

Banksia Palliative Care Service Inc. Newsletter March 2013



Banksia

Palliative

Care

Service

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



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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 adult patients. We also support and provide education and counselling 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.

Message from the Executive Officer

The last few months have been busy. We continue to receive on average 50 referrals for new patients every month. The constant demand for our service has contributed to the need to review our nursing model. The review occurred in December and the new nursing model was implemented in February.

The nursing model has moved from a care coordination model to a team model. We now have a senior nurse in the office supporting the nursing team and answering all of the pagers and client related telephone calls to Banksia. Nurses now work in teams designed to decrease the amount of travel a nurse does each day to see patients and ensure an equitable workload across the team.

The main benefits of the change in the nursing model are that we now have an increased:

- flexibility to see patients in a timely manner and
- ability to admit more patients to our service

We aim to ensure that all patients have consistency with the nurses who visit them. However when this is not possible, we can assure patients that the nurse who visits them is familiar with their medical history and importantly their plan of care.

If you would like to discuss any aspects of the new nursing model please do not hesitate to contact me.

Regards, Julie Paul

E-newsletter: You can help Banksia save money and the environment. When you give us your email address, you will help us cut the costs of paper, printing and postage. Please phone our reception staff and register to receive our quarterly newsletter by e-mail.

Donation Tins: Thank you to all businesses who have supported us by having our donation tins in their premises. If you would like to receive a Banksia donation tin for your business, just give us a call and we will arrange delivery.

This Newsletter is kindly sponsored by the

East Ivanhoe and Heidelberg
Community Bank® branches



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 at funerals in lieu of flowers, in appreciation of the care and support provided to them and their loved ones. Each financial year Banksia's budget includes donations as part of projected income to deliver our core services.



Putting a Face to the Voices

Our friendly Reception Staff commenced at Banksia in October 2012.

Pictured left is

Dorothy Koutes and pictured right is Jenny Alexiou.

Dorothy and Jenny are a great asset to our team.



2012 Banksia Memorial Service



In connection with this theme, the local Patchwork Gallery Quilt Group made the memorial quilt. (pictured below)

Antonia Hardy our Music Therapist and her father Alan kindly performed some songs and provided music.

Kath Williamson our Volunteer Coordinator and Fiona Wilson one of our nurses, read poems on the theme of "journey" which was both moving and added to the ritual and music.

The day would not have run as smoothly without the help of the volunteers who helped with the catering, handing out orders of service, serving afternoon tea and ushering.

There was a lovely spirit from everyone who attended.



They also made 'pebbles' and a card out of fabric which were given to each person with the opportunity to write the name of their loved one and a message to be pinned on the quilt.

Message from Steve Crump Spiritual Care Practitioner, (pictured above).

On the 25th November 42 people attended our Annual Memorial Service. Many of the families brought photographs of their loved one to place on the memorial table. The theme for the memorial service was "grief as a journey".

Results of 2012 Christmas Raffle

First Prize Sarah Rickard ticket 604 sold by Banksia Member John Rickard

2nd Prize Rae Thomas ticket 621 sold by volunteer Bev Allan

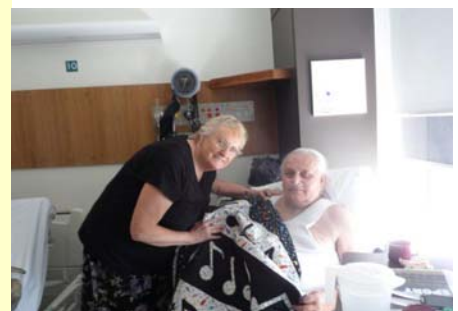
3rd Prize Lesley Bruce ticket 306 sold by volunteer Denise Edwards

The total profit raised was \$1,068.

A great effort by all those who sold tickets with special thanks to volunteers Denise Edwards and Bev Allan.



Banksia Volunteer Bev Boulter represented Banksia at the Banyule Festival. Bev created awareness of Banksia's services by carrying a placard displaying Banksia's details. The placard was kindly provided by the Heidelberg and East Ivanhoe Community Bank Branches, Bendigo Bank.



Pictured above is a patient and his wife displaying their quilt with a "music" theme, kindly donated to them by the Patchwork Gallery Quilt Group. Patients choose their own theme and the group designs a quilt accordingly. This initiative is available to all of Banksia's patients. Please contact Tim Paul our Community Liaison Coordinator, if you are a patient who wishes to have a quilt made for them.

PUTTING A FACE TO THE NAME

Our Bereavement Counsellor & Program Coordinator **Sarah Meageen**



Sarah resides locally in the north east suburbs within Banksia's catchment area. She lives with her partner who is a Vet and one of their sons who is studying Nursing and Emergency Health. Their other son mostly lives in Townsville, Queensland, where he is studying Rural, Tropical and Indigenous Medicine. Sarah has many interests, but she

particularly enjoys gardening and painting. Sarah has gained a lot of experience as a volunteer counsellor, most recently with the Australian Centre for Grief and Bereavement (ACGB). Sarah has had her own bereavement counselling practice for a number of years. Sarah commenced at Banksia in December 2012.

Digital Story Sessions

Make a story about your life or the life of someone you love.

Tuesday 25 June 2-3 pm

Wednesday 10 July 2-4 pm

Wednesday 17 July 2-4 pm

Wednesday 24 July 2-4 pm

Wednesday 31 July 2-4 pm

All inquiries to Sarah Meageen

Adult Bereavement Walking Group

A group for those who would like to connect with others and enjoy a walk, a chat and a coffee/tea.

Monday 29 April 10-12 pm

Monday 6 May 10-12 pm

Monday 13 May 10-12 pm

Monday 20 May 10-12 pm

Monday 27 May 10-12 pm

Monday 3 June 10-12 pm

All inquiries to Sarah Meageen

The December 2012 Bunning Northland Sausage Sizzle raised \$1,820.95 total profit. Thankyou to all staff, volunteers and members of the Rotaract Club of Diamond Valley and BUNNINGS.

VOLUNTEER UPDATE



Message from our Volunteer Coordinator
Kath Williamson

Banksia always welcomes inquiries from people in our community who wish to be volunteers. Please contact me on 94550822.

Welcome to 2013 to all Banksia's committed volunteers and in particular, to our 'new' Administration Support Volunteers, Rekha Maynard Heather Traeger, Elisa Pino

and Jill Smith who have joined Banksia in the past six months.

The next two dates for Compulsory Training are Monday July 8th and Thursday September 19th. Please put one of these two dates in your calendar.

We will be celebrating National Volunteer Week between May 13th-19th with an event to be held on Tuesday May 14th. Invitations will be forwarded soon.

There will be a number of opportunities for Client Support Volunteers to be involved in Bereavement Support activities that run throughout the year. These activities include Adult Bereavement Support Group

evenings, Autumn and Winter luncheons, the Walking Group and Bereavement Information Sessions. Please speak to me if this is something that interests you and I can let you know when the one day training for this role will be run, as well as keep you informed of when support is needed.

A final note to keep in mind is that we have a Volunteer Reference Group with four volunteer representatives who meet with staff representatives four times per year. They discuss a wide range of topics related to Volunteers and provide opportunity for feedback and discussion. Please let me know if you have any topics that you would like to put on the agenda for these meeting times.

Paddy's Market

Please put in your diaries, the Annual Paddy's Market for the 4th May 2013. This is where funds are raised by the Eltham Rural Group to distribute to community organisations and charities like Banksia. Please visit their website: www.paddysmarketeltham.com.au

Are you interested in a presentation from Banksia?

Banksia staff are available to come to any groups of any size, gender or nationality, including businesses, to speak about the free 24 hour palliative care services available to children and

adult patients living in the municipalities of Banyule, Nillumbik and Whittlesea. We are happy to speak formally or informally as the occasion requires. On some occasions former carers accompany our staff to give an added practical focus to the talks. Please contact Tim Paul our Community Liaison Coordinator.

Thank you to Sponsors and Donors

We appreciate the support of all sponsors and donators who recognise Banksia as a community not for profit, charity organisation to support. The sponsors logos pictured below represent some organisations who have been very loyal and have contributed significantly to Banksia for many years. Banksia lists its supporters on its website, found at www.banksiapalliative.com.au.

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464 Lower Heidelberg Road, Heidelberg

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