




Palliative Care Queensland
Annual Report
2019-2020

palliativecareqld.org.au





**Palliative Care Queensland
believes that the way we
care for our dying is a
significant indicator of the
kind of society we are.**

Our organisational priorities are that all Queenslanders:

- Are able to live every day until their last
- Are able to have a dignified death, regardless of their illness, age, culture or location
- Have access to a supportive social network at the end phase of life and have the choice of quality palliative care

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Acknowledgements

Our organisation acknowledges the Traditional Custodians of the lands and seas on which we live and work, and pay our respects to Elders past, present and emerging.

We would like to recognise the contribution of everyone who supported PCQ during 2019-2020 and to all the Queenslanders and their families who received palliative care.

We greatly appreciate the contributions everyone has made in sharing experience, knowledge and time with us.



Palliative Care Queensland is a Registered Charity (registered with ACNC - CH1825) and is endorsed as a Deductible Gift Recipient (DGR), ABN: 49047803923

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To reference this document: *Palliative Care Queensland (2020). Annual Report 2019-2020*
Published on website: www.palliativecareqld.org.au

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Year at a Glance

11



Award recipients at the Palliative Care in Queensland Statewide Awards

400+



Organisational and individual members

530



Hours of volunteering



Award recipients at the 2019 Palliative Care in Queensland Awards



Opening the Good Life Good Death Expo 2019
Lady Mayoress Nina Schinnerer

100



Delegates in attendance at the Palliative Care in Queensland Annual Summit

6



Priorities for Palliative Care in Queensland identified

96k



Engagements on PCQ's Facebook page, increased by 459% compared to 2018-19 FY

155 million

World-wide media and social media reach for Ambulance Wish Queensland



360



National Palliative Care Week resource packs distributed





Governance and Team

Message from Our President

On behalf of the Governance Team, Palliative Care Queensland Staff and our community of care, I am delighted to present this year's Annual Report.

The 12 month period covered by this report has been like no other in the history of our association. It is testament to the efforts of all involved that our association has emerged stronger than ever, increasing our reach, engagement and influence, while improving our operating performance and efficiency.

It would not be possible to discuss this year without focusing on the adaptation and action Palliative Care Queensland has undertaken in the wake of the COVID-19 pandemic. Throughout the pandemic we have displayed demonstrable leadership, creating connections and supports, helping our members, communities and stakeholders to understand the key issues, challenges, solutions and opportunities resulting from the pandemic. At the same time, we have adapted programs, changing delivery methods in order to continue to deliver to the expectations of those who rely on us.

For our members and the wider sector, we have used our depth of understanding and the power of our voice to respond to the critical issues facing the sector and to advocate for meaningful and positive change. We have represented our sector across steering groups, committees and most importantly of all, fearlessly and frankly in the Queensland Inquiry into aged care, end of life, palliative care and voluntary assisted dying.

As you read through this report, I encourage you to consider the achievements that your association has made, the work undertaken and the commitment we have for the years ahead to



support palliative care in Queensland and achieve our priorities so that all Queenslanders:

- Are able to live every day until their last
- Are able to have a dignified death, regardless of their illness, age, culture or location
- Have access to a supportive social network at the end phase of life and have the choice of quality palliative care

A handwritten signature in black ink, which appears to read "John Haberecht". The signature is stylized and fluid.

Mr. John Haberecht
President
Palliative Care Queensland

Our Governance Team

(as at June 30 2020)



John Haberecht,
President



Richard Corkill,
Vice President



Cayley Haig,
Treasurer



Catriona Bisset,
Secretary



Marg Adams,
General Member



Matthew Cooper,
General Member



Royden "Lee" Fagan,
General Member



Karen Gower,
General Member



Laurie Grealish,
General Member



Jonathan Walsh,
General Member

Executive Committee

- John Haberecht, President
- Richard Corkill, Vice President
- Cayley Haig, Treasurer
- Sue Manton, Secretary (retired October 2019)
- Catriona Bisset, Secretary (appointed October 2019)

General Members

- Margaret Adams (appointed October 2019)
- Matthew Cooper (co-opted 2019, appointed October 2019)
- Royden "Lee" Fagan (co-opted 2019, appointed October 2019)
- Karen Gower
- Laurie Grealish
- Carol Hope (retired November 2019)
- Annette Lourigan (retired October 2019)
- Linh Pham (retired October 2019)
- Jonathan Walsh

Special Thanks

We wish to thank all our State Council members from past, present and future. Each council member contributes their expertise regularly to the organisation and assists PCQ to continuously improve. Their enthusiastic participation is greatly appreciated.

Our Palliative Care Queensland Members

Palliative Care Queensland (PCQ) has been operating since 1988 and is a founding member of Palliative Care Australia. PCQ members include health professionals across all sectors of health, specialist and generalist palliative care services, aged care, disability care, peak bodies, as well as consumers and interested members of the Queensland community.



Collectively, the PCQ membership body holds tremendous knowledge and wisdom about the challenges the sector faces and the opportunities those challenges can bring.

PCQ continues to grow its membership base, particularly among organisations in the sector, enabling us to be a strong advocate and a collective voice for palliative care across Queensland.

PCQ now has 74 organisational members, an increase from 66 the previous year and up from 25 in 2016-17. A full list of our organisational members is found on page 30 of this report.



Collective voice for

403 *(Organisational and individual members)*

Of those

74 are organisational members

PCQ Patron

His Excellency the Honourable Paul de Jersey AC, Governor of Queensland.

PCQ Lifetime Members

- Matthew Cooper
- David Elliott
- John-Paul Kristensen
- Patricia Neely
- Deborah Prior
- Georgi Slade
- Rohan Vora
- Paul Watson
- Louise Welch
- Jan White
- Julia Wootton

Special Thanks

We sincerely thank all of our members for their on-going support which is vital not only for PCQ but for the palliative care sector in Queensland.

Our Team

(as at June 30 2020)

- Shyla Mills - Chief Executive Officer
- Paul Brew - Statewide Programs Manager
- Julie Gower - Accounts Manager
- Irene Djasmeini - Engagement and ICT Manager
- Tamara Ruberto - Events and Marketing Coordinator
- Tina Ison - Special Projects Advisor
- Nicole Stott-Whiting - CELT-T Project Manager
- Deanne Cassidy - CELC-T Project Officer
- Smita Gupta - CELC-T Project Officer
- Cheryl Blaber - BSCC Project Manager
- Annette Lourigan - Volunteer Village Coordinator
- Naomi Jowett - Administration Officer

Our Casual Staff

- Carmen Stockton - Senior Policy Advisor
- Kelly Gourlay - Senior Strategy & Implementation Advisor
- Dina Kelemen-Lehmann - Senior Administration Officer
- Chyn Yee Timothy Lee - HR and Operations Coordinator
- Grace Adams - Support Officer
- Sharon Ho - Project Officer



Special Thanks

We sincerely thank all of our consultants who have worked with us in 2018-2019. Including: Ask Right, Cathy O'Toole Consulting, DAH Consulting, Flow Enterprises, Health Consumers Queensland, Incite Positive Education and Research Consulting, La Trobe University, Social Beast, Standard Consulting and Young Futures. And an extra-special thank you to our PCQ "Villagers" from our Volunteer Village, who contributed over 530 hours between 2019-2020.

Message from Our CEO

Prior to the pandemic our sector was already working at full pace, responding to the Queensland Inquiry into aged care, palliative care, end of life care and voluntary assisted dying, and the Commonwealth Royal Commission into aged care safety and quality. The Annual Palliative Care in Queensland priorities provided the core structure to our response to these inquiries. In addition PCQ developed the *Palliative care is...* awareness campaign which has also become the PCQ policy guidance principles.

However by far our most positive impact during 2019-2020 was the launch of our Ambulance Wish Queensland program. Following the donation of a decommissioned ambulance, seed funding by the Queensland Government and the support of many volunteers, we were able to start fulfilling wishes and creating memories forever in 2019. The benefits of a wish on the recipient and their loved ones is amazing to observe, and the impact of witnessing this on the volunteers and our partner services is difficult to capture. But most surprisingly was the level of community interest. This was demonstrated by our launch of an associated media campaign with a media reach of over 155 million engagements. This included news articles in more than 10 languages and stories on all news stations including Channel Seven's "Sunrise" and Channel Nine's "Today" show. It is now known as one of the best community awareness campaigns of palliative care worldwide.



A handwritten signature in black ink, appearing to be 'Shyla Mills', written over a horizontal line.

Mrs Shyla Mills
Chief Executive Officer
Palliative Care Queensland



Strategy, Policy and Advocacy

Queensland Inquiry into aged care, end of life, palliative care and voluntary assisted dying

A key focus of this period was engaging with Members of Queensland Parliament regarding the Queensland Inquiry into aged care, end of life, palliative care and voluntary assisted dying. PCQ was delighted that several recommendations from our submission were noted in the Inquiry report, along with formal recognition of the organisation.

“

The committee acknowledges the exceptional work being done by Palliative Care Queensland and others to promote and normalise discussions about death and dying. It appreciates the initiatives already in place to increase death literacy and the importance of the compassionate communities' response in supporting the dying.

Queensland Government. (2020) Aged care, end-of-life and palliative care, Findings and recommendations (Report No. 33) Page 30

Following the release of the Inquiry report in March 2020, PCQ has continued to work closely with the sector, other peak bodies and the Queensland Government to ensure that the recommendations outlined in the report are addressed and enacted.

In May 2020, we submitted an Interim Response to the Queensland Government regarding the inquiry's two reports. In these documents, we provided an assessment of the Inquiry reports against palliative care practices and standards and made recommendations for further review and action. This was especially critical given the recommendation that Queensland develop draft legislation for Voluntary Assisted Dying.

PCQ continues to advocate for the separation of palliative care and VAD, and we remain neutral regarding Voluntary Assisted Dying (VAD) in that we do not advocate for, nor argue against the introduction of VAD, having amongst our membership people who strongly support and just as strongly oppose VAD. PCQ does however argue that lack of access to high quality palliative care should never be the reason to consider VAD in Queensland to end 'intolerable suffering'. Our submissions highlighted recommendations to improve palliative care systems, as well as recommending some principles and safeguards to consider in the development of VAD legislation.

Our Submissions

PCQ supports palliative care policy development and sector advocacy, as well as demonstrating the value of palliative care through awareness, engagement and capacity building initiatives. During 2019-2020 the PCQ policy team made several submissions to the Queensland Government and provided input into national submissions to the Commonwealth Government via Palliative Care Australia.



Response to the Royal Commission into Aged Care Quality and Safety



Palliative Care in Queensland: Letter to State Inquiry



Palliative Care Queensland 2020-21 Pre-Budget Submission Queensland



Release of Inquiry Reports into Aged Care, End-of-Life and Palliative Care and Voluntary Assisted Dying



The Inclusion of Palliative Care in the Queensland Reform Roadmap

National and Peak Body Engagement

PCQ works closely with Palliative Care Australia and Australian palliative care peak bodies. PCQ provides information and relevant input about national policy to ensure the Queensland voice is included in the national agenda. PCQ works closely with relevant Queensland peak bodies to advocate for the sector.

2019 Palliative Care in Queensland Annual Summit



Monday December 2, 2019
0900-1600



Brisbane Convention and Exhibition Centre



104 attendees



17 speakers



8 Exhibitors



99,000
online reach

The second Palliative Care in Queensland Annual Summit (Summit) was held on December 2, 2019, to share sector activities and to select priorities to help drive system transformation.

The Summit was attended by 100+ people from a diverse range of backgrounds and organisations. These included (but were not limited to) health professionals, social care organisations, aged care, peak bodies and academic institutions.

The morning session invited representatives from key peak bodies and government agencies to speak to their organisation's current palliative care initiatives, as well as the gaps and challenges they face. Speakers were also asked to share the priorities they would encourage the palliative care sector to tackle in 2020. Next, six roundtables were held to bring together speakers, leaders and participants to debate and choose the sector priorities in six key areas: specialist palliative care; palliative care in aged care; palliative care workforce capacity building; public health approaches to palliative care; regional and rural palliative care and; policy and strategy.



Summary of Summit 2019 Roundtables



97%

of delegates said they would return for a future Summit



2020 Palliative Care in Queensland Priorities

A core annual practice for the PCQ policy team is to produce a yearly publication of sector priorities, which are created through the consultations arising from the 2020 Summit. The 2020 Palliative Care in Queensland Priorities (The Priorities) aim to guide strategy and policy, stimulate action and influence the provision of improved palliative care. In addition to guiding the sector priorities, The Priorities guide the PCQ policy team's submissions and key documents.

Prior to COVID-19, it was critical that The Priorities for 2020 were determined, given the The Royal Commission into Aged Care, Quality and Safety and the Queensland Parliamentary's Inquiry into Aged Care, End-of-Life and Palliative Care and Voluntary Assisted Dying (VAD) were underway. The findings highlighted a fear of many Queenslanders: that there are gaps in care and support throughout the state for people approaching their end of life. The Priorities help to indicate a way forward as all stakeholders collaborate to create a fit for purpose sector, with care available to all regardless of postcode.



The 2020 Priorities

1

Ensure access to quality palliative care, and associated treatments and medicines, for all Queenslanders, irrespective of setting

2

Provide funding to promote palliative care along the spectrum (from diagnosis to bereavement) in any setting

3

Promote the public health palliative care approach and increase the community's awareness of palliative care

4

Redesign current health services to integrate palliative care

5

Ensure a workforce capable of delivering palliative care services

6

Advance palliative care services through research and innovation





Awareness and Engagement

Palliative Care in Queensland 2019-2020 Awards

The annual Palliative Care in Queensland Awards were held at the Brisbane Convention and Exhibition Centre on December 2, 2019, with over 180 guests in attendance. The Awards were an opportunity to recognise individuals and teams who have shown on-going innovation, commitment and service within the field of palliative care in Queensland across 11 awards.

Our Award Winners

Palliative Care Service of the Year

Supportive and Specialist Palliative Care Service,
Gold Coast Hospital and Health Service



Lifetime Achievement

Deirdre Hanna,
Hopewell Hospice



Outstanding Achievement by Volunteer:

Carolyn Smith,
Ipswich Hospice Care



Changemaker of the Year:

Helene James



Inspirational Teamwork:

CanTeen Queensland



Excellence in Palliative Care – Rural and Remote:

Faye Tomlin, Central
Queensland Hospital and
Health Service



Emerging Leader:

Haley McNamara



Emerging Researcher:

Leanne Brown,
Cape York Kidney Care



Excellence in Palliative Care – Aged Care:

Linda Williscroft,
Proserpine Nursing Home



Shoot for the Stars:

Shyla Mills,
Palliative Care Queensland



Innovations in Palliative Care:

TRECA Project,
CanTeen Queensland

Sector Education Webinars



4 Statewide Education Webinars



12 expert speakers



200+ attendees

In 2019-2020 we continued to collaborate with the Centre for Palliative Care Research and Education (CPCRE) to host four statewide palliative care education webinars. These events featured expert panelists discussing the following topics:

- Psychological Aspects of Palliative Care - July 3 2019
- Spiritual Aspects of Palliative Care - October 2 2019
- Aged Care Aspects of Palliative Care - March 18 2020
- Workforce Capacity Building: Self-Care and Self-Compassion - May 13 2020

Over 200 people attended the webinars including PCQ members, palliative care (i.e. primary care, aged care, general practice, disability sector and acute hospital staff) and specialist palliative care health professionals and anyone with an interest in palliative care in Queensland.

All 2020 education mornings included a panel of speakers discussing their knowledge and experience in relation to the chosen topic; these events included a Q&A with the audience and webinar attendees. Certificates of attendance were provided upon request.



“

Great networking and team building opportunity.

Participant

Good Life Good Death Expo



Sunday December 1, 2019
1000-1500



Brisbane Convention and
Exhibition Centre



650 attendees



30 speakers



40 Exhibitors



99,000
online reach

Objectives of the Good Life Good Death Expo (GLGDexpo):

- Encourage participants to start conversations about loss, ageing, disability, dying and grief in an open, honest and friendly environment and help people understand that end of life shouldn't be a taboo subject
- To highlight services, supports and resources related to end of life in the form of exhibitor booths, handouts and presentations
- Provide free expert education seminars facilitated by speakers experienced in the topics
- Provide networking opportunities for local service providers, community organisations and group members

81%

of attendee feedback indicated they had increased confidence in starting discussions related to death and dying



National Palliative Care Week

To celebrate National Palliative Care Week (NPCW), Palliative Care Queensland worked in close partnership with Palliative Care Australia and our state-based counterparts to help raise awareness of the sector and its role in providing care and support at the end of life.

Adapting the creative execution from Palliative Care Australia's *Palliative Care...it's more than you think* campaign, Palliative Care Queensland focused on 10 key talking points intended to connect, engage and inspire our communities to:

- Understand what Palliative Care is
- Appreciate the benefits that Palliative Care provides to those approaching the end of their lives and their families
- Comprehend the challenges facing the Palliative Care Sector
- Celebrate the people and providers who work in the sector and provide support and relief to Australians each and every day

An end to end marketing campaign was created to bring the 10 points to life to raise awareness, tell members' stories and reinforce the vital role palliative care has in all lives.

Through the development of social media assets, user-generated content, blogs, live virtual events, social media posts and email campaigns, we were able to bring the week to life like never before.

The result was a campaign which generated significant success for our organisation, receiving commendation and praise from our peers in palliative care and our stakeholders and partners in the health professions.



36,092 Facebook reach



16,499 Twitter impressions



1,239 PCQ YouTube channel engagements



360 resource packs distributed



597 unique visits were made to PCQ's NPCW website landing page



Social media campaign tiles



NPCW resource packs



Video: Palliative Care Queensland Team - Into The West



Video: Official Launch, His Excellency the Honourable Paul de Jersey AC

Palliative Care is...Awareness Campaign

Palliative care is a recognised human right, which provides a holistic approach to improving the quality of life for terminally-ill people at all stages of life - from in utero to geriatric - that should be available from the day of diagnosis until death and beyond to bereavement support for loved ones.

The PCQ awareness campaign: *Palliative Care is...* was launched in National Palliative Care Week 2020 and is used as the core awareness campaign for PCQ. These 10 principles have also become the PCQ Policy Guidance Principles.

<p>Palliative Care is</p>	<p>about the whole person</p> 	 <p>for the entire dying journey</p>
<p>for every age and every stage</p> 	 <p>about the community of care</p>	<p>about choice, autonomy & dignity</p> 
 <p>about living</p>	<p>not 'one-size fits all'</p> 	<p>Everyone's business</p> 
<p>care for the carer</p> 	<p>a Human right</p> 	

palliativecareqld.org.au





Our Programs and Projects

Compassionate Communities Conversation Series Project



15 events held



514 people participated



11,292 km's traveled

Palliative Care Queensland initiated the Compassionate Communities Conversation Series in partnership with Health Consumers Queensland, Council on the Ageing Queensland and Carers Queensland. The project was funded by the Queensland Government, Department of Communities, Disability Services and Seniors through an Age-friendly grant.

The Compassionate Communities framework was chosen as it identifies that each one of us has a role to play in supporting one another in times of loss, ageing, dying and grief. In this initiative, we met with people around Queensland to learn about their needs, where they find support, and to identify how we can better care for one another – both in the health system and in our communities.

The Compassionate Communities Conversation Series (CCCS) project was a roadshow of 15 open community conversations throughout Queensland about life, ageing and death. One CCCS morning tea event was held in each Hospital and Health Service (HHS) region, excluding the Children's Health Network HHS. In total, 15 events were held across Queensland, 514 people participated in the project. The results were published in a 2019 report.

What are Compassionate Communities?

Compassionate Communities are communities where everybody recognises that we all have a role to play in supporting each other in times of loss, ageing, dying and grief. Compassionate Communities are a core part of public health approaches to palliative care and bereavement.

What Queenslanders told us:

Majority of attendees felt that when they are experiencing loss, ageing, dying or grief, existing information services and supports **do not meet their cultural, spiritual, social or emotional needs.**

People emphasised that their emotional needs were especially not met

The top two places Queenslanders look for information about loss, ageing, dying or grief are:

1. via community groups/ organisations
2. friends, family or neighbours.

Note: General Practitioners were identified as 6th

Current challenges to building local compassionate communities in Queensland are:

1. a lack of resources available to support people experiencing loss, ageing, dying or grief
2. limited awareness of what supports and services are available in communities; and where to find information

To go forward, we would invite decision makers to focus on the following:

Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief

Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged

Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief



Ambulance Wish Queensland

In 2019, Palliative Care Queensland created Ambulance Wish Queensland, with one purpose in mind: to give Queenslanders living with terminal illness access to the specialist transport and clinical care they need to fulfil their last wish. We took our inspiration from the Netherlands' Stitching Ambulance Wens and the actions of two Hervey Bay paramedics who caught the imagination of the world.

In 2017, a terminally-ill woman in Australia was granted her final wish to go to the beach by paramedics in Queensland. Hervey Bay officer-in-charge Helen Donaldson said a crew was transporting a patient to the palliative care unit of the local hospital when the woman expressed how she wished she could "just be at the beach" instead. Above and beyond, the crew took a small diversion to the awesome beach at Hervey Bay to give the patient this opportunity. Tears were shed, and the patient felt very happy. Now Ambulance Wish Queensland aims to make these things possible for more Queenslanders through the generosity of volunteer health professionals, carers and financial supporters.

Creating Ambulance Wish Queensland

Run by Palliative Care Queensland, Ambulance Wish Queensland was launched on a chilly winter morning in July 2019 by Queensland State Minister for Health and Ambulance Services, the Honourable Steven Miles at Parliament House in Brisbane. Our first wish recipient was 92-year-old palliative care patient Betty Dowsett, who just wanted to spend some time outside in the sunshine and enjoy a passionfruit ice-cream.

Betty was a mother of 8, grandmother of 19 and great grandmother of 29. Betty shared a little of her life story with the Palliative Care Queensland team. She told us she was born in Sydney in October 1926, the eldest of five children. As a young woman, she worked as a telephonist at David Jones (DJ's), which is where she met her husband of 67 years, James "Ron" Dowsett, who was a salesman in another DJ's store. The couple married when they were both 20 and had eight children, "four boys and four girls".

Betty, 92, became the first-ever Ambulance Wish recipient in Australia on July 25, 2019 when she was escorted from the palliative care unit at Canossa Private Hospital by volunteer paramedics Innes and Darren, to Parliament House in Brisbane's CBD where she was welcomed by the State Minister for Health and Ambulance Services, the Honourable Steven Miles. From Parliament House, Betty and her volunteer nurse Angela were taken by the AWQld team into the nearby City Botanic Gardens where Innes and Darren showed Betty the lovely winter blooms and the ponds. On their way back to Canossa, the AWQld team took a short detour to show Betty the Brisbane River and cityscape on the glorious winter day. Then to top off what had already been an exhilarating day, Betty was invited to be on top-rating national breakfast TV show, Sunrise, the following morning.



Pictured: Betty Dowsett, Honourable Steven Miles, PCQ team members and AWQ volunteers



Pictured: Betty Dowsett

Fulfilling Wishes:



Trevor's wish was to have a Rum 'n Coke while plane spotting



Christopher's wish was to see, smell and feel the bay one more time



Ali's wish was to raise funds for charity

Community Support and Engagement

Community support for our concept exceeded all expectations. Our launch was covered on every Queensland TV station as well as national coverage on ABC and all News Corp and Nine publications, online and in print. The following day Betty Dowsett and our paramedic, Darren, were on Sunrise, which was picked up by The Daily Mail UK and one of the world's largest news agencies, Agence-France Press, and from there publications across the globe. When analysis was complete the launch of Ambulance Wish Queensland had reached over 155 million through media and social media.

Ambulance Wish International

Members of the Palliative Care Queensland team presented at the first Ambulance Wish International Conference in 2019. The conference included presentations from the 14 countries who currently have Ambulance Wish initiatives.



Volunteer Village Program

Just as it takes a village to raise a child, it takes a village to care for the dying.

PCQ Launched the Volunteer Village program in 2019 following the influx of interest from volunteers to PCQ as part of the Ambulance Wish Queensland program.

The volunteers of our Volunteer Village are affectionately known as Villagers, and they contributed over 530 hours to PCQ in 2019-2020, including in events, projects, administration and research support.

Like all organisations, our Volunteer Village activities were reduced due to the COVID-19 pandemic. However, they continued to stay connected, with a keen interest to return when it is safe to do so.



Pictured: Some of our PCQ volunteers in action

The Queensland Palliative Care Response to the COVID-19 Pandemic Project



58 planning meetings hosted by PCQ



391 emails received by the PCQ COVID email account



17 national/state documents PCQ provided input into

In March 2020 Palliative Care Queensland (PCQ) began focusing on planning, responding and recovery to the COVID-19 pandemic. The PCQ team worked hard to advocate, inform and collaborate with our members, Queensland Health, Palliative Care Australia and other jurisdictional palliative care peaks, the health care sector, and the community during the COVID-19 pandemic (the pandemic).

The pandemic has had an impact on our industry like all others; a change in the way society and organisations operate which has impacted clients, their loved ones and our workforce. Palliative care continued to be delivered during the pandemic, and we are exceptionally proud of how our sector responded to the challenge, flexed their delivery models, increased Telehealth and supported each other statewide.

In addition, our sector had to plan to ensure that if the pandemic escalates in Queensland that people who die from COVID-19 disease are able to receive quality palliative care. This includes workforce and system planning, escalation of education and resource planning for potential surge requirements.

PCQ developed and led the Queensland Palliative Care Response to COVID-19 Working Group and participated in over 100 meetings during the first three months of the pandemic (March to June 2020), including statewide and national regular meetings. In addition, PCQ conducted two Queensland sector snapshot surveys, to identify key issues and initiatives occurring, plus provided feedback on both national and state policies, plans and procedures.

Connecting End of Life Care Program

The PCQ Connecting End of Life Care (CELC) program is a collection of localised collaborative projects administered by PCQ to support local improvements in palliative and end of life care. The CELC program primarily aims to improve end-of-life care throughout Queensland by working with local palliative care services (both specialist palliative care and primary palliative care), Primary Health Networks (PHNs), community groups, councils and community members to build culture, improve systems and develop clinical practices.

Connecting End of Life Care in Townsville (CELC-Townsville) Project

The 2019-2020 year saw the Connecting End of Life Care in Townsville (CELC-T) project enter into the third phase of its development as a proven collaborator to support and improve palliative care in the Townsville Area. The project has been funded by Northern Queensland Primary Health Network since 2017.

Three Primary Palliative Care and Leadership Training Workshops were facilitated by CELC-T in the communities of Cardwell, Ingham and Townsville and provided health professionals with guest speakers and question and answer (Q&A) panels. The project hosted five Palliative Care Special Interest Group webinars with over 70 attendees.

The main awareness-raising activities for the 2019-2020 period were the What Matters Most Campaign and the acknowledgement of National Palliative Care Week, which included collaborating with the Townsville City Council to turn the Townsville's skyline purple. Additionally, three information sessions at retirement resorts and neighbourhood centres raised awareness and provided relevant information, resources and support services to over 100 community members. All community initiatives also provided vital information to the Townsville Palliative Care Plan: Situation Analysis 2020.

All initiatives along with other key stakeholder interviews, kitchen table conversations and round tables provided vital information to the Townsville Palliative Care Plan: Situation Analysis 2020 which was launched in June 2020.



[Townsville Palliative Care Plan: Situation Analysis 2020](#)



Pictured: Townsville landmark sign turned purple in support of National Palliative Care Week 2020



Pictured: The CELC-T team with key stakeholders from the Townsville Hospital and Health Service and Townsville City Council.

Connecting End of Life Care in Brisbane North (CELC-BN) Project

The Connecting End of Life Care in Brisbane North (CELC-BN) project is administered by Palliative Care Queensland and funded by Brisbane North Primary Health Network (BNPHN).

In 2019-2020 the CELC-BN project conducted a series of consultations on behalf of BNPHN and hosted monthly Community of Practice meetings, as well as sector education webinars.



Financials and Supporters

Financial Report

Our financial report as of June 30, 2020, compared with June 30, 2019.

The complete **audited Financial Report for 2019-20** is available on the PCQ website:

www.palliativecareqld.org.au/about-pcq

	2020		2019	
	\$	%	\$	%
Income				
Donations	\$35,634	2%	\$2,358	less than 1%
Membership	\$21,502	1%	\$23,517	3%
Other projects and grants	\$768,176	52%	\$575,886	66%
Service agreement	\$373,630	25%	\$117,303	13%
Other income	\$108,816	7%	\$79,367	9%
Sponsorship and events	\$176,364	12%	\$79,168	9%
Total income	\$1,484,122	100%	\$877,599	100%
Expenses				
Administration and general expenses	\$61,913	4%	\$58,448	7%
Assets and depreciation	\$66,446	5%	\$25,222	3%
Employee and consultant expenses	\$1,033,538	73%	\$429,898	50%
Financial and legal expenses	\$14,037	1%	\$3,698	less than 1%
Motor vehicle expenses	\$3,561	less than 1%	-	-
Rent	\$53,821	4%	\$42,808	5%
Resources, marketing, postage and events	\$130,361	9%	\$231,471	27%
Staff /volunteer travel and accommodation	\$40,643	3%	\$71,086	8%
Workcover and insurances	\$11,368	1%	\$5,371	1%
Total expenses	\$1,415,688	100%	\$868,002	100%
Operating surplus (loss)	\$68,434		\$9,597	

We wish to thank all those who have supported and contributed to the work of Palliative Care Queensland in 2019-20. We particularly appreciate the support of the Queensland Government, Department of Health and our project partners, event sponsors and members.

A Special Thank You to Our Organisational Members

We wish to thank all our organisational members who support PCQ to be the collective voice for the sector.

- Achieve Exercise Physiologists
- Alex Gow Funerals
- Alliance Financial Planning
- Anglicare Southern Queensland
- Arcare North Shore
- Australian Centre for Grief and Bereavement
- Australian Doula College
- Australian Funeral Directors Association
- Australian Medical Association Qld
- Bloomhill Cancer Care
- Blue Care Head Office
- Blue Care Townsville
- Brisbane South Primary Health Network
- Cairns Integrated Palliative Care Service
- Cancer Council Qld
- CanTeen Queensland
- Care At End of Life Project, Queensland Health
- Carers Queensland
- Centacare Brisbane
- Central Queensland, Wide Bay, Sunshine Coast Primary Health Network
- Centre for Palliative Care Research and Education (CPCRE)
- CiMaS Home Nursing Service
- Cittamani Hospice
- Community Queensland
- Compassionate Funerals
- Craig Ray & Associates Lawyers
- Dementia Australia
- Disability Law Queensland
- Diversicare - PICAC Program
- Fraser Coast Hospice Association
- Glenella Aged Care
- Gold Coast Hospital and Health Service
- Gold Coast Primary Health Network
- Good Shepherd Lodge Mackay
- Health Consumers Queensland
- Home Instead Senior Care
- Hopewell Hospice Services
- Hummingbird House Children's Hospice
- Ipswich Hospice Care Inc
- Jugglers Art Space Inc
- K M Smith Funerals
- Karuna Hospice Service
- Katie Rose Cottage
- Little Haven Palliative Care
- Lower Burdekin Home for The Aged Society
- Lung Foundation Australia
- Mareeba Garden Settlement
- Maurice Blackburn Lawyers
- Medibank Private
- Medical Equipment Centre
- Metro South Palliative Care Service
- PalCare Pty Ltd
- Palliative Care Australian Capital Territory
- Palliative Care Outcomes Collaborative - University of Wollongong
- Palliative Care Social Work Australia
- Palliative Care Western Australia
- Parklands Residential Aged Care Kirwan
- Premier Funerals
- Protea By Prescare
- Queensland Children's Hospital PPCS
- Resthaven On Quarry Mackay
- Royal Brisbane and Women's Hospital Palliative and Supportive Care Service
- Shannon's Bridge
- South West Hospital and Health Service
- St Vincent's Private Hospital Brisbane
- Sunshine Hospice
- Swanborough Funerals
- Telstra Health
- The Good Shepherd Home
- The Pharmacy Guild of Australia - Qld Branch
- Townsville Hospital Palliative Care Service
- Wesley Hospital Palliative Care
- Wide Bay Hospital and Health Service
- Your Life Talks

A Special Thank You to Our Partners, Sponsors and Supporters

We wish to thank all our event partners, sponsors, supporters and donors, including the following organisations.

- Achieve Exercise
- Alex Gow Funerals
- Animal Welfare League Qld
- Ashgrove Web Design
- Australian Amyloidosis Network
- Australian Centre for Grief and Bereavement
- Books @ Stones
- CanTeen
- Care at End of Life Collaborative - West Moreton
- Care at the End of Life Project (Queensland Health)
- Carers Queensland
- CareSearch
- Caring@Home
- Children's Health Queensland (QoCCA)
- Churches of Christ Care
- Compassionate Gold Coast
- Council on the Ageing Queensland (COTA QLD)
- Digital Synergy
- Dementia Australia
- Department of Communities, Disability Services and Seniors (Queensland Government)
- Disability Law Qld
- ELDAC
- GenesisCare
- George Hartnett Funerals
- Health Consumers Queensland
- Hesta
- Home Instead Care
- Hopewell Hospice
- Hummingbird House
- Infinite Aged Care
- InvoCare
- Ipswich Hospice
- JD Counselling
- Kinship Ritual
- KM Smith Funeral
- Langri Tangpa
- Living Loving Dying
- Maurice Blackburn Lawyers
- Medibank
- Monaghan Signs
- My Wedding Wish
- Newhaven Funerals
- Office of Advance Care Planning Queensland
- Oil Quest
- PalAssist
- PalCare
- Palliative Care Australia
- Quality of Care Collaborative Australia
- Queensland Ambulance Services
- Queensland Health
- Residential Aged Care Support Services
- St Vincent's Hospital
- Stairwell Project

A Special Thank You to Our Program and Project Funders

We wish to thank all our program and project funders, many of which are listed below:



Special thanks to our donors

Palliative Care Queensland is a deductible gift recipient (DGR) registered charity with the Australian Charities and Not-for-profits Commission. In 2019-2020 PCQ received \$35,634 in donations.



Donations over \$2 to PCQ are tax-deductible.

Initiatives of Palliative Care Queensland



Five strategies



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Your PCQ Matters



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Your Government Systems
and Policies Matter

Strategic focus areas

matter



Your Community Matters




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2019-2021



Your Care Matters



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