



Banksia

Palliative

Care

Service

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



25 years Serving our Community

Our Annual General Meeting (AGM) is to be held on Thursday 13 November, 2014 at Banksia's premises of 472 Lower Heidelberg Road, Heidelberg. Please note this will not be in the form of our traditional breakfast, instead it will be held in the early evening commencing at 6.30 pm. We will be providing food and light refreshments to celebrate our 25th year.

Our guest speaker will give us an understanding of how Banksia was formed and the challenges and opportunities surrounding our early beginnings.

We hope the allocation of an early evening time period will allow many of our supporters to attend. This is a special day for us as it commences the celebration of our 25th year of serving our community, of people living in the municipalities of Banyule, Nillumbik and Whittlesea.

Please refer to page 4, for the 6 key recommendations of Palliative Care Victoria's request for new funding. All recommendations are relevant to Banksia's services and in particular their focus on community palliative care is outlined in recommendations 1 and 5.

This year our annual Memorial Service is being held for our bereaved carers and family members on Sunday 9 November commencing at 3 pm. For those wishing to attend please contact our Spiritual Care Practitioner Steve Crump.

I look forward to meeting many of our supporters at our AGM celebration.

Regards

Julie Paul — Executive Officer

This Newsletter is kindly
sponsored by the

East Ivanhoe and Heidelberg
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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.

**Banksia was formed by the community and serves the community.
Banksia is very grateful for your loyal "Community Support"
in the 2013 / 2014 financial year.**



Heidelberg Warringal Lions Club



Rosanna



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**Le Pine
Funerals
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CWA - Country Women's Association
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**Our generous individual
donors and those from families
and friends in memorandum,
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Engaging with Multi Cultural Groups in our Community



Banksia is continuing to promote its free 24 hour services to multi-cultural communities within the municipalities of Banyule, Nillumbik and Whittlesea. Banksia attended educational sessions held by peer educators with Turkish and Vietnamese groups, conducted on behalf of the Palliative Care Victoria Culturally Responsive Palliative Care Project. Banksia has built upon these sessions by having further interaction with an additional Turkish group in Thomastown and expanded our diversity by speaking to Chinese groups in



Thomastown and Ivanhoe. All groups were very receptive to knowing Banksia's holistic services of specialist Nursing, Social Workers, Counsellors, Music, Art and Massage Therapists, Spiritual Care and Volunteers are only a phone call away, with interpreting readily services available.

Pictured above left is Chinese Social Support Coordinator Lisa Wu of Spectrum. Pictured above right is the Turkish Women's Recreational Group, with Tim Paul Community Liaison Coordinator standing far left next to President Nurcihan Ozturk. Banksia is very appreciative of the efforts of Lisa and Nurcihan who coordinated the presentations.



Pictured left is Banksia's Educator, Nerida Morton, presenting earlier this year on "Effective Communication at the end of life: considering the individual in the culture and the role of the family" at a forum hosted by the Migrant Information Centre East Melbourne. The forum discussed culturally responsive end of life care. There were over 80 people who attended from residential and community aged care and carer support workers.

Banksia delivers a range of courses and workshops, including the recognised Palliative Care Resource Nurse Course. You can find further information about our educational opportunities via Banksia's website at www.banksiapalliative.com.au or you can ring Nerida on 94550822.

Recruiting Now — Become a Banksia Volunteer

Jan Merkel Stol has been a Client Support Volunteer at Banksia for three years. Jan says she "enjoys the individuality of the clients, discovering their interests and finding out the things they want to do". Jan values the opportunity to volunteer in palliative care as "she is invited into people's lives finding it amazing and a privilege to support people at such a delicate time in their lives". Sometimes supporting clients can "involve sitting in silence while they rest, listening and facilitating what's most restful for them, it's all about the client. My role as a volunteer is to adapt to the client's needs".



There are also other types of volunteering roles at Banksia. We have found many people wish to give something to the organisation by helping in other areas. Banksia has volunteers performing four major roles. In addition to client support, there are volunteers performing administration roles which are essential to the organisations daily functioning. There are also volunteers who have created awareness by participating in activities such as shopping centre stalls and exhibitions which is also important, as awareness can create a more responsive and appropriate access to services. The Committee of Management which oversees Banksia is comprised of community volunteers who are well respected in their current or past careers and bring a particular expertise to the organisation.

If you are interested in becoming a volunteer at Banksia please contact our Coordinator of Volunteers Monique Balfour on 94550822.

Palliative Care Victoria (PCV) Call to Action

PCV are seeking \$16.45 million a year in new funding to be directed at implementing 6 key recommendations:

1. Increase the availability of community palliative care
2. Expand palliative care consultancy services
3. Close the gap for Aboriginal people and Torres Strait Islanders
4. End of life care is a priority for all Victorian Government funded health services
5. Increase community awareness and capacity
6. Invest in drivers to improve health care experience and performance

PCV's recommendations are supported by an in-depth analysis of the need, evidence on the quality of life, economic benefits of palliative care, a detailed rationale and level of investment required. The relevant papers are available at <http://bit.ly/pcvlibrary-election2014>

PCV advocate the crucial time to gain a policy commitment is before the election on 29th November 2014. (source Palliative Care Victoria)

Thankyou to our Major Sponsors

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Danaher's Timber and Hardware Mitre 10
464 Lower Heidelberg Road, Heidelberg
Next to Banksia



Directly opposite Banksia



**The intersection of Burgundy
and Cape Streets, Heidelberg.**

Banksia Palliative Care Service Inc.
472 Lower Heidelberg Road,
Heidelberg 3084 - Phone 94550822

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