



Polish Community Council of Victoria (PCCV)



Home Care



Victoria

Highlights

- Strengthened multidisciplinary collaboration between home care, hospice, and families
- Enhanced staff confidence in delivering person-centred end-of-life care at home
- Improved comfort-focused care through coordinated symptom management
- Supported families with emotional, practical, and spiritual care
- Enabled older people to remain at home, aligned with their wishes

Goal

To strengthen end-of-life care delivered at home, support coordinated palliative care partnerships, and ensure older people and their families experience comfort, dignity, and personalised care during the final stages of life.

The Polish Community Council of Victoria (PCCV) Home Care Program provides in-home support to older people with complex and end-of-life care needs. Services include personal care, emotional support, practical assistance, and care coordination, working in partnership with hospice services and families. Personal care workers and case managers support clients to remain at home wherever possible, focusing on comfort, dignity, and individual preferences. Care is delivered through a collaborative, holistic approach that recognises the importance of family involvement, spiritual wellbeing, and culturally respectful care.

The service chose to participate in the ELDAC Linkages Program to strengthen end-of-life care capability, improve coordination with specialist palliative care, and support staff and families to navigate complex end-of-life decisions with confidence and compassion.

Before participation, balancing increasing care needs with a person's wish to remain at home was challenging. Supporting families through emotional distress at end-of-life also required stronger coordination, clearer communication, and structured approaches to comfort-focused care.

Key outcomes and benefits

- Improved coordination between home care, hospice, and families
- Increased staff confidence in comfort-focused end-of-life care
- More consistent emotional and spiritual support for families
- Enhanced ability to respect individual wishes and preferences
- Positive feedback from families about care quality and compassion



Our journey

An older client receiving care through the PCCV Home Care Program was approaching the end of life following a terminal illness. As their condition deteriorated, the focus of care shifted from active treatment to comfort, dignity, and quality of life. Remaining at home, surrounded by family, was their clear preference.

Through participation in the ELDAC Linkages Program, staff were equipped with the tools and understanding to support coordinated end-of-life care at home. Personal care workers, the hospice team, and the client's family worked together to create a supportive environment tailored to their needs. Comfort-focused care prioritised pain relief, appropriate positioning, and calm, familiar surroundings.

Care extended beyond physical needs. Emotional support was provided through regular companionship and attentive listening, helping to ease fear and loneliness. Personal preferences were respected, including playing meaningful music and facilitating visits from close family members. Creative expression continued to be encouraged, providing moments of peace and connection during their final days. Spiritual support was also arranged in line with their wishes.

As care needs increased, close collaboration between the hospice team and the case manager ensured ongoing safety and comfort while honouring their desire to remain at home. The family was supported through counselling and guidance, helping them navigate difficult conversations and prepare for what lay ahead.

The older person passed away peacefully at home, surrounded by their family. The family later expressed deep gratitude for the compassionate care provided, sharing that the consistent presence and support of familiar carers allowed them to focus on spending meaningful time together. Participation in the ELDAC Linkages Program supported coordinated, person-centred care, ensuring that their final days were marked by comfort, dignity, and love.

*Resident/Client names have been de-identified and are gender neutral to preserve confidentiality.