Albany Community Hospice

ACH 2021 – Flourishing Together

Our Vision

The community, as individuals and collectively, values and embraces death and dying as an integral part of life.

Our Mission

Albany Community Hospice is a leader in the provision of expert palliative care, education and support so all members of the community can experience death with grace in a manner and place of their choice.

Our Values

- Compassion and caring
- Integrity
- Respect
- Inclusive and judgement free
- Teamwork and collaboration
- Excellence
- Innovative

Goal 1: Effective Board Governance

- Ensure adherence to best practice Board Governance practices
- Undertake a review of Board and Committee structure and membership
- Develop and endorse a position on voluntary assisted dying

Goal 2: Financial Sustainability

- Ensure regular reviews of funding framework
- Implement a robust risk management framework
- Develop fundraising strategy and program
- Negotiate service agreements with private health insurers
- Establish fee for service in-hospice palliative care options

Goal 3: Operational Excellence

- Ensure excellence in clinical governance
- Review structure of Hospice & Clinical Nursing Management roles/functions
- Expand support for psychological and social needs for guests and families
- Review layout and functionality of Hospice facility
- Develop an effective operational communications strategy
- Review Hospice IT systems, infrastructure and security
- Develop an environmental strategy

Goal 4: Valuing Our People

- Become an Employer of Choice (EoC) and ensure adherence to EoC principles
- Prepare, and implement, a workforce development plan
- Develop and implement, a volunteer management & recognition strategy
- Establish a Bright Ideas internal suggestions program

Goal 5: Community Connections

- Develop and implement a marketing strategy for all Hospice services
- Ensure effective management of the Hospice's on-line brand
- Collaborate with community organisations and other service providers to foster and enhance the delivery of palliative care in our community
- Actively participate in programs that develop the capacity of the community to care for their own
- Develop and deliver palliative care and death literacy community education and awareness programs

Goal 6: Explore innovative opportunites in Hospice Services

- Explore new service delivery options including, but not limited to:
  - Hospice Wishing Well program designed to identify, and fulfil, the wishes of people with life-limiting conditions
  - Fee for service in-home palliative care services
  - Development and marketing of palliative care related training materials
  - In-house palliative care educational, training and work experience programs
  - Digital palliative care services