

Banksia Palliative Care Service Inc. - Newsletter - July 2014



Banksia

Palliative

Care

Service

OUR VALUES: RESPECT—COMPASSION—PARTNERSHIP—EXCELLENCE—INNOVATION—INTEGRITY



Message from the Executive Officer

A New Financial Year Begins

Thank you to all individuals, groups and businesses who donated to Banksia in the past financial year. Banksia uses finances from grants, sponsorship and donations to fund core services, implement project initiatives and purchase items and equipment not able to be funded through the normal budget process.

In this newsletter, there is an article discussing our results for the 2014 Victoria Palliative Care Satisfaction Survey. Our overall results were excellent. Thank you to all who participated in the survey.

We again invite members of our community to assist us to promote awareness of Banksia. Awareness of our service helps Banksia provide a more responsive service. Banksia is in the process of printing a sticker which can be used for example; in cars and shop fronts. We are providing the stickers on a cost neutral basis, of a gold coin donation. The stickers will be available from the 5th August. It would be terrific if our community members could use the stickers to promote Banksia as their local community, home based specialist palliative care service.

We are keen to publish the different ways our community members choose to display the stickers. If you are interested in purchasing a sticker, or if you have a photograph we can publish, please call into our office or contact our Community Liaison Coordinator by email, timp@banksiapalliative.com.au

Thank you to everyone who attended our morning tea during National Palliative Care Week, where we celebrated the theme, "Let's Work Together, Palliative Care Everyone's Business". The event was very successful.

Warm regards, Julie Paul, Executive Officer

This Newsletter is kindly sponsored by the



East Ivanhoe and Heidelberg
Community Bank® branches



472 Lower Heidelberg Road

Heidelberg 3084

Phone: 94550822

Website:

www.banksiapalliative.com.au

Bequests

Banksia is a government funded, not for profit organisation and registered charity. Each year Banksia provides "Free 24 hour", specialist health care and practical support to approximately 550 children and adults.

We also provide education, counselling and support to carers, partners and family members. Our patients and carers are living at home in the municipalities of Banyule, Whittlesea and Nillumbik. If you would like to know more about becoming a "Bequest Donor", please contact our Executive Officer.

Donations

Banksia is extremely grateful for all donations. Every cent donated to Banksia assists our services and programs. All donations of or above two dollars are tax deductible. Many families donate to Banksia via our donation envelopes at funerals in lieu of flowers. We thank all families for thinking of Banksia during such a challenging time and for their kind comments, letters and cards, which are greatly appreciated by our staff and volunteers.

2014 National Palliative Care Week

Local people helping their local community palliative care service

To celebrate 2014 National Palliative Care Week, on Monday the 26 May Banksia held a morning tea which included a book launch, at Banksia's premises.

Seventy five people attended from a wide spectrum of the community, including representatives of State and Local Government, multi-cultural groups, Aboriginal and Torres Strait Islander organisations, community and hospital palliative care services, Royal District Nursing Service, businesses, volunteer groups and community service groups such as Lions, Rotary, Freemasons and Rural Groups.

The book launch was very appropriate for this year's theme, "Let's Work Together, Palliative Care Everyone's Business". To emphasise the theme, Terry Wallace a resident in Banksia's catchment area, and high profile former VFL champion footballer, coach and media commentator, was one of the guest speakers.

Two students from both Ivanhoe Girls Grammar and Our lady of Mercy College (OLMC) volunteered their services by kindly assisting guests and helping with food and refreshments.

The major presenter was the author of, "The Third Chair" a past carer, Iris Crook, who reflected on her experience as a carer and family perspective. Iris wrote The Third Chair from diary entries of her role as a daughter, coping with the challenges of her mother's terminal illness.

"Soon after diagnosis the world of palliative care is entered into by a family with many questions. Palliative care staff help unravel the myriad of decisions to be made". (Iris Crook)

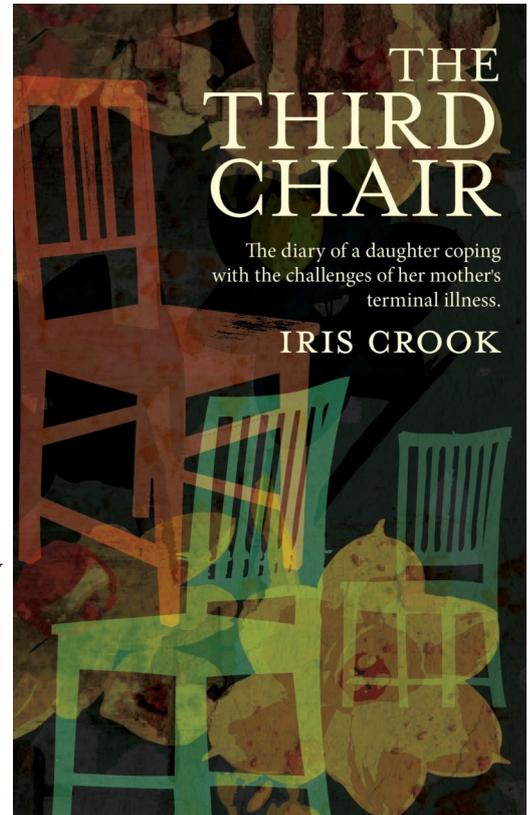
Iris lives in Banksia's catchment area and her mother was assisted by Banksia's program.

Iris has written the book to assist other people who find themselves in a similar position, caring for a child or adult living with a progressive terminal illness.

A proportion of the book sale proceeds are generously being donated by Iris to Banksia.

For all enquiries regarding The Third Chair, please phone Julie Paul Executive Officer on 94550822.

Thank you to our special guests Terry Wallace and Iris Crook, Iris's family and their wonderful friends who supported Iris at the event.



The celebration of the 2014 National Palliative Care Week was a very successful event.

Pictured below left; audience listening to Author, Iris Crook's presentation. Pictured below middle; from left; Community Liaison Coordinator Tim Paul, special guest Terry Wallace, Executive Officer Julie Paul and Manager Clinical Services & Learning Centre, Andrea McGee. Pictured below right; student volunteers representing Ivanhoe Girls Grammar and Our Lady of Mercy College Heidelberg.



Department Health Victoria

2014 Palliative Care Satisfaction Survey

Each year Banksia participates in the Victorian Palliative Care Satisfaction Survey. This is a State-wide survey funded by the Department of Health that captures feedback from adult patients, carers and bereaved carers from both community and inpatient palliative care settings.

This year we had 59 community respondents from patients and carers who were clients during the month of February. This group of clients rated their overall satisfaction with our Service at **4.72** out of a possible **5** (Very High).

Our top five performing areas were:

- The level of respect shown towards you as an individual (4.95)
- The way your physical needs are supported (4.87)
- Satisfaction with care provided by the nurses (4.81)
- Satisfaction with ongoing support such as necessary equipment to provide care safely for the patient (4.79)
- Satisfaction with how well the team responded to your needs (4.79)

(1 = very low, 5 = very high)

Our top five priority areas to improve were:

- Ongoing support for medications not on the PBS (ie. subsidised by the government) (3.75)
- Knowing where to enquire about palliative care (3.54)
- Providing information about care options (4.31)
- Providing opportunity to ask questions about different care options, such as hospital verses home care (4.33)
- Satisfaction with care provided by support services (eg counsellors, psychologist, social workers and pastoral cares) (4.48)

(1 = very low, 5 = very high)

Our priority to improve areas may not necessarily rate low, however if we improve satisfaction with these areas they are more likely to have the greatest impact on improving overall satisfaction from our clients.

We are really pleased with our overall results in many instances. Clients' experience of palliative care at Banksia exceeded the Regional and State-wide mean scores.

The following quotes from the survey, are some examples of client feedback about Banksia.

- It was difficult to hand [patient] over to strangers but they all gave him loving and gentle care. I had no complaints of any of them.
- Knowing help was there at any time if required. Knowing the nurses were there to listen to me with my concerns.
- Knowing that support was only a phone call away.
- That it is available and there is no cost. The quality of care – sensitive, skilled, relevant, respectful but not intrusive.
- The nurses, masseur, counsellor and music therapist were all so respectful, helpful and caring. It was my daughters wish to pass at home and they all made this possible. Bereavement counselling for myself and a bereavement group also have been very good.
- To have experienced, empathetic people available to listen, give advice, answer questions and to reassure you when anxiety sets in.

Frosts Pharmacy Rosanna Supports Banksia

Banksia recently received a donation of \$300 kindly collected by staff at Frosts Pharmacy Rosanna. Pictured right is owner Peter Frost with staff. Banksia welcomes support from pharmacies throughout the north east suburbs to promote Banksia as their local community palliative care service.



2014 National Volunteer Week



Banksia has a wonderful group of dedicated volunteers performing various roles for the organisation. The roles include client support, administration tasks and awareness activities. National Volunteer Week was celebrated in May and a lunch was held to show Banksia's appreciation and acknowledgement of our volunteers. A certificate and a Banksia "Birthday Candles" plant were presented to our volunteers.

Once again, Banksia would like to thank David Mathews, his staff and management at Protea Flora for their kindness in donating the banksia plants and continuing our community partnership.

In recent months, our new Coordinator of Volunteers, Monique Balfour has been holding information sessions at Banksia for perspective volunteers. Banksia is particularly interested in attracting persons of all ages from a multi-cultural background who are bilingual and people of Aboriginal and/or Torres Strait Islander origin, to be volunteers. All enquiries to Monique Balfour on 94550822.



(Pictured above; Banksia Volunteers with Monique Balfour Coordinator of Volunteers far right.)

Thankyou to our Major Sponsors

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