
Banksia Palliative Care Service Newsletter



Suite 4, 50 Upper Heidelberg Road
(P.O. Box 252)
Ivanhoe Vic 3079
Ph: (03) 9497 2100
Fax: (03) 9497 5330
E-mail: banksia@banksiapalliative.com.au
Website: www.banksiapalliative.com.au
ABN: 29 307 844 511

Issue No. 28

March 2005

Editorial

For those of you with good memories (or keep previous editions of Banksia's Newsletter!), you may remember I have written about an impending crisis on insufficient government funding for home based palliative care. For example in the June 2004 newsletter I wrote the following:

"The above preamble (a comment that the previous two financial years 2002/03 & 2003/04 had been tough financially)..... is a not too subtle way to say that we are fast approaching a scenario of not being able to accept any increase in referrals over and above our current daily caseload (on average 110 clients). Our annual caseload of 420/440 clients (averaged over the past two years) has peaked with existing government funding plus fundraising not increasing for any growth in referrals. Current government funding allows for CPI increases but does not include any growth funding. Even the CPI adjustment barely covers general upwards movements in a range of costs associated with running a health care facility".

In December 2004 & February 2005, managers of community based palliative care agencies met with senior DHS staff to express their concern about the lack of "no growth" (increase in referrals) funding. The Department's response was to refer to a significant injection of additional funding in 2002/03 as well as the "normal" CPI annual adjustment. The problem with this annual adjustment is that universally, administrators of palliative care agencies viewed the additional funding as "catch up" funding for considerable cost increases in the previous three years (1999-2002). The Department also believes that any additional

funding must come via the outcomes of regional consortia's to plan for the future needs of all palliative care clients both institutional and home based.

As far as Banksia is concerned, the following facts can be stated:

Referrals

In the first full year of providing palliative care in 1993/94, Banksia received 50 referrals. From 1995 to 2000, referrals grew rapidly to 410 in 2000/02 (see figure 1). Although referrals have plateaued since then, there has still been a 7% increase for the period 2001/02 to 2003/04 (see figure 2).

In the six months of the 2004/05 financial year (July to December 2004), 235 referrals have been received. If this trend was to continue, approximately 470 referrals would be received for 2004/05. Due to the enforced introduction of a waiting list in September 2004, and a subsequent increase in readmissions to hospitals, it is estimated full year referrals will be approximately 462, a 3.5% increase over the previous year.

Waiting List

The indications in mid 2004 that a waiting list was inevitable unfortunately became a reality in September 2004. A weekly average of seven (7) clients have been on the waiting list since the inception of the waiting list. This trend will increase as additional people are referred but unable in many cases to get immediate palliative care services.

Figure 1

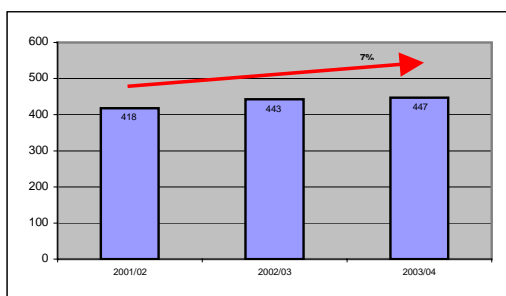
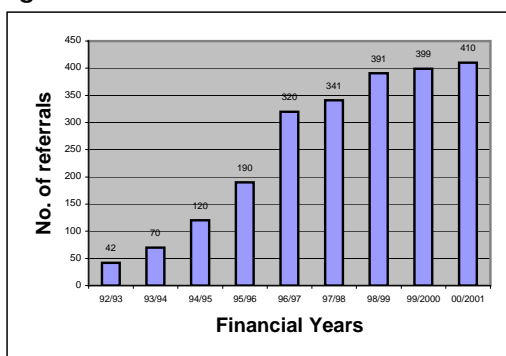


Figure 2

Funding & Cost of Services

In 2001/02 and 2003/04, Banksia used part of its reserve funds to offset the deficits that occurred in those years (\$71,473 and \$72,728 respectively). In 2004/05, a budget deficit was foreshadowed during preparations for the endorsement of the budget by Banksia's Board of Management. The Board determined that it would be financially irresponsible to continue to run down its reserves and approved budget cuts that reduced our estimated expenditure by 3.5%. Reduced staffing plus some other items that could be reduced were implemented. As much of the budget costs are fixed, no further reductions could be made. The revised 2004/05 budget is still predicated on the basis of Banksia's major bi-annual fundraiser auction/dinner to ensure targeted income. In other words, we have taken every responsible, reasonable step to ensure we can maintain servicing our existing clients but will struggle to adequately service additional so called "growth" clients.

Based on the average length of stay, our average cost per client in 2003/04 was \$2,800. This excludes the time clients are referred to a palliative care unit or hospital for respite or permanent care until death. The place of death does not accurately reflect the extent of services

provided to people prior to their death. It is estimated that from the date referrals are received, 90% of the time clients are on Banksia's program they are maintained at home. That is, whilst they may not have died at home, the majority of the time on Banksia's program was in the client's home.

Therefore, the cost of additional referrals over the three financial years (2001 – 2004) – growth referrals – is estimated to be \$84,000 (28 x \$3,000 – the average cost over the past three years). If we include the estimated increase for 2004/05 of an additional 3.5% (15 referrals), the total increase in referrals over the years 2001/02 to 2004/05 will be 43 (11%) at an estimated cost of \$129,000.

Aged Care Referrals (Nursing Homes/Hostels)

Referrals from aged care facilities have remained around the same level for the past three years (2001-2004: 8%, 6%, 7% of total referrals). However, for the first six months of 2004/05, referrals have increased substantially to 11% of total referrals. Because of the waiting list, this percentage increase will decline over the next six months as aged care facility clients will not receive priority over at-home clients where the service need is greater.

However, it is still likely that over the full 2004/05 period, referrals from aged care facilities will increase compared to the previous three years.

Summary

Where does this leave us? Banksia will continue to argue that to wait until the financial year 2006/07 before any likelihood of additional resources means a lengthening of our waiting list. The Board of Management believes it has taken appropriate steps to contain costs and to ensure Banksia remains viable in terms of adequate reserves. At the same time, it is conscious that the growth in referrals leading to the introduction of a waiting list has meant some clients are not receiving services at an early stage of the referral cycle. It is imperative therefore, that additional core operational funding be introduced by DHS as soon as possible. The consequences of not receiving additional growth funding is a lengthening of our waiting list and subsequent inadequate services to terminally ill people at home.

Alan Johns
Executive Officer

Visit By Overseas Palliative Care Professionals

Banksia receives many visitors both interstate and internationally. Two recent visitors were:

Visit by Sheila Payne

Professor Sheila Payne; the Chair in Palliative Care at Sheffield University in the United Kingdom; visited Banksia in November 2004 to talk about palliative care in the UK. She also spoke at the Palliative Care Victoria Conference in Gippsland in November, 2004. The visit to Banksia also provided the opportunity to exchange ideas and issues concerning Banksia and the palliative care field in Victoria & Australia.

Visit by German Hospice Foundation

Also in November 2004, we were visited by the Chief Executive Officer (Eugene Brysch) of the German Hospice Foundation plus a research officer. They were gathering information on how palliative care was financed and delivered in Australia. They were particularly interested in our Shared Care Agreement with the Royal District Nursing Service and our Bankpall statistical information program. Eugene wrote in December with the following generous remarks:

"I write today to thank you again for the time you spent with us and for all the important information you shared with us so generously. Back in Germany we discussed a lot about your way of doing hospice and palliative care and we found many things worth to take over. We really enjoyed the meeting with you. It would be a pleasure for us to meet you again one day, so please keep in touch!

Best regards to your whole team"

Eugene Brysch
German Hospice Foundation

Profiles

Welcome to two new staff members:

Jenny Sinfield (Coordinator of Volunteers)

My early career was as a primary teacher but after having four little boys of my own, I concentrated on them. When my youngest started school, I started an Arts Degree at Swinburne University and majored in psychology. It took quite a few years but then I went on and did my postgraduate psychology. I also did a course at the Centre for

Grief Education. During this time I worked at Camcare Citizen's Advice Bureau so I know what it is like to be a volunteer.

I spent five years as the Coordinator of Volunteers at Eastern Palliative Care and loved being involved in a multi-disciplinary team working with dying people and their families. I feel very passionate about palliative care because I think we work at the real coal-face of life meeting people when there is no time for barriers.

I have spent the last four and a half years at South East Palliative Care in Dandenong as their bereavement counsellor and found this work very challenging but satisfying. Driving for two hours a day became very tiring as I live only ten minutes away from Banksia.

I am excited to be working with volunteers again and everyone has given me a great welcome. Volunteers are an integral part of our team and I am committed to recruiting, training and supervising volunteers in their placements.

I am also involved in developing my own private practice. When I was 18 my 20 year old brother was drowned. Watching my parents go through that deep grief with no professional support has had a huge impact on my life.

Three of my sons are now married. One with a beautiful 12 year old stepson and my second son became a father to baby Leo nine weeks ago. Supporting my 87 year old mother and enjoying my children, grandchildren and friends along with my work are what make my life a very satisfying one.

Lynn Whelan (Fundraising Officer)

My name is Lynn Whelan and I joined Banksia Palliative Care on February 1, 2005 as the Fund Raising Officer.

I have worked for the last ten years at the Packaging Council of Australia organising the Australian Packaging Awards and the Awards Night which was held at the Hyatt each year. Another aspect of my employment there was as New South Wales Director co-ordinating dinners, breakfasts and golf days with industry related speakers.

A lot of my spare time is taken up with Rotary, as I am a member of the Rotary Club of Chirnside Park, and also on the District Committee organising the annual conference for

approximately 1,000 Rotarians and guests for four days. This year the conference is being held in regional Bendigo. My role on the Conference Committee is programming, staging, scripting, and entertainment on the Saturday Night for the Gala Dinner (and turning a basketball stadium into a circus, not an easy task).

I remarried about 5 years ago to my husband, Evan, and have three lovely grandchildren who put everything in perspective when you have a bad day. I have lived in Mooroolbark and surrounding areas for the past 30 years. I am looking forward to contributing in my role at Banksia.

Banksia's Major Fundraising Event

Banksia's fifth bi-annual Auction/Dinner evening will be held on Friday May 27, 2005, at The Centre, Ivanhoe (Ivanhoe Town Hall). This event is the major fundraiser for Banksia and is a vital part of our need to supplement government subsidies with other forms of financing our programs and services.

Previous auction evenings have raised \$10,000, \$15,000, \$24,000, \$28,000, \$30,000 respectively in 1996, 1997, 1998, 2001 and 2003.

The evening is always great fun with comedians and the MC keeping the guests entertained between the diverse and large items being auctioned. All of the items auctioned are donated by local and State companies or individuals. If you are interested in either coming to the evening or donating to the evening by providing an item or service to be auctioned, please contact Lynn Whelan or Alan Johns on 9497 2100. Tickets (tables of 10 available) can be purchased by contacting the above number the above number.



The Joys of Technology

Banksia has been plagued over the recent months with a number of breakdowns or delays in information technology – computers, faxes, photocopier; even the shredder broke down! Whilst they were eventually fixed or replaced, it reinforces how dependent we are on machines and the information they provide. It reminded me of a story about the trials and tribulations of an American citizen in the early 1900's:

"In March 1992 a man living in Newtown near Boston, Massachusetts, received a bill for his unused credit card, stating that he owed \$0.00. He ignored it and threw it away.

In April, he received another statement with the same balance and threw that one away as well. The following month the credit card company sent him a very nasty note stating they were going to cancel his card if he didn't send them \$0.00 by return post. He called. They said it was a computer error and told him they'd take care of it.

The following month he used his credit card for the first time only to discover it had been cancelled. When he rang the credit card company they apologised for the computer error once again and said his card would be re-instated.

The next day he received another bill for \$0.00 stating the payment was overdue. He ignored it as he'd been told it would be corrected.

The following month he got another account for \$0.00 along with the threat that steps would be taken to collect the debt.

He mailed a cheque to the company for \$0.00 and it was duly processed. However, a week later he received a call from his bank asking what he was doing writing a cheque for \$0.00. The bank said that this cheque caused their software to fail and now the bank could not process any cheques.

The following month he received a further letter from his credit card provider saying that his cheque had bounced, and that

they would be taking steps to recover the debt.

The man had been considering buying his wife a computer for her birthday, bought her a typewriter instead".

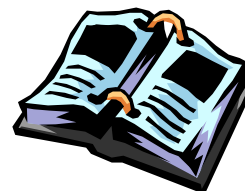


Future Events

March 15, 2005	<i>Literary Luncheon:</i> Guest Speaker Lady Southey
May 22-May 27, 2005	<i>National Palliative Care Week</i>
May 27, 2005	<i>Fundraising Auction and Dinner</i> The Centre Ivanhoe
July 29 th , 2005	<i>Palliative Care/Aged Care Conference</i> Melbourne Museum Presented by Banksia's Learning Centre
October 2005	<i>Breakfast & Annual General Meeting at Montsalvat</i>
October 2005	<i>Annual Memorial Service</i> (date to be confirmed)

Mark Your Diary

– Don't Miss Out



Going once, going twice, sold.

It's coming around – the Bi-Annual Banksia Palliative Care Service Auction will take place on **Friday, May 27, 2005.**

It will be held at The Centre, Upper Heidelberg Road, Ivanhoe commencing at 7.00 for 7.30 pm. The cost is \$66 per head and this includes finger-food, wine, beer, and soft drinks.

This is the major fundraiser for Banksia and with diminishing government support it is important that funds are raised to keep the services we offer available to those in need in our community.

The night is a great opportunity for companies to invite clients, friends to get together or come alone. We will show you a great night with an opportunity to get some good bargains and assist Banksia at the same time. It's a win win for everyone!

We are planning on having some entertainment and a fun auctioneer to help sell the goods. There will be the main auction as well as a silent auction throughout the night.

We are at the moment seeking goods and services to be donated for the auction – so if you have anything suitable please contact us.

Please come along, and bring your friends, and have a great night and help this worthwhile cause.

We thank you for your support and any enquiries please direct to Banksia Palliative Care Service
50 Upper Heidelberg Road, Ivanhoe Vic 3079.
Tel 94972100, Fax 94975330 or email banksia@banksiapalliative.com.au

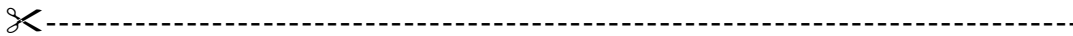
2005 FUNDRAISING AUCTION

Venue: The Centre, Ivanhoe
Date: Friday, May 27, 2005
Time: 7.00 pm to midnight

Put this important date in your diary now!

Cost \$66 per head
(Includes Finger-food, Wine, Beer and Soft Drinks)
Tables of Ten available

**For enquiries or bookings contact Banksia Palliative Care Service
50 Upper Heidelberg Road, Ivanhoe Vic 3079
Tel 9497 2100, Fax 9497 5330 or email banksia@banksiapalliative.com.au**



**PLEASE COMPLETE AND RETURN
NO LATER THAN MAY 6TH, 2005**

- Please reserve me a table of ten @ \$66 per head
- Please reserve _____(complete number of tickets) @ \$66 per head

Tickets / Information / Tax Invoice Receipt should be sent to:-

NAME _____

ADDRESS _____

TELEPHONE (During Business Hours) _____

Method of Payment

- I enclose cheque** in favour of Banksia Palliative Care Service
- Please debit my Credit Card**
----- Exp Date ____/____

In name of _____

- I would like to donate** _____

for the Auction – please contact me to collect the goods.

**WE THANK YOU FOR YOUR SUPPORT OF
BANKSIA PALLIATIVE CARE SERVICE**

Palliative Care For All People

Palliative Care For All People is a video tape that runs for 7 minutes. The video tape is produced in eleven languages. These languages are Arabic, Cantonese, Croatian, English, Greek, Italian, Macedonian, Mandarin, Turkish, Vietnamese and Japanese. The description used is generic, that is, it does not mention a specific agency.

The purpose of the video is to inform people in their language of choice, the role and scope of community based palliative care. People can view the recording in their home, hospital or referral source. The video also has the role of community education.

OPTION 1: With Banksia Palliative Care title at commencement of video and agency details at conclusion
per tape \$33 incl GST
set of 11 \$363 incl GST

OPTION 2: A generic without an agency's name – cost is \$3,300

ORDER FORM – OPTION 1

Name:.....

Address:.....

.....

Organisation:.....

Phone No: Bus:

Language/s Required – please tick

Arabic Cantonese Croatian English Greek
Macedonian Mandarin Turkish Vietnamese Italian
Japanese

\$33 per tape including GST

\$363 per set of 11 including GST

Option 2 - \$3,300

For overseas prices contact us.

Amount enclosed:.....

(please make cheque payable to Banksia Palliative Care Service and remit in Australian dollars)

FOR ORDERS AND ENQUIRIES INCLUDING ORDER FORM FOR OPTION 2 –

PLEASE CONTACT

Banksia Palliative Care Service Inc

PO Box 252

Ivanhoe Victoria 3079

AUSTRALIA

Tel: (03) 9497 2100

Fax: (03) 9497 5330

Email: banksia@banksiapalliative.com.au

BANKSIAPALLIATIVE CARE
SERVICE INC

PO Box 252
Ivanhoe Vic 3079
AUSTRALIA
ABN 29307844511

Tel: 61-3-9497 2100
Fax: 61-3-9497 5330


e-mail address: banksia@banksiapalliative.com.au

Banksia Palliative Care Service is a community based agency that aims to facilitate and enhance the coordination of services and support for people with a terminal illness who wish to remain at home within the North Eastern region of metropolitan Melbourne, Australia. The service area covers a population of 300,000 with an average annual referral base of 450 clients. Banksia is Accredited with The Australian Council on Healthcare Standards.

The team at Banksia Palliative Care Service have developed three innovative packages available for sale

The packages have been developed to assist other organisations wishing to set up similar groups. Banksia has been facilitating these programs for a number of years with great success. The packages are:

- Carers Support Group Facilitators Package
- Facilitators package for a New Skills Program for Bereaved Clients
- Super Memory Program, a bereavement program for children aged 5 – 12 years

PACKAGE 1	 <p>NEW SKILLS PROGRAM FOR BEREAVED CLIENTS</p>	<p><i>For further enquiries contact: Neville Walker Program Manager</i></p>
-----------	--	---

The New Skills Program for bereaved clients has been developed by the Social Work Department.

This program is designed to offer facilitators the opportunity to learn more about conducting group work programs that focus on self help for individuals and to encourage people to determine their own priorities for change.


Participants in these groups have reported benefits in learning new skills increasing their self-esteem, developing and rejoining networks within their community.

The package will include the following sections:

1. Introduction
2. Differing forums to present bereavement information
3. Targeting your participants
4. Some important group work skills
5. Program themes which include:
 - cooking for one
 - mastering your microwave and video recorder
 - basic home maintenance
 - being in control of your finances
 - being assertive at your bank, especially in regard to bank fees
 - knowing the pitfalls in the real estate market
 - issues such as shifting residences and asking the right questions if your are considering a retirement village
6. Evaluation methods/techniques

The session outlines will include:

- | | |
|-------------------------|------------------------|
| 1. Preparation required | 4. Guest speakers |
| 2. Session aims | 5. Session evaluations |
| 3. Group exercises | |

PACKAGE 2		<i>For further enquiries contact: Neville Walker Program Manager</i>
-----------	---	--

The Super Memory Program has been developed by the Social Work Department.

This program is designed to facilitate exploration by primary school aged children to consider their reactions to the death of a parent. Grief and loss is positively addressed through a variety of activities, games and craft.

Children have reported benefits in exploring their reactions to the death of a parent, and developing therapeutic strategies to cope with this major change in their life. The Package can also be adapted for critical incident debriefing.

The package will include the following sections:

1. A review of research on providing counselling through activities when working with children.
2. Providing a conducive environment for a childrens' workshop.
3. Parental involvement:
Information for parents to discuss with their children, when their parent is ill or has died.
4. Sample appropriate activities for children and discussion topics.
5. Childrens' worksheets.
6. Suggested reading list.
7. Methods and samples of evaluation - where to go from here.
8. Ongoing follow-up for children.

PACKAGE 3		<i>For further enquiries contact: Karen Conte Program Manager or Julie Paul Learning Centre Director</i>
-----------	--	--

The Carer's Support Group Package has been developed by the Nursing Department.

The program is designed to offer non-professional carers the opportunity to learn more about caring for a person with a life threatening illness and to gain mutual support from other group members.

Participants have reported benefits in learning new skills, in knowing where to seek information, and in sharing ideas and difficulties with other people.

The package will include the following sections:

1. Introduction
2. Setting up a group
3. Some important group skills
4. Program themes which include:
 - The Doctor as part of your team.
 - Emotional responses to a life threatening illness.
 - Practical Session: The practicalities of caring for someone at home, including transferring techniques, etc.
 - Supporting the children.
 - Community Resources.
 - Choices and options available for care during the dying process.
 - Pain Management.
 - The Dying Process; including:
 - physical and spiritual aspects of dying
 - the funeral process
 - The Grief Process – before and after death.

The session outlines will include:

1. Preparation required
2. Session aims
3. Group exercises
4. Guest speakers
5. Session evaluations

BANKSIAPALLIATIVE CARE
SERVICE INCPO Box 252
Ivanhoe Vic 3079
AUSTRALIA
ABN 29307844511

Tel: 61-3-9497 2100

Fax: 61-3-9497 5330

e-mail address: banksia@banksiapalliative.com.au**BANKSIA PALLIATIVE CARE SERVICE ORDER FORM**

Name _____

Organisation _____

Address _____

Phone No: (business hours) _____

Fax No: _____

The cost of *each package within Australia* is \$165. (includes GST, postage and handling charges)*The cost of each package outside Australia is \$187 Australian dollars. (includes GST, postage and handling charges)**A discount of 10% will apply for orders of two or more packages of any combination.*

	NO. OF COPIES REQUIRED	COST
PACKAGE 1 NEW SKILLS PROGRAM		
PACKAGE 2 SUPER MEMORY PROGRAM		
PACKAGE 3 CARER'S SUPPORT GROUP		
TOTAL:		\$

Amount enclosed \$ _____

(please make cheques payable in Australian dollars to Banksia Palliative Care Service)

Return order form to: **Julie Paul**
Learning Centre Director

***BANKSIA PALLIATIVE CARE SERVICE
FUNDRAISING PROGRAM***

The Banksia Palliative Care Service Fundraising Program is designed to raise funds to assist the organisation in achieving its aims and objectives. The primary source of funds for Banksia comes via the Department of Human Services, Victoria, which includes grants from the Commonwealth Government. However, it is becoming increasingly necessary to seek financial support from other sources including the communities we service.

You may wish to help the organisation in a number of ways. Below are some suggestions on how you may help. Donations of \$2 or more are tax deductible.

I enclose \$_____ to support the work of Banksia Palliative Care Service (BPCS)

Please debit my Credit Card in the amount of \$_____

Bankcard Mastercard Visa

Credit Card No:

_____/_____
Cardholder's Signature Expiry Date

I wish to become a member of BPCS and enclose \$10 for annual membership.

I would like to know more about BPCS bequest program.

I am interested in learning what is involved in becoming a Volunteer Support Worker.

Name: _____

Address: _____ Tel: _____