

The Constellation

South East Palliative Care

Spring Edition - November 2007

LOOKING AHEAD

November 2007

- 16: SEPC Board Meeting
- 21: Auxillary Luncheon,
Clover Cottage Berwick
- 28: Remembrance Service

December 2007

- 3-9: National Giving Week
- 5: International Volunteers
Day
- 14: SEPC Board Meeting
- 14: Presentation of Service
Awards and Christmas
Lunch

March 2008

- 3: 2nd Annual Golf Event

June 2008

ACHS Accreditation

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National Palliative Care Story Collection

World Hospice & Palliative Care Day was celebrated on Friday 6th October 2007 with the release of a national collection of stories that share the experiences of people who have experienced living with a terminal illness.

Palliative Care Australia launched The Aaron McMillan National Palliative Care Story Collection initiative in May 2007, aiming to foster and develop the awareness of palliative care across Australia. This can be found at the Palliative Care Australia website: www.pallcare.org.au/

This year, one in ten Australians will be involved directly in caring for someone with a terminal illness, resulting in half a million feeling the impact of terminal illness from someone close to them.

The Story Collection is a way of recording these experiences during and after the process of living with terminally ill family and friends. In times that are difficult, it can be helpful to read other people's experiences and benefit from their insights, and to understand the services that can be accessed to ease the burden and pain. The stories were released to mark World Hospice and Palliative Care Day, an international day of unified action to celebrate the achievements in palliative care; to highlight that everyone has a right to access highest quality care at the end of their lives and to profile what needs to be done to make this aim real.

Click below to follow link

Lead Story for 2007: [Wal's Story](#)

The Constellation is designed to be distributed widely – please feel free to forward this newsletter on to any friends and associates you think might be interested. The newsletter is available via mail, email, and available through our website.

Please inform us if you:-

- have any items you would like to be included in future newsletters
- would like to be added to the email distribution list, or mail list
- would like to be removed from the email distribution list or mail list

SOUTH EAST PALLIATIVE CARE
Specialist Health Care at Home



EVENTS

CONFERENCE

Australian Palliative Care Conference: Melbourne 2007

“SEPC proudly sponsored the conference lounge whereby the attendees could meet and greet; take time out for a coffee”



The 9th Australian Palliative Care Conference was held at the Melbourne Convention Centre from 28 to 31 August 2007.

The conference theme **Partners Across the Lifespan**, reflects the growing need to engage others in the critical work of providing accessible and relevant end of life care for the whole community and to establish strategic partnerships with other service and community domains to further this work.

This unique event presented an opportunity to meet and network with others in the palliative care sector. The conference attracted over 800 delegates from across Australia and overseas and provided a wonderful opportunity to meet and extend contacts. Delegates included Commonwealth, State and Local Governments, palliative care service providers, leading palliative care research and education organisations, community based and specialist clinicians and managers, as well as volunteers working in palliative care.

Many staff from South East Palliative Care attended the event providing them with opportunities to learn and expand on the networks that assist in our endeavors to support our patients, and their family & friends. SEPC proudly sponsored the conference lounge whereby the attendees could meet and greet; take time out for a coffee and to stare at the views that Melbourne has to offer across the Yarra River. Our lounge attracted much interest in promoting awareness of our organization and the important services we contribute to our community. We look forward to Perth being host in 2009 for the 10th Australian Palliative Care Conference.

GOLF

The 2nd ANNUAL GOLF DAY Monday 3rd March 2008

In reviewing the success of last year's golf event, SEPC invite you to the 2nd Annual Golf Day. It is to be held on Monday 3rd March 2008 at The Sandhurst Club, Skye, with drinks and refreshments following the game. This year a Subaru car could be won by participating in our hole in one competition on the day.

Last year's event proved to be a fantastic day and we are hoping that all of our supporters from last year - and some new friends - will join us to help raise much needed funds for our operations.

If you would like to support us in this major fundraiser, gain valuable exposure for your business and gain from networking with other government, business and SEPC supporters, please contact Rebecca Dollman our Marketing & Fundraising Co-ordinator on 5991 1300 or email mfc@sepallcare.org.au . Rebecca will be happy to discuss the arrangements for the day and the various participation packages. Alternatively visit our website www.sepallcare.org.au for the events details and registration form coming soon.

VOLUNTEERS

INTERNATIONAL VOLUNTEERS DAY 5TH DECEMBER 2007

International Volunteer Day (IVD) was established by the United Nations General Assembly in 1985. IVD is now celebrated world wide with thousands of volunteers involved in a range of IVD initiatives including clean-up campaigns, conferences, exhibitions, morning teas and many other activities all aimed to highlight the role of volunteers in their communities.

SEPC wishes to thank all the volunteers whom have contributed greatly to our efforts for 2007. These include patient support & office volunteers, the Auxillary members and SEPC's Board members. We greatly appreciate your efforts and personal presence you individually bring to SEPC.

For further information on volunteering your time, please read our 'Free Time' campaign on page 4 or contact our office to discuss your skills or wishes.

Carer Feedback

At South East Palliative Care we are committed to continually improving the services we are able to offer and in doing so we believe that it is vital to hear directly from those who have experienced our support. To this end we collate confidential responses from carers and follow up on any suggestions for improvement. The results are subsequently forwarded to all staff and the Care and Quality Sub-Committee of our Board. We generally receive many very helpful responses and we endeavour to find a solution to each suggestion for improvement.

We would like to thank those people who take the time to respond to our survey and contribute to the organisation's continuous improvements.

- People seeking services and their families/carers requested earlier confirmation of receiving those services – SEPC in response created an Intake Team, with 2 dedicated nurses who meet with potential patients and families to identify their needs and how the organisation might be able to assist them
- People seeking services and their families/carers told us that not enough useable information was available to them – SEPC has developed and has had translated new organisational information booklets and pamphlets
- People using services and their families/carers told us that they didn't always know what was happening with their care – SEPC reviewed and significantly altered the processes used in obtaining consent relating to the introduction of new care methods
- People using services and their families/carers told us there needed to be more staff available – SEPC highlighted to funding bodies the significant amount of unmet needs, received an increase in funds as a result and expanded the clinical team by 30%.

Supporting People from Culturally Diverse Backgrounds

South East Palliative Care is currently working on a project with South East Migrant Resource Centre and the Springvale Indo-Chinese Mutual Assistance Association (SICMAA) which aims to assist South East Palliative Care (SEPC) to better understand the palliative care needs and support aspirations of Vietnamese communities and thus enhance the ability of the organisation to respond.

The project is using a community research approach which involves talking with people who have had/or have a family member using the services, community members, health professionals and religious leaders.

The project will run from October 2007 to January 2008. A final report will be prepared early 2008.

Australian Health Care Standards

South East Palliative Care has recently completed its second self-assessment as part of a four year annual accreditation cycle. This phase requires review of all mandatory criteria, of which there are fourteen, as well as all standards within one of the three streams. SEPC elected to review those within the newly formed Support and Corporate sectors.

A range of improvement actions have resulted from this review and include:

- Translation of Consent Form(s) into relevant languages representative of our community;
- Implementation of new clinical database incorporating eMedical Record, clinical assessment tools, and care planning ability;
- Review Clinical Policy set, and establish appropriate Key Performance Indicators;
- Review of Risk Management framework and associated processes.

The SEPC Operational Plan (2007-08), which encompasses the actions resulting from the self-assessment along with the ambitions outlined in the organization's Strategic Plan, has been developed and is now in the process of being implemented. This plan, and the actions it contains, will form the basis of the next reporting activity of the ACHS cycle.

Jill Lane
Manager Quality Development and Risk

South East Palliative Care calls for your support during **Australian Giving Week Dec 3-9**

Australian Giving Week is a national initiative and encourages us all to look at our own giving habits. Giving to SEPC doesn't have to involve huge amounts of money (although we always welcome donations) – your time, support and in kind gifts is every bit as valuable.

SEPC has stepped up its campaign for support as it prepares for Australian Giving Week, which is being promoted by www.ourcommunity.com.au – the national source for Australia's 700,000 community organizations. The lead up to Christmas is a very important time when people are asked to give in a number of ways, and we invite you to support our two Christmas campaigns; "MUSIC TO OUR EARS" and "FREE TIME", the gift of all Christmas gifts.



“FREE TIME”

By gifting your free time as a volunteer at South East Palliative Care you will in turn provide practical support to many patients and their family / carers. So give the greatest gift this Christmas, your free time. Flexibility and full training is provided.

Contact: Stephen Bradshaw, Volunteer Coordinator
Email: cov@sepallcare.org.au or tel: (03) 5991 1300.



“MUSIC TO OUR EARS”

South East Palliative Care provides music therapy for our patients and families and with these techniques that include live and recorded music the therapy harnesses emotional and spiritual expression, stimulates creativity, and reduces perceptions of pain and other symptoms.

By donating in kind (old or new) musical instruments, sheet music, recording devices, ipods, CD's and tapes you will not only bring 'music to our ears' but more importantly to the people facing their hardest phase in life. So let the spirit of compassion and generosity play in the homes of our patients this season by dropping into our office in Cranbourne to place your music gift or any other gift under our Christmas tree. Alternatively, please contact our office to arrange other methods of delivery.

For further information please contact Rebecca Dollman, Marketing & Fundraising Coordinator
Email: mfc@sepallcare.org.au or tel: (03) 5991 1300.

FROM THE CEO

There has been considerable effort throughout the organization from our volunteers, to our staff, our Auxiliary and our Board to ensure that South East Palliative Care continues to provide the level of care and practical support that each one of us would be proud of. Thank you to everyone for your support throughout 2007, and particularly of your continued focus upon what is important.

The role and scope of services provided by all palliative care services in Victoria continues to evolve, and South East Palliative Care plays a role in this ongoing development of service provision, policy expansion, and planning for the future, that will hopefully lead to improved standards of care, improved resources for our communities, and improved capacity for access to our services.

We have a number of new faces about the office and community representing SEPC, and each one of them is doing a fantastic job – having been orientated to the organization, developing their understanding of their role, and becoming increasing acquainted with their Melways. We welcome all these new people, and particularly acknowledge the many gifts and experiences they bring with them that will further enrich the fabric of our team.

Mark Cockayne
Chief Executive Officer