

# Across the Desk Hume Palliative Care Consultancy Team

6<sup>th</sup> Edition July 2009



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Education and service delivery information for palliative care providers who share in the care across the region – specialist palliative care teams, primary care providers and people in the general community.

## Hume education and training offerings in 2009 – The latest!

Legend:

HPCCT

GV Hospice

Date	Workshop	Presenter	Location
9 September	Let's start talking – ensuring our future health care is well in hand	Office of the Public Advocate, State Trustees, NHW, Alpine Health	Bright (afternoon) and Wangaratta (evening)
10 September	End of Life Care: from Oral to Subcutaneous	Sonia Strachan & Annette Cudmore	City of Greater Shepparton
8 October	End of Life Care: from Oral to Subcutaneous	Sonia Strachan & Annette Cudmore	Numurkah
13 October	Coroner & Funerals	Coroner's Office	Wangaratta
15 October	End of Life Care: from Oral to Subcutaneous	Sonia Strachan & Annette Cudmore	Seymour
21 October	Way 2 Go Workshop	Albury Wodonga Volunteer Resource Bureau	Benalla

Hume Palliative Care Consultancy Team and GV Hospice are happy to discuss specific palliative care education requirements for your workplace. We are working together to provide palliative care education across the region.

Contact HPCCT at Ovens & King Community Health Service on 03 5723 2070 or email [palliative@ovensandking.org.au](mailto:palliative@ovensandking.org.au).

Contact Sonia Strachan, Clinical Nurse Consultant at GV Hospice on 5822 0068 or email [soniaa@hospice.shepparton.net.au](mailto:soniaa@hospice.shepparton.net.au).

### Let's start talking – ensuring our future health care is well in hand

**Date:** 9 September 2009

**Time:** 2 sessions – 1.30pm – 4.00pm Bright and 6.30pm – 9.00pm Wangaratta

**Venue:** Bright Hospital and The Centre Wangaratta

**Cost:** Free of charge

This is an information session to provide community members with the right steps for themselves and their families in regard to being prepared for end of life care. The session will cover:

- an overview of the Office of the Public Advocate,
- enduring Powers of Attorney and guardianship,

- medical consent / person/s responsible, and
- end of life decisions

Please register with Christine at [petersoc@ovensandking.org.au](mailto:petersoc@ovensandking.org.au) or phone 5723 2070.

#### **End of Life Care: from Oral to Subcutaneous**

**Date:** 10 September 2009  
**Time:** 9.00am – 3.00pm  
**Venue:** Hospice House, 32 Packham Street, Shepparton  
**Cost:** Free of charge

Goulburn Valley Hospice is inviting all RN Div 1 and RN Div 2 (Medication Endorsed) Nurses in the City of Greater Shepparton area to this FREE education seminar. This seminar is specifically designed for Registered Nurses Div 1 and Div 2 (Medication Endorsed) and covers the following medication specific topics:

- Medications at End Stage Care
- Pain Management: From Oral to Subcutaneous
- Drug Calculations
- Practical Applications of subcutaneous infusion devices
- Introduction to the Hume Region Online Subcutaneous Infusion Competency

Be quick and register your interest for this exciting one day education opportunity. Numbers are limited so please book early.

For further information please contact Sonia on [soniaa@hospice.shepparton.net.au](mailto:soniaa@hospice.shepparton.net.au).

#### **Advance Notice – 13 & 14 May 2010 GV Hospice Biennial Conference**

Please keep this date free....more information to follow in future editions of Across the Desk.

Detailed flyers (outlining content and charges) and registration forms for education in 2009 will be circulated and made available at [www.ovensandking.org.au](http://www.ovensandking.org.au) as sessions are confirmed. Please follow the links to Palliative Care Education to view any updates.

#### **PEPA NSW Palliative Care Education now available on-line**

On 11 March 2009 the NSW Division of General Practice held an education day which was sponsored by PEPA NSW. The day comprised education on various palliative care topics as follows:

- Specialist palliative care services
- Communication with patients with palliative care needs and their families
- An overview of complementary therapies in palliative care
- Palliative care – principles of assessment
- Opioids – debunking myths and understanding how they work
- Hydration and oral intake issues
- Grief and bereavement – an overview
- The role of massage in palliative care and a hand massage workshop

This link will take you to the webpage where you can view these sessions [http://www.cwdgp.org.au/page/Services/Programs/Palliative\\_Care/Palliative\\_Care\\_Education\\_Day](http://www.cwdgp.org.au/page/Services/Programs/Palliative_Care/Palliative_Care_Education_Day).

## Education Galore: Other education on offer

The table below is a summary of other current palliative care related education. More detailed information can be found in Appendix A on page 11 at the end of this newsletter.

### Education being held in Hume region

Date	Title of Education	Provider
7 & 8 August, 11 September, 17 October	Graduate Certificate in Health Professional Education	Monash University
10 August	Pharmacology Study Day	Grampians Regional Palliative Care Team
12 August	Real Life: Relationship Education & Awareness for Life	Women's Health Goulburn North East
12 August	Aged Veteran Best Practice Seminar	Department of Veterans' Affairs
13 August	Lunch Forum on Funeral Options	Anglicare Victoria
13-15 August	Inaugural International Advance Care Planning Conference "Do We Know and Respect Our Patient's Choices?"	Austin Health & Change Champions Pty. Ltd.
24 August	Loss and Grief Expo	GriefLine Services Inc.
28 August	Migrant Families in Aged Care: An Intergenerational Perspective	Centre for Cultural Diversity in Ageing
29 August	Body image, self-esteem & sexuality	Cancer Council Victoria
23 September	Dealing with Challenging Behaviour	HACC, DHS
8 October	Supporting the Bereaved Child	Australian Centre for Grief and Bereavement
9 October	Strategies for Supporting Bereaved and Grieving Adults	Australian Centre for Grief and Bereavement
14 October	Dementia Myths and Realities 14th Biennial Benalla Dementia Seminar	Alzheimer's Australia Vic.
24 & 25 October	Not Just a Cleaning Lady Conference	HACC, DHS
28 & 29 October	4th Healthcare Without Walls: Best Care in the Most Appropriate Place	Change Champions Pty. Ltd.

## News Across the Region

### Health promoting palliative care with HPCCT

#### Strengthening Palliative Care through Health Promotion Bridging Project July 2009- June 2010

The project is continuing thanks to funding from the Department of Human Resources.

Our consultancy team is thrilled to be able to continue working with the project as we embrace a health promoting approach to palliative care. We aim to create a community better able to support themselves and each other alongside the care provided by professional carers.

Palliative care is everyone's business. Perhaps your health service, organisation or community group would like to find out about how you can be partners in providing the supportive care that people in our local communities need?

**Please call us on (03) 57232070 to talk over:**

- education and training options
- palliative care consultancy options
- access to health promotion posters
- access to one of our small community grants to support a palliative care health promotion activity

## Hume Regional Integrated Cancer Service – HumeRICS

**Did you know that those affected by cancer in the Goulburn Valley Region now have a place to access information throughout their cancer journey?**



Megan Wright, Robyn Haack and Renee Scott outside the Cancer Information and Resource Centre

The front area in the Shepparton HumeRICS office has been transformed into a Cancer Information and Resource Centre. This centre encompasses a large variety of information for those who have had a cancer diagnosis, their caregivers, family and friends as well as the general public. The resources cover all streams of cancer, lifestyle, caring for persons with cancer, information and support programs, prevention, uplifting and true stories, DVD's, CD's and much more.

Information in the resource centre is mostly free and can mostly be taken away with you, however they also have a developing section of library resources which can be read in the comfortable lounge area or borrowed to take home. You may also speak with one of the Cancer Resource Nurses.

The full list of resources can be obtained by contacting Renee at HumeRICS on 5832 8301. The selection of free information which can be taken away with you includes:

- Types of Cancer
- Chemotherapy and Radiotherapy
- Support Groups and Helplines
- Life After Cancer
- Reducing Cancer Risk
- Depression
- Palliative Care
- Grief and Loss
- Quit Smoking
- Sun Smart
- Pap Tests
- Childhood Cancer
- Support for Care-Givers
- Child-Friendly Information

If you are unable to visit the centre, you can contact them and information will be posted or emailed to you.

The centre is open business hours Monday to Friday and can be located at 193a Corio Street, Shepparton 3630 - phone: 03 5832 8301, fax: 03 5821 4366, email: [info@humerics.humehealth.org.au](mailto:info@humerics.humehealth.org.au).

## Loss and Grief Community Program - Ovens & King Community Health Service



Ovens & King Community Health Service are offering a 6 week loss and grief community program commencing in October 2009. This program is for anyone within the community who has experienced the loss of a loved one. The program aims to increase the support of loss and grief in the community, to integrate education and promote messages of healthy grieving.

Watch this space for further information in the next issue of Across the Desk. In the meantime, you can contact Marissa on 5723 2071 or Brooke 5723 2036 for further details.

## This Month's Website



[www.HumeCancerServices.com.au](http://www.HumeCancerServices.com.au)

### Background

In 2002 the Victorian Department of Human Services committed to a statewide redevelopment of cancer service, using ideas expressed in a Cancer Services Framework for Victoria.

The vision of the Cancer Services Framework for Victoria is the provision of integrated cancer services that provide: the right treatment and support to patients, as early as possible in their cancer journey, and as close to the patient's home as possible.

Eight Integrated Cancer Services (ICSs) have been established across the State to lead and drive the Victorian cancer reform agenda on local levels to improve the planning and delivery of cancer care so that it is coordinated, appropriate, and effective.

The ICSs oversee particular geographic areas with formal partnerships between health services, and operate across public, private and community services. Their priority areas are:

### Care coordination

Care coordination aims to create linkages between different services, improving communication and information sharing that results in a streamlined and smooth delivery of services for patients.

### Multidisciplinary Care

Multidisciplinary care promotes the development of a team approach to cancer care. It brings professionals together to consider all treatment options and to develop tailored treatment plans for each cancer patient. These treatment plans incorporate all relevant aspects of a cancer patient's physical and emotional needs.

### Supportive Care

Supportive care is a broad term used to describe all the services that may be required to support people with cancer and their carers. It includes:

- symptom control,
- provision of information,
- rehabilitation,
- physical support,
- social support,
- emotional support,
- spiritual support, and
- palliative care and bereavement care.

### Reducing Variations in Care

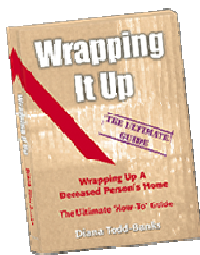
Irrespective of where a patient lives, there are standards of care that should not differ during treatment. Each ICS aims to ensure that, where possible, this occurs, with EVERY patient receiving:

- accurate and prompt diagnosis,
- treatment according to world's *best standards*,
- access to a full range of services, and
- coordinated care that promotes a smooth transition or *journey* through and between cancer service providers, throughout their cancer treatment.

### Further Information

For further information about the Victorian Government's Cancer Framework, and the Integrated Cancer Services go to the Department of Human Services website - <http://www.health.vic.gov.au/cancer>.

## This Month's Book Release



### Wrapping it Up by Diana Todd-Banks

IT'S a subject none of us like to think about, let alone plan for, but it is one that will confront all of us sometime in our lives.

Dealing with death is difficult at any time. Depending on the circumstances the feelings of loss and grief can be completely consuming and can last for a long time.

Every person has their own way of dealing with the emotional upheavals encountered on life's journey and nowhere is this more obvious than after a person has died.

Wrapping up a deceased person's home and possessions is one of the most difficult tasks we will all have to face.

After all people pass away every day and everybody needs help: Where do you start and how do you do it? How do you handle the emotional stresses and the relatives?

Ten years ago, when Gold Coast journalist and author Diana Todd-Banks' mother was found days after her death, she was confronted with the daunting task and found nothing to guide her.

While there were many experts and resources available to help cope with grief, wealth creation, superannuation, real estate and life's other definite, taxation, very little was written about wrapping up the loose ends of a person's life.

"When I packed up my mother's home, I had no idea about what I should do and just blundered along," said Diana.

"Lawyers cared about the legalities, accountants the financial affairs and funeral directors were only concerned about dealing with her body.

"There was just nobody to steer me through the minefield of wrapping up my mother's home."

So Diana decided to write a book to help others facing the same responsibility.

She created a research website and now, with the help of more than 40,000 website answers to her online survey, Diana has published her findings in *Wrapping It Up*, the first 'how to' guide to wrap up a deceased person's home and life possessions

For more information please go to the website <http://www.wrappingitup.com.au>. RRP \$30.00

## Last Month's Book Release



### Social Networks: The National Newsletter of the Palliative Care & Public Health Network

Social Networks is published in March, July and November each year. An annual subscription is \$15 to cover production costs, and entitles the reader to a hard copy of each issue for that year. For further details go to <http://www.latrobe.edu.au/pcu/newsletter.htm> or contact Frances Spain, Social Networks Publication Editor, La Trobe University Palliative Care Unit, 215 Franklin St, Melbourne, Vic 3000, phone: (03) 9285 5259, fax: (03) 9285 5111 or email: [pcu@latrobe.edu.au](mailto:pcu@latrobe.edu.au).

## Other interesting news ...

### Caresearch News

#### CareSearch Nurses Information Newsletter – current edition

The CareSearch Nurses Information Newsletter for June 2009 is now available by following this link <http://www.caresearch.com.au/Caresearch/LinkClick.aspx?fileticket=%2bNmgSb0T854%3d&tabid=884>.

#### CareSearch Review Collection

Seventeen reviews were added to the CareSearch Review Collection during June 2009. New reviews included the following:

- Lowe SS, Watanabe SM, Courneya KS. Physical activity as a supportive care intervention in palliative cancer patients: a systematic review. *J Support Oncol*. 2009 Jan-Feb;7(1):27-34.

Six studies were identified, with significant heterogeneity in terms of study design, participant characteristics, type of physical activity intervention, and outcomes. Although they generally reported positive preliminary findings, the overall methodologic quality of the studies was poor.

- Marsella A. Exploring the literature surrounding the transition into palliative care: a scoping review. *Int J Palliat Nurs*. 2009 Apr;15(4):186-9

The transition into palliative care is one of the most confusing and traumatic transitions a patient and family can face. Three key areas complicating the transition into palliative care were noted: the intrinsic nature of the transitions, the timing of the transition, and the lack of information surrounding this transition.

Information on all the systematic reviews in this collection can be found at <http://www.caresearch.com.au/caresearch/FindingEvidence/CareSearchReviewCollection/tabid/501/Default.aspx>.

#### EoL – Towards quality care at the end of life

This new publication from Palliative Care Australia explores some of the issues around preventable pain at the end of life - <http://www.palliativecare.org.au/Default.aspx?tabid=1951>.

## **The Ethics of Caring in a Good Society: a national conversation**

In April 2007 Carers NSW, with partners the Macquarie Group Foundation and St James Ethics Centre, undertook the two-year long national conversation exploring the ethical foundations of caring in a good society was structured around four key questions: What is a good society? What is caring? Who is responsible for caring? What does caring look like in a good society? The report of the research is available from NSW Carers Association <http://www.carersnsw.asn.au/storage/pdfs/EthicsofCaringinaGoodSocietyanationalconversation.pdf>.

## **Conferences in 2009 and 2010**

Please follow this link to the conferences page –  
<http://www.caresearch.com.au/caresearch/Education/Conferences/tabid/74/Default.aspx>.

To view the latest newsletter follow this link

<http://www.caresearch.com.au/Caresearch/LinkClick.aspx?fileticket=EVBW1r1AvY0%3d&tabid=309>.

To access the Caresearch website just follow [www.caresearch.com.au](http://www.caresearch.com.au).

## **Centre for Palliative Care Education and Research**

### **Professional Development in Palliative Care**

The Centre for Palliative Care Education and Research (CPCER) at St Vincent's Hospital has developed a Specialist Certificate in Palliative Care in conjunction with the University of Melbourne.

In addition to the accredited Specialist Certificate in Palliative Care currently running, we are offering non-accredited one day short courses in August and September 2009. These courses will be particularly inviting to generalist health care professionals and/or those working in specialist palliative care that want to update their skills in a particular area but do not want to enrol in an entire postgraduate course.

For registration or further information regarding either the award course or any of the non award courses, please contact Danielle Boardman by email [d.boardman@mccp.unimelb.edu.au](mailto:d.boardman@mccp.unimelb.edu.au) or phone: 03 9810 3250 or view the website at: [www.mccp.unimelb.edu.au/palliativecare](http://www.mccp.unimelb.edu.au/palliativecare).

## **Palliative Care Australia News**

### **Position statements**

Palliative Care Australia is preparing three new position statements to augment its existing collection of five.

The new position statements will address:

- the needs of culturally and linguistically diverse communities
- the issues facing Indigenous Australians in relation to palliative and end-of-life care
- quality in palliative care service provision.

Following a process of consultation, the statements will be available on the PCA website later in the year for a period of public comment.

Palliative Care Australia's existing positions statements are:

- Advance care planning
- Carers and end of life
- Primary health care and end of life
- Residential aged care and end of life
- Voluntary euthanasia and physician-assisted suicide.

These statements are available under the policy tab on the PCA website at [www.palliativecare.org.au](http://www.palliativecare.org.au).

### **New CALD resources planned**

**PCA has been funded by the Department of Health and Ageing to produce three resources on palliative care aimed at culturally and linguistically diverse communities:**

- Palliative Care: relief, comfort, support – an existing multicultural resource will be significantly revised to provide an overview of palliative and end-of-life care
- Asking questions can help: an aid for people seeing the palliative care team will be translated into several languages
- Facts about morphine and other opioid medicines in palliative care – a brochure for patients, families and carers about using medicines for relieving pain will be updated and translated.

These resources are expected to be translated into at least 20 community languages and will be developed with the assistance of the Centre for Cultural Diversity in Ageing.

We will advise the sector through the PCA e-bulletin once these resources become available towards the end of 2009.

### **New legislation for nurse practitioners**

New legislation has been announced which will give nurses access to the Medical Benefits Schedule (MBS) and Pharmaceutical Benefits Scheme (PBS) for the first time. Nurses will now be supported to provide care in areas such as aged care facilities, primary care settings or in the home. Nurse practitioners wishing to provide treatment under Medicare and prescribe certain medicines under the PBS will need to demonstrate they meet the eligibility requirements and have collaborative arrangements in place.

More information is available at [www.health.gov.au](http://www.health.gov.au).

### **Program of Experience in the Palliative Approach**

The Program of Experience in the Palliative Approach continues to offer a unique professional development opportunity for primary care providers from all disciplines to enhance their skills, knowledge and experience in the palliative approach. Recent highlights on the PEPA programme include:

- a successful program of community outreach workshops for Aboriginal health workers in the Northern Territory;
- involvement in a pilot project introducing a palliative pathway into residential aged care facilities (ACT); and
- incorporation of the PEPA workshop into the VACCHO Education & Training Unit Certificate III training program.

Supervised clinical placements of 2-5 days within a multidisciplinary palliative care team are available in all states and territories. Placements are highly flexible, focus on experiential clinical learning and are provided free of charge.

Financial support to assist with travel costs is provided to the participant and some assistance is available for employers for backfill. Applicants from regional, remote and metropolitan areas are encouraged. To apply for a PEPA placement visit [www.pepaeducation.com](http://www.pepaeducation.com).

### **Palliative Care Nurses Australia**

2010 conference will be held on Friday 27th and Saturday 28th August 2010. The provisional theme is Excellence and Innovation.

There are a number of roles available for volunteers in organising the scientific and social programs. If you would like to be involved in assisting the organising committee of this conference, please contact us.

#### **Specialist palliative care nursing competencies**

PCNA continues to work on progressing a model to enable the dissemination of specialist palliative care nursing core competencies nationally. We are currently mapping the framework against the ANMC competencies and will continue discussions with the Department of Health and Ageing and PCA about this important work.

## **New brochure**

A new PCNA brochure has been released and is available on the PCNA website. We will have a stand at the Together! 2009 conference and hope to see new members there. Newsletters continue quarterly and can also be downloaded from our website.

For further information about PCNA and to contact us, see [www.pcna.org.au](http://www.pcna.org.au).

## **Together! 2009 – Cultural Connections for Quality at the End of Life**

**Date:** 24-27 September 2009

**Venue:** Perth Convention Exhibition Centre, Western Australia

Together! 2009 Cultural Connections for Quality at the End of Life will be three days of new thinking, challenging discussion, informative research, and skill development. As an added extra, we are also offering a pre-conference day on Thursday 24 September 2009.

The pre-conference day offers a series of seminars and master classes on a broad range of topics. The seminars will feature guest speakers and facilitated discussions, while the master classes will provide a more “hands on” skills building session. More information can be found on the conference website [www.conlog.com.au/palliativecare2009](http://www.conlog.com.au/palliativecare2009).

Please follow this link to view the PCA e-bulletin July edition

<http://www.palliativecare.org.au/Portals/46/PCA%20e-bulletin%20-%20July%202009.pdf>.

## **Palliative Care Victoria News**

### **End of Life Care for People with Disabilities**

**Date:** Thursday 20 August 2009

**Time:** 10.00am – 1.00pm

**Venue:** DHS 50 Lonsdale Street, Level 1 Conference Centre

Palliative Care Victoria, National Disabilities Service and the Department of Human Services will hold a half day forum as a follow up to the “A matter of life and death workshop” run by PCV and NDS in June 2008.

The “A matter of life and death workshop” identified a number of challenges and opportunities. Key areas were advance care planning, cross-sector education, access to information, and dialogue and partnerships between the sectors.

The forum will hear progress of the working group regarding the provision of end of life care for people with a disability and provide an opportunity for forum attendees to contribute to how the sectors can better collaborate.

Please note that numbers will be limited.

RSVP [Geoff.Anderson@dhs.vic.gov.au](mailto:Geoff.Anderson@dhs.vic.gov.au) by Monday 17 August 2009 or phone 9096 5451.

### **Carers Payment (Child) – New system in place as of 1 July 2009**

Palliative care professionals should be aware that they may now be eligible to fill in the required Medical Report (SA 397). Completion eligibility has been expanded from being solely a medical practitioner to include registered nurses, physiotherapists, occupational therapists or aboriginal health workers (in geographically remote areas). Another positive change is that the completed medical form can now be sent directly to Centrelink separate to the carers form. This can reduce stress on the family.

PCV was actively involved in the overall consultation around the Carers Payment (Child) changes however the Medical Report Form was not made available for consultation at this time. We would appreciate your feedback on the content of this Medical Report Form by the end of September as there is an opportunity to feedback any issues or concerns before November 2009. All comments will be compiled and forward to Palliative Care Australia for action.

Please email comments to [info@pallcarevicd.asn.au](mailto:info@pallcarevicd.asn.au)

To view the content of the Medical Report Form SA397 see

[http://www.centrelink.gov.au/internet/internet.nsf/filestores/sa397\\_0907/\\$file/sa397\\_0907en\\_p.pdf](http://www.centrelink.gov.au/internet/internet.nsf/filestores/sa397_0907/$file/sa397_0907en_p.pdf).

## Palliative Care Podcasts



### Dr. Peter Martin

Peter is Clinical Director of Palliative Care for the Barwon South-West Region. He has academic appointments as a Clinical Associate Professor with Deakin and Melbourne medical schools. His research interests relate to the treatment of cancer cachexia syndrome, communication skills training and information and communication technology utilization, evaluation and

design in clinical practice.

The link below will take you to the webpage where you can choose to view and listen to three interviews with Peter on the following topics:

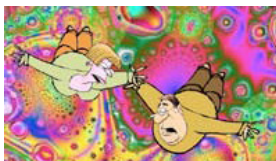
- Anorexia/Cachexia Syndrome in Advanced Cancer (12.25 mins)
- Breakthrough Pain or Episodic Pain (9.27 minutes)
- Communication (6.19 minutes)

On the same webpage you will also see links to powerpoint presentations on the above topics <http://www.pallcarevic.asn.au/Text/1238710412800-7482/pC/1182935445390-7903/>.

## Next Issue – Any Contributions?

The next issue of Across the Desk will be distributed in the week ending 28 August 2009. If you have any articles that you would like to contribute, please forward them to Christine at [petersoc@ovensandking.org.au](mailto:petersoc@ovensandking.org.au) by 24 August 2009.

## Thought for the Month



## BABY BOOMERS and their impact on the funeral industry

### Non traditional funerals for Baby Boomers:

According to most recent Australian funeral industry research, consumers are seeking greater involvement in funerals - wanting the opportunity to express themselves and be involved in the planning and service. Coupled with the additional trend - people are clearly responding to environmental issues in all industries, including the funeral industry.

According to a recent study by the National Funeral Directors Association

- a mere 13% of adults want a very traditional funeral service;
- of those interested in having a funeral of some type, 68% would like to customise the event; and
- approximately 75% prefer to prearrange their own service.

Baby Boomers have never followed tradition, and planning their funerals is no exception. They have always wanted to do things their way. We now employ wedding planners to organise our wedding, travel consultants for our holidays, business coaches for help with our business and personal trainers to help us keep fit.

Baby Boomers are not tied to tradition. They are the ones who really started rewriting their wedding vows, rewrote their birthing ceremonies, rewriting and challenging the accepted norms. Funeral directors are anticipating the exit of a giant generation.

The Baby Boomer generation will have a large impact on the death care business. Just as they lived their lives somewhat off the beaten path, Boomers are also not going to be happy with 'cookie cutter' funerals.

### It's all about me

Baby Boomers are desiring customised funeral arrangements, with personalised touches. You may enter the funeral home to the tune of rock music and a display of helium filled balloons. The coffin will be designed or custom designed, eco is the new emerging product. The funeral is likely to be surrounded by memorabilia of the person's life. There may be a performance of

sorts including less than traditional music and eulogies. Many family members and friends are now replacing clergy as the main speakers at funeral services.

According to industry researchers, Baby Boomers want to go out having as much fun as they had when they were here. The colour black will be passe along with black suits and cars as a general loosening up takes place. The Big Chill generation will go for 'Stairway to Heaven' over Amazing Grace.

It is highly unlikely that the Boomers will go quietly - or conventionally - when their time comes. Progressive funeral directors have changed from a 'here's what we have' mentality to a 'what would you like' mentality.

Taken from LifeArt newsletter Edition 6  
[www.lifeart.com.au](http://www.lifeart.com.au)

## Appendix A: Education Galore

### Graduate Certificate in Health Professional Education – Monash University

**Dates** 7 & 8 August, 11 September and 17 October

With this two year, part time mix of face to face and distance learning, you can concentrate on improving your teaching skills in the company of other health professionals. The first unit *Teaching and Learning in Health Professional Education* will be offered in Semester 2, 2009 by the Centre for Medical and Health Sciences Education in partnership with the North West Rural Medical Education Unit in Bendigo.

The Graduate Certificate is offered in Bendigo over two years from August 2009. Applications are welcome from all health professionals including doctors, nurses, allied health professionals, radiographers, social workers, pharmacists and ambulance officers involved in teaching.

For further information and application forms please visit [www.med.monash.edu.au/cmhse/courses](http://www.med.monash.edu.au/cmhse/courses). Applications close in June 2009.

For enrolment enquiries please contact Caroline Bopp – Clayton Campus ph: 03 9905 8271 or email [caroline.bopp@med.monash.edu.au](mailto:caroline.bopp@med.monash.edu.au). For local course delivery enquiries please contact Natalie Radomski – Bendigo and Mildura phone: 5440 9015 or email [natalie.radomski@med.monash.edu.au](mailto:natalie.radomski@med.monash.edu.au).

### Pharmacology Study Day – Grampians Regional Palliative Care Team

**Date:** Monday 10 August 2009

**Time:** 9.00am – 4.30pm

**Venue:** Education Resource Centre, Ballarat Health Service

**Cost:** \$70.00 (Grampians region) \$120.00 (non-Grampians region) (includes lunch)

**Registrations close:** 31 July 2009

This study day addresses the fundamental pharmacological principles of medication management in Palliative Care for Nurses (Div 1 & Div 2 medication endorsed). With a greater appreciation of the action of drugs on body processes, participants will be able to determine the therapeutic, adverse effects, contraindications and precautions of medications for use in the Palliative Care setting. This focus will ensure that participants develop learning skills that will enable them to assess patients' needs for specific medications, administer medications, monitor responses to medications and evaluate outcomes in their practice setting.

The pharmacology study day covers the basic principles of drug action and focuses on receptor sites that mediate drug action and the physiological and biochemical mechanisms associated with the response to a drug. It investigates the ways in which drugs are handled by the body in terms of their absorption, distribution and metabolism. Actions of common therapeutic agents used in Palliative Care will be discussed in detail, including analgesics, anti-inflammatory drugs, anxiolytics and hypnotics, gastrointestinal drugs including anti nausea and constipation medication, and management of metastatic bone disease.

#### **Objectives:**

On completion of this study day participants will be able to:

- Use problem solving skills in understanding the effects of drugs on body processes
- Use appropriate problem solving abilities in understanding the therapeutic and adverse effects, contraindications and precautions for medications.
- Apply knowledge gained to determine conversion rates from oral administration to parenteral administration of drugs
- Gain an understanding of medication competencies in the Palliative Care setting.

For more information please contact the Grampians Regional Palliative Care Team on 5320 3553.

## **Real Life: Relationship Education & Awareness for Life - Women's Health Goulburn North East**

**Date:** Wednesday 12 August 2009  
**Time:** 9.00am – 1.00pm  
**Venue:** 57 Rowan Street, Wangaratta  
**Cost:** \$20.00 (includes morning tea)

A school based training program for year 8 & 9 or a community based program for young people out of school that:

- Explores beliefs, values and attitudes about relationships.
- Increases knowledge and skills to develop healthy relationships.
- Develops understandings about the role of gender and power in relationships.
- Helps link young people with local services and support.

Real Life forges vital links between young people, schools and youth support organisations, domestic violence agencies, police and community health services. Real Life endeavors to skill students and young people in developing healthy relationships and to seek support when relationships are unhealthy. The Real Life Program consists of a comprehensive, easy to follow Manual in lesson plan format which includes:

- Four complete topics
- An easy to use lesson plan format – copy and go!
- Student and facilitator evaluations
- Follow up projects

Facilitator Training:

- Outlines the program content
- Provides the skills and confidence to implement the course
- Provides further resources and program ideas
- Develops a support network for facilitators that includes educators and youth support agency workers

For further information please contact Claire Zara on 03 5722 3009.

## **Department of Veterans' Affairs – Aged Veteran Best Practice Seminar**

**Date:** 12 August 2009  
**Time:** 9.00am – 12.30pm  
**Venue:** Albury  
**Cost:** Free of charge

The Department of Veterans' Affairs (DVA) offers a warm invitation to representatives from your organisation to attend an Aged Veteran Best Practice seminar. These popular seminars have been conducted nationally for aged care providers and developed with industry input. The seminar's aim is to increase provider knowledge and awareness of older members of the veteran community and their health entitlements and other services. The veteran community makes up approximately one quarter of aged care service recipients, and has been assigned Special Needs Status under the Aged Care Act.

The response to the seminars has been very positive, with creative approaches to veteran issues resulting from the program. In many cases attendees have provided a valuable internal resource for their agency, with an increased knowledge of veteran issues and DVA services. An important outcome has also been increased awareness and appropriate usage of DVA contacts and resources. Participants will learn about DVA clients and funded services, have the opportunity to discuss how to optimise support for veterans, and meet DVA representatives.

The seminar is suitable for community and residential aged care providers, but representatives of other service providers (e.g. discharge planners, allied health professionals, community nurses, practice managers, social workers) are most welcome to attend and will find many topics relevant to their work with veterans and war widow(er)s.

The program will include:

- Introducing older veterans & their health issues
- Allied Health Services
- Respite services
- Veterans' Special Needs status
- Commemoration and Grants
- Veterans' Home Care
- Repatriation Transport Scheme
- Working with the Veterans' Affairs Network
- Rehabilitation Appliances Program
- Convalescent Care
- Pharmaceutical entitlements of veterans
- Working with Ex-Service Organisations
- Community Nursing
- HomeFront falls prevention program

Bookings are essential no later than two weeks prior to the seminar for venue planning purposes, and you **cannot** register on the day. Numbers are limited and previous seminars have often booked out.

Program & venue information will be sent one week prior to the event. There is no cost to attend.

To register send an email to [agedseminar@dva.gov.au](mailto:agedseminar@dva.gov.au) with Location & Date in the subject line (eg Sydney 8 Sep). The email must contain:

1. All attendees' names and position titles
  2. Organisation name
  3. Suburb or town
  4. Contact telephone number
- (your email signature block may be sufficient)

Seminar information will be sent to the originating email address one week prior to the event.

### **Lunch Forum on Funeral Options – Anglicare Victoria**

**Date: 13 August 2009**

**Time: 12.00pm**

**Venue: Anglicare, 24 Ely Street, Wangaratta**

You are invited to an information session on funeral options to support people who are experiencing severe hardship and struggling financially in the areas between and around Wangaratta – Wodonga.

Discussion topics will include:

- The optional costs of funerals
- Funerals for a cost of \$800
- Cremation options
- Alternative to expensive coffins

For more information or to RSVP, please contact Suzie Don Leonard on phone 03 5721 9088 or email [suzie.donleonard@anglicarevic.org.au](mailto:suzie.donleonard@anglicarevic.org.au).

Please RSVP by Monday 10 August 2009 for catering purposes.

This forum is brought to you by CERW - Christian Emergency Relief – Wangaratta in partnership with Anglicare Victoria in Hume Region.

### **Inaugural International Advance Care Planning Conference “Do We Know and Respect Our Patient’s Choices?” - Austin Health & Change Champions Pty. Ltd.**

**Date: 13-15 August 2009**

**Venue: Crown Promenade, Melbourne.**

Austin Health and Change Champions Pty. Ltd. invite submissions of abstracts to present at the Inaugural International Advance Care Planning Conference.

Conference aims:

- Highlight system change required to implement advance care planning.
- Identify strategies for advance care planning that work well, are sustainable and are transferable.
- Showcase innovative and best practice approaches to advance care planning.
- Enable an international audience of health professionals to network, share ideas and issues around advance care planning.
- Examine the role of advance care planning in providing quality care for patients and carers.

- Provide opportunities for health professionals to improve their communication skills for advance care planning.

For more information visit <http://www.changechampions.com.au>.

### Loss and Grief Expo – GriefLine Services Inc.

**Date:** Monday 24 August 2009

**Time:** 4.30pm – 8.00pm (time of proceedings 5.30pm – 7.30pm)



**Cost:** \$25 – includes a light supper

**Venue:** Ashley Ricketson Lecture Theatre, Caulfield General Hospital, 260 Kooyong Road, South Caulfield 3162

GriefLine is hosting an informal evening during Grief Week, where various organizations will be talking about their projects. There will also be time for one on one discussions with presenters before the official proceedings at 5.30pm. So come early, and enjoy drinks, a light supper and some insightful discussion.

Presentations will include:

- The Australian Centre for Grief and Bereavement will present an overview of ACGB and talk about their bushfire bereavement related work.
- How do risk factors for complicated grief identified before death contribute to outcomes for the bereaved? An update and overview Dr Colleen Nordstrom, The University of Melbourne.
- GriefLine Services – Where to from here? Catherine Cini, Director.
- Mieke Zielinski, Art Therapist at MOIRA, will present and display the exploration of the non-finite loss & grief experienced by mothers of children with disability.
- **“Individual narratives - unique stories of grief and loss - a parent's perspective.”** Fiona Heylan - Coordinator Community Education/Bereaved Parent Services, The Compassionate Friends Victoria Inc.
- “Loss, Grief & Cancer: The journey rather than the destination!”, Trish Waters, Cancer Services Coordinator, The Victorian Cancer Council.
- "Nonfinite loss and the world that should have been" Colin Bruce, Emotional Health Centre.

Please RSVP to [administrator@griefline.org.au](mailto:administrator@griefline.org.au) or on 9595 3303 during business hours.

If you would like to share your organisation/service's resources, such as brochures, posters or information flyers, please let us know and space will be allocated at no charge.

### GriefLine Services Inc has changed office premises, as per the following:

- GriefLine Services Inc.  
The Grow Community Centre  
707 Glenhuntly Road  
South Caulfield, 3162
- Office/Administration Ph: 03 9532 9980 Mon-Fri 10.00am-4.30pm  
Email [administrator@griefline.org.au](mailto:administrator@griefline.org.au).
- GriefLine Helpline Ph: 03 9596 7799 12noon – 3.00am, every day of the year
- GriefLine Services Website [www.griefline.org.au](http://www.griefline.org.au)

### Migrant Families in Aged Care: An Intergenerational Perspective – Centre for Cultural Diversity in Ageing

**Date:** Friday 28th August 2009

**Time:** 10.00am – 3.00pm

**Venue:** Monash University, Level 7, 30 Collins Street Melbourne

**Cost:** \$88 per person (inc. GST) Lunch/Refreshments provided

*Certificate of Attendance issued on request.*

Aged care workers constantly negotiate a myriad of services with families. Often they are dealing with a number of generations within the one family. Cultural values and perceptions about ageing and wellbeing can vary across different generations.

At this seminar we will:

- introduce successful Intergenerational Programs that support older people in residential aged care facilities;
- explore the challenges that aged care staff face when negotiating with different generations of the same family;
- identify strategies for facilitating effective decision-making across generations;
- listen to a case-study from a daughter of elderly migrant parents; and
- provide advice on handling complaints from families from an intergenerational point of view.

**Presenters:**

- Ms Klaudia Vainshtein - Senior Project Officer, Centre for Cultural Diversity in Ageing "Why an Intergenerational Perspective in Aged Care?"
- Ms Pamela Bruder - Life Enrichment Program Coordinator, Emmy Monash Aged Care Inc. "Generations in One Voice: Integration, Achievement, Enrichment" Breaking down the stigma of ageing and advancing individual wellbeing through an inter-generational, interfaith, inter-cultural choir in a residential care facility. Launch of a new DVD - "Generations in One Voice"
- Ms Diana McCormack - Activities Coordinator/Diversional Therapist at Good Shepherd Aged Services "Intergenerational Exchange Program at Good Shepherd Aged Services"
- Ms Sharon McCormack - Educational Consultant and Author "Reaching Out - Intergenerational Friendships"
- Ms Marie Farrugia - Daughter of Migrant Parents "A personal story of ageing migrant parents"
- Dr Michael Bauer and Dr Tenzin Bathgate - Australian Centre for Evidence Based Aged Care, Faculty of Health Sciences, La Trobe University "Constructive Staff-Family Relationships in Residential Aged Care" - Research Findings
- Ms Kerry Rigby - Nurse Educator, Bapcare "A collage of culture and aged care: Piecing it together"
- Mr Steve Aivaliotis - Director, Proactive Complaints Management "Addressing responses to complaints from CALD clients and their families about aged care services"

To book you can register online at [www.culturaldiversity.com.au](http://www.culturaldiversity.com.au).

For further information contact: Klaudia Vainshtein tel: 03 8823 7900 or email:

[klaudia@culturaldiversity.com.au](mailto:klaudia@culturaldiversity.com.au).

### **Body image, self-esteem & sexuality – Cancer Council Victoria**

**Date:** Saturday 29 August 2009

**Time:** 10.00am – 3.00pm

**Venue:** Cancer Council Victoria, 1 Rathdowne Street, Carlton

**Cost:** Free of charge (lunch and refreshments provided)

This workshop is for people with a chronic illness and their partners and will discuss sexual confidence after treatments for chronic illness particularly cancer. Come along with your partner to learn ways to cope and enhance your relationship in a safe, supportive environment.

Facilitator sexuality and cancer expert Doreen Akkerman, AM who will discuss:

- Building confidence and increasing intimacy after a chronic illness
- Communication and lubrication.

Registration is essential. Please contact the Cancer Helpline on 13 11 20 or at [cis@cancervic.org.au](mailto:cis@cancervic.org.au).

### **Dealing with Challenging Behaviour – HACC Training**

**Date:** 23 September 2009

**Time:** 1.30pm – 4.30pm

**Venue:** Tallangatta

- Understanding of why challenging behaviours may occur, assist with developing strategies for managing such behaviours.
- Advise participants strategies to keep themselves safe during work.
- Develop skills in dealing with situations where clients may become aggressive.

For more information contact Sue Chen, phone: 03 5822 1944, email: [haccctraining@riac.org.au](mailto:haccctraining@riac.org.au).

### **Supporting the Bereaved Child – Australian Centre for Grief and Bereavement**

**Date:** Thursday 8 October 2009  
**Time:** 7.00pm – 9.30pm  
**Venue:** Wyndhamere Motel – Best Western, 65 Wyndham Street, Shepparton  
**Cost:** \$25.00 (member) \$30.00 (non-member)

Registration closes 25 September 2009.

For more information please download the program at [www.grief.org.au](http://www.grief.org.au).

### **Strategies for Supporting Bereaved and Grieving Adults – Australian Centre for Grief and Bereavement**

**Date:** Friday 9 October 2009  
**Time:** 9.30am – 4.30pm  
**Venue:** Wyndhamere Motel – Best Western, 65 Wyndham Street, Shepparton  
**Cost:** \$160.00 (member) \$200.00 (non-member)

Registration closes 25 September 2009.

For more information please download the program at [www.grief.org.au](http://www.grief.org.au).

### **Dementia Myths & Realities 14th Biennial Benalla Dementia Seminar – Alzheimer's Australia Vic.**

**Date:** Wednesday 14 October 2009  
**Time:** 9.30am – 3.30pm  
**Venue:** Benalla Performing Arts Centre, 57 Samaria Road, Benalla

Speakers:

- Professor Edmond Chiu AM – Professorial Fellow, Academic Unit for Psychiatry of Old Age, University of Melbourne; St. George's Hospital, Kew.
- Tom Valenta – Author and former journalist; public relations consultant; carer for his wife Marie and author of "Remember me Mrs. V?".
- Frank Zeinstra – Community Mental Health Nurse, Aged Psychiatry Service, North East Health.
- Jill Linklater – Policy and Advocacy Alzheimer's Australia Vic.
- Elizabeth Fenwick – Chair, Consumer Reference Group Alzheimer's Australia Vic.

For further information and a registration form, please contact Diana Czwarno on (03) 9815 7800 or email [dczwarno@alzvic.asn.au](mailto:dczwarno@alzvic.asn.au).

### **Not Just a Cleaning Lady Conference – HACC Training Program, Department of Human Services**

**Date:** Saturday 24th October– Sunday 25th October 2009  
**Time:** 9.00am  
**Venue:** Lake Hume Resort, Albury  
**Cost:** \$44.00 (food and accommodation will be covered by the HACC Training Program. (food: Friday dinner – till Sunday afternoon tea) (accommodation: Friday night and Saturday night)

**Registration closes: 30 June 2009**

Places are limited to 100 (there are nearly 600 community care workers in the region). Be early to secure a place.

This is the very first conference organised by the HACC Training Program in the Hume region. The conference covers 'home and community care' from three angles: the service, the profession, and the workers. Central to these aspects are practicality of the active service model, job satisfaction in community care, and self-care for workers. Registration open to HACC funded community care workers only.

For more information and a registration form, please contact Sue Chen, HACC Regional Training Coordinator, Regional Information & Advocacy Council tel: 03 5822 1944; email: [hacctraining@riac.org.au](mailto:hacctraining@riac.org.au).

**4th Healthcare Without Walls: Best Care in the Most Appropriate Place – Change Champions Pty. Ltd.**

**Date:** Thursday 28 & Friday 29 October 2009

**Venue:** Amora Jamison Sydney, Jamison Street, Sydney

**Advance notification call for abstracts.**

Change Champions invites participation in its toolkit seminar, **Hospital Avoidance? Care Closer to Home? The 4<sup>th</sup> Healthcare Without Walls: Best Care, Most Appropriate Place** by submitting an abstract to present at the seminar.

**Seminar Aims:**

- Highlight successful strategies for ensuring that quality patient care is delivered in the most appropriate setting.
- Showcase models of service delivery/care that have resulted in hospital avoidance, reduced hospital admissions and/or care closer to home.
- Highlight strategies for improving the patient journey and the patient experience as they relate to hospital avoidance/reduced hospital admissions and/or care closer to home initiatives.

**Audience:**

Health and related professions, managers and those with an interest in innovations in health care service delivery and a commitment to ensuring that quality patient care is delivered in the most appropriate setting.

**Suggested Topic Areas:**

Submissions are invited for abstracts that showcase innovations that deliver quality patient care in the most appropriate setting (but not limited to):

- Access/Demand Management
- Aged Care, Chronic Disease, Immediate Care, Preventive Care, Subacute Care and Rehabilitation
- Care in the Community/Outreach Services
- Case Management
- Clinical Redesign
- Connected Care/eHealth
- Contact/Call Centres
- GP Plus
- Health Independence/Self Management
- Home Based Care
- Skill Mix
- Hospital Avoidance
- Integrated Care
- Medical Assessment Units/Rapid Assessment Units/Short Stay Units
- Multidisciplinary Teams (inc effective communication between teams)
- Out of Hospital Strategies
- Out of Hours Care
- Patient Safety and Quality
- Patient Journey/Patient Experience
- Transitional Care
- Single Points of Entry
- Workforce/New Models of Care

For further information please phone 02 4963 5150 or email [change.champions@bigpond.com](mailto:change.champions@bigpond.com).