



HUME REGION

*Palliative Care
Consortium*

Annual Report

2025-2026



**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) is committed to advancing the implementation of the Victorian Government's Palliative Care and End of Life Framework, and supporting the achievement of its shared vision and regional priorities. Member organisations are signatories to a Memorandum of Understanding, that reflects their collective commitment to collaboration and the provision of strategic leadership in palliative care across the Hume region. The Consortium comprises organisations delivering specialist palliative care services, together with key external partners, including 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

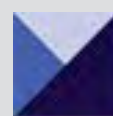
Access, Equity & Flow Committee

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 2025–2026 Annual Report of the Hume Region Palliative Care Consortium (HPCC), showcasing the achievements and initiatives that have shaped the past year.

2025–2026 Highlights:

This year has been marked by continued growth, innovation and collaboration across the region:

- **Enhanced regional data capability**, with all six community palliative care services now submitting data to the **Palliative Care Outcomes Collaborative (PCOC)**, enabling comprehensive regional reporting and continuous quality improvement. This is a first combined report in Victoria in the 21 years that PCOC has been established, with a whole region consolidating data and working together to focus on improving patient outcomes.
- **Progress in digital innovation and telehealth, including:**
 - Continued implementation of PalCare Go and exploration of the PalCare Home Mobile Patient App trial
 - Recognition of telehealth models as a key opportunity and priority for action, aligned with HPCC's strategic directions and the Department of Health's strategic priorities
- **HPCC 2025 Palliative Care in Aged Care Summit which included:**
 - Inspiring keynote presentation by Dr Aaron Wong
 - Concurrent workshops which included:
 - the highly acclaimed Educational Dementia Immersive Experience (EDIE) workshop from Dementia Australia
 - Changed Behaviours in Dementia workshop, by Charlotte Coulson from Program of Experience in the Palliative Approach (PEPA Aged Care), and
 - Creative self-care workshop with Art Therapist Lucinda Fraser
- **Hume Palliative Care in Aged Care Summit (online), which:**
 - Explored the complexities of pain management and its impact on residents, their families and staff
 - Provided opportunities for staff to build practical skills in recognising and responding to grief, while supporting self-care and collective care in residential aged care settings
- **New education and workforce initiatives, including:**
 - Communications Masterclass presented by GV Consultancy Service, as part of the Victorian Cancer Plan initiative, to help strengthen the skills of health professionals
- **Ongoing collaboration with Murray PHN and HumeRICS** strengthening service innovation, integration, and the delivery of person-centered care across the region.



Wendy Ross - Chair, HPCC

A Word from the Chair (cont)



In addition to these initiatives, HPCC has progressed the implementation of integrating the GP e-referral link to PalCare, in partnership with MPH and BPAC. This will be an important step in streamlining GP referrals to Community Palliative Care.

I would like to acknowledge and thank **Courtney Ward-Jackson**, outgoing HPCC Chair from Northeast Health Wangaratta, for her leadership and dedication throughout 2025–2026.

I also would like to recognise **Sarah Finlayson**, our previous Manager of HPCC, who in her 3 years at HPCC drove many initiatives and efficiencies that will hold us in good stead moving forward.

We were fortunate to welcome **Dianna (Dee) Piazza** in February 2026 to continue in the Manager role.

Dee is continuing from where Sarah left off bringing the palliative care services of the region together.

There have been several changes to the Consortium membership this year. We thank those who have left for their involvement and welcome new contributors.

We also recognise the valued contributions of the **HPCC Clinical Advisory Group, Age & Disability Link (ADL) team – Rose and Sam, working groups, carers and volunteers, community and consultancy palliative care teams, specialist teams, general practitioners, hospitals, and aged care and disability providers.**

Together, these partnerships form the backbone of our region's palliative care system. With all services reporting increased demand and complexity it is important that we continue to work together and support each other to ensure the highest level of palliative care is provided throughout the Hume Region. We are grateful for your ongoing collaboration and commitment to delivering compassionate, person-centred care within our communities.

Wendy Ross
HPCC Chair
Chief Executive Officer
GV Hospice

Regional Overview



The Hume Palliative Care Consortium serves the Hume Region of north-eastern Victoria, extending from Melbourne's northern growth corridor to the New South Wales border. The region's largest population centres are Shepparton and Wodonga. Hume is characterised by its diverse landscapes and communities, ranging from Victoria's High Country in the east to the Goulburn Valley in the south-west, a region recognised as one of Australia's premier food-producing regions.

Services Map Community Palliative Care

This map of the Hume Region highlights the catchment areas covered by the six specialist community palliative care services. To make it easier for patients, families and health professionals to access local support, we have created our website to allow an interactive 'Find Your Service' map. Use this map to identify your local palliative care service or make a referral to:

<https://hume palliative care.org.au/>



Services Map Specialist Palliative Care Consultancy

This map outlines the catchment areas of the two HPCC Specialist Palliative Care Consultancy Services across the Hume Region. Each service provides specialist advice, clinical support and consultation within its designated sub-regional area, working collaboratively with community palliative care services, general practitioners, hospital-based treating teams and medical specialists to enhance the delivery of palliative care across the region.



Population Aging



The Hume Region has an older population profile than Victoria overall and is expected to continue ageing over the coming decades. Population projections indicate strong growth in the number of residents aged 65 years and over, with the most significant increase occurring in those aged 85 years and over.

As this population grows, demand for palliative and end-of-life care services across the Hume region is expected to rise, reinforcing the importance of accessible specialist palliative care services, workforce development and integrated care models for our local communities.

Source: Victoria in Future projections – Department of Transport and Planning
Victoria in Future 2025

PALLIATIVE CARE DEMAND – AIHW SNAPSHOT 2023–24

The Australian Institute of Health and Welfare (AIHW) publishes national data on the use of palliative care services across Australia.

The latest 2023–24 snapshot highlights a continued increase in demand for palliative care, with growth observed across both inpatient and community-based service settings.

This data provides valuable insight into how Australians are accessing palliative care and the increasing need for these services nationwide.

Source: AIHW Palliative Care Services in Australia
updated May 2026

Inpatient: 2023–2024

107,500 hospitalisations (+ 46 %
increase since 2015–16): -

- more than half (55%) of hospitalisations ended with the patient dying in hospital
- Between 2015–16 and 2023–24, palliative care-related hospitalisations grew at a rate of 4.9%, double that, compared to overall hospitalisations at 2.3%.

Community: 2023–2024

Among the **1 million** recorded episode-level non-admitted patient service events: -

- almost 3 in 4 (74%) were people aged 65+
- over 1 in 3 referrals were from hospitals & 1 in 5 from medical consultations
- 3 in 4 (72%) delivered out of hospital

Hume Palliative Care Services



People living with a life-limiting illness may require palliative care across a range of settings throughout the Hume Region. Specialist palliative care services provide direct care to individuals with life-limiting illnesses and offer consultancy support to other healthcare professionals involved in their care. These services are designed to ensure healthcare providers can access specialist expertise, advice, and guidance to support high-quality palliative care delivery.

The Hume Region is served by six funded specialist community palliative care services, each covering one or more local government areas. In addition, the region is supported by two specialist palliative care consultancy services along with palliative care physicians from St Vincent's Hospital Melbourne, who provide expert clinical advice and support across the region.

2025-26 Community Palliative Care Data Snapshot

This snapshot presents aggregated service data from the six community specialist palliative care services delivering home-based and community-based palliative care across the region.

1,480

New referrals received
by specialist
community palliative
care services

78%

Of patients died in
their preferred place
of death

27%

Of patients died at
home (including
residential aged care)

58%

Of patients died in
hospital

Hume Palliative Care Services



Palliative Care Week at Lower
Hume Palliative Care



Palliative Care Week at
Northeast Health Wangaratta
Palliative Care



Palliative Care Week at GV Hospice

GV Hospice set up a stall at Riverside Plaza for anyone interested in learning more about their service, volunteering or the upcoming Community Memorial.

Our Services PCOC/PACOP Update



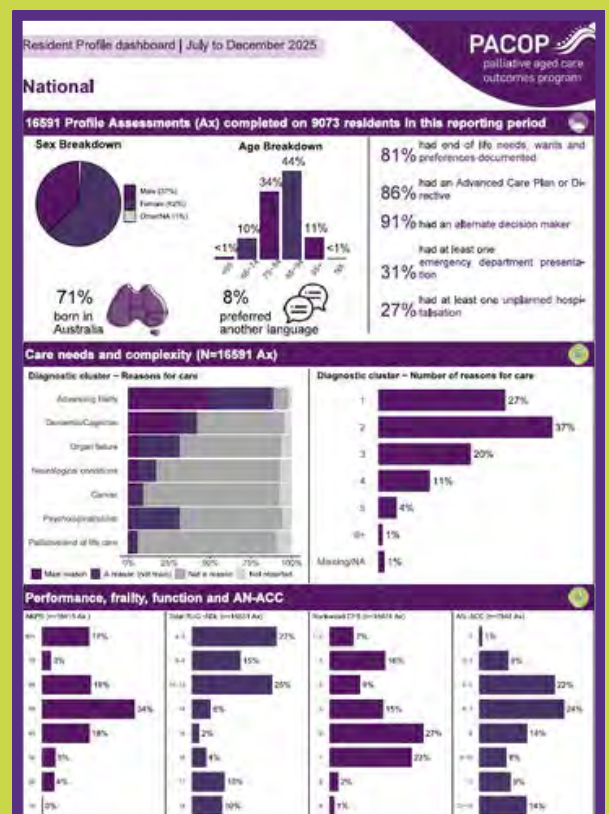
The Palliative Care Outcomes Collaboration (PCOC) is a nationally funded program that helps palliative care services evaluate and improve the quality of care they provide. Through the collection and benchmarking of clinical outcome data, PCOC gives participating services valuable insights into patient and family experiences, supporting continuous quality improvement across Australia. Participation is voluntary.

In addition, whilst PCOC targets specialist palliative care services in hospitals and community health, Palliative Aged Care Outcomes Program (PACOP) modifies this methodology to equip residential aged care homes with standardized assessment frameworks by incorporating the PCOC-SAS tool, allowing aged care staff to monitor real-time physical and psychological symptom distress reported by or observed in residents. Using the same validated metrics provides a bridge for communication between aged care facilities and external specialist palliative care team.

PCOC Website: <https://www.uow.edu.au/australasian-health-outcomes-consortium/pcoc/>



The HPCC Clinical Advisory Group received 2 six monthly Palliative Care Outcomes Collaboration (PCOC) reports for the periods Jul-Dec 2025 and Jan-June 2026 from all the six specialist community palliative care services. These reports have highlighted priority benchmarks requiring intervention, enabling more detailed focus on education opportunities to reach those benchmarks not achieved. In addition, an interactive PaCare dashboard for each site for Aged Care Residents, allows a more detailed report called PaCOP (Palliative aged care outcomes program) to highlight specific data for their care needs.



Highlights

Our work is guided by three HPCC strategic priorities:
Building Capacity, Innovative Models of Care, and Engaged Consumers, Carers and Communities.

This strategic framework aligns with the Victorian Department of Health's Palliative Care and End of Life Framework and supports its 2024–2028 strategic directions.



HPCC 2025 Palliative Care in Aged Care Summit

The 3rd Summit held on 16 October 2025 was a true highlight, proudly delivered in partnership with our valued supporters, Murray PHN, attracting 80 participants.

This Summit welcomed keynote speaker, Dr Aaron Wong from Eastern Health. Dr Wong is the Director of Palliative Services at Eastern Health and holds qualifications in Palliative Care and Geriatrics.

This event focused on delivering high-quality palliative care in the aged care setting, with a spotlight on Dementia.

This Summit, fostered stronger collaboration across aged care, primary care, and specialist palliative care, reinforcing HPCC's commitment to enhancing palliative and end-of-life care throughout the Hume region.

Concurrent workshops which included:

- the highly acclaimed EDIE workshop from Dementia Australia
- changed behaviours in Dementia workshop, from Charlotte Coulson (PEPA Aged Care), &
- creative self-care workshop with Art Therapist Lucinda Fraser



Gosh, what a great day! You have done a remarkable job pulling everyone together and creating such an engaging event. It was wonderful to see people making little sparks of connection - I also overheard people who met for the first time today and decided to stay in touch and do projects together. You are both dream connectors!

Highlights



Aged & Disability Palliative Liaison Summary

A closing word from one of our ADL Staff member – Sam Moorhouse

Over the past year, this role has continued to grow through a strong and collaborative partnership between myself and Rose Sexton, with a shared focus on building confidence, connection and capability across the Hume region.

Highlights included:

- Communication Roadshow delivered at Wodonga, Seymour, Benalla & Shepparton
- Palliative Care in person Summit
- Aged Care Online Summit
- Champion program
- International Dementia Conference



Photo: Lower Hume saying their goodbyes to Sam Moorhouse, June 2026

CHAMPION PROGRAM

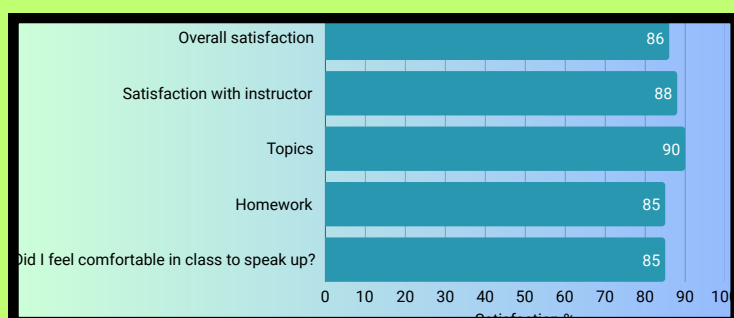
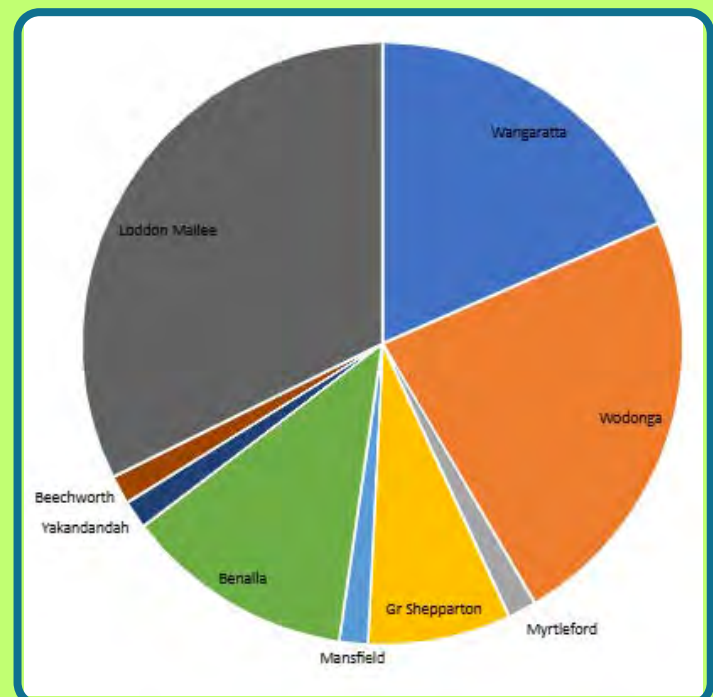
65 Participants Registered across the Hume Region and Loddon Mallee

5 modules delivered between April and September covering different palliative care domains

Free to all Health Care Workers in the Hume region and Loddon Mallee. Collaboration on content with Barwon Health

5 Live Mentorship sessions with a Case Study review as sent in by the participants

All available as recordings so shift workers don't miss out

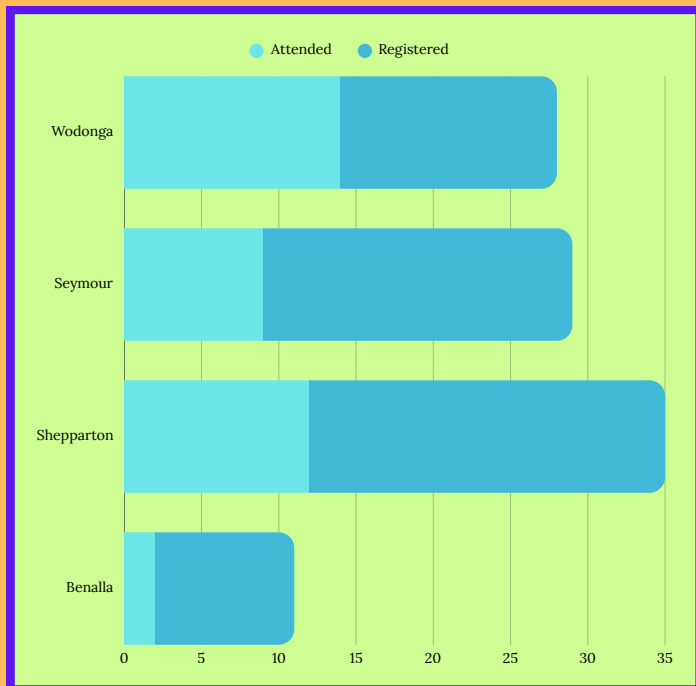


Highlights



Aged & Disability Palliative Liaison Summary cont.

COMMUNICATION ROADSHOW



"Sam and rose were fantastic"

"Very informative topic and helpful."

"Was really informative, Sam & Rose fantastic presenters"

"Very informative and great to learn new ways to relate with families
Great educators lovely ladies"

"Great course, make me feels more comfortable and peaceful.of
how to approached the subject"

"Palliative care workshop was fantastic. A lot resources to learn and
understand better about how to taking care of palliative resident."

"Very informative presenters explained the topic well"

"Very informative and supportive"

"Great activity and very safe space to explore about ourselves. I also
learned a lot about therapeutic communication related to death and
dying."

INTERNATIONAL DEMEMTIA CONFERENCE

On 4 June 2026 Rose Sexton and Sam Moorhouse had the opportunity to present at the International Dementia Conference. They shared their work on experiential palliative care education for the aged care workforce, and how moving beyond traditional slide-based teaching, can create more meaningful and engaged learning.



Care in a Click

ME AND BARWON PRESENT

CARE IN A CLICK

10 MINUTE REAL WORLD PALLIATIVE SCENARIOS FOR CARE WORKERS

BRING YOUR PHONE!

Free online friendly sessions to help you provide confident care for your residents.
In-line with new Palliative Care Standards!

18th March 2pm - My resident is breathless

15th April 2pm - My resident has pain

20th May 2pm - "Am I dying?"

24th June 2pm - Responding to changes

REGISTER NOW

Highlights



PalCareGo and Home App

In 2025–26, HPCC funded an extension of the trial of PalCareGo, a mobile telehealth module integrated with the PalCare patient record system, along with a Home application for carers. Further training has enabled clinicians to access and update patient records in real time and provide virtual consultations. The Home application, targeted specifically for carers, designed to provide a more holistic approach to the care of their families.

Across the Region sites have now recorded over 200 PalCare Go Telehealth contacts, with a few Home apps, with future utilisation of this digital innovation being more accepted across the region.



GP e-referral link to PalCare project in partnership with MPHn

HPCC, in collaboration with MPHn and supported by GV Hospice and NHW as pilot sites, is progressing the integration of GP SENT referrals into the PalCare platform to strengthen palliative care referral processes across the Hume Region.

By enabling referrals to flow directly from GPs into Community PalCare systems, the project will improve referral quality, streamline clinical workflows, and support more efficient and coordinated patient care.

SeNT Referrals

Patient name: [Redacted]

Referral information

Referral recipient

- Priority: ☒ Urgent ☐ Routine
- Speciality and condition: Palliative Care [View HealthPathways](#)
- Service: Palliative Care - BPAC Testing
- Organisation and Site: BPAC Testing [View organisation details](#)
- Provider name: [Redacted]

Referral details

- Referral date: 9 Apr 2026
- Referral length: ☒ 12 months ☐ Indefinite
- Referral type: ☒ New referral ☐ Clinical update
- Referral purpose:
 - ☐ Requesting services to establish a diagnosis, provide
 - ☐ Requesting partnership care between the patient, GP
 - ☐ Requesting specific tests or investigations that can
 - ☐ Requesting treatments or an intervention
 - ☐ Other

Regional, State & National Partners

Palliative care consortias 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.



Regional	Hume Local Health Service Network Murray PHN Hume Regional Integrated Cancer Service	- Residential Inreach Project - HPCC Residential Aged Care Summits; GP e-referral 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 Consortiums 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 - Hume representation - State network - Hume representation - 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

The GV Hospice Community Memorial was held on 13th May 2026, during Palliative Care week. This year it was livestreamed for those who could not make it in person.

