

Contact Details



SOUTH (SA)

Deb Rawlings

PCOC South Zone Co-ordinator
Ph: 0400 288819
deborah.rawlings@flinders.edu.au

NORTH (QLD & Nth NSW)

Susan Mylne / Jane McEniery

PCOC North Zone Co-ordinator
PH: (07) 3138 6130
s.mylne@qut.edu.au

WEST (WA & NT)

Helen Walker/Jannie Piercy

PCOC West Zone Co-ordinator
PH: (08) 9489 2878
Helen.Walker@health.wa.gov.au

CENTRAL (NSW,ACT & Tas)

Dave Fildes

PCOC Central Zone Co-ordinator
PH: 0407 935384
dfildes@uow.edu.au

CENTRAL (Victoria)

Kathy Hendry

PCOC Zone Co-ordinator Victoria
PH: 0418 318 654
khendry@mercy.com.au

PCOC National Manager

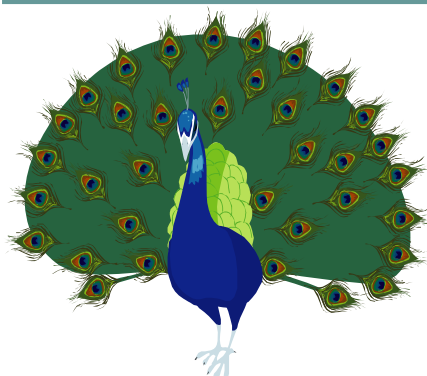
Prue Watters

PH: (02) 4221 5093
prue@uow.edu.au

PCOC Training Manager

Maree Banfield

PH: (02) 4221 5965
banfield@uow.edu.au



BULLETIN

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Welcome to this 4th edition of the PCOC bulletin which we hope will keep readers informed about PCOC's progress and prompt discussion on the PCOC email list-server. The list-server is designed to be a group email for the purposes of disseminating information to and from all members on the list. Contact darcy@uow.edu.au if you are interested in participating

Community Services Workshop – review

A workshop for community services held in Melbourne in May 2008 was attended by 65 staff from 46 services. It was arranged to agree on the types of community services and the data items and outcome measures to be collected. PCOC will re-survey participants at both the consultative service and community workshops to ensure agreement is reached on the final definitions

Network Meetings

The first West Zone Champions meeting was held in April for Services in WA. Each zone plans to establish a similar network for services in their zone. The aim is to provide a forum to share information and ideas, promote consistent data collection, allow feedback from services and promote discussion on PCOC reports.

Patient / Carer Survey

PCOC offered palliative care services the opportunity to participate in a snapshot survey of patient experience and carer satisfaction. These surveys will provide services with additional information that can be used for quality purposes. All completed surveys are to be returned to PCOC by the end of June for reporting.

Reports and Benchmarking

The fourth report, analysing data from 52 services, has been published, and three benchmarking workshops are planned to present the results. Workshops will be held in Brisbane for the Northern Zone (July 9), Sydney for the Eastern Zone (July 1) and Adelaide for VIC, SA, WA and NT (July 11). Zone Coordinators will also arrange to meet with services to discuss their report, the first to be based on the Version 2 data set.

Funding

PCOC has concluded a variation with the Department of Health and Ageing to extend their contract while longer term funding is resolved.

PCOC Website:

http://chsd.uow.edu.au/pcoc/about_pcoc.html