



HUME REGION
Palliative Care
Consortium

Annual Report

2024-2025



**Hume
Local Health
Service Network**



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The Hume Palliative Care Consortium proudly acknowledges all Aboriginal and Torres Strait Islander people as the first inhabitants of this nation and traditional custodians of the lands where we 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.

Our Vision

*PROVIDE PALLIATIVE CARE LEADERSHIP
IN THE HUME REGION*



About Us

The Hume Palliative Care Consortium (HPCC) works to ensure that the guiding principles of the Victorian Government's Palliative Care and End of Life Framework are implemented, and that our shared vision and regional priorities are achieved. Members are signatories to a Memorandum of Understanding, which underpins their commitment to collaborate and provide leadership for palliative care across Hume. The Consortium includes organisations delivering specialist palliative care services across the region, together with key external partners such as Murray PHN and St Vincent's Hospital Melbourne.

Governance

Victorian Department of Health

'Palliative Care and End of Life Framework'

Hume Local Health Service Network

*Access, Equity & Flow Committee
(from 1 July 2025)*

Hume Region Palliative Care Consortium

Meets Bi-monthly

Hume Region Palliative Care Clinical Advisory Group

Meets Monthly



**Hume
Local Health
Service Network**



**PalCare SuperUser
Group**



**After Hours Triage
Co-ordination
Working Group**

A Word from the Chair



I am pleased to present the 2024–2025 Annual Report of the Hume Region Palliative Care Consortium (HPCC), showcasing the achievements and initiatives that have shaped the past year.

2024–2025 Highlights:

- Palliative Care in Aged Care Summit, featuring keynote speaker Dr Jo Doran, a pre-eminent palliative care physician from Gold Coast Hospital.
- New education and workforce initiatives:
 - Subsidies for novice palliative care nurses to complete the Eastern Palliative Care Foundations Course
 - A Hume Palliative Care Masterclass, hosted by GV Hospice and led by local physicians and a nurse practitioner
- Improved regional data capability
 - All six community palliative care services now submit data to the Palliative Care Outcomes Collaborative (PCOC), enabling comprehensive regional reporting
- Continued collaboration and funding support from Murray PHN to strengthen service innovation and integration

In addition to these initiatives, HPCC implemented its top regional priority for the year: commissioning an external review of palliative care consultancy services. This review is a critical step in shaping future models of care.



Courtney Ward-Jackson, Chair, HPCC

We would like to acknowledge and thank Tanya Dawe, outgoing HPCC Chair and Director of Community Care at Albury Wodonga Health, for her leadership and dedication throughout 2024–2025. We also recognise the valued contributions of the HPCC Clinical Advisory Group, our working groups, carers and volunteers, community and consultancy palliative care teams, specialist teams, District Nursing Services, GPs, hospitals, aged care and disability providers.

Together, these partnerships form the backbone of our region's palliative care system. We are grateful for your ongoing collaboration and commitment to delivering compassionate, person-centred care in our communities.

Courtney Ward -Jackson, HPCC Chair & Operational Director Allied Health & Community Services, Northeast Health Wangaratta

Our Region



The Hume Palliative Care Consortium covers the Hume Region, in north eastern Victoria. Hume 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.



Community Palliative Care Services Map

This map of the Hume Region illustrates the areas serviced by the six specialist community palliative care services. This year we updated our website with an interactive 'find your service' map. Click here to find a service or make a referral: <https://humpalliativecare.org.au/>



Specialist Palliative Care Consultancy Services Map

This map shows the areas covered by the two HPCC Specialist Palliative Care Consultancy Services. Each service covers a sub-regional area providing support for community palliative care services, general practitioners, hospital medical treating teams and specialists.

Ageing Population & Growing Demand



Meeting the needs of a rapidly ageing population remains the most pressing challenge for the palliative care sector. As the large 'baby boomer' generation moves into older age, the demand for end-of-life care will increase substantially. By 2051, around 2 million Victorians are projected to be aged 65 years or older—double today's number. The number of Victorians aged 85 years and over is expected to almost triple to 400,000 people.

For the Hume region, projections show similar trends: the 65+ population is expected to grow significantly, and the number of residents aged 85+ will more than double by 2051, highlighting the growing local demand for palliative care services.

Source: Victoria in Future projections – Department of Transport and Planning
Victoria in Future 2023

PALLIATIVE CARE DEMAND – AIHW SNAPSHOT 2021–22

The Australian Institute of Health and Welfare (AIHW) data is a set of national statistics that track how Australians access and use palliative care services. The most recent update covers data up to 2021–2022 and shows continuing growth in both inpatient and community palliative care demand.

Inpatient:

- 94,700 hospitalisations (**+29% increase since 2015–16**)
- Nearly **800,000 bed-days**
- Median stay **10.5 days** (vs 2.6 days for all hospitalisations)

Community:

- Over **81,000 clients** (**+21% since 2015–16**)
- **3.1 million service contacts** (**+16%**)

Source: AIHW Palliative Care Services in Australia 2023 update.

Our Services



People living with a life-limiting illness will need to have palliative care provided in many different settings in the Hume Region. 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 funded specialist community palliative care services in Hume which cover one or more local government areas. The region is also supported by two palliative care consultancy services and St Vincent's Hospital Melbourne palliative care physicians.

2024-25 Community Palliative Care Data Snapshot

This is a snapshot of combined service data from the six community specialist palliative care services who provide care in people's homes or close to home.

1,384

New referrals received
by specialist
community palliative
care services

73%

Of patients died in
their preferred place
of death

43%

Of patients died at
home (including
residential aged care)

57%

Of patients died in
hospital

Our Services



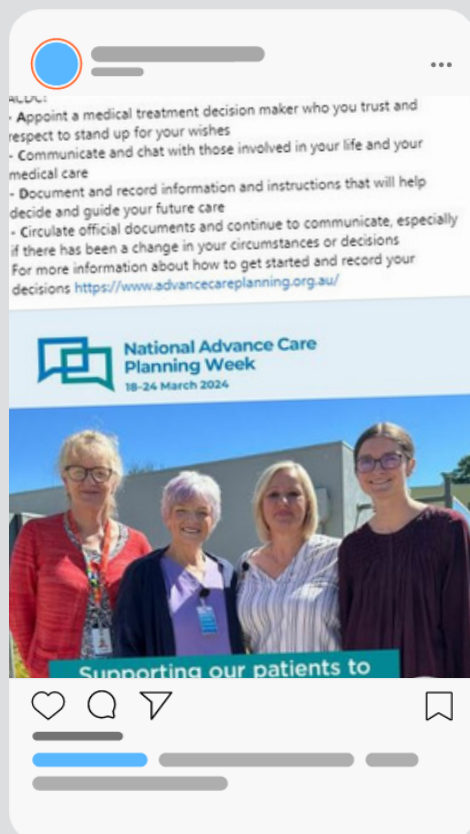
**Palliative Care Week at
Lower Hume Palliative Care**



**Palliative Care Week at
Northeast Health
Wangaratta Palliative Care**

**National Advance Care
Planning Week at Northeast
Health Wangaratta**

GV Hospice Carers Project



Our Services

PCOC Update



The Palliative Care Outcomes Collaboration (PCOC) is a national benchmarking program, funded by the Department of Health and Aged Care, that measures the quality and outcomes of palliative care across Australia. Participation is voluntary and provides services with valuable insights to continually improve patient and family care.

[PCOC Website](#)

This year, the HPCC Clinical Advisory Group achieved a key priority with all six specialist community palliative care services now reporting data to the Palliative Care Outcomes Collaboration (PCOC). While some services have been submitting data for many years, others are newer to PCOC, with some commencing reporting for the first time in 2025. All services, together with HPCC, have consented to a regional PCOC report, which we look forward to receiving for the January–June 2025 period.

**CONGRATULATIONS
GV HOSPICE**

GV Hospice achieved national recognition for excellence in 2024, meeting all 20 benchmarks in the Palliative Care Outcomes Collaboration (PCOC) Report over a 12-month period. This sustained commitment to quality has driven continuous improvement, including a project that streamlined clinical handovers to 5–10 minutes for 150 clients, enabling timely interventions for those in unstable, terminal and deteriorating phases.

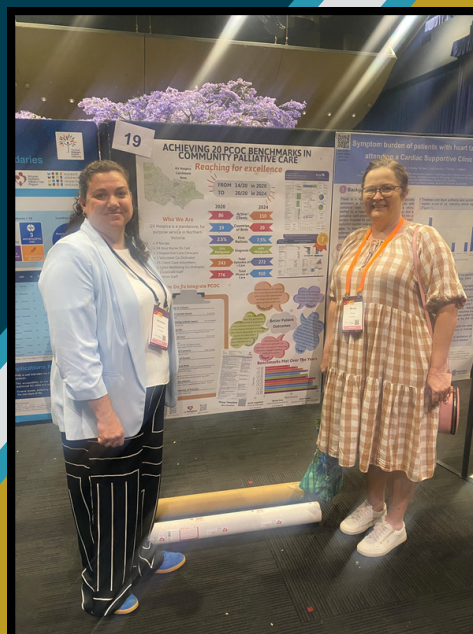


Photo: GV Hospice presenting their poster accepted for the 2025 OPCC Conference: *Achieving 20 PCOC Benchmarks in Community Palliative Care*

Highlights

Our work is undertaken using three HPCC strategic priorities: **Building Capacity, Innovative Models of Care and Engaged Consumers, Carers and Communities**. Our strategic framework supports the Victorian Department of Health's 'Palliative Care End of Life Framework' and 2024-2028 strategic directions.



HPCC 2024 Palliative Care in Aged Care Summit

The Summit held on 7th November 2024 was a true highlight, proudly delivered in partnership with our valued supporters, Murray PHN.

This year's Summit welcomed pre-eminent palliative care physician Dr Jo Doran from Gold Coast Hospital as keynote speaker. Jo delivered an engaging presentation on communication skills in palliative care – a topic selected in direct response to participant feedback from the 2023 Summit.

The event was our biggest and best yet, attracting 95 in-person participants from across the Hume region plus online participants from further afield.

Highlights included:

- Inspiring keynote presentation by Dr Jo Doran
- Panel discussions and case studies
- The arts – including a lively hypothetical and music that engaged the whole audience
- A special GP breakfast session delivered by Dr Doran ahead of the Summit

The 2024 Summit strengthened connections across aged care, primary care, and specialist palliative care – reaffirming HPCC's commitment to advancing palliative and end-of-life care across the Hume region.

"One of the most enjoyable workshops I have ever been part of."

"I learned so much today from Jo, the panels and the case study and am very impressed with the progress made in the community-based palliative care arena."

"Best conference I have been to. Laughter and tears, powerful messages."

This success would not have been possible without the dedication of our two HPCC Palliative Care Aged and Disability Link Nurses, Sam Moorhouse and Rose Sexton, whose creativity and efforts in coordination and support ensured the Summit's impact and reach.



Photo: Sam and Rose presenting a poster on their Residential Aged Care Nursing Mentorship Program at the 2025 OPCC.

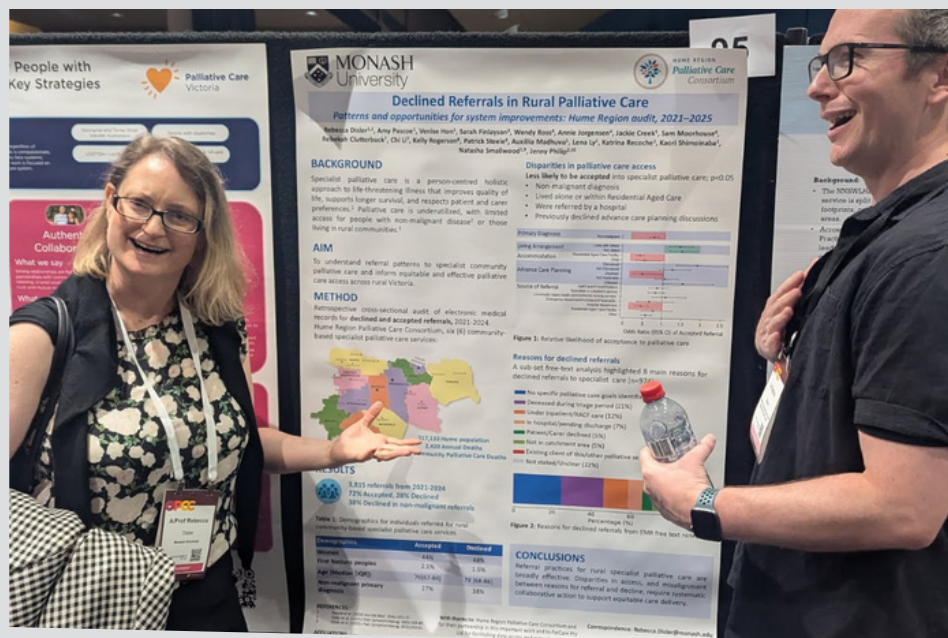
Highlights



Early Referral Audit

In partnership with Monash University, HPCC undertook a study examining declined referrals to specialist palliative care in rural settings. The research explored reasons why some patients referred do not access services, providing important insights to strengthen referral pathways and equity of care. A poster showcasing the study was accepted and presented at the 2025 Oceanic Palliative Care Conference, highlighting HPCC's contribution to advancing rural palliative care research on a national stage.

Photo: Poster Accepted for 2025 OPCC Conference:
'Declined Referrals in Rural Palliative Care'



PalCareGo

In 2024–25, HPCC funded a trial of PalCareGo, a mobile telehealth module integrated with the PalCare patient record system, across all community palliative care services in the Hume region. Initiated by the HPCC Clinical Advisory Group, the project has enabled clinicians to access and update patient records in real time and provide virtual consultations. Early feedback shows improved efficiency, coordination, and flexibility of care for patients and families, with findings to guide future digital innovation.



Highlights



Inaugural Palliative Care Masterclass

Hume Palliative Care Consortium palliative care physicians and a nurse practitioner, co-facilitated a simulation based Palliative Care Physical Assessment Masterclass on the 27th February 2025. The Masterclass was attended by 18 experienced palliative care clinicians from across the region. Three medical students from The University of Melbourne Rural Clinical School generously volunteered as 'patients' in the simulations conducted throughout the day. This initiative was organised through the HPCC Clinical Advisory Group and feedback from participants has been overwhelmingly positive.



Residential Aged Care Imprest Project

In partnership with Murray PHN, HPCC community palliative care teams implemented a residential aged care Imprest project. The project developed and delivered an evidence-based syringe driver education and competency assessment package across aged care homes in the Hume region. Around 100 nursing staff completed training on recognising deterioration and administering subcutaneous medications at end of life. A small number of homes also accessed funding to establish a medicines impost or purchase a syringe driver.



Highlights



EPC Foundations – A Valued Partnership

This year, HPCC funded two subsidies for Hume specialist palliative care clinicians to enrol in the Eastern Palliative Care Foundations Course, which supports novice nurses and allied health staff to transition to advanced beginner practice in specialist palliative care. Now in the second year of our involvement, HPCC values this growing partnership with EPC. <https://www.epcvic.org.au/epc-foundations>



Victorian Palliative Care Consortia

Palliative care consortia bring together senior management representatives and clinicians from all healthcare services funded to provide specialist palliative care, focusing on delivering and developing palliative care services.



Victorian
Palliative Care
Consortia



"Dear HPCC Team,

On behalf of GV Hospice and myself, I want to extend my heartfelt thanks for the opportunity to participate in the EPC Foundations course. The training has been incredibly valuable to my professional development and improving the care I give to my clients.

The course content was thoughtfully designed, accessible, and directly relevant to the work I do every day. It provided a stronger understanding of core palliative care principles and deepened the ability to provide compassionate, person centered support to individuals and families navigating chronic conditions and end-of-life care.

It has given more confidence to address complex emotional, spiritual, and physical needs. Overall, the EPC Foundations course has improved my knowledge and supported our clients to have better quality of life."

Our Partners



Regional	Hume Local Health Service Network Murray PHN Hume Regional Integrated Cancer Service	-- Residential Inreach Project -- HPCC Residential Aged Care Summits; Imprest Project; Aged Care Champions Project -- HPCC Committee
State	Palliative Care Victoria Palliative Care Advice Service Eastern Palliative Care Monash University Carer Gateway Safer Care Victoria Royal Flying Doctors Service Northern Health Gippsland & Southern Metro Consortia Victorian Palliative Care Consortia Victorian Palliative Care Clinical Managers Statewide Disability Palliative Care Advisory Group Victorian Palliative Care Network Aged Care & Disability Network Group MND Community of Practice	-- Advocacy; Volunteer support -- For all Victorians 7am-10pm every day of the year -- EPC Foundations -- Hume Early Referral Research Project -- Carer Support -- Palliative Care Clinical Network -- Memory Lane -- Victorian Virtual Emergency Department -- Transition to Specialist Palliative Care Course -- https://vicpalliativecareconsortia.au/ -- State network - Hume representation -- State network - HPCC A&D Link Nurses -- State network -- State network -- Hume MND Support Worker
National	University of Queensland University of Wollongong	-- PEPA Aged Care; ELDAC Linkage Program -- PCOC - dedicated palliative care teams ; and -- PACOP - Residential Aged Care Facilities.



GV Hospice Community Memorial



humepalliativecare.org.au