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# Annual Report



**Hume Region  
Palliative Care Consortium  
2022/2023**



HUME REGION  
*Palliative Care*  
Consortium

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## A Word from the Chair



Robyn Sprunt

Director Integrated  
Community Health,  
NCN Health;  
HPCC Chair

On behalf of the Hume Region Palliative Care Consortium (HPCC) I am pleased to present the 2022/2023 Annual Report. The HPCC vision is to provide palliative care leadership in Hume. In this year's report you will read about the work of the Consortium and its member specialist palliative care services.

I would like to take this opportunity to acknowledge and thank the Hume Region Palliative Care Consortium; the Clinical Advisory Group; members of our various working groups; our carers and volunteers; the Community and Consultancy Palliative Care Teams; other specialist teams; our partners at St Vincent's Hospital Melbourne; the many District Nursing Services, GPs, hospitals, aged care and disability services and others across our region who work in partnership to support high quality end of life care in our local communities. We have new work planned for 2023/24 and look forward to your continued partnership and support.

## A Word from the Manager

I commenced as Hume Palliative Care Consortium Manager at the close of the 2022-2023 year. As such, it is important to acknowledge the work of the outgoing Manager, Elizabeth Jenkins, for her excellent stewardship of the Hume Consortium over several years. This report showcases the strategic priorities and work of the Consortium in 2022-2023. It also highlights the service activity of the 6 (six) community specialist palliative care services and two (2) consultancy services in the Hume Region made up of health professionals and volunteers who work tirelessly in the service of our rural and regional communities. I look forward to continuing the work of the Consortium in 2023 and seeking new opportunities to provide leadership for palliative care services in Hume.



## Our Vision

**Provide Palliative Care Leadership in the Hume Region**

## About Us

The Hume Palliative Care Consortium aims to ensure that the guiding principles of the Victorian Government's 'Palliative Care and End of Life Framework' are implemented and our aligned vision and regional priorities are achieved.

## Strategic Direction Priorities 2022-2025

**Building Capacity**

**01**

**Innovative Models of Care**

**02**

**Engaged consumers, carers  
and communities**

**03**

# Hume Palliative Care Consortium Members

The Hume Palliative Care Consortium comprises of voting members from all designated specialist palliative care services in Hume. Hume Palliative Care Consortium members are:


**Albury Wodonga Health**

Community Palliative Care Service  
East Hume Regional Consultancy Palliative Care Service  
2 designated palliative care in-patient beds


**Benalla Health**

Community Palliative Care Service


**Goulburn Valley Health**

Goulburn Region Palliative Care Consultancy Service  
8 designated palliative care in-patient beds


**Goulburn Valley Hospice Care Service**

Community Palliative Care Service


**NCN Health**

Moira Community Palliative Care Service


**Seymour Health**

Lower Hume Community Palliative Care Service  
West Hume Palliative Care Aged and Disability Resource Nurse


**Northeast Health Wangaratta**

Community Palliative Care Service  
2 designated palliative care in-patient beds  
East Hume Palliative Care Aged and Disability Resource Nurse  
MND Shared Care Worker

## Governance

### Victorian Department of Health

*'Palliative Care and End of Life Framework'*

### Hume Region Palliative Care Consortium

Meetings Bi-monthly

### Hume Region Palliative Care Clinical Advisory Group

Meets Bi-monthly

Workforce  
Development  
Working Group

PalCare  
SuperUser  
Working Group

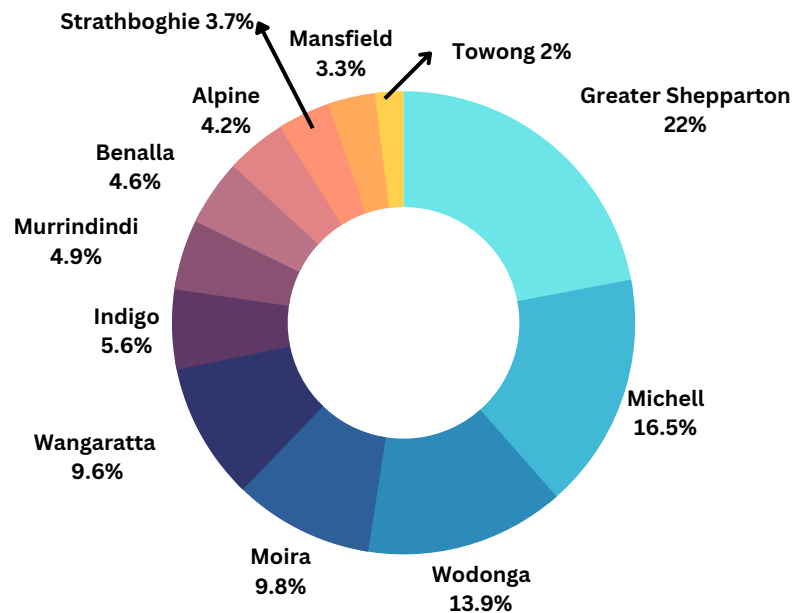
After Hours  
Triage Co-ordination  
Working Group

# Regional Overview

## Population & Geography

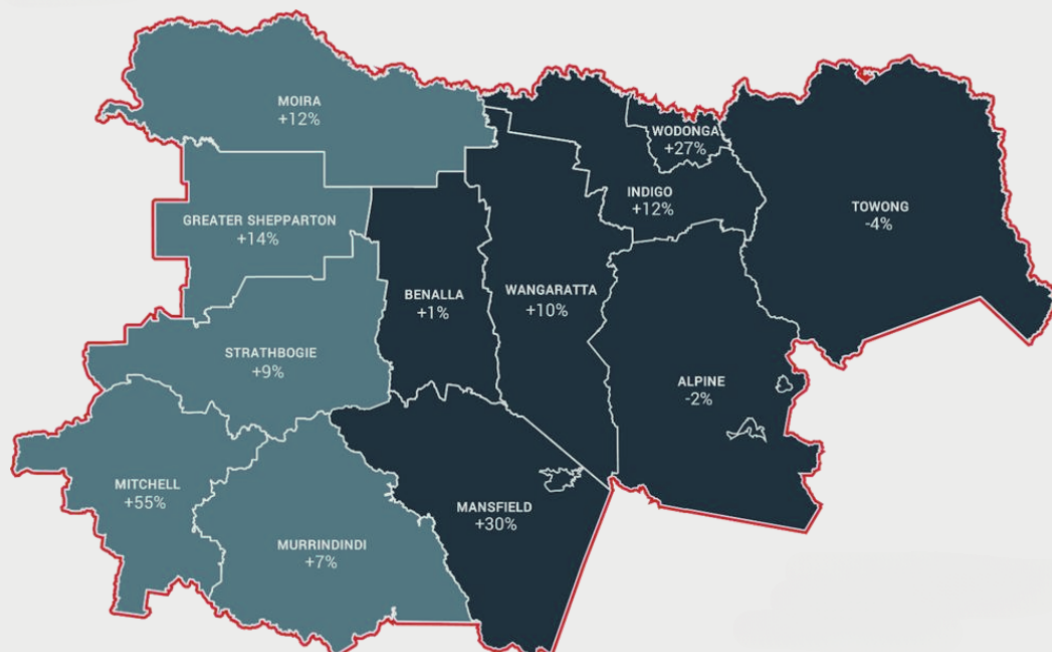
The Hume Region, in north eastern Victoria, extends from Melbourne's northern growth corridor through to the NSW border. Shepparton and Wodonga are the two largest population centres in the region. Hume is characterised by Victoria's High Country to the east and the Goulburn Valley to the south/west of the region, containing one of Australia's largest and most productive food bowls.

Hume population % by Local Government Area 2022



This map provides an overview of historic population growth from 2001-2017 for Hume Region Local Government Areas. In addition to Mitchell Shire attracting a substantial amount of growth leveraging from its proximity to Melbourne, a number of the large regional centres within the Hume Region have had relatively high population growth, including Shepparton, Wangaratta and Wodonga.

Hume historic population growth 2001-2017



312,879

2022

Est. Resident Population



391,753

2036

Est. resident population



25%

2022-2036

Projected population increase

# Regional Overview

## Traditional owners

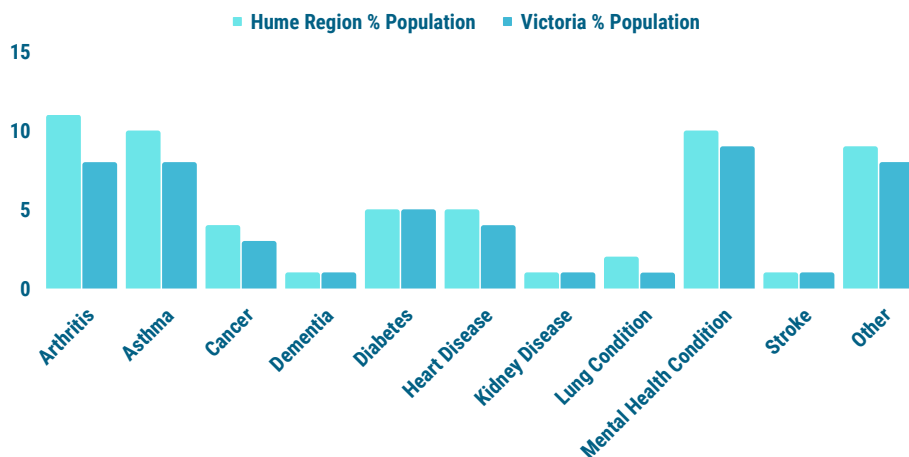
The Hume Palliative Care Consortium proudly acknowledge all Aboriginal and Torres Strait Islander people as the first inhabitants of this nation and traditional custodians of the lands where live, learn and work. We pay our respects to Elders past, present and emerging. There are over 7,800 Aboriginal and/or Torres Strait Islander people living in the Hume Region; making up 2.5% of the total population.

## Long term health conditions



59%

of Hume residents report having one or more long-term health conditions



ABS 2021 Census: General Community Profile

## Disadvantage

Generally, people in lower socioeconomic groups are at greater risk of poor health, have higher rates of illness, disability and death, and live shorter lives than people from higher socioeconomic groups. Some groups in Australian society are more vulnerable to disadvantage and/or poverty than others. People at risk of financial or social disadvantage in Australia include Aboriginal and Torres Strait Islander people, those living in rural and remote communities, people living with disability or mental illness, newly arrived migrants (particularly those without English), older adults, and others disadvantaged by various economic, cultural, social or educational factors (<https://www.eldac.com.au/tabid/5780/Default.aspx>).

Geographic location of disadvantage is most commonly described using the Australian Bureau of Statistics (ABS) Index of Relative Socio-economic Disadvantage (IRSD). The IRSD is a general socio-economic index that summarises a range of information about the economic and social conditions of people and households within an area. IRSD can be used as a broad measure of disadvantage.

Index of Relative Socio-economic Disadvantage  
Local Government Areas in Hume; 2021 - Quintiles

1  
Most disadvantaged

2

3

4

5  
Least disadvantaged

1	Greater Shepparton, Moira
2	Wodonga, Wangaratta, Benalla, Strathbogie
3	Mitchell, Murrindindi, Towong
4	Indigo, Alpine, Mansfield

Source: ABS Socio-economic indexes for Australia (SEIFA), 2021

2023

# Regional Overview

## Deaths



2,377

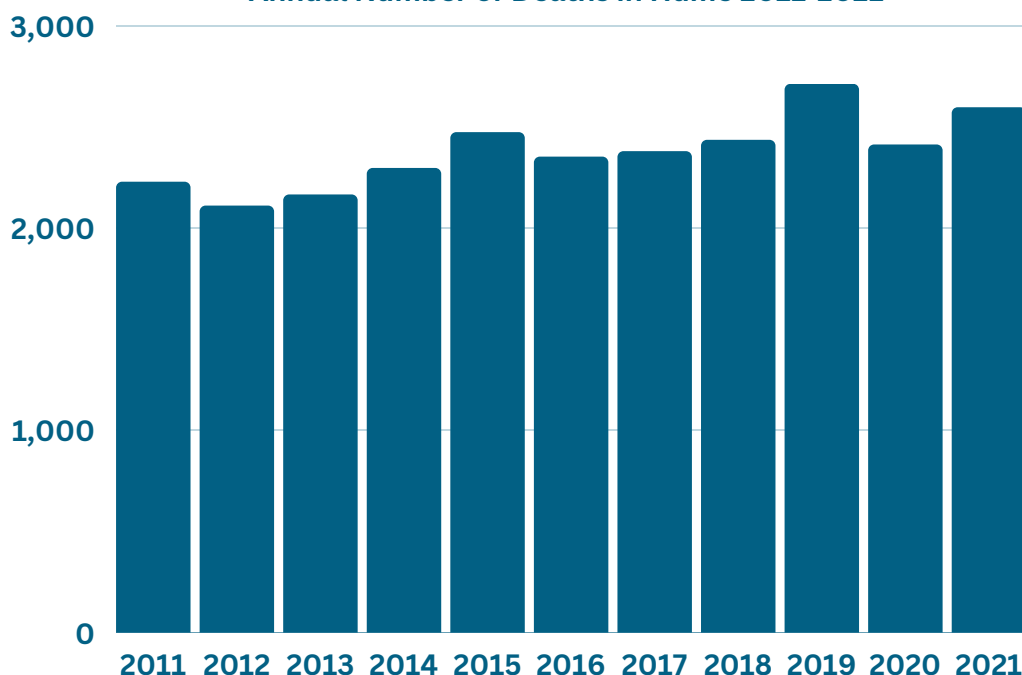
Annual average number of deaths in Hume 2011-2021



25%

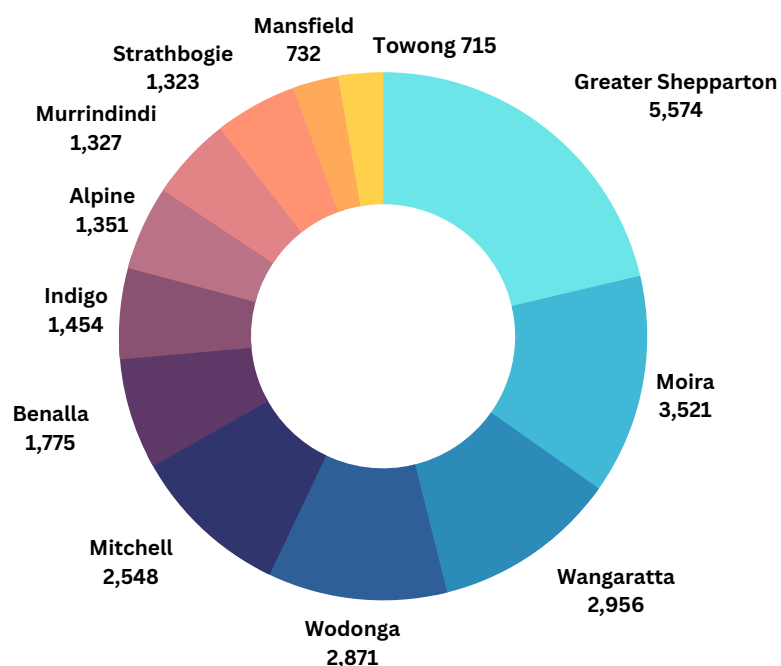
Approximately 25% of people who died in Hume in 2021-2022 were registered with specialist community palliative care services

■ Annual Number of Deaths in Hume 2011-2021



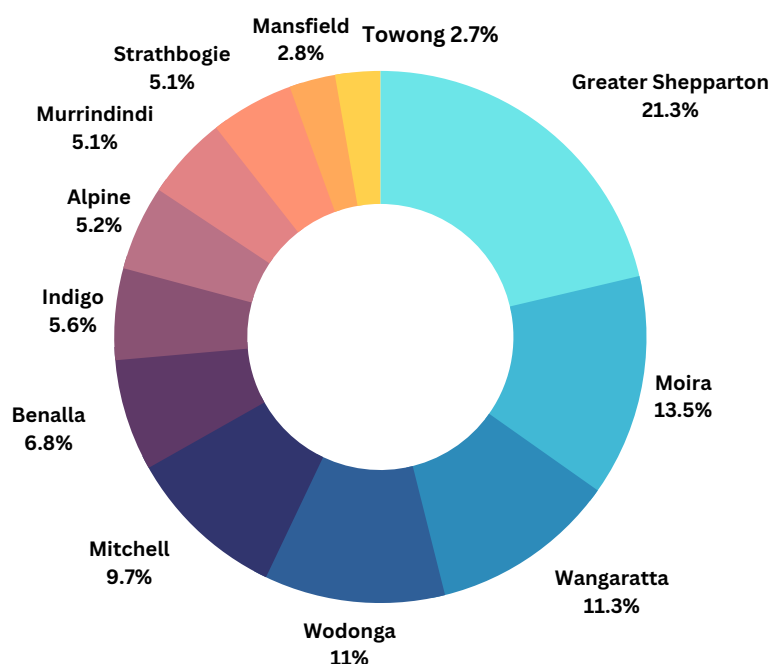
Source: ABS Table 5.2 Deaths, Summary Local Government Arreas, Vic, 2011-2021

2011-2021 total number of deaths by Local Government Area - Hume



Source: ABS Table 5.2 Deaths, Summary Local Government Arreas, Vic, 2011-2021

2011-2021 Proportion (%) of deaths by Local Government Area - Hume



Source: ABS Table 5.2 Deaths, Summary Local Government Arreas, Vic, 2011-2021



# Hume Palliative Care Services

**People living with a life-limiting illness will need to have palliative care provided in many different settings in the Hume Region:**

## Community-based support



- People's homes
- Residential aged care
- Accommodation for people living with a mental illness
- Accommodation for people living with a disability
- Correctional facilities
- General Practices
- Community palliative care clinics and day centres

## Hospital based support



- Inpatient palliative care beds
- Other inpatient beds (such as acute, subacute or other beds)
- Outpatient services, specialist rooms and other ambulatory clinics
- Intensive care units
- Emergency departments

## Hume Specialist Palliative Care Services

Specialist palliative care services can provide services directly to people living with a life-limiting illness or provide consultancy services to other health professionals. These services are structured to allow other health professionals to obtain expert advice.

**There are six (6) funded Specialist Community Palliative Care Services in Hume:**

1. Wodonga Community Palliative Care Service - Albury Wodonga Health
2. Benalla Community Palliative Care Service - Benalla Health
3. Goulburn Valley Hospice Care Service - Greater Shepparton
4. Moira Community Palliative Care - NCN Health
5. Lower Hume Community Palliative Care Service- Seymour Health
6. Northeast Health Wangaratta Community Palliative Care Service

**The region is supported by two Palliative Care Consultancy Services:**

1. Goulburn Region Palliative Care Consultancy Service
2. East Hume Palliative Care Consultancy Service

**There are 12 designated palliative care inpatient beds at Goulburn Valley Health (8), Albury Wodonga Health (2); Northeast Health Wangaratta (2).**

## Hume Community Palliative Care Services

Community Palliative Care Services provide specialist palliative care nursing, allied health, practical support, bereavement support as well as information, equipment, complex symptom and pain management and access to medical review and assessment. Services work with clients, carers, families and a multidisciplinary team striving to support a person to be cared for and die in their preferred place which could be in a hospital or in their home, including a residential aged care facility.



Smiling team members from Goulburn Valley Hospice Care which provides community palliative care services to the Greater Shepparton Region



Smiling team members from Lower Hume Palliative Care which provides community palliative care services to the Mitchell & Murrindindi local government areas and part of Strathbogie Shire

### Community Palliative Care Service Delivery 2022-2023



1,243

New referrals



10%

Increase in referrals compared with 2019-2020



837

New clients registered



172

Clients discharged



639

Client deaths



45%

Of clients supported to die at home, including residential aged care



55%

Of clients supported to die in hospital



66%

Of clients died in their preferred place of death



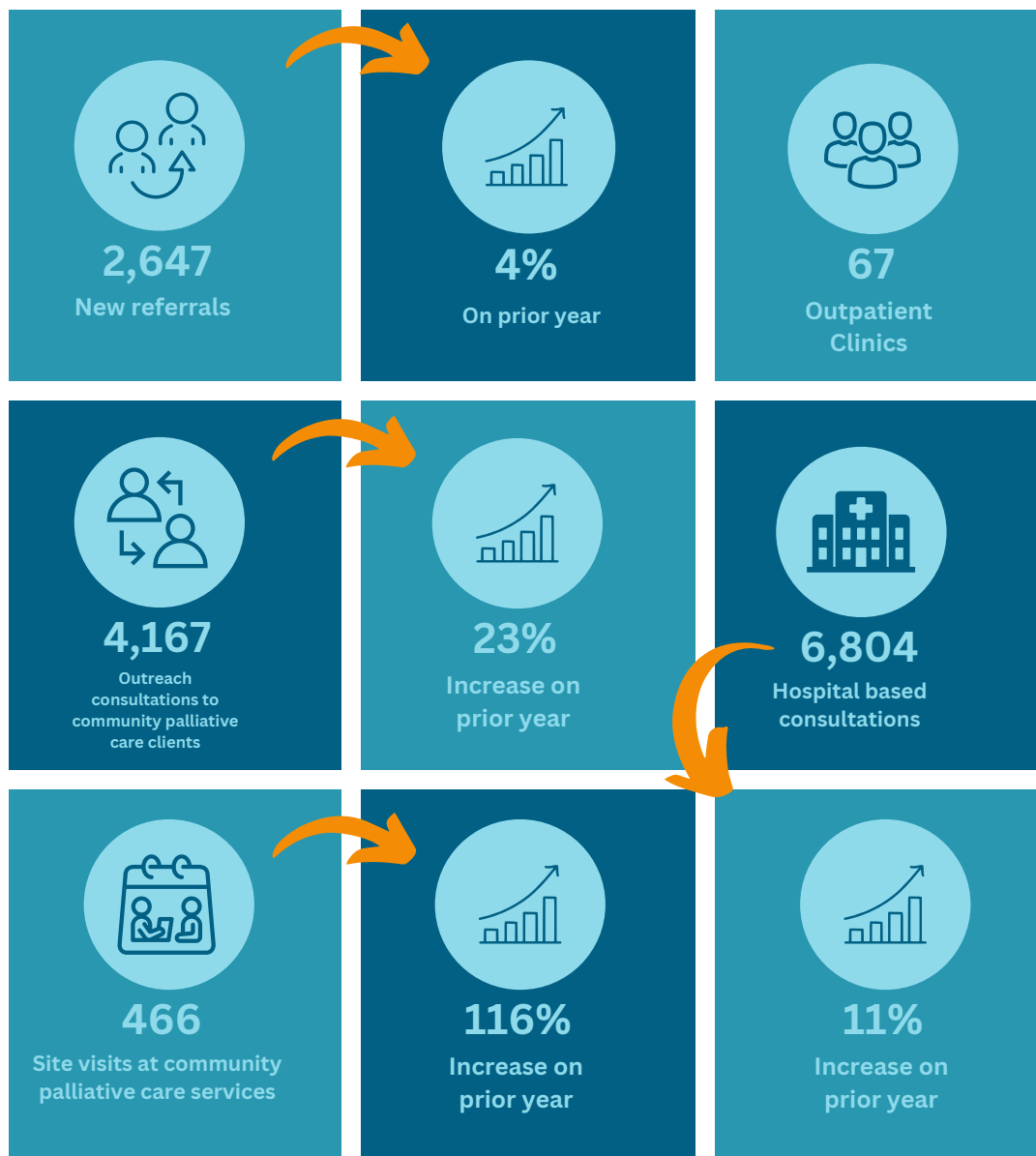
24%

Increase in clients dying in their preferred place of death compared with 2019-20

# Hume Palliative Care Consultancy Services

The two Hume Region Palliative Care Consultancy services comprise clinicians with specialist qualifications who provide consultative support to other health professionals involved in caring for the person with a life-limiting illness. The Hume consultancy services each cover a sub-regional area providing support for community palliative care services, general practitioners, hospital medical treating teams and specialists. The consultancy services are based at Albury Wodonga Health and Goulburn Valley Health.

## Palliative Care Consultancy Service Delivery 2022-2023



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## Palliative Care After Hours

Specialist Palliative Care services in the Hume Region all provide an after hours triage phone number to clients and carers.

Goulburn Valley Hospice Care Service provide their own 24/7 on-call service.

Other Hume community palliative care services are supported by the After Hours Triage Team at St Vincent's Hospital, Caritas Christi Hospice.

### Hume After Hours Service 2022-2023



302

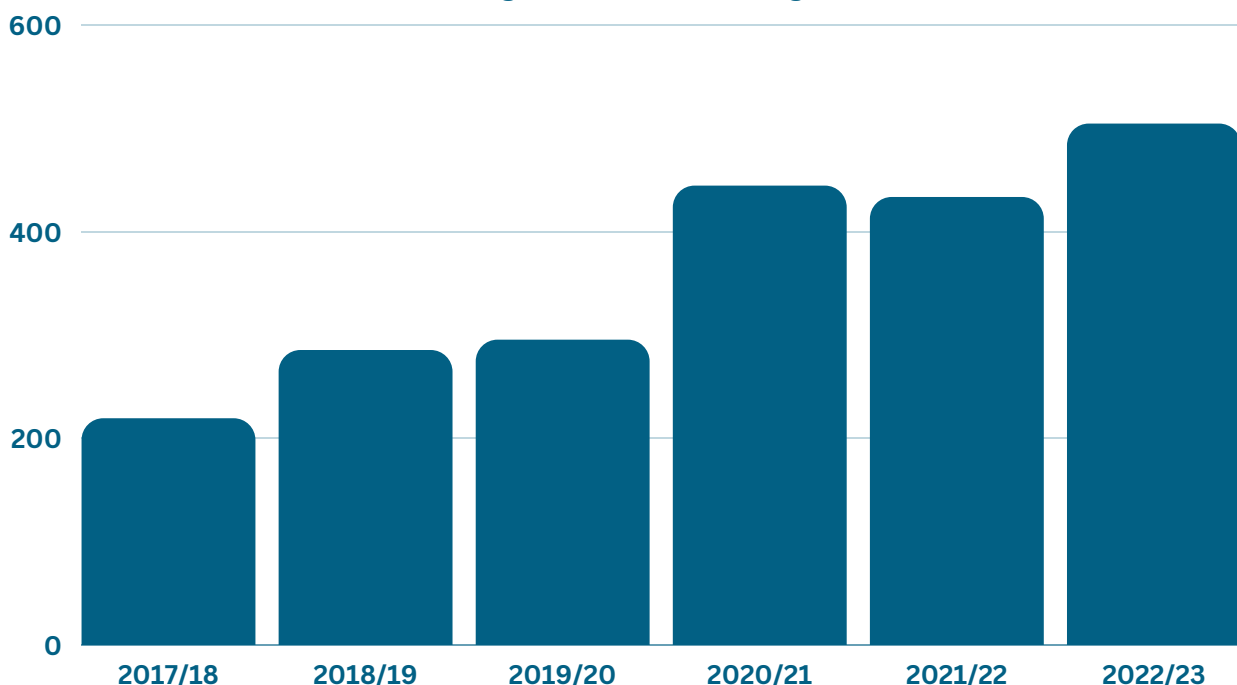
302 people called the Caritas Christi Hospice after hours triage team from the Hume region.

504

504 phone calls were received by the team at Caritas Christi Hospice.

On average the team receive 42 phone calls per month.

■ Number of calls from Hume Region to after hours triage and advice service 2017-2023



# Work of the Hume Palliative Care Consortium

Our work is undertaken using our three Hume Region Palliative Care Consortium strategic priorities. This strategic framework supports the Victorian Government's 'Palliative Care End of Life Framework'.

## Building Capacity



### *Transition to Palliative Care Speciality Nursing Course Delivered in Hume*

16

16 nurses completed the Transition to Palliative Specialty Practice Course in Hume - face to face workshops were hosted at Goulburn Valley Hospice.

9

9 nurses from the Hume Region were supported by Hume Palliative Care Consortium with bursaries to complete the course.

This course is developed and delivered by the Gippsland Palliative Care Consortium in partnership with South East Palliative Care and The Australian College of Nursing.

### *Continuing Professional Development*

10

Ten case presentations by Hume specialist palliative care services with input from St Vincent's Hospital Palliative Care Medical Specialists

8

Eight specialist palliative care education sessions delivered by St Vincent's Hospital Palliative Care Specialists to Hume specialist palliative care services

### *Hume Motor Neurone Disease (MND) Shared Care Worker (SCW)*



The Hume MND SCW reports quarterly on:

- Number of client referrals
- Number of MND clients accessing palliative care services
- Inquiries from palliative care staff
- SCW direct care involvement
- Staff training and information sessions

### *Murray Primary Health Network After Hours Collaboration*

In 2023 the Hume Palliative Care Consortium entered an agreement with the Murray Primary Health Network aiming to increase the capacity of community palliative care services after hours - including weekends and public holidays. The Primary Health Network have provided funding which enables extended service hours to meet the needs of people with palliative or end of life care. For example, on-call home nursing visits.

### *caring@home Resources*

This year Hume Community Palliative Care Services implemented caring@home resources. Caring@home resources are applicable Australia-wide for clinical services, health professionals, and families and carers. Caring@home is funded by the Australian Government and led by the Brisbane South Palliative Care Collaborative.

# Work of the Hume Palliative Care Consortium

## Building Capacity



*Hume Palliative Care Consortium*

*Residential Aged Care & Disability Resource Nurses' HIGHLIGHTS*

8

RESIDENTIAL AGED CARE STAFF  
MENTORING SESSIONS

32

RESIDENTIAL AGED CARE STAFF  
REGISTERED FOR THE MENTORING  
PROGRAM

10

NEWSLETTERS PUBLISHED  
212 SUBSCRIBERS

30

ATTENDEES AT FACE TO FACE  
EDUCATION SESSIONS IN  
RESIDENTIAL AGED CARE

40

ATTENDEES AT ONLINE  
EDUCATION SESSIONS

49

STAFF FROM HUME RESIDENTIAL AGED CARE FACILITIES AT  
YEA, SEYMOUR, BENALLA, BARANDUDA AND ALPINE  
PARTICIPATED IN 'REVERSE PEPA' PROGRAMS INVOLVING A  
PALLIATIVE CARE SPECIALIST COMING TO THEIR WORKPLACE  
TO PROVIDE CUSTOMISED LEARNING FOR A SMALL GROUP.



*Rose Sexton, East Hume  
Aged Care & Disability  
Palliative Care Resource  
Nurse*



*Sam Moorhouse, West Hume  
Aged Care & Disability  
Palliative Care Resource  
Nurse*

<https://bit.ly/PCresources4U>

**Sign up to the Hume Region  
Palliative Care Aged Care &  
Disability Support Network  
Newsletter**



# Work of the Hume Palliative Care Consortium

## Innovative Models of Care



### Early Referral Research

All Hume Palliative Care Consortium Community Palliative Care Services in partnership with Monash University are participating in a research project to audit referrals triaged but not accepted into community palliative care services. Ethics for the project was approved in June 2023.



### Hume Aged Care & Specialist Palliative Care Pathway

GV Hospice received funding from the Department of Health to implement a project in residential aged care. GV Hospice are focusing on translating the Hume Aged Care and Specialist Palliative Care Pathway into practice. A small project team are working with 11 residential aged care facilities across greater Shepparton.



### Victorian Virtual Emergency Department

The Hume Palliative Care Consortium palliative care services have been using and promoting the Victorian Virtual Emergency Department in their models of care when this is appropriate.

The Victorian Virtual Emergency Department is available to all Victorians. It aims to treat more people from the comfort of their own home.

<https://www.vved.org.au/about-us/>

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# Work of the Hume Palliative Care Consortium

Engaged consumers, carers & communities



## *National Palliative Care Week* *21st - 27th May 2023*

National Palliative Care Week offers a key period of reflection for all Australians.

### *'Live the life you please' film screenings in Hume*

The 2023 palliative care week campaign was centered on the launch of the film **'Live the life you please'** which screened in both Albury and Shepparton with members of the Hume Palliative Care Consortium contributing to panel discussions at the conclusion of each screening.

The film is part of a broader social impact campaign and makes the social and economic case for increased support of essential services including palliative care, aged care, community care, allied health and the support of carers at home.

## *GV Hospice Community Memorial*

Was held during Palliative Care Week at the Shepparton Lake Foreshore. Anyone who has lost someone close to them in the past few years was invited to light a candle their memory. Music and a BBQ were provided.

### *Public library displays and information*

Community palliative care services across Hume hosted information and discussion sessions at local libraries.

55

At 30 June 2023 there were 55 active volunteers working with Community Palliative Care Services in Hume

Palliative care enables people to live the life they please until the very end. Watch the *'Live the life you please'* stories from patients, caregivers and loved ones.

<https://livethelifeyouplease.com/stories>



## *GV Hospice Memorial*





# Regional, State & National Partners

Engaged consumers, carers & communities

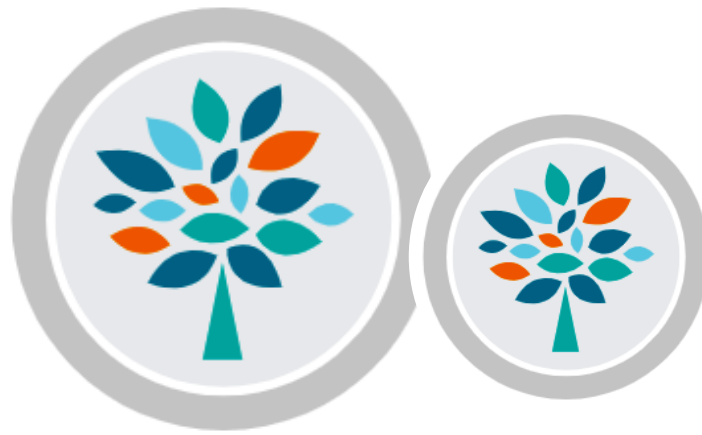


The Hume Palliative Care Consortium continues to support partnerships with regional, state and national palliative care providers, peak bodies and support programs. The aim is to facilitate where possible the implementation of regional, state and/or national programs in Hume for the benefit of our carers and communities.

## *Our Partners Include*

Regional	Hume Health Service Partnership Murray PHN Scope	<ul style="list-style-type: none"> <li>-- Hume@Home, Hume RICS</li> <li>-- Greater Choices Program &amp; Healthpathways</li> <li>-- Palliative Approach in the Disability Accommodation Services</li> </ul>
State	Palliative Care Victoria Peter MacCallum Hospital The Centre for Palliative Care  Carer Gateway Safer Care Victoria Royal Flying Doctors Service Northern Health Gippsland & Southern Metro Consortiums The Victorian Palliative Care Consortia Managers	<ul style="list-style-type: none"> <li>-- Advocacy; Volunteer support, CALD &amp; Cultural Safety</li> <li>-- Adolescent &amp; Young Adult PC Framework</li> <li>-- Education and webinars; PEPA Workshops, Reverse PEPA, Clinical placements</li> <li>-- Carer Support</li> <li>-- WAVE Project &amp; PCCN</li> <li>-- Memory Lane</li> <li>-- Victorian Virtual Emergency Department</li> <li>-- Transition to Specialist Palliative Care Course</li> <li>-- National &amp; State Palliative Care initiatives</li> </ul>
National	University of Queensland University of Wollongong	<ul style="list-style-type: none"> <li>-- PEPA Aged Care; ELDAC Linkage Program</li> <li>-- PCOC - dedicated palliative care teams ; and</li> <li>-- PACOP - Residential Aged Care Facilities.</li> </ul>

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*GV Hospice Memorial*



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**[www.humepalliativecare.org.au](http://www.humepalliativecare.org.au)**