University; Chairs the Board of the Motor Neurone Disease Association WA; is Chair of the South West Compassionate Communities Network; and leads the Compassionate Connector Project in partnership with WA Country Health Service. She was awarded the Centenary Medal in 2003 from the Prime Minister, and in 2018 received the medal for Excellence in Person Centered Healthcare from the European Society for Person Centered Healthcare.



**Zoe Mitchell**

Zoe is the Senior Social Worker in Palliative Care at Fiona Stanley Hospital. Passionate about end-of-life care and advocating for her patients to ensure their voices and wishes are heard, Zoe is an active member of the WA Palliative Care Social Work Practice Group. She provides ongoing training to a broad range of health care professionals as a qualified facilitator for the Cancer Council WA's Cancer Clinician Communication Program, as well as leading quality improvement and research projects to improve the care and experience of people receiving palliative care.



**Simon Towler**

Simon is a staff specialist in intensive care at Fiona Stanley Hospital. He was a Medical Co-Director during the commissioning of the hospital before being appointed as the Clinical Lead to the Futures Program in the South Metropolitan Health Service. Simon was WA's Chief Medical Officer from 2006 until 2012. He was on the Ministerial Expert Panel for the development of the Voluntary Assisted Dying Legislation in WA, and currently is the Clinical Lead for a project between WA Health and the Australian Digital Health Agency to increase the use of the My Health Record for keeping a range of end-of-life planning documents.



**Margherita Nicoletti**

Margherita has worked in the field of Palliative Medicine for 25 years, initially in the Australian Capital Territory and for the last 14 years in Western Australia. During that time, she has practised in all settings – community, specialist inpatient and hospital consultation services. She currently works at Rockingham General Hospital. Margherita's passion lies in listening to and honouring informed patient choice. She is a strong supporter of advance care planning.



**Tish Morrison**

Tish Morrison is the Clinical Nurse Specialist at the Joondalup Health Campus and previously held the role of Director of Palliative and End of Life Care for Silver Chain in Perth. Having worked in both the UK and in Australia, Tish has almost 35 years of experience as a professional nurse. She graduated with a BA in Nursing from Queen Margaret College, Edinburgh and has completed a number of post graduate courses including a Master of Science in Palliative Care. Tish has worked in all areas of palliative care and is passionate about service delivery, quality and innovation.



**Paul Rogers**

Paul heads up the Business Development and Disability Services team at Carers WA. With experience working in the Human and Community Services industry for the last 20 years in both Australia and the UK, Paul has a passion for social change, breaking the systemic barriers to access and inclusion and the importance of a more fair and equitable future. Paul is a member of multiple community engagement networks and is a strong advocate for the wider adoption of 'ownership of voice' within all human service delivery environments.

# Our team



## **Lana Glogowski – CEO**

Lana Glogowski has been the CEO of Palliative Care WA for seven years. Under her leadership the organisation has diversified its strategic priorities while maintaining its core business as the peak body within the palliative care sector. During this time some of Lana's key achievements include chairing the CEO Roundtable on Palliative Care with Health Minister Roger Cook in attendance; overseeing the development of a new and robust strategic plan; facilitating the Advance Care Planning Consortium and the Compassionate Communities Network WA; securing a five-year service funding agreement with WA Department of Health; and being an active member of the WA Government's Expert Panel on Advance Health Directives.

## **Helen Greenham – Finance**

Helen has worked at Palliative Care WA for five years. She is responsible for the complete accounting function of the organisation including cash flow management; processing fortnightly payroll; preparation of quarterly Business Activity Statements and Superannuation payments; preparation the annual budget and budgets for events; preparation of monthly and annual financial reports; and preparation of grant acquittals. Helen is a Chartered Accountant with many years' experience in public practice and commerce.

## **Sabena Lund – Community Education**

Sabena joined the team in 2020. A highly skilled communicator, Sabena specialises in adult education, training, group facilitation, and community and volunteer engagement.

Her role focusses on our community education activities and includes delivering our highly successful advance care planning community workshops across the State and online; sourcing and developing suitable community education resources; engaging key stakeholders in specialised communities; and developing, piloting and embedding community workshops in palliative care and grief and loss.

## **Jo Micallef – Administration and Events**

Jo Micallef joined PCWA in late 2019. She is a sales and administration professional with extensive skills and experience in administration, events management, marketing, sales and business development. Jo handles all administrative functions for Palliative Care WA and manages all events that we hold including the Palliative Care Summit; National Palliative Care Week Breakfast; Sector Forums; Gala dinner for the Biennial Palliative Care in WA Awards, as well as organising and minuting a myriad of meetings including our Annual General Meeting and those for the Compassionate Communities Network and the Advance Care Planning Consortium.

## **Pippa Worthington – Marketing and Communications**

A marketing and communications specialist with over 35 years of experience in not for profit organisations and tertiary education, Pippa joined the PCWA team in mid 2019 to manage the roll out and evaluation of Australia's first consumer awareness campaign for advance care planning. Her role now includes developing effective communications and promotions for all activities and events; engaging our membership base with relevant communications; developing materials to help raise community awareness of palliative care, advance care planning and grief and loss; managing the content and development of the website and social media; and managing the PCWA brand.

# Members and supporters



144

Individual Members



4

Honorary Life Members



23

Organisation Members

## MEMBERSHIP

A diverse and engaged membership strengthens our role as the peak body and enables us to provide an independent, strong and collective voice for palliative care within WA. Our members include palliative care, aged care, home care and community service providers, health professionals and clinicians, researchers, educators, policy-makers, carers, students, volunteers and community members.

Together with our individual and organisation members we work to continue positively impact our sector's development and advocate for equitable access to quality palliative care for all Western Australians.

## SUPPORTERS

We are grateful to our main service funder WA Department of Health for not only providing funding for many of our core activities, but also for their invaluable advice and support throughout the year.



Government of Western Australia  
Department of Health

Thank you to the following organisations for their generous support over the last year.



Brightwater



GenesisCare



Seqirus  
A CSL Company



Community Vision



The University Club  
OF WESTERN AUSTRALIA

We also gratefully acknowledge the private donations and bequests we received this year from people who prefer to remain anonymous.



## VALE Helen Walker

The Palliative Care WA team were greatly saddened this year to hear of the death of Helen Walker. As a former WA Department of Health employee, Helen was instrumental in the development of palliative care in WA.

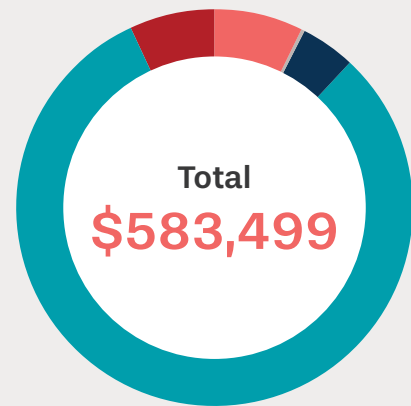
Prior to her joining the Department of Health, Helen had extensive nursing experience in a variety of community, inpatient and consultative palliative care roles. She established the Palliative Care Network, was central to the introduction of the rural palliative care teams and the Statewide Paediatric

Palliative Care Service. She also prioritised the adaptation and promotion of clinical tools and education in end-of-life care. After retirement Helen continued to contribute her expertise and commitment to the sector through her role on the Busselton Hospice Board. Helen's energy and commitment to all things palliative care in Western Australia is sorely missed.

# Finances

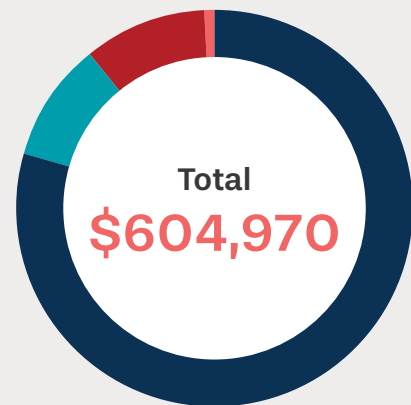
## Income

	\$	%
Membership Fees	42,587	7.3%
Donations and Bequests	2,352	0.4%
Sponsorship and Event Registrations	25,298	4.3%
Government Grants	473,550	81.2%
Other Income	39,712	6.8%
<b>Total</b>	<b>583,499</b>	<b>100%</b>



## Expenditure

	\$	%
Employee Costs	480,567	79.4%
Operating Costs	60,032	9.9%
Event and Project Costs	60,501	10.0%
Other Expenses	3,870	0.6%
<b>Total</b>	<b>604,970</b>	<b>100%</b>





**Engaging** and **empowering**  
community through **education**  
and awareness-raising.



**Palliative Care WA**

15 Bedbrook Place  
Shenton Park WA 6008  
**T:** 1300 551 704

[palliativecarewa.asn.au](http://palliativecarewa.asn.au)