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**Banksia
Palliative
Care
Service Inc.
Annual
Report
2016/17**

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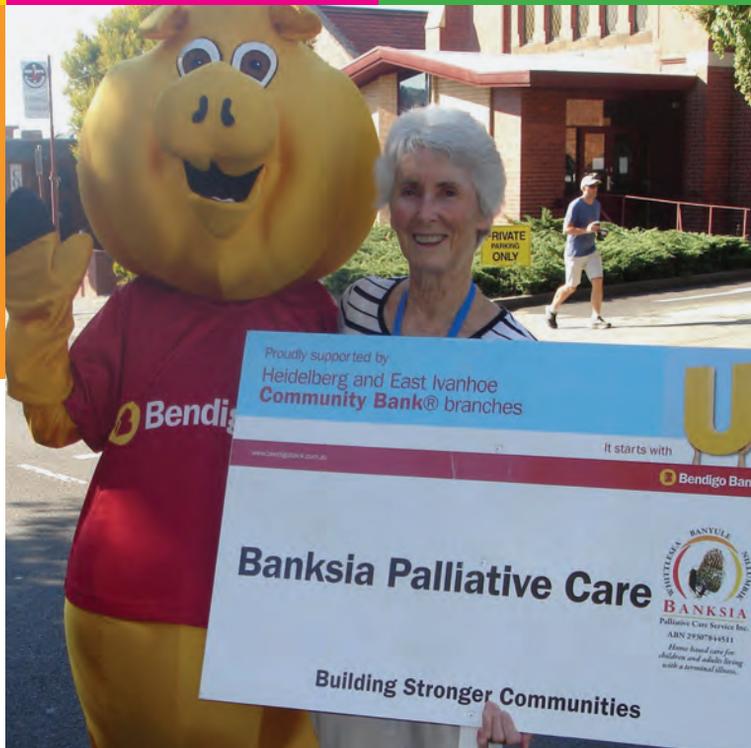


From top:

Ardy's Angels and carer Judy with framed photo of Ardy (Courtesy: Leader Newspapers)

Bev, Banksia Volunteer representing Bankisa at the Banyule Community Festival

Representatives from Heidelberg Warringal Lions Club attending the 2016 AGM



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Heidelberg and East Ivanhoe
Community Bank® branches

It starts with

Bendigo Bank

Banksia Palliative Care

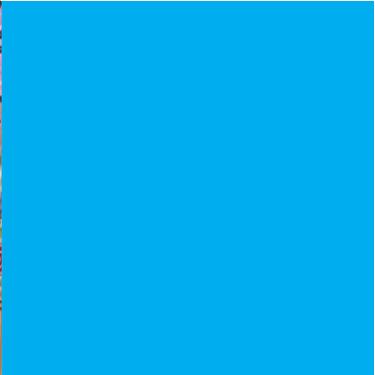
BANKSIA
Palliative Care Service Inc.
ABN 2930784551
*Home based care for
children and adults living
with a terminal illness*

Building Stronger Communities



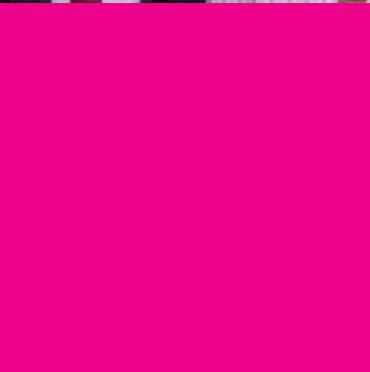


From left:
Minister for Health, Jill Hennesy,
Odette Waanders, CEO Palliative
Care Victoria, Julie Paul
Executive Officer, Banksia
Amanda, Banksia Nurse
Guest speaker at the National
PCOC Palliative Care
Community Workshops
Aboriginal Artist Terori Hareko
Samios unveiling Aboriginal
Artwork at the 2016 AGM





From left:
Lumsden Family who were special guests at the 2016 AGM
MP Colin Brooks and Tom Melican, Bangule Councillor
Aboriginal Artwork unveiled at the 2016 AGM
Didgeridoo Musician Bart Willoughby at the 2016 AGM



Year in Review

On behalf of the Committee of Management, staff and volunteers of Banksia Palliative Care Service Inc. (Banksia) we are pleased to present the Annual Report for the year ending 30 June 2017.

Our Annual Report is designed to show case our achievements and provide insight into the future goals of the organisation to ensure we continue to provide high quality support to clients and their families.

Recently when revisiting a speech from 27 years ago by Dr Taffy Jones, one of our founding members, it reminded us of the importance of periodically reflecting on the prime purpose for why Banksia was established. As Dr Taffy Jones said:

“The Association is now incorporated with a Board of Directors and has obtained funding from the Government to carry out a feasibility study which is presently in progress. We will be seeking to work closely with others in the community who are already providing some of the necessary primary care services such as home help, meals on wheels, family medical practitioners, Royal District Nursing Service, clergy and so on.”

We have strong ties in our community and have pushed hard to live up to the expectations of our leaders back in the 1980s. We encourage you to read the comments throughout the report from various community organisation's, clients, carers, volunteers and staff in relation to their perspective of our service. Today, the service continues to grow and adapt to the changing health environment. We continue to be innovative in our approach and importantly ensure that we continue to find ways to hear the voice of families who are using our services. This will ensure that we continue to move towards a model of co design and are more likely to meet the needs of our community.

It has been another exciting year and we are proud to say we have successfully made changes to enhance outcomes for the people we support. Like many areas in health, specialist palliative care service provision continues to change.

We have worked collaboratively with other community specialist palliative care services to develop a proposed model that will enable consistency in service delivery and quality across the Melbourne metropolitan region. Whilst the model is not yet endorsed by the Department of Health (Vic) it has provided us with a framework to work towards.

Banksia is an active participant in the implementation discussions related to the Victorian end of life and palliative care framework and the proposed assisted dying legislation, so we can offer our expertise to the debate and continue to review and adapt our model of care to meet government and community expectation.

Our Volunteers are a very important component of our team and we value greatly the diversity of roles including supporting clients at home, administrative support for staff, being involved in our Consumer Advisory Committee and being part of our Committee of Management. Our service would not be as successful without the generous contribution of each and every volunteer. We have maintained our partnerships with Goulburn Valley Hospice Care Service by providing our specialist palliative care course on site at Shepparton, as well as running training in Melbourne.

We continue to work in collaboration with the North and West Melbourne Metropolitan Palliative Care Consortium which focusses on strengthening palliative care delivery within the region. At Banksia we are committed to work with, support and add value to the sector to further palliative care outcomes.

Thank you to the many people and organisations who have contributed to our achievements in the 2016/17 financial year, either through donations, grants or non-financial support when needed. We thank the Department of Health and Human Services (Vic) for their ongoing funding of our service.

It is with a touch of sadness that I must also record the organisation's thanks and appreciation to our Executive Officer Julie Paul who is leaving Banksia after almost 25 years' service, including over 10 years as our Executive Officer. Her contribution has been enormous and Julie leaves the service very positioned to take advantage of the opportunities and challenges the sector will confront. We wish her all the very best for the future.

Our success would not be possible without the vision and leadership from our Committee of Management and the expertise, commitment and dedicated service from our staff and volunteers, together with support from our valued members and the communities within the municipalities of Banyule, Whittlesea and Nillumbik.

John Richardson
President

Julie Paul
Executive Officer

Our Vision, Mission & Values

Our Vision is to provide leadership in specialised home-based palliative care which is accessible, responsive and in partnership with our changing and diverse community.

Our Mission

As people experience progressive terminal illness, death and bereavement, Banksia Palliative Care Service will:

- Provide specialised health care & practical support to clients and their carers in their place of residence
- Enable clients to access a range of services to address physical, social, emotional, spiritual and cultural needs
- Achieve best practice through a commitment to excellence in client care, research and education
- Partner with consumers and the community to optimise client care
- Embrace internal and external review for the benefit of our client centred practice

Our Values

Banksia wants to grow a working environment that values and supports:

RESPECT

upholding the unique personality, dignity, situation and choice of all

COMPASSION

to empathise with all as they travel the journey of a progressive terminal illness and bereavement

PARTNERSHIP

build and maintain effective relationships

EXCELLENCE

continually strive toward best practice

INNOVATION

to actively seek, develop and implement creative new ideas

INTEGRITY

exercise honesty, transparency and ethical practice

My husband was diagnosed with liver cancer in December 2014 and passed away January 2017.

Banksia Palliative Care Service was involved with us for most of this time. They were our angels, our soft place to fall and my first point of call 24/7 with any issues of concern - from pain management to emotional support. I have phoned them multiple times during the night for advice and support, even just for reassurance. From a carer's perspective, I truly do not know what I would have done without them. They became my extended family and understood exactly what my husband and I were going through...they got to know us as people not just patients. They would come to assess my husband as needed, more often when his health was deteriorating. They advised and organised when my husband needed to see a doctor or to be hospitalised. This took so much pressure off me having to make hard decisions. Their smiling faces and calm manner on each visit would put us both at ease and raise our spirits every time!

Every phone call I made to Banksia was greeted in a friendly, caring manner by staff and volunteers. Sometimes I would be crying, worried and anxious, they always gave me time to catch my breath and nothing was ever too much trouble. On the days of their visits, I would keep watch at the window. I was the carer and to them, just as important as the patient. They always checked in on how I was going, never rushing and always had time for both of us.

At my husband's service, I had envelopes for people to donate money to Banksia because I believe they need donations to continue their amazing work in the community. Also, a beautiful group of young kids in my area who were very close to Arthur and I, formed "Ardy's Angels" to make lanterns to sell. They donated the \$3,400 they raised to Banksia in my husband's memory. Now I will donate my time as a volunteer to help in any way I can.

I am joining the Consumer Advisory Committee to have input as a carer and also to assist where I can in the starting of a support group for people who have lost loved ones to cancer. There is a huge need for this in my area. (Carer)

Service Area & Client Statistics

Client Statistics	2014/15	2015/16	2016/17
Number of Clients Referred	600	624	702
Source of Referrals			
Hospitals	418	431	481
GP's and Specialists	73	82	149
Community Agencies	28	22	17
Aged Care Facilities	15	8	12
Families and Self referrals	66	81	43
Total	600	624	702

Clients Admitted by Local Government Areas			
Banyule	192	219	208
Nilumbik	82	88	84
Whittlesea	225	215	277
Darebin	6	-	-
Total	515	522	569

Age of Clients			
0-30	9	7	9
31-60	97	84	145
61-80	245	227	311
81+yrs	164	204	104

Place of Death			
Home	102	100	100
Aged Care Facility	29	19	23
Inpatient Setting Designated Palliative Care Unit	168	176	169
Inpatient Setting Other Than Palliative Care Unit	61	59	69
Total	360	354	361

Service Area



I am so impressed with the kindness and service I have received. Staff have taken the time to explain everything very clearly. Everyone has come on time and been most thoughtful and helpful. (Client)

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Strategic Direction 1

Ensure clients living with a progressive terminal illness and their carers are supported

Department of Health and Human Services (Vic)(DHHS) Annual Desk Top Review

The review identified no issues of concern or areas for clarification resulting in a recommendation to continue routine service monitoring of the service.

“Banksia Palliative Care Service is a financially viable organisation which has met all its key reporting and quality requirements. As an organisation it has demonstrated a strong commitment to quality improvement as demonstrated by the range of initiatives it has been involved in during this period.”

(Monitoring Coordinator DHHS, January 2017)

Development of Joint Clinical Guidelines

We have partnered with Austin Health our major referral source for new referrals to our service to develop joint clinical practice guidelines. These guidelines will support a consistent approach to client care between the two organisation’s. Our Palliative Care Medical Consultant will provide education to all of the clinical team as part of the implementation plan.

Reviewed our Clinical Model of Care

We worked in partnership with Melbourne metropolitan specialist community palliative care services and our colleagues at Shepparton and Ballarat to develop a proposed consistent community specialist palliative care clinical model of care. (Refer to Table 1 for the list of partners in this project).

The model of care has been agreed to by all organisations and has been tabled with the Department of Health and Human Services for consideration in late June 2017.

The focus of this initiative is to support and identify enablers for quality specialist community palliative care and to highlight the suite of options offered to clients depending on their Phase of Care as defined by the National Palliative Care Outcomes Collaborative (PCOC) definitions. This is a great initiative and has provided a platform for Banksia to further enhance our model of service provision.

Organisation	Person and Title
Ballarat Hospice Care Inc.	Carita Clancy, Executive Officer
Banksia Palliative Care Service Inc.	Julie Paul, Executive Officer
Calvary Health Care Bethlehem	Shannon Thompson, Director of Clinical Services
Eastern Palliative Care Association Inc.	Jeanette Moody, Chief Executive Officer
Goulburn Valley Hospice Care Service	Carmel Smith, Executive Manager
Melbourne City Mission Palliative Care	Pam Harris, Coordinator Allied Care
Mercy Palliative Care	Fran Gore, Manager Palliative Care Services
Peninsula Home Hospice	Rachel Bovenizer, Chief Executive Officer
Sth East Palliative Care	Molly Carlile, Chief Executive Officer

Table 1: Partners in development of proposed model of care for special community Palliative Care.

Volunteer Reference Group

We have reviewed our Volunteer Program. This was a co design approach involving volunteers and staff. We value our volunteers support in working together on this project.

This has resulted in the development of:

- A new volunteer philosophy.
- Identification of the essential aspects of the program including, communication, training, clinical supervision and recognition.
- Key Performance Indicators to enhance the program.

Client and Carer Feedback

We have continued our goal to review and extend the opportunities for feedback from clients and carers. We actively seek feedback from various points of service delivery including:

- Clients and carers who have been on the program for one month. (Refer to Table 2)
- Clients and carers who are discharged from the service as they no longer require a specialist palliative care service. (Refer to Table 3)
- GP satisfaction survey. (Refer to Table 4)

Feedback has been overwhelmingly positive. We are developing new surveys which will commence in 2017/2018 for the following areas:

- Massage
- Music Therapy, and
- Bereavement counselling

At one month survey results for period ending July 2016 to June 2017 (n=118)

■ All of the time ■ Sometimes ■ N/A
■ Often ■ Rarely

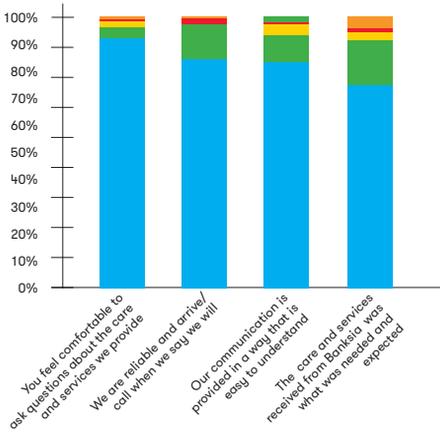


Table 2: Current client survey one-month post admission to Bankisa for 2016/17

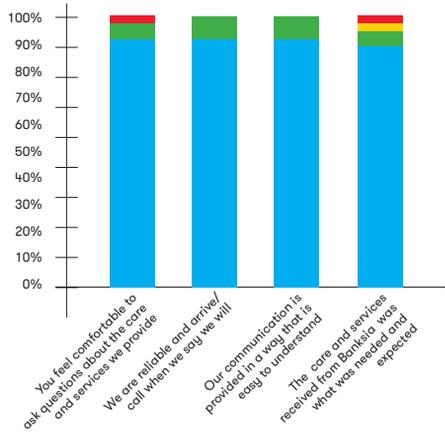


Table 3: Sample of questions from discharge survey for families no longer requiring specialist palliative care for 2016/17

GP Feedback July 2016 to June 2017

Score Range: 1= Strongly Disagree 5=Strongly Agree

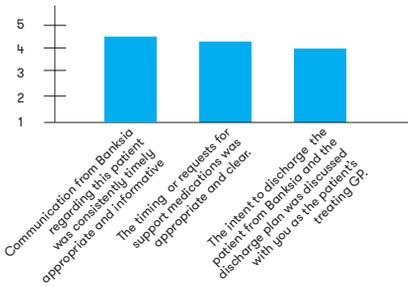


Table 4: GP Satisfaction Survey for 2016/17

Intake KPI's June 2016 to July 2017

Percentage of clients seen within Triage timeframe

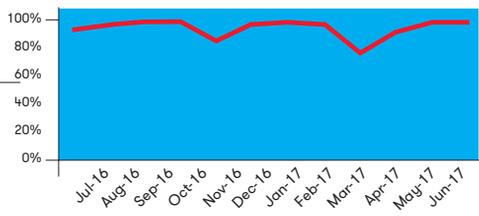


Table 5: Service Capacity to admit new clients according to their triage category for 2016/17

Responsiveness to admission to the service

Our intake triage categories for new clients to the service continue to support timely access to the service. During March where we had a period of increased demand for our service and decreased staffing, our Intake triage processes ensured high priority clients were all seen in a timely manner. The capacity to admit new clients in most other months achieved an outcome of 92 to 100% against their triage category. (Refer to Table 5)

Expansion of the team

We have partnered with Austin Health to provide Medical Palliative Care Consultancy for one session a week to see our more complex clients. In addition, we have access to after-hours palliative care medical consultancy.

This will assist us to:

- Prevent avoidable emergency department presentations.
- Have an escalation process for complex symptom management out of hours.

- Seek advice to manage clients at home after the options to contact the clients' usual medical providers have been exhausted.

Success Grant Application

We have received several grants throughout the year with the major one being the 2017 Equipment and Modifications Grant for community based palliative care services from the Victorian State Government. The grant of \$95,998 will enable us to:

- Purchase 4 Nova Premium Relieving Mattresses for client comfort, \$7,448.
- Upgrade the laptops for the clinical team to support real time documentation in the client's home, \$34,128.
- Purchase GPS devices to support clinical team visits, \$3,912.
- Fund a major component of the lease costs for motor vehicles for the clinical team, \$50,000.

Consumer Advisory Committee

The Consumer Advisory Committee continue to have valuable input into ensuring our services are relevant, current and appropriate to meet the needs of our community. The Home Care Support Information booklet was extensively reviewed. The Committee are currently developing a recruitment strategy to attract new members.

Improving Client Care Outcomes

We have worked as a team to review our opportunities to improve client outcomes, as demonstrated by progressive improvement in the National Palliative Care Outcomes Collaboration (PCOC). PCOC is a national program that utilises standardized clinical assessment tools to measure and benchmark patient outcomes in palliative care. Participation in PCOC is voluntary and can assist palliative care service providers to improve practice. This is achieved via the PCOC patient outcome improvement framework which is designed to:

- Provide clinicians with the tools to systematically assess individual patient experiences using validated clinical assessment tools.
- Define a common clinical language to streamline communication between palliative care providers.
- Facilitate the routine collection of national palliative care data to drive quality improvement through reporting and benchmarking.
- Provide service – to service benchmarking reports and opportunities to discuss sector results at benchmarking workshops
- Support research using PCOC longitudinal database (2006-2016).

Our July to December Report demonstrated significant improvements in working towards the national benchmarks. In this report we have highlighted areas of pain, family and carers.

Examples of implemented strategies to improve pain management;

- Use of validated screening tools have become the common language within the clinical team. For example; the clients phase of care influences the frequency of follow up visits.
- Client reporting of scores for all symptoms is collected and escalated to the relevant discipline on every visit where scores are 4 or above.
- Staff education by the PCOC Victorian Coordinator including joint home visits.

Examples of implemented strategies to improve outcomes for families and carers;

- All clients are automatically referred to social work for an initial phone call and follow up home visit for a psycho social assessment on admission to the service. This ensures referrals to the allied health team are not dependent on another disciplines assessment or ability to describe the role of allied health.
- Diversifying the allied health team.

We were invited to present at the National Community PCOC Palliative Care Workshop about the strategies we have implemented to embed PCOC into clinical practice. Amanda our Intake Nurse provided the presentation on behalf of the clinical team.

There is nothing that could have been done better. At the moment I am well enough to cope and I have family support. There are others who really need care and in the future when I do, I know how to contact you. Thank you so much. [Carer]

I enjoy my work at Banksia as I see all aspects of client care. I have a varied role. My work is challenging, very rewarding and continually expands my knowledge I am surrounded by a like minded supportive team, who all strive for the best outcomes for clients.

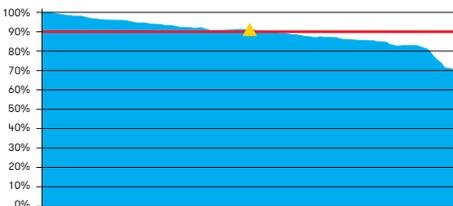
(Amanda, Intake Nurse)

Outcomes Related to POOC Benchmarks

Management of Pain

Benchmark 3.1 (PCPSS)

90% with absent or mild pain, remaining absent or mild



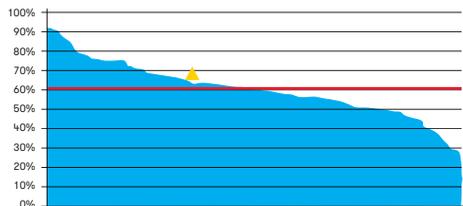
Services ordered from highest to lowest score

a. National benchmark profile for BM3.1

Management of Pain

Benchmark 3.2 (PCPSS)

60% with absent or mild pain, remaining absent or mild



Services ordered from highest to lowest score

a. National benchmark profile for BM3.2

Management of Pain

Benchmark 3.3 (SAS)

90% with absent or mild pain, remaining absent or mild



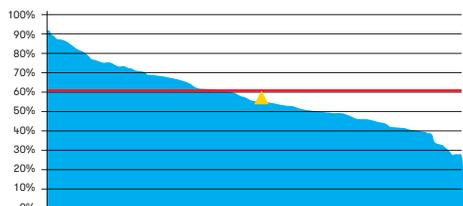
Services ordered from highest to lowest score

a. National benchmark profile for BM3.3

Management of Pain

Benchmark 3.4 (SAS)

60% with absent or mild pain, remaining absent or mild



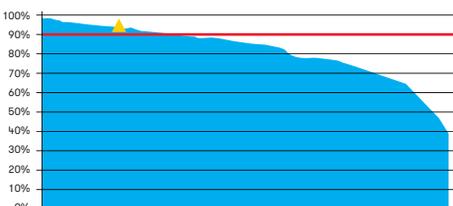
Services ordered from highest to lowest score

a. National benchmark profile for BM3.4

Management of Family/Carer problems

Benchmark 3.9

90% with absent or mild pain, remaining absent or mild



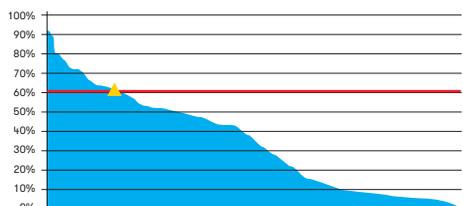
Services ordered from highest to lowest score

a. National benchmark profile for BM3.9

Management of Family/Carer problems

Benchmark 3.10

60% with absent or mild pain, remaining absent or mild



Services ordered from highest to lowest score

a. National benchmark profile for BM3.10

Note: The yellow triangle on each graph represents Banksia Palliative Care Service

Our Community

Anthony Carbines

Member of Parliament
State Member for Ivanhoe

As both a councillor with the Banyule City Council for several years and currently as the State member for Ivanhoe I am well aware of the difference this organisation makes to the lives of people when they are often at their most vulnerable and to their families. Staff and volunteers are compassionate and empathetic and are driven by a determination to provide responsive client focussed care and show an understanding of their clients and families' needs and wishes at all times. The organisation is highly regarded by other operators and peers in this field and operates a best practice model, offering superior service and achieving superior results. My community has the highest regard for the work of Banksia Palliative Care, its professional staff and tireless volunteers.

Lois Goodin

Honorary Secretary, Arden Crescent Concert Series Uniting Church, Rosanna
Arden Crescent supports Banksia because we know Banksia delivers a very caring and important service to the local community. Several of our members have used Banksia services and can't speak highly enough of them.

Judy Paynter

President, Eltham Rural Group

The Eltham Rural Group was founded during the mid-1950's by a group of young married women to raise money for local charities. They were all 'mums at home'. They came from various walks of life. Over the years it has raised and distributed nearly \$1.5m. Banksia Palliative Care came to ERG's attention when our late member, Marlene Birch and her family were fortunate enough to utilise your services. Since this time ERG has been happy to assist Banksia Palliative Care in any way it can.

The Reverend Carole Lloyd-Flanders

Parish Deacon, St. John the Evangelist Anglican Church

Our parish supported Banksia Palliative Care this year as a number of people in the parish have been aware of people who have used Banksia's services, my own family appreciated Banksia's help with my brother in law when he was dying. When working as a chaplain assistant at the Northern Hospital I experienced patients who had support from Banksia Palliative Care Service.

Bob Goodyear

President, Greensborough National Seniors, Australia

Branch members donate monies raised through raffles to Banksia Palliative Care Service as we believe the organisation provides a necessary and worthwhile service to the local community at a time when families are dealing with a terminal illness, death or bereavement of a loved one.

Paul Hooper

Branch Manager, Tobin Brothers Funerals Diamond Creek

Tobin Brothers greatest strength is its people. We are proud supporters of Banksia Palliative Care for the same reason. The Banksia carers and support staff go over and above on a daily basis to provide incredible care and support. They make a genuine difference.

Deb Layt

President, The Patchwork Quilt Group

The Patchwork Gallery Quilt Group are proud to be supporters of Banksia Palliative Care as a way of supporting the community and helping to widen the awareness of their services.

Colin Brooks

Member of Parliament
State Member for Bundoora

Banksia Palliative Care are a fantastic community organisation, providing much needed care for local people facing terminal illnesses. I personally know a number of families locally who have turned to BPC for their caring and compassionate services during the last stages of a loved one's life. We are very lucky to have an organisation like Banksia serving our community.

Tom Melican

Councillor, Mayor of City of Banyule

Banyule fully supports Banksia Palliative Care, as we understand the sometime difficult yet vital work they perform within our community and that we are extremely pleased and proud that we have such a fantastic group to assist residents during their most difficult time. Banyule is a better place because of Banksia Palliative Care and we are very grateful that we have the opportunity to support them.

Eddie Mirallet
Chariman, Ethnic
Communities Council of
Victoria

**ECCV supports the
initiative of an inclusive
multicultural policy at
Banksia Palliative Care.**

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Giving Back to Banksia

It was my sister who suggested I contact BPCS quite early on. My husband had been diagnosed with cancer many years before but was just beginning to struggle a little. We were holidaying on Fraser Island when his pain levels increased and we had no-one to help.

I contacted Banksia on our return to Melbourne and they became our life-line. It was so reassuring to know that there was a friendly and helpful voice at the other end of the phone whenever I needed some advice.

Lawrie looked forward to the regular visits from Banksia staff. We were very happy to participate in the making of a DVD about our experiences because we wanted others to know how helpful this organisation is. We wanted to share our experience of accessing them early. This enabled Lawrie to remain at home, as was his wish, and Banksia provided all the support that I needed to make this happen.

I have recently joined the Consumer Advisory Group and will soon start training to become a volunteer with Banksia. I believe this organisation to be very respectful, very knowledgeable and very helpful at a time when families need such understanding and support.

I would like to contribute my ideas and support, and share the ideas of others, so that Banksia continues to provide the wonderful service that my late husband and I enjoyed.

The DVD is available on both Banksia's website www.banksiapalliative.com.au and You Tube (Carer)

I would just like to thank you for your enthusiastic approach to providing care and service. I was greatly encouraged by the genuine enthusiasm displayed by your people in their efforts to make me comfortable and feel at ease. [Client]

I have always Volunteered in various capacities for various Organisations. When I was forced into retirement before retirement age I felt I needed to be involved in something and to feel useful. I have always been interested in Palliative Care having been a carer for my parents (through illness) and also a couple of friends on numerous occasions. Client Support Volunteering has always been something I have thought we should have and that I would like to be involved in, "Care for the Carer" and this way we can make a difference to people's lives and be beneficial for the Carer. I have always felt we need to look after Carers and they need support and that led me to Volunteering at Banksia Palliative Care Service. I also Volunteer in Administration which is also an essential part of volunteering and the overall running of the organisation. Any-one who Volunteers will find it fulfilling and meaningful and beneficial for the Client. [Lorraine, Volunteer]

You guys are fantastic. You provide such comfort for our family in knowing that we are well looked after. Thank you. [Carer]

I am new to the palliative care sector but am certainly not new to the field of grief and loss having worked as a social worker in community health and community care for 15 years. I chose Banksia as my new employer because the services they deliver make such a profound difference to patients and families. I genuinely wanted to be part of that. I also thought the job was a perfect fit for me! So far, it all rings true and I am very happy to have joined a great team of professionals. [Claudia, Loss & Grief Counsellor/Social Worker]

Your care and services are beyond expectations. It is extremely comforting to be associated with such a professional and yet friendly safety net. [Client]

I enjoy hearing students being passionate about delivering good palliative care to their patients. I get a great sense of joy when I can tell students have really enjoyed attending the courses that I run on palliative care. I love seeing carers and nurses in aged care being inspired to care for dying residents well. [Nerida, Educator]

Strategic Direction 2

Promote the choice to use home-based palliative care

Creating Palliative Care Awareness in our Community

We have worked in partnership with the Indian, Chinese, Somalian and Macedonian community leaders to promote the role of Banksia as a specialist palliative care service within their communities. We have explored opportunities together to provide culturally safe and appropriate care. Examples are; Banksia providing presentations to community groups and the community group leaders providing staff education. Community leaders have also reviewed Banksia's promotional brochures and home care support kits.

We have continued to expand upon the previous positive outcomes achieved from the Aboriginal and Torres Strait Islander cultural project, by developing "welcome packs" for all new Chinese, Indian, Macedonian and Somalian families admitted to our service. This is a symbolic gesture of Banksia's commitment to providing culturally safe and appropriate palliative care.

Banksia has welcomed the support of the Ethnic Communities Council of Victoria for this initiative.

Aboriginal Artwork was unveiled in November at our 2016 AGM. The artwork is displayed at Banksia's office to support the provision of a culturally safe place for our Aboriginal families. We were very fortunate to have Aboriginal Artist Hareko Samios attend the AGM and provide an overview of the 2 pieces of Art Work titled: "Caring for community, knowledge and wellbeing" and "Our journey, our resting place".

I enjoy working at Banksia and admire the fantastic work the team do. I enjoy the comradeship & alliances made here. People who walk through our doors have one thing in common. They are sad as they are losing or have lost their battle, yet when they leave they seem so relieved that we have done all we can do.

[Claudia, Receptionist]

I wish to express many thanks and my gratitude to your nurses. Your great service gives me back the gift of good health. Thank you so much. (Client)

Other Community Awareness Activities

Our volunteer Bev created community awareness of Banksia by participating in the Banyule Community Festival.

The Patchwork Gallery Quilt Group held an exhibition in Lower Plenty with Banksia being the beneficiary of the activity. It was a very beneficial event in terms of community awareness where Banksia's Banner and brochures were displayed, as well as a major fundraising event.

Erin our music therapist presented to the Eltham Rural Group (ERG) to discuss the role of music therapy in supporting clients and families. Erin performed for the group utilising the guitar and equipment purchased as a result of an ERG donation.

Eltham Rotary Club partnered with Banksia to provide financial support for one of our clients to receive essential palliative care medications

A locally driven community awareness program was conducted by two local families in Whittlesea. Their four children Kalani 8, Brydie 7, Molly 13 and Chace 11 were keen to help make a difference for others, whilst honoring the memory of a family friend "Ardy" who had recently died and was cared for by Banksia. With their mums support the children came up with their own idea of making fairy lanterns to sell. They received publicity on the Channel 9 Today Show Facebook page. Ardy's angels were able to meet the Health Minister, Jill Hennessy and Local MP Anthony Carabines at Banksia office.

Regina Mun Han Leung-Huning

President - Whittlesea Chinese Association Inc.

Being a senior non-profit community Chinese organisation, we have a lot of elderly, isolated and lonely sometimes sick members who need health and supporting services. I heard of the Banksia Palliative Care Services and the good work they do. As the president, I am pleased to have invited Mr. Tim Paul, Community Liaison Coordination to come to give Whittlesea Chinese Association members an informative talk on community palliative services and care with multicultural groups. That gave us sufficient information to seek assistance for our needed members. Thank you Banksia Palliative Care.

Dr. Santosh Kumar

Secretary, Northern Region Indian Seniors' Association of Victoria

Northern Region Indian Seniors' Association of Victoria (NRISA) has been in close association with the Banksia Palliative Care Services for making the Indian Community aware of the services available and helping out with Palliative care enquiries arising among the people of Indian ethnicity. We commend the service for improving communication / services with our community.

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Elena Petreska

Aged and Disability Services Manager
Macedonian Community Welfare Association Inc.

MCWA commends Banksia Palliative Care on its commitment to cultural responsiveness and for the ongoing work to educate and inform the Macedonian community about palliative care services. MCWA has found our partnership productive and beneficial, and is able to confidently support the Macedonian community in the north to access palliative care services through Banksia.

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Dorothy Yiu

Manager, Chinese Cancer Society of Victoria

The Chinese Cancer Society of Victoria values the opportunity to work in partnership with Banksia. It's important that they are able to provide culturally sensitive service for the Chinese community.

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Committee of Management

John Richardson

John joined the Committee in 1994 and brings to Banksia over 30 years' experience in Human Resources Management gained in both the public and private sectors, including over ten years as Executive Director of Human Resources at Austin Health and eight years as General Manager of Human Resources for RACV. He holds a Bachelor of Business Degree from RMIT University, is a Graduate Member of the Australian Institute of Company Directors and a Chartered Member of the Australian Human Resources Institute. John currently serves as the President.

Therese Desmond

Therese commenced on the Banksia Committee in 2012. With a strong interest in the provision of high quality community based support she has extensive experience in the provision of community services at operational, strategic management and governance levels. She is a registered nurse with tertiary qualifications in community health and management. Therese became more aware of community based palliative care services when she and her family were able to support her father to die peacefully at home with the assistance from a palliative care organisation. Therese is currently the Chief Executive Officer of the OC Connections Inc, an organisation that provides supports to people living with an intellectual disability. Therese currently serves as the Vice President.

Debra Ward

Debra joined the Committee in 2014 filling the recently vacated Treasurer's role. She brings a wealth of experience to Banksia having managed Corporate Services including finance, infrastructure/purchasing and information technology & communication departments for VincentCare Victoria which included aged care, community & disability services. She also has a depth of understanding of the private sector where she worked for 12 years in the area of Finance. She runs her own consulting business, focusing on system development for the home care sector and looks forward to contributing to Banksia's strategic direction ensuring the ongoing viability of the organisation as a member of the Committee of Management. Debra currently serves as the Treasurer.

Morgan Waters

Morgan joined the Committee in 2014 and is employed as senior Associate at Russell Kennedy Lawyers. He brings many years of legal experience to the

Committee and enjoys working with clients to achieve positive outcomes. and to provide much needed services to those in their final stages of life. Morgan resigned from the committee in February 2017.

Paul Adcock

Paul joined the Committee of Management in 2006. Paul currently works at Alfred Health in the position of Director Technology Services and Transformation, responsible for Health Information Management, IT Infrastructure and Service Delivery. Since graduating as a Nurse and specialising in Critical Care, Paul has held a number of clinical and management roles in Public Health, Government and Private Consulting. Paul's interests include workforce leadership and change management. Paul lives in the local community with his wife and three teenage children and was drawn to volunteer at Banksia in support of the local community and the valuable services provided by Banksia. Paul has served Banksia in both Vice President and President positions in the past.

Jane Picton

Jane joined the Banksia Committee in 2009. Jane is a qualified Social Worker & mediator. For many years she worked in the Family Court & later with Victorian Legal Aid with separated or divorced couples to assist them to resolve their relationship issues. Additionally, she worked at La Trobe University assisting International students with their degree course in Social Work. Jane sees a parallel in some ways with the Banksia service & her work with separated couples, who experience grief & loss in their lives. As well as being a Committee of Management member, Jane is involved with several organisations including U3A and a Refugee & Asylum seeker centre.

Paul Zanatta

(RN, B App Sci Nu, Grad Dip Health Couns, MPH, GAICD)

Paul joined the Committee in 2014. With a background in nursing, Paul has more than 32 years' experience in the health and human services sector in clinical and management roles, and has worked for more than 11 years in policy and research. He works as a private consultant across the health, social and community services sectors and is also a member of the Victoria University Human Research Ethics Committee. He brings to the Committee from his policy and research work a lens on measuring client outcomes and insights into the policy and regulatory environment surrounding health.

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Committee of Management

From top left to right:
John Richardson
Therese Desmond
Jane Picton
Paul Adcock
Debra Ward
Paul Zanatta
Morgan Waters

T



From top:
Whittelsea Chinese Association
Members performing a tai chi
dance
Members of the Patchwork
Gallery Quilt Group
Northern Region Indian
Seniors Association





Whilst the Annual Report is an opportunity and commitment to report to our members and other stakeholders, it is also constructed as a marketing and public relations document to ensure Banksia's programs and services are known to the broader community. We welcome your enquiries and interest on any of the programs and services outlined in the Annual Report.

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