



ANNUAL REPORT 2021–2022



PalliativeCare
WESTERN AUSTRALIA

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

ABOUT US



Palliative Care WA is the peak body for the palliative care sector in Western Australia.

As 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 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
- 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.

REPORT

FROM THE PRESIDENT AND THE CHIEF EXECUTIVE OFFICER



From the President ...

Welcome to the
2021–22 Annual
Report.

Last year was another year of growth for Palliative Care WA, both in the diversity and size of our membership, and our impact as an organisation.

The palliative care sector in WA continues to face many challenges and opportunities, not least the ongoing impact of the COVID-19 pandemic.

I am very grateful for our partnership agreement with the WA Department of Health, which has allowed us to grow our activities, and I am particularly proud of the work that allows us to engage directly with the WA community to improve awareness of palliative care, advance care planning, and grief and loss.

Our partnership with Carers WA on the Advance Care Planning Support Service is another highlight bringing tangible change to Western Australians facing life-limiting illnesses.

I would like to thank all the Board members of 2021 and 2022, who have volunteered their time, energy and expertise to Palliative Care WA. I would particularly like to thank Vice President Shannon Calvert, Treasurer Hiren Mehta and Secretary Yasmin Naglazas, who have now held these roles for several years, providing stability and wise counsel to me and Palliative Care WA.

I would also like to thank our tireless CEO, Lana Glogowski, and the incredible team who work for Palliative Care WA. Their passion and enthusiasm keep the organisation running smoothly and allow us to work toward our mission of quality palliative care for all Western Australians.

Dr Elissa Campbell | President



And from the CEO's desk ...


For me, highlights from the
2020–21 year have included:

- Continuing to implement the Service Agreement with WA Health and recognising the value of secure and regular income.
- Working with the Palliative Care Helpline team to refine operational protocols and promote the availability of this wonderful service.
- Delivering a wonderful Palliative Care Awards and Gala dinner event and conferring life membership on Dr Scott Blackwell and Dr Kevin Yuen.
- Continuing to improve and deliver our Advance Care Planning workshops to the public, including in the Pilbara and Kimberly regions for the first time.
- Commencing a pilot advance care planning support service, funded by Carers WA, offering personal support to complete advance care planning in homes, hospitals, and aged care.
- Continuing support and engagement with a growing network of compassionate communities across WA.

I would like to thank the ongoing skill and commitment of Helen Greenham (finance), Jo Micallef (admin and events), Sabena Lund (community education) and Julia Kennington (ACP Support pilot). I was sorry to lose Pippa Worthington (marketing and communication) from the team during the year. Liz Rehfeldt was welcomed into the marketing and communications role and the team in late June 2022. I would also like to thank Dr Margaret Sealey for her quality supervision and support of the Helpline team. For reasons of confidentiality, I cannot name the seven Helpline team members but your contribution to the WA community has been, and continues to be, substantial. You are a wonderful team of highly skilled individuals, and it is a joy to work with you all.

Lana Glogowski | CEO

AT A GLANCE



331
People helped by the Palliative Care Helpline



75
ACP and Palliative Care workshops presented across WA



1127
ACP and Palliative Care workshop participants

61
People helped by the ACP Support Service




4123
Palliative Caring booklets distributed



117
Palliative Care WA individual members



7
Honorary Life Members

21



Palliative Care WA organisational members

200



People attended the Palliative Care in WA Awards



181
People attended National Palliative Care Week events



1181
Palliative Care WA subscribers

42



e-newsletters and sector emails sent

OUR ACHIEVEMENTS

Palliative Care WA's Strategic Plan 2020–2023 guides the direction and focus of the organisation and provides a road map for achieving our vision of quality palliative care for all people in Western Australia.

Our achievements during 2021–2022, reflect the strategic plan and are outlined below.



“Having an independent person to talk to has been good. The ACP support service officer was extremely helpful, and I was not feeling under pressure while she was here at all.

– 55-year-old female living with a life limiting illness.



ENGAGING AND EMPOWERING COMMUNITY

STRATEGY: Strengthen public dialogue on dying and death and facilitate increased understanding of advance care planning, palliative care, and grief and loss

A key focus area for Palliative Care WA is to increase awareness and understanding of advance care planning and palliative care in WA and strengthen public dialogue on dying and death.

During the year, Palliative Care WA and the Advance Care Planning WA Consortium continued to promote a tool to encourage more members of the community to have a say over the last part of their lives by undertaking advance care planning. The ‘My Future Care’ resource explains what is involved in advance care planning in a simple four-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 get help.

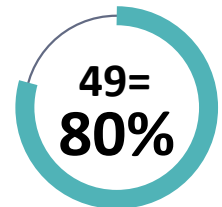


Advance Care Planning Support Service

A major initiative during the year was the establishment of the Advance Care Planning Support Service, a joint pilot project between Palliative Care WA and Carers WA designed to support individuals to progress their Advance Care Planning.

The personalised mobile service provides one-to-one support to individuals to engage in the 'My Future Care' model of Think, Talk, Write, Share, and assists individuals to progress the completion of their Advance Care Planning documents. The free and confidential service is provided face-to-face to participants in metropolitan WA and in the South-West. Residents in other localities across WA can access the service on-line via Zoom or Teams.

The service, which commenced on 10 February 2022, has been very well received by the community with immediate uptake as soon as it became available. As of 30 June 2022, 61 people have been assisted to complete their ACP documentation and 49 have progressed their documentation, representing an 80 per cent completion rate. Due to its overwhelming success, strong positive feedback, and demonstrated need for such a service in the community, further funding has been received to expand the service in 2023.



Clients who have progressed their ACP documentation

Community education workshops

Over the past year, we have delivered 75 community education workshops on advance care planning and palliative care to 1,127 participants across WA. This included an increasing number of online workshops which are popular with those in paid employment as well as people living in rural and remote communities.

These free workshops aim to encourage advance care planning conversations, increase engagement in the advance care planning process and improve palliative care and death literacy within our communities. Some of our workshops are 'safe space' workshops that cater specifically for people with a chronic condition or terminal illness or their family or friends who care for them. This approach allows people in vulnerable situations to feel more comfortable sharing questions and concerns with those in similar circumstances.

The workshops have received very positive feedback, with many participants evaluating workshops as 'very useful' or 'useful'.

“

“Thank you for the caring and thoughtful presentation of things I have been too afraid to think about seriously.”

“A beautifully and sensitively delivered workshop with excellent resources provided. Great interactive activities ... I genuinely feel confident and satisfied that I have the information, knowledge, and confidence to complete the documents required to give me and my family peace of mind – thank you so much!”

“The workshops gave me clarification and determination to discuss with family.”

”

Compassionate Communities

Palliative Care WA continues to foster the Compassionate Communities approach to supporting community members experiencing dying, death, caregiving, grief and loss through a variety of initiatives. These included facilitating monthly online meetings of the Compassionate Communities Network WA and building interest, capacity and development of community led groups across WA.



“This service allowed Dad time to open up and express his wishes.”

– 45-year-old female caring for her father with complex health issues.



SUPPORTING PEOPLE NEEDING PALLIATIVE CARE, THEIR CARERS, FAMILIES AND FRIENDS

STRATEGY: Strengthen public dialogue on dying and death and facilitate increased understanding of advance care planning, palliative care, and grief and loss

During 2021-2022, Palliative Care WA continued to support those needing palliative care, their carers, families and friends. We did this through:

- **Palliative Care Helpline** - a free service that provides the WA community with information and support on end-of-life planning, palliative care, and grief and loss. The confidential service is available 9am to 5pm every day of the year. During the year, the Helpline provided information and support to 331 individuals. A video highlighting the value of the Helpline was created and promoted during the year.

- **Palliative Caring booklet** – over the past year, this information booklet for carers was reviewed and revised. The booklet helps carers, family, and friends to better navigate the health and community services systems in Western Australia. Next year Palliative Care WA will develop a similar booklet specifically for people needing palliative care.
- **Lasting Words** – this initiative assists people receiving palliative care to have their stories and special memories captured in a legacy document. Palliative Care WA auspices Lasting Words which is making huge progress in training a growing number of volunteers to visit people in their homes or in residential aged care to record their conversations and transcribe their stories.

We aim to ensure the voice of lived experience from carers, family and friends of those needing palliative care informs our work. We are continuously engaging and consulting with carers, families and friends to hear their stories and experiences and provide a platform to share those perspectives wherever possible.

ADVOCATING AND COLLABORATING WITH THE PALLIATIVE AND AGED CARE SECTORS

STRATEGY: Foster strategic partnerships to systemically advocate for palliative care, progress mutually beneficial and innovative opportunities and actively contribute to sector development

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 innovative opportunities across the sector and advocate for increased investment in palliative care.

We do this through facilitation of the:

CEO Roundtable on Palliative Care – this group provides high level advice to the WA and Australian Governments on palliative care issues. The CEO Roundtable includes member organisations within the health, aged care, and community services sectors. During 2021-2022, the fifth Roundtable meeting was held with then Minister for Health, Hon Roger Cook MLA, Parliamentary Secretary Simon Millman MLA, and 13 member organisations. Invited guest Dr Chris Schilling, Director with KPMG and author of a report exploring the economic case for increased investment in palliative care, spoke on the report findings. Dr Schilling noted that demand for palliative care will double by 2040 and outlined the strong moral and economic case for increased investment in palliative care.

Advance Care Planning Consortium – the 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 Consortium worked with Palliative Care WA to develop the WA Advance Care Planning resource, My Future Care and has played an important role in the development and revision of the Department of Health's Advance Health Directive and associated advance care planning information materials.



Palliative Care in WA Awards

The biennial **Palliative Care in WA Awards**, which celebrate and showcase the professionalism, dedication, innovation and teamwork of those who work in the palliative, aged care, community service and related sectors, was held on 4 November 2021.

The awards acknowledged and recognised individuals, teams and organisations that provide holistic and compassionate support and care across WA.

The winners were:

- **Advanced Dementia Specialist Service Team**, Silver Chain Group – Outstanding Metropolitan Team Delivering Holistic Palliative Care Award
- **Geographe Bay Centre Team**, Busselton Hospice Care – Outstanding Regional/Rural Team Delivering Holistic Palliative Care Award
- **Dr Anna Petterson**, volunteer with Lasting Words – Outstanding Palliative Care Volunteer Award
- **Grace Buchanan**, Manager Palliative and Supportive Care Education at Cancer Council WA – Outstanding Palliative Care Professional Award
- **City of Albany** – Outstanding Local Government Authority Supporting a Compassionate Community Approach
- **Albany Community Hospice** – Outstanding Organisation Delivering Holistic Palliative Care Award and winner of the Douglas MacAdam Perpetual Trophy for Excellence in Palliative Care.

Special mentions went to **Karen Tierney**, Ward Clerk at Kalamunda Palliative Care Unit (Outstanding Palliative Care Professional Award category) and **Community Vision Aged Care Team** (Innovation in the Outstanding Metropolitan Team Award category).

Honorary Life Memberships to Palliative Care WA were presented to Dr Kevin Yuen and Dr Scott Blackwell for outstanding service to palliative care in WA (above).

During 2021-22, Palliative Care WA has taken an active role in National Advance Care Planning Week and National Palliative Care Week.

National Advanced Care Planning Week from 21-27 March 2022 was acknowledged and celebrated in WA by:

- Lighting Optus Stadium in Palliative Care WA's colours of red and blue
- Delivering online Advance Care Planning workshops
- CEO Lana Glogowski and ACP Support Officer Julia Kennington participated in an ABC Radio interview on the importance of advance care planning
- Regional visits to deliver individual advance care planning support sessions for community members in Bunbury, Busselton, and Margaret River.

National Palliative Care Week from 22-28 May included:

- Sector Breakfast in Perth with guest speakers Professor Charlie Corke and Irene Montefiore, including a satellite event in Bunbury
- Advance care planning community workshop and ABC Radio interview with Professor Charlie Corke
- Hosting a caring@home consultation on new resources to support palliative care at home for Aboriginal and Torres Strait Islander people
- Council House and the Barracks Arch in Perth were lit up in red and blue.

Palliative care volunteer scholarships

During the year, we were pleased to announce that five palliative care volunteers from WA were the recipients of Palliative Care Australia scholarships.

Shane Bailey (Kalamunda Palliative Care Unit) and John Dendy (Juniper) received scholarships to attend the Volunteer Conference 'one step—one word—one heart', hosted by Palliative Care Victoria on 18 May. The conference provided an opportunity for volunteers and leaders of volunteers to share experiences, hear about a range of innovative approaches and explore what volunteers can do for their own self-care and wellbeing.

Helen Morrell (Hollywood Private Hospital), Carolyn Rose (Silverchain) and Jennifer Crossing (Amana Living) received scholarships to participate in Palliative Care Volunteer Facilitator Training delivered by Palliative Care Victoria.

MAINTAINING A SUSTAINABLE PEAK BODY

STRATEGY: Strengthen the organisation's sustainability and innovation and ensure it effectively represents its members through regular engagement, consultation, and systemic advocacy

During the year, Palliative Care WA continued to strengthen and develop the organisation's sustainability, innovation and relevance as the peak body representing palliative care in WA.

This was achieved through:

- Developing a new Strategic Plan following consultation with the sector after the 2021 Annual General Meeting.
- Strengthening the organisation's financial position through successful negotiations with funding partners and exploring new funding and sponsorship opportunities.
- Continuing to develop and refine strong Board governance processes.
- Representing the sector and the community by participating in State and national palliative care Boards, advisory groups and panels, and contributing to palliative care research.
- Updating and enhancing the value proposition for individual and organisation members.
- Further developing the organisation's branding and communication strategies.
- Progressing work on the organisation's Reconciliation Action Plan.



OUR BOARD



Dr Elissa Campbell
President



Shannon Calvert
Vice President



Hiren Mehta
Treasurer



Yasmin Naglazas
Secretary



Samar Aoun
Member



Simon Towler
Member



Paul Rogers
Member



Ruth Wei
Member



Karen Proctor
Member



Hannah Leslie
Member



Colleen McLevie
Member



Karina Bowden
Member

OUR TEAM



The Palliative Care WA team (from Left) Sabena Lund, Lana Glogowski, Julia Kennington, Liz Rehfeldt, Jo Micallef and Helen Greenham.

LANA GLOGOWSKI
Chief Executive Officer

JO MICALLEF
Administration and Events

HELEN GREENHAM
Finance

LIZ REHFELDT
Marketing and Communications

SABENA LUND
Community Education and Projects

JULIA KENNINGTON
Advance Care Planning Support

We would also like to acknowledge Pippa Worthington – Marketing and Communications who left the Palliative Care WA team during 2021–22. Pippa made a huge contribution to our organisation, and we sincerely thank her for her professionalism, energy and dedication to Palliative Care WA.

“

“The ACP Support Service is a valuable tool to enable conversations and direction for decisions while still having capacity.”

– 69-year-old male with a degenerative health condition.

”

MEMBERS

AND SUPPORTERS

MEMBERSHIP

A diverse and engaged membership strengthens our role as the peak body for palliative care in Western Australia and helps us to continue to provide an independent, strong and collective voice for quality palliative care in our State.

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 to positively impact our sector's development and advocate for equitable access to quality palliative care for all Western Australians.

 **117**
Palliative Care WA
individual members

 **21**
Palliative Care WA
organisational members

 **7**
Honorary Life
Members

Geoff Blyth
Douglas MacAdams (dec)
Ellen Nightingale
Joy Bran
Prof Doug Bridge
Dr Kevin Yuen
Dr Scott Blackwell

SUPPORTERS

We are grateful to our main service funder, the WA Department of Health – End of Life Care Program, not only for providing funding for many of our core activities but also for invaluable advice and support throughout the year. We also thank Carers WA as the funder of the Advance Care Planning Support Service pilot program.



Our thanks go to a number of organisations for their generous support over the past year either through sponsorship, in-kind support, or pro bono support. In addition, we would like to express our gratitude for the support of the Parliamentary Friends of Palliative Care, a WA Parliament Members' group that is co-convened by Margaret Quirk MLA and Hon Nick Goiran MLC.



The Lockwood Charitable Foundation

Polish Association of Bunbury

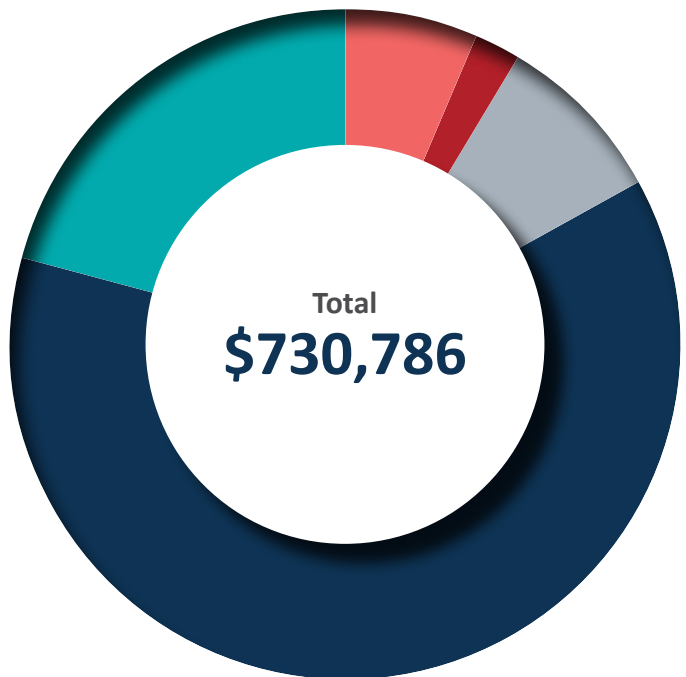
Soroptimist International - Joondalup

FINANCES

FOR THE YEAR ENDING
30 JUNE 2022

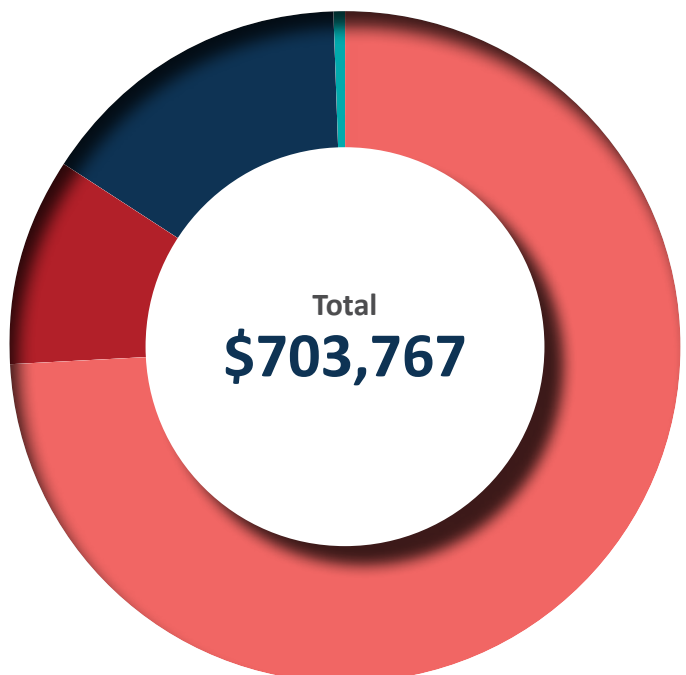
INCOME	\$	%
Membership Fees	47,950	6.6
Donations and Bequests	15,982	2.2
Sponsorship and Event Registrations	60,552	8.3
Government Grants	455,601	62.3
Other Income	150,701	20.6
Total Income	730,786	100.0

- Membership Fees
- Donations and Bequests
- Sponsorship and Event Registrations
- Government Grants
- Other Income



EXPENDITURE	\$	%
Employee Costs	522,471	74.2
Operating Costs	70,842	10.1
Event and Project Costs	106,650	15.2
Other Expenses	3,804	0.5
Total Expenditure	703,767	100.0

- Employee Costs
- Operating Costs
- Event and Project Costs
- Other Expenses



CELEBRATING THE PALLIATIVE CARE SECTOR

Palliative Care in WA Awards 2021





PalliativeCare
WESTERN AUSTRALIA

📍 15 Bedbrook Place,
Shenton Park, WA 6008

☎ 1300 551 704

✉ info@palliativecarewa.asn.au

🌐 palliativecarewa.asn.au