

The issues we respond to

There are significant issues with the current care system, people that need respite, palliative or end-of-life care have limited options for person-centred care

Lack of care options in the region for people who need respite, palliative or end of life care

- Very limited number of beds available in the region for palliative care
- Some diagnoses are not eligible for the care options that are available
- Some people that need care do not meet eligibility requirements

The care that is available does not meet the holistic needs for people in need of care and their families

- Health professionals are unable to provide holistic care due to staff shortages and challenging staff/patient ratios
- Existing care is not flexible to the needs of individuals, including when, where and how they need it
- Existing care is rarely available after hours
- Existing care does not always support good holistic outcomes including physical, emotional, psychological, spiritual and social
- Existing care does not always support the families, friends and loved ones of people receiving care

People in the community do not have a good understanding of end-of-life until it is relevant to them

- There is a lack of 'death literacy' in the community and people seek information and support when they need it most

Our approach

To provide excellence in respite and end of life care within a home-like environment, embracing respect and compassion for all people

We provide real person-centred care for people who need respite and are at end-of-life

- Respond to individual needs when, where and how they need it without time constraints
- Provides choice and control over care as an alternative to institutional care
- Empowering nurses to take a holistic approach to care

We provide inclusive care for individuals and their support networks

- Including dual respite for carers when they need help following a procedure or operation

We provide affordable care to anyone who needs it that is not limited to people from within the Colac region

- Our service are available to anyone who needs it (with minimal restrictions based on the type of care required)
- We do not charge a fee for our services, instead we welcome donations.

Our hospice is warm, home-like and comfortable

- The hospice is beautiful inside and out and there is space for family and friends to stay

We are part of the local community and are dedicated to caring for the people of the region

- Staff and volunteers are part of the local community and are invested in supporting local people.

Our stakeholders

We work with many people and organisations to deliver our supports, including our clients, staff, health sector and the local community

Our clients

- Guests
- Carers
- Family members
- NDIS recipients
- Parkinson's Support Group
- Memory Lane Support Group
- People post operatively
- Bereaved People

Our staff

- Volunteers
- Board Members
- Personal Care Attendants

Health sector stakeholders

- Primary Health Network
- Medical Clinics
- Hospital Staff
- Doctors
- Local Healthcare professionals
- Department of Families, Fairness and Housing (DFFH)

Community stakeholders

- Multicultural agencies and networks
- Philanthropic Trusts
- Service Providers i.e. maintenance
- Regulatory Agencies
- Barwon Carers Respite
- ACAS RAS teams
- Advisory Groups

Our services and programs

The services and programs we provide deliver person-centred care focused on respite, palliative and end-of-life support to clients and their carers

Respite, palliative and end-of-life support

- Respite (day and overnight)
- Palliative and end-of-life care (residential and home-based)

Care planning and support

- Advance Care Planning
- Equipment Loan
- Carer Accommodation
- Telephone support
- Follow-up for people at risk
- Navigation, support and referrals

Support groups

- Parkinson's Support Group
- Bereavement Support Group
- Carer Support
- Memory Lane Support Group

Other activities

- Volunteer and work experience programs
- Advocacy
- Community education, engagement and awareness raising, including in local schools



a place like home

Our impact

We work towards a future where people can live well until they die, with the support they need at any point after diagnosis of a life limiting illness and where people and their carers can access the support they need, when and where they need it and in the way the want it.

Outcomes

Outcomes for guests and clients

People experience optimal end-of-life care	People feel safe, seen, heard and have privacy and trust	People's pain and symptoms are managed with quality interventions
Care is available when and where they need it	Reduced loneliness	Where possible people die in their place of choice
People can feel in control of their decisions	Care is provided without financial bias	People can be cared for by their own doctor

Outcomes for families and carers

Carers and families are supported with care when and where they need it.	Carers and families can still provide care for their loved-one	Carers and families feel relief through a sense of shared responsibility
Carers and families feel comfortable, empowered and involved	Carers and families feel respected	Carers and families experience a bereavement support pathway
Carers and families have better sleep and self-care	Carers and families develop palliative care skills and knowledge	Carers and families have less risk of complicated bereavement

Outcomes for Anam Cara staff

Staff feel job satisfaction and are empowered to provide holistic care
There is a positive work culture in which staff feel supported, and have access to education

Outcomes for the health sector

More options for referral pathways for healthcare workers
Healthcare workers have a better understanding of palliative care

Outcomes for the South West community

Greater community awareness and empowerment to access care	Community involvement fosters a sense of pride in our services
Because of our service communities are more resilient to care for our own	Better understanding of the meaning of palliative care