



OUR VALUES: RESPECT COMPASSION PARTNERSHIP EXCELLENCE INNOVATION INTEGRITY

Bequests

In March 2010, Banksia was the recipient of a \$5,000 "Bequest" from a Patient's Estate. We are extremely grateful to the family for choosing Banksia as their "Charity of Choice".

Banksia has now provided specialist health care and practical support to over 6,000 child and adult patients in its 19 years history, and now has over 500 patients annually. If you would like to know more about becoming a "Bequest Donor" please contact our Community Development Manager Tim Paul, on 94972100.

Message from the Executive Officer

The Banksia newsletter has been recommenced and I look forward to updating you on a quarterly basis of the work at Banksia. For this newsletter, I will provide an overview of significant outcomes over the last 12 months.

John Richardson and Damian Neylon resigned as the President and Vice President this year. We are very fortunate to have had John and Damian in either of these roles for a number of years. The staff and volunteers appreciated their leadership during that period. Both John and Damian are remaining on the Committee. The new President and Vice President are Paul Adcock and Paul Oppy.

The Strategic Plan 2009- 2011 sets a clear direction to ensure we meet the increasing demand for the service. If you would like to view the Strategic Plan it is available on our website: www.banksiapalliative.com.au

As part of the Strategic Plan, a new organisational structure has been put in place, with the creation of a Senior Executive Team of 3 Departmental Managers and the Executive Officer.

The development of a Consumer Reference Group in late 2009 has enabled a platform for Banksia to ensure patient and carer information remains useful and is written in a way that is understood from the patient and carer perspective. In late March, a revised Information Kit for patients and carers was completed as a result of the work of this reference group. The new Kit will be launched in National Palliative Care Week.

In early 2009, the website was reviewed resulting in a vastly new and

improved site. I encourage you to have a look at www.banksiapalliative.com.au and let us know what you think.

A Volunteer Reference Group has been developed to increase the profile and opportunity for volunteers within Banksia. During late 2009, early 2010 the group reviewed volunteer training. This resulted in a new and improved training program for all volunteers regardless of their role. We currently have 11 new volunteers who will participate in the new training modules starting in April.

In October 2009, Banksia formed a new Sister Relationship with Hospice Hawaii where a formal presentation and signing took place in Tokyo, Japan, in the presence of our other Sister Organisation, Pallium. Banksia is privileged to be undertaking a Tri-Nation Research Study with both of our Sister Organisations focussing on the differences and similarities of Volunteers in the 3 countries. I look forward to reporting some of the findings in the next Newsletter.

Banksia is undergoing a period of growth in relation to staffing. We have recently filled the positions of Manager Client Support Services, Spiritual Care Practitioner, Music Therapist, Quality and Risk Coordinator and a Palliative Care Nurse. Banksia is always looking for a window of opportunity, to fulfil informal and formal speaking engagements. We are seeking new partners in the community. We look forward to receiving any requests in this area.

Warm Regards,

Julie Paul



BANKSIA
Palliative Care Service Inc.

ABN 29307844511

*Home based care for
children and adults living
with a terminal illness.*

2009 Annual General Breakfast and Annual General Meeting

Banksia held its Annual General Breakfast, followed by the Annual General Meeting on 10 November, 2009, in the tranquil setting of Monsalvat. Banksia was able to acknowledge the milestones made by Volunteers Prakashni Reddy and Mary Vrantsis, for five years valuable service. Our guest speaker was Doctor Bill Silvester of Austin Health who provided a very informative talk on Advanced Care Planning. Bill is very passionate and innovative in this area.



Pictured: November 2009, Annual Breakfast
Banksia Committee of Management, Staff and Volunteers.

19 years of serving the community in the local government areas of Banyule, Nillumbik and Whittlesea.

Banksia Palliative Care Service Inc. Suite 4/50 Upper Heidelberg Road, Ivanhoe 3079

(PO Box 252) Ph: (03) 9497 2100—Fax: (03) 9497 5330 Website: www.banksiapalliative.com.au

Bendigo Bank Grant

In late 2009 Banksia was successful in obtaining a significant Grant from the East Ivanhoe Bendigo Bank Community Fund. Bendigo Bank was a major sponsor of the Banyule Festival held between the 27-28 March 2010. Banksia Administration Support Volunteer, Bev Boulter, kindly marched in the parade, holding a placard displaying Banksia's branding. Well done, thank you Bev. (pictured below)



Banksia Seeks More Volunteers

Banksia is actively seeking more volunteers in each important category of Client Support, Administration Support and Fundraising Support. Please contact our Volunteer Coordinator Jenny Skeels to arrange any follow up inquiries. Phone: 94972100 or email: jennys@banksiapalliative.com.au

More information about Banksia can be found on our Website at www.banksiapalliative.com.au

We acknowledge our Major Annual Sponsor
Danaher's Timber and Hardware
MITRE 10
464 Lower Heidelberg Road, Heidelberg



Staff Profiles

Linda Espie — Manager Client Support Services



Linda is a loss and grief counsellor, educator, supervisor, consultant and author with 25 years experience in the field. She has worked in many areas of loss and grief including, bereavement, illness, suicide, peri-natal death, disability and road trauma. Linda has worked in various organisations setting up grief and loss services and developing programs for children, young people and adults. Banksia is delighted to have a person as well recognised in the field of loss and grief, as Linda, to be a part of its new management structure.

Patricia Martin — Spiritual Care Practitioner



Patricia has been performing the role of spiritual care practitioner for the past three months at Banksia. Patricia comes to Banksia with 10 years of experience in Palliative Care, with 6 of those being as a massage therapist for another community palliative care organisation. In 2006, Patricia undertook Pastoral Care training at Royal Melbourne Hospital, in Clinical Pastoral Education. Prior to her appointment to Banksia, Patricia worked as a Pastoral Care Professional in a variety of palliative care settings. We look forward to Patricia enhancing the spiritual care provided by the team at Banksia.

Department of Health Victoria Reviews Palliative Care Delivery

The Department of Health (Vic) is currently reviewing the models and funding of palliative care within Victoria, at both the community and inpatient levels. If you are interested in reading more about this, please refer to the Department of Health website www.health.vic.gov.au/palliativecare

How You Can Help Banksia Financially?

Make a direct impact upon your community!

Anecdotal feedback has shown the Community is not aware Banksia is a stand alone service and is also a fully registered Charity, in addition to its "not for profit status".

Banksia relies on income from donations, bequests, sponsorship, fundraising and the Learning Centre to

be able to maintain providing its services. This amount has been consistently, between 10-20 per cent of total budget, equating to between \$100,000 and \$200,000 per year.

We are asking the community to consider Banksia in the north east suburbs, as their "Charity of Choice".

All monies donated to Banksia go directly to Banksia. All donations to Banksia, of or above \$2 are tax deductible. Banksia is able to receive donations via cheque, or credit card

over the phone. We are endeavouring to establish other means for obtaining donations via our updated website.

If you want to make a direct impact upon your own community, then please consider Banksia as your "Charity of Choice". Contact our Community Development Manager Tim Paul on 94972100.

Street Stall Raffle

Our wonderful volunteers from the fundraising support area, are selling raffle tickets at their Street Stall, which is held in Main Street Greensborough, on the 3rd Saturday Morning of each month. The 3 prizes are a unique large hand made "Angel Design" quilt, a smaller hand made quilt and a knife set. Tickets at a cost of \$2 each are available by contacting Banksia Administration on 94972100. Drawn 26 June 2010

Our Street Stall Fundraising Support Volunteers are always happy to receive donations of quality items for sale.

Ongoing Appeal for Syringe Driver Funding

In December 2009 and February 2010 articles appeared in the local Leader Newspapers across the three local government regions, of Banksia's catchment area. They were the Heidelberg Leader (Banyule Council), Diamond Valley Leader (Nillumbik Council) and Whittlesea Leader (Whittlesea Council). A prime reason for publishing the articles was for Banksia to be able to provide public recognition to; firstly, the Banyule City Council for a grant covering the cost of two syringe drivers, and secondly, to the Plenty Valley Lodge of Freemasons Victoria, and the Benevolent Fund of Freemasons Victoria, for covering the cost of one syringe driver each. The syringe drivers are purchased at a cost of \$2,700.

Banksia previously received government funding for four syringe drivers, and with the four financed from the Freemasons and Banyule Council, Banksia has now eight available to

patients within our communities. These syringe drivers provide a vehicle for good symptom control and often enable patients to remain in their own home, or in an Aged Care Facility. One of their primary functions, is to dispense medication for patients when they cannot swallow tablets.

Banksia will continue to raise funds for syringe drivers. It would be ideal if Banksia could attract community support to double this number. The target is to have 16 available for distribution, throughout the north east suburbs. A total fund of \$21,600 is sought to cover the cost of the additional 8 syringe drivers required. This will be an ongoing project. Banksia is appealing to any businesses, individuals or organisations who may wish to finance the purchase of a syringe driver to contact Tim Paul, Community Development Manager on 94972100.



In Memory Of

We greatly appreciate the families who have donated to Banksia "in memory" of their loved ones, in appreciation of the care and support provided by Banksia staff and volunteers.

Celebrating National Diversity Week

Banksia celebrated National Diversity Week on 17 March 2010 by having three guest speakers, followed by the sampling of multi cultural foods. The day was well attended by staff and volunteers. The day was sponsored by a grant, kindly received from the City of Banyule. The topic for the day was, "Cultural differences to be aware of regarding death and dying".

The special guests were; Abdi Siad and Ahmed Mohammad from the Somalian Community and Anwar Halfawi from the Sudanese Community. They shared their cultures with staff and volunteers and they were very warmly received.



Staff and Volunteers celebrating 2010 National Diversity Week with Special Guests from the Somalian and Sudanese Communities.