



# ANNUAL REPORT

2022–2023



**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



Palliative Care WA has continued to grow over the past year with many achievements and initiatives, including the highly successful Palliative Care Summit – Doing Death Differently in November 2022, the Volunteering consultation in April 2023, the National Palliative Care Week breakfast at three venues in May 2023 and the establishment of regular Palliative Care WA Death Cafes.

Over the year we have seen a promising increase in the number of calls to our Palliative Care Helpline from 331 last year to 525 this year. The Helpline is a free service funded by the Department of Health and it supports all people who are living with palliative care or end-of-life issues for themselves or a loved one.

The past year has once again been challenging for the palliative care sector, with ever increasing demand for palliative care services, as we live with ongoing effects of the pandemic, workforce shortages and an ageing population.



Palliative Care WA continues to strive to support the sector to allow our incredible palliative, health and aged care workforce and volunteers to provide quality palliative care for Western Australians.



Palliative Care WA is very fortunate to have a partnership agreement with the Department of Health, which has allowed us to grow our engagement with the WA community to improve awareness of palliative care, advance care planning (ACP), and grief and loss. Our partnership with Carers WA for the ACP Support Service was extended during the year and allowed us to employ another support officer to help Western Australians requiring assistance with their ACP documentation. The results of the support service were presented at the 8th International Conference on Advance Care Planning in Singapore in May 2023. I attended the conference along with ACP Support Service officer Julia Kennington and Carers WA CEO Richard Newman to share the success of WA's innovative, personalised ACP support service.

During the year, we appointed a new CEO, Lenka Psar-McCabe in May 2023, following the resignation of Lana Glogowski, who stepped down after eight and a half years to pursue other endeavours. I would like to thank Lana Glogowski for her commitment, passion and vision as CEO during which time she led significant growth and expanded Palliative Care WA's impact.

Our new CEO Lenka Psar-McCabe is an experienced senior executive in the health and business sectors and non-executive director for community and disability organisations, who previously was CEO of Perth Radiological Clinic, a position she held for 25 years. Lenka's expertise and experience are already having a positive impact on Palliative Care WA and the palliative care sector.

My gratitude goes to the Board members of 2022 and 2023, who have volunteered their time, energy and expertise to Palliative Care WA. I would particularly like to thank Vice President Dr Simon Towler, Treasurer Hiren Mehta and Secretary Yasmin Naglazas for their expertise and commitment to Palliative Care WA.

I would also like to thank the small but dynamic Palliative Care WA team for their enthusiasm and passion for the organisation as we all work toward our vision of quality palliative care for all Western Australians.

*Dr Elissa Campbell*

**President**

# REPORT

## FROM THE CHIEF EXECUTIVE OFFICER

I was honoured to take up the role of CEO of Palliative Care WA in May 2023, and am eager to apply my significant experience in leadership, business strategy for growth, and governance, plus my passion for community service and community engagement to the role.

Experienced in the health sector but new to the palliative care sector, I am keen to learn from the experts and have met with many in the field in my first few months in the role. I am particularly interested in community education and engagement, advocacy and helping community members, including those in aged care and people with a disability, to plan for the next stage of life.

My initial tasks since commencing with Palliative Care WA have been to investigate potential funding streams to strengthen the organisation's sustainability into the future.



The past year has been a very busy one with lots of achievements and highlights along the way which I am keen to build on.



Highlights of the year have included:

- Continued implementation of service agreements with the Department of Health
- The extension of the Advance Care Planning Support Service with funding from Carers WA
- Delivery of the very successful Palliative Care Summit 2022 – Doing Death Differently in November 2022
- Delivery of expanded sector breakfast events for National Palliative Care Week in May 2023 in Perth, Bunbury and Albany
- Establishment of a WA Volunteering in WA committee and strategic plan following the volunteering consultation in April 2023.
- A successful marketing campaign to promote the Palliative Care Helpline resulting in a rise in awareness and calls.

I would like to thank the Board and my team for welcoming me into the role and for working tirelessly to ensure that Palliative Care WA runs well and meets our obligations to the sector, our funding partners and the community. They are a very dedicated group of people who are skilled and committed.

I look forward to working with everyone in the sector in the coming year.

*Lenka Psar-McCabe*

**Chief Executive Officer**

## AT A GLANCE



525

People helped  
by the Palliative  
Care Helpline



95

ACP and Palliative Care  
workshops presented  
across WA



231

People helped by the ACP  
Support Service



2472

ACP and Palliative Care  
workshop participants



4234

Palliative Caring  
booklets distributed



123

Individual members



7

Honorary Life  
Members



19

Palliative Care  
WA organisational members



4

In-kind, reciprocal  
and complimentary  
organisational members



455

People attended the 2022  
Palliative Care Symposium –  
Doing Death Differently  
(in-person and online)



291

People attended our National  
Palliative Care Week events  
in Perth, Bunbury and Albany



1243

Palliative Care WA subscribers



35

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 2022–2023, reflect the strategic plan and are outlined below.

“

“The help and advice given was exceptional. I feel confident that my affairs are now reflected with all necessary forms completed. A very useful service. Thank you.”

”

## 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.

Our Think, Talk, Write, Share tool provides a model to encourage more members of the WA community to have a say over the last part of their lives by undertaking advance care planning. The model explains what is involved in advance care planning in a simple four-step process. It highlights the importance of starting advance care planning early in life. Our complementary My Future Care resources provide information on relevant documents and other tools and explain where people can go to get help.





Carers WA CEO Richard Newman, PCWA's Julia Kennington and PCWA President Dr Elissa Campbell at the 8th International Conference on ACP in Singapore in May 2023.



**231**

Registered participants

Planning  
conversations  
facilitated

61=  
**88%**

**195=  
94%**

Clients who have  
progressed their  
ACP documentation

## Advance Care Planning Support Service

The Advance Care Planning Support Service, a joint pilot project between Palliative Care WA and Carers WA, has gone from strength to strength over the past year. The personalised mobile service provides one-to-one support to individuals and couples 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 some country areas. Residents in rural and remote localities across WA can access the service online via online meeting platforms.

The service continues to be very well received by community members who appreciate the personalised and helpful service delivered by experienced ACP support officers. As of 30 June 2023, a total of 231 clients registered for the service (including 24 clients who cancelled due to severe ill-health or who died prior to their booked session).

Planning conversations were facilitated for 207 clients, representing 90 per cent of those registered. A total of 195 people have been assisted to fully complete their ACP documentation, representing an outstanding 94 per cent completion rate (12 participants had conversations with the ACP support officers but did not progress their documentation).

Due to its overwhelming success, strong positive feedback, and demonstrated need for such a service in the community, Carers WA extended funding to expand the service allowing Palliative Care WA to appoint another part-time support officer which has allowed the organisation to see more clients during the year.

## Community education workshops

Over the past year, we have delivered 95 community education workshops on advance care planning and palliative care to 2,472 participants across WA to a variety of groups and individuals. We also offered 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 for 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.

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

“

“A wonderful, heartfelt and engaging workshop, well delivered and with a real respect for everyone present.”

“The workshop has given me confidence to go ahead with my older age planning.”

“Thank you for your presentation – our family will ‘bless you’ as do I.”

”



## Compassionate Communities

Palliative Care WA continued 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.

“

“If it wasn't for the workshop session, I would never have known about this service. I am very grateful for the possibility to have a home visit, especially to give my elderly mother more comfort and feel in a safe place to be able to express her wishes.”

”



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

**STRATEGY:** Systemic advocacy for those needing palliative care, their carers, families and friends, and the development and delivery of services and supports where appropriate.

During 2022–2023, Palliative Care WA continued to support those needing palliative care, their carers, families and friends. We did this through:

- **Palliative Care Helpline** - this free service provides the WA community with information and support on end-of-life planning, palliative care, and grief and loss. The confidential service is available 9.00am to 5.00pm every day of the year. Over the year, the Helpline provided information and support to 525 individuals, a rise of 59 per cent over the previous year. A marketing campaign involving social media, print and television advertising was conducted during the year, helping to increase awareness and the call rate for the service.
- **Palliative Caring booklet** – this information booklet for carers has been reviewed and is currently being updated. The booklet helps carers, family members and friends to better navigate the health and community services systems in Western Australia. Palliative Care WA is currently developing a similar booklet specifically for people needing palliative care called My Palliative Care. Both booklets are due to be launched early in 2024.
- **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 continues to make 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 regularly engage and consult 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 prioritises and values 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 through facilitation of advisory groups and the development and implementation of events.

### CEO Roundtable on Palliative Care

This group provides high level advice to the Western Australian Government on palliative care issues. The CEO Roundtable includes member organisations within the health, aged care and community services sectors. During 2022–2023, two CEO Roundtable meetings were held. The August 2022 meeting was attended by Health Minister Hon Amber-Jade Sanderson MLA and MLA Simon Millman, along with 14 CEOs from the sector. The September 2022 meeting had a guest presentation from Palliative Care Australia CEO Camilla Rowland who spoke about information gaps in palliative care in Australia, the challenges of accessing palliative care in aged care, and what the Palliative Care Australia Roadmap 2022–2027 (Palliative Care Australia’s strategic direction for 2022–2024) and advocacy seek to achieve to meet the challenges of delivering improved quality palliative care across Australia.

### Palliative care volunteering consultation

Palliative care volunteers – A crucial piece of the jigsaw consultation event was held in April 2023 with the goal of identifying existing and emerging palliative care volunteering opportunities across the State and invite input into the development of a strategic plan to progress palliative caring volunteering in WA.

The in-person and online event attracted 54 participants and covered all aspects of palliative care volunteering and included workshops and presentations from local and national leaders in the volunteering and palliative care sectors. Seven attendees volunteered to be part on an on-going steering group which has met monthly since the event to progress a strategic plan and terms of reference for the group.



*Attendees at the volunteering consultation.*

### 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 evolution of the Department of Health’s Advance Health Directive and associated advance care planning information materials. The consortium is chaired by the CEO of Palliative Care WA and administrative support is provided by Palliative Care WA.

“

“I thought this was one of the best Summits/conferences I have been to, and I learnt a lot – very valuable. I can’t wait to introduce these learnings at work.”

- Participant

“Such a fan of Palliative Care WA. Thanks so much for the invitation to speak. Would love to see if there are any opportunities to collaborate again in the future.”

- Associate Professor Hsien Seow

”



Health Director General Dr David Russell-Weisz speaking at the 2022 Palliative Care Summit.

## Doing Death Differently – the 2022 Palliative Care Summit

Doing Death Differently, the 2022 Palliative Care Summit held in November 2022 was a hugely successful event attracting 325 in-room registrations and 130 online registrations. The event generated a great deal of engagement from the palliative care sector.

The summit brought together consumers, carers, clinicians and community members, all with a common interest to learn more about palliative care and contributing to improved services for all Western Australians. In addition to keynote speakers, there were three interactive sessions and six local innovations presented.

The online evaluation form was completed by 103 participants with 93% reporting the event as either outstanding or very good.

**Breakfast session** – Engaging with sector leaders – included presentations by Simon Millman MLA representing the Minister for Health; Health Director General Dr David Russell-Weisz, and an expert panel comprising Mr Millman, Dr Simon Towler, Chief Medical Officer, Department of Health; Liz Behjat, State Manager WA, Aged and Community Care Providers Association; and Robyn Collard, Noongar Elder.

**Morning session** – Conversations about death and the importance of planning – comprised a keynote presentation from Associate Professor Hsien Seow from Canada titled Reigniting the passion for palliative care: The Waiting Room Revolution; a presentation on Advance Care Planning by Intensive Care Specialist and Advance Care Planning advocate Professor Charlie Corke and Sabena Lund from Palliative Care WA; a Death Café by facilitator Irene Montefiore; and a Grief and Loss session by Shelly Skinner and Professor Lauren Breen.

**Afternoon session** – Recognising innovation and where to from here? – included six presentations on emerging ideas and service innovation initiatives in the palliative care sector; chair yoga/mindfulness session; Keynote Speakers Jeremy McKnight and Dr Claire Hepper from Shannon’s Bridge on Compassionate Communities: The best medicine is not medical; and sharing reflections of the day with then Palliative Care WA CEO, Lana Glogowski

The summit was a success due to the exceptional involvement of the presenters, panellists, volunteers and staff, together with the generous sponsors, funders and in-kind support (see page 17).



ACP displays at metropolitan hospitals drew a steady stream of people interested in planning for their futures.

## Our role in local events

Palliative Care WA participated in a number of third-party events during the year where we have promoted the importance of Advance Care Planning, our ACP workshops and support service, the Helpline, membership, and our information resources.

These have included:

- Department of Health's launch of the new Advance Health Directive
- 'You only die once' event organised by the Centre for Stories and the State Library of WA
- Carers Week Conference
- ACCPA Care and Ageing Well Expo
- Residential Aged Care Excellence in Palliative Care Symposium, Palliative and Supportive Care Education.

## Our role in national events

During 2022–2023, Palliative Care WA has taken an active role in promoting two important yearly events – National Advance Care Planning Week and National Palliative Care Week.

**National Advanced Care Planning Week from 20–26 March 2023 was acknowledged and celebrated in WA by:**

- the launch of National Palliative Care Week at Parliament House hosted by Simon Millman MLA
- two Advance Care Planning workshops at our headquarters in Shenton Park
- Advance Care Planning displays at four metropolitan hospitals with our partners for the week, the Cancer Council's Palliative and Supportive Care Education (PaSCE)
- professional development webinars by PaSCE
- an extensive social media campaign
- lighting Optus Stadium in Palliative Care WA's red and blue corporate colours.

**National Palliative Care Week from 21–27 May 2023 included the following events and activities:**

- Sector Breakfast at Fraser's Kings Park with guest speaker palliative care physician and health justice activist Dr Naheed Dosani from Toronto, including two satellite events in Bunbury and Albany with our event partners Albany Hospice and the South West Palliative Care Unit (WACHS). Guest panellists at the breakfast included Dr Kevin Yuen – Palliative Medicine Consultant Royal Perth Bentley Group, Theresa Kwok – WA 2023 Senior Australian of the Year and CEO of the Chung Wah Association, and Bernadette Nowak – Clinical Nurse Manager Bethesda Health Care.
- A Death Café presented by Dr Margaret Sealey at our headquarters in Shenton Park.
- The screening of the film 'Live the life you please' at a northern suburb's cinema followed by a Q&A with Palliative Care WA's Community Education officer and MC Sabena Lund and panellists Jennifer Crossing – NODAC Coordinator Amana Living, Margaret Quirk – Member for Landsdale, and Emily Hamilton – Member for Joondalup.
- Perth Council House and Trafalgar Bridge in East Perth were lit orange over two nights, the colour chosen by Palliative Care Australia to represent palliative care.



CEO Lenka Psar-McCabe with Cancer Council WA's Melanie Marsh and Simon Millman MLA at the Palliative Care Week breakfast at King's Park.

## 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:

- facilitating CEO Roundtable meetings with palliative care sector leaders and State Government leaders and Department of Health staff
- facilitating the Advance Care Planning Consortium
- 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.
- further developing the organisation's branding and communication strategies.

# OUR BOARD



**Dr Elissa Campbell**  
President



**Simon Towler**  
Vice President



**Hiren Mehta**  
Treasurer



**Yasmin Naglazas**  
Secretary



**Professor Samar Aoun**  
Member



**Ruth Wei**  
Member



**Karen Proctor**  
Member



**Karina Bowden**  
Member



**Liz Behjat**  
Member



**Janet Wagland**  
Member



**Rita Alfred-Sagggar**  
Member



**Karina Bowden**  
Member



**Irene Montefiore**  
Member

Our thanks go to former Board members for their service to Palliative Care WA.

Retiring Board members following the Annual General Meeting in December 2022 included Shannon Calvert, Paul Rogers, Hannah Leslie and Colleen McLevie.

Irene Montefiore was a Board member up to 31 July 2023 (post financial year) and Maria Davison was appointed a casual Board member in Irene's place.

Rita Alfred-Sagggar resigned post financial year in November 2023 due to family reasons.

# OUR TEAM



**Lenka Psar-McCabe**  
Chief Executive Officer



**Jo Micallef**  
Administration  
and Events



**Helen Greenham**  
Finance



**Liz Rehfeldt**  
Marketing and  
Communications



**Julia Kennington**  
Advance Care  
Planning Support and  
Community Education



**Shane Bailey**  
Advance Care  
Planning Support



**Sabena Lund**  
Community Education  
and Projects

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We would also like to acknowledge Lana Glogowski – CEO of Palliative Care WA for eight and a half years who left the organisation in May 2023 to pursue her consultancy business. Lana made a huge contribution to our organisation, and we sincerely thank her for her professionalism, passion and dedication to Palliative Care WA.

# 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.



**123**  
Palliative Care WA  
individual members



**19**  
Palliative Care WA  
organisational members



**4**  
In-kind, reciprocal  
and complimentary  
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 the invaluable advice and support throughout the year. We also thank Carers WA as the funder of the Advance Care Planning Support Service.



Department of  
Health



Our thanks go to the following 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



Fraser's Kings Park  
Quality Lighthouse Hotel in Bunbury  
Hilton Garden Inn in Albany  
Author Vivien Stuart  
Harpist Rowan Rovere  
SW Palliative Care Unit (WACHS)  
Albany Hospice  
State Library of WA

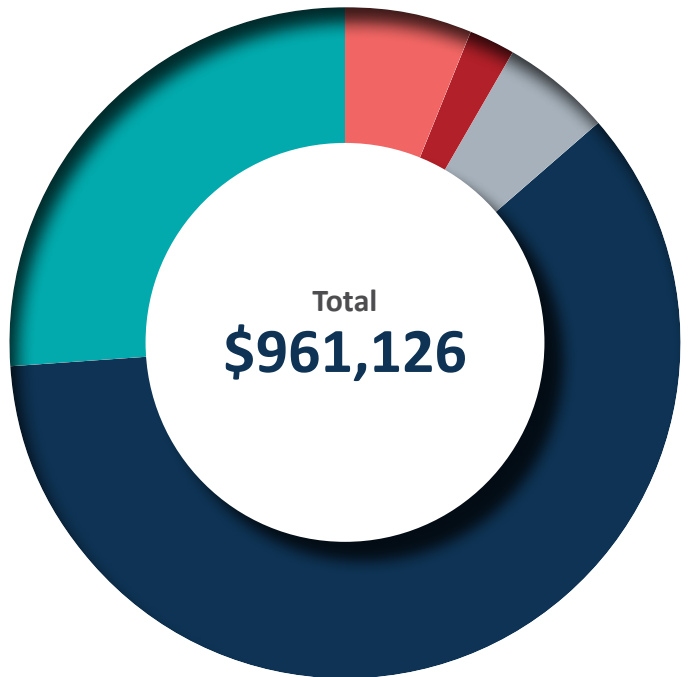
We also gratefully acknowledge the private donations and bequests we received this year from people wishing to remain anonymous.

# FINANCES

FOR THE YEAR ENDED  
30 JUNE 2023

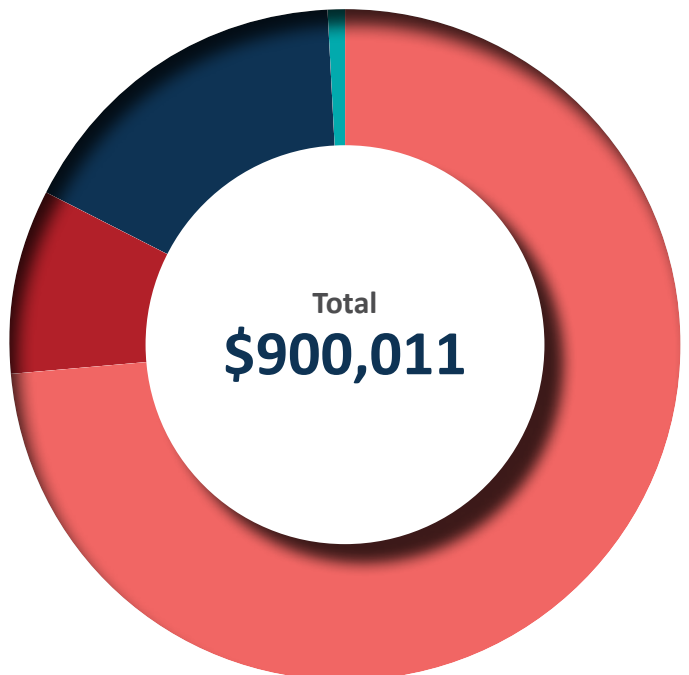
<b>INCOME</b>	\$	%
Membership Fees	60,409	6.3
Donations and Bequests	20,900	2.2
Sponsorship and Event Registrations	50,395	5.2
Government Grants	579,661	60.3
Other Income	249,761	26.0
<b>Total</b>	<b>961,126</b>	<b>100.0</b>

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



<b>EXPENDITURE</b>	\$	%
Employee Costs	664,241	73.8
Operating Costs	80,561	9.0
Event and Project Costs	150,238	16.7
Other Expenses	4,971	0.5
<b>Total</b>	<b>900,011</b>	<b>100.0</b>

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





# DOING DEATH DIFFERENTLY

Highlights from the 2022 Palliative Care Symposium





**PalliativeCare**  
WESTERN AUSTRALIA

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