



PalliativeCare
VICTORIA
Living, dying & grieving well

Membership Survey 2019 Report on Feedback

Appreciation

We would like to thank all our members who provided helpful feedback on Palliative Care Victoria's performance in 2018. The survey was open for via the survey that was open from 23 February to 13 March 2019.

Survey respondents

113 people responded to the survey. a response rate of 39% and a 31% increase in the number of respondents compared to 2018.

Of the 72 respondents to the demographic questions, the majority (69%) identified as working for organisation members, 47% were from regional areas, 38% from metro Melbourne and 11% identified as working for state-wide services. The roles of respondents included clinical (35%), management (21%), managers of volunteers or volunteers (13%) and administrative roles (8%).

Familiarity with PCV's work

77% of the 113 respondents to this question rated their familiarity with PCV's work as excellent, very good or good. Respondents familiar with PCV's work unsurprisingly reported higher levels of satisfaction on all survey questions.

Respondents who answered "Don't Know" or "Not/Applicable" have been excluded prior to analysing the satisfaction levels in relation to each question in this report.

Engagement with PCV's work

68% of the 113 respondents to this question rated their level of engagement with PCV's work as excellent, very good or good. Reasons cited for lower levels of engagement related to: recently in the role, capacity to find time, small service size and distance.

One respondent suggested that PCV improve its engagement with inpatient and consultancy palliative care services. Another suggested 3 to 4 monthly regular meetings with specialist palliative care.

Overall satisfaction with PCV's work during 2018.

93% of the 56 respondents to this question who were familiar with PCV's work in 2018 indicated they were very satisfied or satisfied with PCV's overall performance during 2018.

86% of the 10 respondents to this question who had limited familiarity with PCV's work in 2018 indicated they were very satisfied or satisfied with PCV's overall performance during 2018.

Suggestions from respondents included:

- Increased public awareness of the benefits of palliative care.

- More focus on government providing an increased level of palliative care service to rural and remote Victoria.

Reasons given for overall satisfaction with PCV's performance in 2018 included:

- *"Increased public awareness of the benefits of palliative care."*
- *"As a peak body you are balancing the representation on key strategic issues at the tiers of government, as well as addressing key social and practical issues with your energetic work in community development and capacity building. The comprehensive attention to data gathering and information dissemination is appreciated."*
- *"PCV tirelessly works under-funded to improve the access, experience and satisfaction of the community."*
- *"The wide range of PC issues that need to be covered are done very well by a relatively small team. Communications are prompt, consistent and relevant. Submissions to Government are detailed and compelling. I think you do pretty well given your current resources but as the Peak Body for Victoria it would be great to have you more visible."*
- *"Great Call to Action - Thank you it made a significant difference."*
- *Well-considered projects and advocacy for the palliative care sector. PCV keeps abreast with current issues and strives to be involved if appropriate."*

Strategic Objectives 2018-2022

88% of 99 respondents to this question indicated they were very satisfied or satisfied with PCV's strategic objectives for 2018-2022.

Qualitative comments included:

- *"The breadth of the strategic directions encompasses a whole of community approach, recognizing that everyone has an important role in walking each other through the doorway to a good death."*
- *"If all four of those objectives are well met then the service would be making a significant impact in the community."*
- *"PCV has captured the essence of what is important in palliative care with these strategic directions"*

PCV's information, engagement and support activities for consumers, carers and the broader community during 2018.

Between 83% and 94% of respondents reported that they were very satisfied or satisfied in relation to these activities. Highest levels of satisfaction related to PCV's new process of dying leaflet, and PCV's resources for the community.

Suggestions from respondents included:

- PCV conduct a media campaign with positive messages.
- PCV distribute its resources to various primary health providers, chronic disease groups and aged care services for distribution free of charge to their clients.
- New resources about grief and loss and what to consider when planning a funeral.

PCV's representation, advocacy and collaboration on behalf of the palliative care sector, and member support during 2018.

Respondents reported highest levels of satisfaction with our weekly newsflash (94%), information and email support to members (92%), PCV's call to action (86%) and collaboration with other organisations (80%).

In relation to PCV's work in 2018 in relation to Voluntary Assisted Dying, two-thirds (67%) of respondents reported satisfaction, 23% gave a neutral response and 10% expressed dissatisfaction. Five respondents commented that PCV should have adopted a neutral position on this issue.

Suggestions from respondents included:

- PCV advocate for better palliative care in aged care, more palliative care services, increased support for in-home carers.
- PCV engage more with the media about palliative care and end of life care planning issues.
- PCV engage more with non-specialist service caring for people at the end of life.
- PCV provide more information to members about what it is doing to progress policy and advocate for their needs.

PCV's work to improve access and responsiveness for diverse groups during 2018.

Almost 80% of respondents reported that they were very satisfied or satisfied with PCV's work to increase access and responsiveness to people from diverse cultural, linguistic and faith backgrounds.

Satisfaction levels were lower in relation to rural and regional communities (69%), people living residential care (62%) and people who identify as LGBTQI (66%). This reflects PCV's limited resource capacity to address all areas of requiring improved access and responsiveness. PCV has given a lower priority to residential aged care, given the role of Palliative Care Consortia in this regard.

Suggestions from respondents included:

- More education for nurses and in regional areas on cultural responsiveness.
- Continued support for rural and remote services.

PCV's activities to strengthen volunteering in 2018.

Between 81% and 87% of respondents reported they were very satisfied or satisfied with activities to strengthen volunteering. The greatest levels of satisfaction were among those familiar with PCV's work who reported high levels of satisfaction with volunteering newsflash (92%), collaboration with other volunteer networks (88%) and PCV's 2018 Volunteers conference (85%).

Suggestions from respondents included:

- Holding another Volunteers Conference.
- Use of Zoom to support participation by in the PCV Volunteer Network meetings.

What respondents most value about PCV.

Seventy-two respondents provided feedback on what they most value about PCV.

What they value includes:

- *"The quality of advocacy material and political know how."*
- *"Their skilled staff who provide invaluable support to patients and families."*
- *"PCV is a centre of excellence and a great resource to point people asking questions to."*
- *"Connection to members, connection to palliative care providers. Information sharing overall, and expertise in community involvement."*
- *"Advocating for patients, families and carers. Proactive and engaging with stakeholders, very innovative with their ideas."*
- *"Available resources, regular updates, Friday newsflash, volunteer newsflash."*

The PCV Board noted this feedback at its meeting on 7 May 2019.

Thank you for providing this feedback to PCV. It helps us to meet your needs and advance our vision to ensure that all Victorians with a life limiting illness and their families are supported to live, die and grieve well.

Odette Waanders
PCV CEO
14 May 2019