



2021 - 22

# Annual Report



**Palliative Care**  
NEW SOUTH WALES

For information please contact:

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On behalf of:

Palliative Care New South Wales Inc.

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# From the President & Chief Executive Officer

This has been another significant financial year for Palliative Care within NSW. While we celebrate an increase in financial support for Palliative Care within NSW, the impacts of COVID-19 continue to be felt across the globe. Healthcare workers have faced the brunt of the pandemic, extending to Palliative Care and its services. Again, we thank you for your unwavering dedication to providing care and support to members of the public, despite the many hardships you have faced along the way. The strength and perseverance shown by our healthcare workers during this time has been truly remarkable.

We proudly celebrated our 40th anniversary of Palliative Care NSW (PCNSW) in 2021. PCNSW was formed on 22nd September 1981, and our first President was Dr Fred Gunz and our first Vice-President was Teresa Plane. We are incredibly proud of PCNSW and its members, and we work to support the community and advocate for Palliative Care in NSW as best we can. We would like to thank our members for their support of PCNSW over the past 40 years, and we look forward to many more years ahead!

We are pleased to announce that many of our dedicated Management Committee members have returned to their positions for another year. Therese Smeal will remain as PCNSW's President throughout 2021-22, and Professor Deb Parker will remain as Vice President. Nicole Sutton will remain as Treasurer, and Joan Ryan OAM will remain as Secretary. We are incredibly grateful for the hard work performed by the Executive and Management Committee members, and look forward to yet another prosperous year with our wonderful team.

We would like to thank the previous Management Committee members who have stepped down this year: Rachel Simpson, Melissa Cumming, Gerry Dixon, Liz Lobb and Dr Peta McVey.

The Management Committee continued to monitor our progress in accordance with our 2021-2024 Strategic Plan. We would like to thank our Management Committee members for their dedication in supporting our organisation and the community we are committed to serving.



*Chief Executive Officer Linda Hansen with PCNSW staff members Megan Asbury, Maria Lopez and Emma Scott-Stevenson.*

There have been changes regarding the PCNSW staff team during this financial year. Megan Asbury progressed to the role of Deputy Chief Executive Officer, as a result of her continued hard work and support of PCNSW and the team. Megan has been a valued PCNSW employee since 2015 and we are confident she will do an excellent job in assisting our CEO Linda Hansen with her position. Carolyn Frichot sadly departed as Communications Officer, and we wish her all the best in her future endeavours.

In April we welcomed Maria Lopez into the role of Communications Officer. Maria has a background in technology and communication, and has made a wonderful addition to the team. In March we accepted Emma Scott-Stevenson as an intern from Macquarie University to work with Megan on the Homelessness and Palliative Care Project.

The PCNSW team provided Emma with an opportunity to develop critical skills and gain working experience, and Megan dedicated time to supervising Emma throughout the program. Kate Bowman remained in her role as Manager of the Volunteer Support Services Programme, which continues to display exceeding results.

Toward the end of 2021 we were busy planning for the upcoming events of 2022, in particular the long-awaited PCNSW Biennial State Conference. We were also preparing for National Palliative Care Week (NPCW) and our Education Day which took place in early 2022, and were excitedly held in person after a long pause on live social events. As part of the week, PCNSW held an evening event at the Art Gallery of NSW on the Palliative Care and the Arts Engagement Program "PAUSE", which was very well received.

We also held a forum of key stakeholders in health and social services as part of Palliative Care Australia's (PCA) National Project on Homelessness and Palliative Care. The study provided new information from the stakeholders surrounding the availability and accessibility of Palliative Care services for homeless individuals within Metropolitan Sydney, and we are very proud to have contributed to PCA's project.

In June 2022, the NSW Government announced a funding boost of \$743 million to Palliative Care in NSW over the next five years. This funding will be in addition to the \$300 million the NSW Government currently invests in Palliative Care each year, and will contribute to the employment of additional health staff and the improvement of NSW Health facilities. PCNSW look forward to continuing our collaborative relationship with the NSW Ministry of Health, and assisting where we can.

After much debate, the Voluntary Assisted Dying legislation was passed within NSW toward the end of this financial year. Palliative Care NSW remains committed to supporting our members and all those in NSW seeking to access high quality Palliative Care, we will continue to update our members as we learn more about this legislation.



*Chief Executive Officer Linda Hansen with President Therese Smeal at the Art Gallery of NSW to celebrate the Arts Engagement Program 'PAUSE'.*

**Linda Hansen**

Chief Executive Officer, Palliative Care NSW

**Therese Smeal**

President, Palliative Care NSW

# Areas of Focus

## Awareness and education

Throughout this financial year we continued to expand the education resources available on our website, and consistently promoted these resources to our members and the wider community through eNews and social media. Our resources cover topics on Palliative Care, end-of-life care and planning, aged care, as well as other related diseases, and are available for download via our website. We continue to increase these resources for our members, ensuring that they are provided with up-to-date and accurate information from both our own publications and other reliable sources.

## COVID-19 support

Our community continued to feel the stresses of COVID-19, and we saw the unique ways that the pandemic impacted the provision of Palliative Care. Members continued to seek assistance during these difficult times, each with their own personal experiences and challenges to face. Our members and the greater healthcare community continue to prove their unending strength and resilience, which we believe cannot be applauded enough. We continue striving to provide support and relevant information for our members while they work through these uncertain times.



## Communications and engagement

We remain extremely committed to extending our communications and engagement with our members and the wider community, especially considering the many challenges which arose as the result of COVID-19. Though our capabilities of connecting with our members in person were still limited, we made great efforts to consistently keep our members informed and connected. Our newly appointed Communications Officer significantly increased our online resources and engagement, ensuring that our members continued to receive up to date information and materials. We were able to interact with our members and the wider community through online events and resources. We were especially pleased to be able to reconnect with our members in person towards the end of 2021 to 2022, especially during National Palliative Care Week.

With the implementation of our Communications Officer, we have been able to significantly improve communications with our members on all platforms. This role has helped us to better engage with our members, re-engage memberships and enabled sufficient time to be dedicated to fulfilling our strategic commitments.



We continue to promote resources, upcoming events and relevant news articles across our social media platforms. We also regularly provide our members with further resources and job opportunities in our newsletters and Pallium journals.

We also love to engage with members who contact us directly by phone, and make great efforts to assist those who contact us with queries.

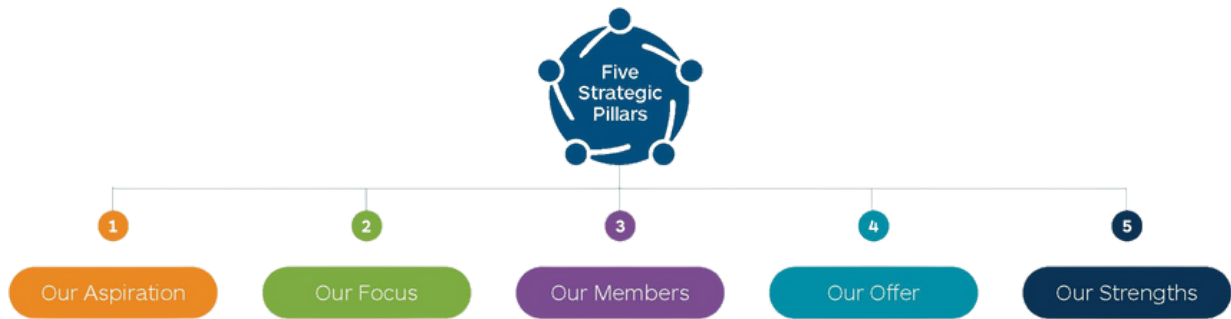
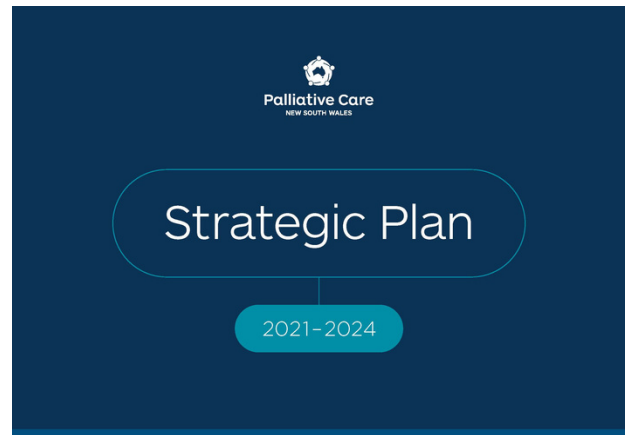
## Political representation

Throughout the development of the VAD legislation PCNSW was consulted by various members of NSW Parliament, to share input on how this could impact the provision of equitable and high quality Palliative Care. Therese Smeal and Linda Hansen also attended the Inquiry into the provisions of the Voluntary Assisted Dying Bill 2021 at Parliament House on behalf of PCNSW.



# Strategic Plan 2021 - 2024

Our strategic plan continues to guide our development as an organisation between 2021 - 2024. Our five strategic pillars outline our direction during this time, and were determined through a combination of membership surveys, Management Committee consultation, stakeholder collaboration and community discussion. We feel confident that our strategic pillars ensure our actions and projects align with our Strategic Plan, and we remain committed to achieving our stated goals. Our Strategic Plan is available to view in full on our website.



**Palliative Care NSW**

Palliative Care NSW represents its members as the peak body and leading voice for the palliative care community in NSW. We work for our members in promoting and supporting quality palliative care for everyone, everywhere.

Established in 1988, we are an incorporated association that is supported by local and NSW government, membership, funding stakeholders and other community groups and associations. As part of the Palliative Care Australia federation, we work with other states and territories to influence national policy and initiatives, representing our members to the highest levels of government to achieve our goals.

**Our Strategy 2021-2024**

Our strategic plan outlines our areas of focus and direction for the next three years. We will also continue to provide the ongoing support and resources required to sustain the projects, programs and networks we have already successfully brought to fruition.

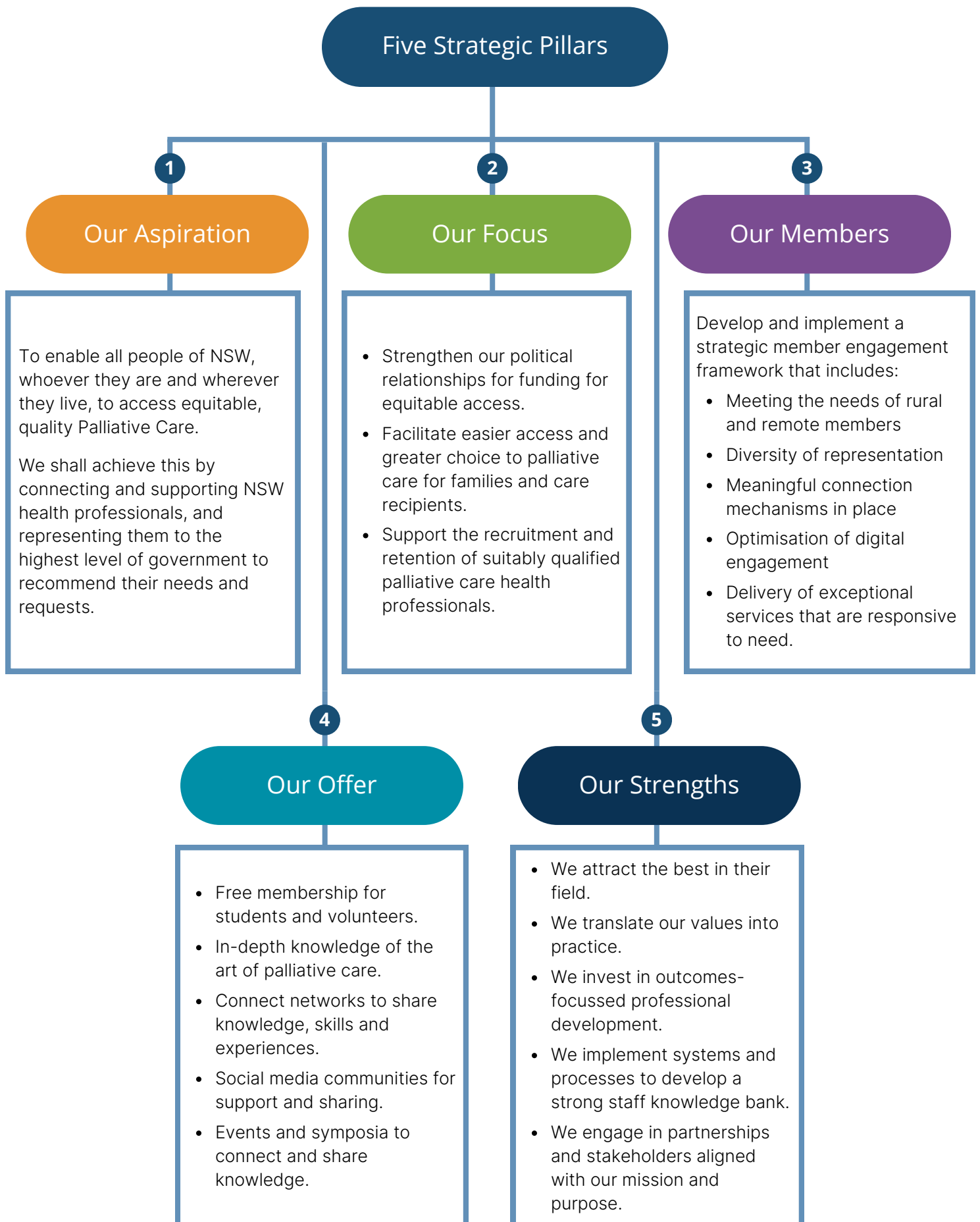
Our areas of focus have been determined by extensive consultation with membership surveys, collaboration with stakeholders, our own experience as a team, committee consultation, community discussion and of course, the impact of isolation and information to everyday life that has occurred during COVID. We are confident that despite the additional hardships and barriers to interpersonal connection, we are sufficiently resourced and strongly committed to achieving our stated goals.

**What we do**

- Our Purpose:** As the NSW peak body and leading voice for our members, we support access to, and equity of, quality palliative care for everyone.
- Our Mission:** Empower health professionals and the broader community with the support and resources needed to achieve our collective vision.
- Our Vision:** All people approaching and reaching end of life and their families, have access to quality palliative care.

**Our Values:**

- Respect:** We value the person-centred approach to palliative care, upholding the right of each person to exert choice and control at end of life.
- Collaboration:** We engage in respectful collaboration with a broad group of digital stakeholders whose contribution enables us to achieve our goals.
- Leadership, integrity and good governance:** We are truthful, open and sincere in all that we say and do.



# Volunteer Support Services Programme

We had another difficult year for volunteering services across NSW. With lockdowns in place towards the end of 2021, many volunteering services again found themselves unable to operate in person. We were extremely pleased to see that services and volunteers found other ways to connect with each other remotely, and we thank you for your strength and perseverance during this time.

Some services were able to be continued remotely, including 'Check in and Chat' for Palliative Care patients and virtual home schooling for students and families in lockdown, as well as Biography interviews, choir sessions and education sessions which were held online. Arlene Roache and her volunteer team in the South Western Sydney LHD were awarded NSW Volunteer Team of the Year in 2021 for their valiant efforts in continuing to provide support to their communities despite the limitations.

Most volunteer services were able to resume in person in early 2022, though some continued to face difficulties depending on their region of operation. Regular meetings were held online with the Volunteer Managers to ensure communications were maintained between LHDs. Training workshops and forums were also held online for volunteers to build their skills and knowledge remotely.

The VolunteerHub underwent changes this year as well, in an effort to improve ease of access and navigation. We are pleased with the new improvements, and hope they will make it easier for our website users to access the content.

National Volunteer Week was celebrated across NSW in May 2022, with the theme of 'Better Together' highlighting the tremendous impact our wonderful volunteers have on their communities and patients.



**Palliative Care**  
**Volunteering**

Palliative Care New South Wales

In June we held our long-awaited Volunteer Manager Conference in Orange NSW. The theme of the conference was 'Developing Our Practice', highlighting professional development and techniques to improve services delivery and management of volunteers. The conference serves as a way to celebrate our volunteers and thank them for their valuable work supporting their communities, and we were pleased to receive positive feedback from attendees.

**Kate Bowman**

Manager, Volunteer Support Services Programme



*Kate Bowman and the group of Volunteer Managers attending the conference in Orange.*

# Highlights

## National Palliative Care Week 2022

National Palliative Care Week provides an opportunity to acknowledge the incredible work performed by our dedicated healthcare providers, and raise awareness within the community about the importance of Palliative Care. This year we celebrated National Palliative Care Week through a number of different events, and we were thrilled to be able to hold these in-person so we could reconnect with our dedicated members and healthcare professionals. The theme for this year was 'Palliative Care: It's your right'.

Our Chief Executive Officer Linda Hansen joined Palliative Care Australia in attendance at a 'Mad Hatter's Tea Party' morning tea at Bear Cottage to celebrate the launch of National Palliative Care Week. We also loved seeing the many other ways services celebrated National Palliative Care Week across NSW, especially with the use of the 2022 bags and other merchandise.



PCNSW's 2022 Education Day during National Palliative Care Week.



*Palliative Care Australia's Chief Executive Officer Camilla Rowland at the 'Mad Hatter's Tea Party'.*

We hosted an in-person Education Day Event for the 2022 National Palliative Care Week, and loved being able to reconnect with our members after so long. We were able to host an array of impressive speakers, who delivered informative presentations and engaged with our members throughout the day. The topics explored throughout the day included 'Palliative Care: Human Rights and International Law', 'The 'I am living' Campaign', 'Life Story Work and its benefit for Advance Care Planning – The EARLI Project', and 'Palliative Care and Homelessness'.

Our Education Day Event provided a fantastic opportunity to educate our members about the importance of Palliative Care, and presented a number of topics which many attendees had not previously explored. We received an abundance of positive feedback from the attendees of our National Palliative Care Week events, which we were very pleased to see. Such feedback allows us to ensure that our events are meeting the expectations of our members, and is incredibly useful when planning future events.





*National Palliative Care Week 2022 merchandise on display in our member services.*

**'PAUSE' Arts Engagement Program**

We were able to hold an event at the Art Gallery of NSW to celebrate the Arts Engagement Program 'PAUSE', which we have been developing in partnership with the Art Gallery of NSW over the past few years. The PAUSE Program encourages individuals living with a life-limiting illness to connect with those close to them over a range of different art pieces, and promotes creative thinking and imagination through the discussions of the art. The PAUSE Program has also proven beneficial for carers, as they are able to connect with their loved ones over an enjoyable and creative activity. We are extremely pleased to be involved in such a wonderful program, which aims to support and engage the members of our Palliative Care community.



**Capacity-HELP**

We continued delivering programs in partnerships with La Trobe University as part of the CAPACITY-HELP Project. CAPACITY-HELP is a public health approach to end-of-life and Palliative Care. This requires a whole-of-system approach, acknowledging that everyone has a role to play in supporting communities around end of life. These programs successfully engaged and assisted the community, and we are proud to be partnered with this project.

**Homelessness and Palliative Care**

In 2022, we held a forum of key stakeholders in health and social services to explore Palliative Care and homelessness within Metropolitan Sydney, as part of Palliative Care Australia's National Project on Homelessness and Palliative Care. The data we collected from the forum will be used in a scoping study on the availability and accessibility of palliative care for homeless patients in Metropolitan Sydney, which will be completed later in 2022.

# Engagement



**14,729**

people reached through Facebook page

**3,246**

Facebook followers

**165**

new Facebook followers since last financial year



**2,279**

Twitter followers

**130**

new Twitter followers since last financial year



**749**

people reached through Instagram



**61%**

Member eNews open rate

**65%**

Pallium open rate



**189**

PCNSW members



**25,525**

Website users

# Our People

## PCNSW Staff

**Linda Hansen**

Chief Executive Officer

**Megan Asbury**

Deputy Chief Executive Officer

**Kate Bowman**

Manager, Volunteer Support Services Programme

**Carolyn Frichot**

Communications Officer (July 2021 - March 2022)

**Maria Lopez**

Communications Officer (March 2022-Present)

**Emma Scott-Stevenson**

Intern

## Management Committee

**Therese Smeal**

President

**Professor Deb Parker**

Vice President

**Joan Ryan OAM**

Secretary

**Nicole Sutton**

Treasurer

**Felicity Burns**

**Colleen Carter**

**Rachel Simpson** (2019-2021)

**Melissa Cumming** (2019-2021)

**Gerry Dixon** (2019-2021)

**Liz Lobb** (2019-2021)

**Dr Peta McVey** (2019-2021)

**Dr Kim Caldwell**

**Annmarie Hosie**

**Carmen Sanchez**

**Scott Read**



# Financial Report

## Income and Expenditure Statement

For the year ended 30 June 2022

<b>Income</b>	<b>2020</b>	<b>2021</b>
Grants, Sponsorships & Other Income	\$625,649	\$509,334
Conference Registrations	\$20,478	\$2,790
Membership Fees	\$16,040	\$14,606
Donations	\$9,184	\$2,117
Interest Received	\$4,366	\$1,296
Sundry Income	\$81,858	\$50,722
<b>Total Income</b>	<b>\$757,575</b>	<b>\$580,865</b>
<b>Gross Surplus</b>	<b>\$757,575</b>	<b>\$580,865</b>

<b>Expenditure</b>	<b>2020</b>	<b>2021</b>
Accounting Fees	\$7,849	\$5,828
Advertising	\$4,253	-
Airfares	\$3,675	\$3,213
Audit Fees	\$3,000	\$3,000
Bank Charges	\$1,065	\$1,240
Computing Expenses	\$18,414	\$28,185
Conference Expenses	\$473	\$3,085
Events/facility hire/catering	\$16,787	\$5,411
Consultancy Fees	\$9,000	-
Contract Labour	-	\$6,438

	<b>2020</b>	<b>2021</b>
Depreciation Expense	\$890	\$2,911
Domestic Travel Allowances	\$3,421	-
Education Expenses	\$37,147	\$12,966
Employee Provisions	\$2,713	\$9,825
Employee Novated Lease Expenses	\$7,075	\$7,660
Grant Payments	-	\$16,364
Ground Transport	\$2,811	\$884
Insurance	\$6,012	\$5,349
Interest Expense	\$17	\$5
Management Committee Expenses	\$2,944	\$3,901
Meals & Accommodation	\$4,008	\$2,797
Membership/Subscriptions	\$2,908	\$1,812
NPCW Expenses	\$1,232	\$6,086
Postage	\$1,245	\$750
Rent	\$56,345	\$57,256
Repairs & Maintenance	\$2,878	\$1,713
Staff Amenities	\$2,406	\$2,970
Stationery & Office Expense	\$10,131	\$14,490
Superannuation Expense	\$34,891	\$38,917
Teleconferences	\$454	\$483
Telephone	\$7,824	\$7,186
Wages & Salaries	\$373,114	\$394,932
<b>Total Expenditure</b>	<b>\$624,982</b>	<b>\$645,656</b>
<b>Current Year Surplus/(Deficit)</b>	<b>\$132,594</b>	<b>(\$64,791)</b>



**Palliative Care**  
NEW SOUTH WALES

**Palliative Care NSW**

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