



Support us in 2026:

We need your assistance! Help fund one of our key priorities for the year: Ai Scribe, a digital transcription tool that will help our clinicians spend more time where it matters most — with clients and families.

As part of our program to make better use of digital tools, we are seeking \$95,000 to fund this project. This secure tool will reduce the time our teams spend on paper-work and help them stay focused, present and connected in each visit. By supporting Ai Scribe, you will help improve care in a practical way: giving precious time back to the people providing it. Join Alyssa and her dad by donating to this project and help turn time into better care.

To donate, please use the donation form, or if you would like to leave a Living Legacy contact **Louise Brown** at lbrown@epcvic.org.au or **0431 810 117**.

Mum's gift for better care

Our family's gift to Eastern Palliative Care (EPC) is inspired by the care mum received and by the way she lived her life. Long before computers sat on every desk, mum was always asking how things could be done better. Whether improving housing, helping women in Brazil turn creativity into income, or teaching herself new technology, she had a quiet gift for strengthening the systems around her.

This gift was especially clear when she purchased a specialist magazine. At a time when publishing was manual, she taught herself new technology, studied at TAFE, and transformed its production. She built archives, authored a key reference book and managed websites into her eighties, still learning and sharing knowledge almost to the end.

In 2025, when EPC supported our family through mum's final months with pancreatic cancer, it felt fitting that her care reflected values she held all her life: thoughtful coordination, clear communication and people working with purpose.

Every nurse who came into our home seemed to understand not only mum's clinical needs, but who she was and how our family communicated. There was comfort in not having to repeat everything, relief in feeling known, and trust in seeing her care carried forward from one visit to the next.

As a cancer care nurse, I know that kind of continuity does not happen by chance. It relies on clear notes, handovers and systems that support staff in people's homes. That is why my father and I have chosen to donate to EPC's Ai Scribe initiative. By helping clinicians capture details more efficiently, it gives nurses more time to be present with clients and families, while strengthening communication behind compassionate care. It feels like a fitting way to honour mum by helping more families receive care that is coordinated, personal and human.



This publication is funded by our Community Partners, Bendigo Bank and Financial Lifestyle Partners. Their generous support helps us communicate effectively with you, our community.



Alyssa's mum created these beautiful water tank mosaics, bringing together thousands of individual tiles with vision and purpose to create something truly remarkable. In much the same way, digital tools like Ai Scribe can connect isolated pieces of information to build a clearer picture of care.



Hello friends of EPC

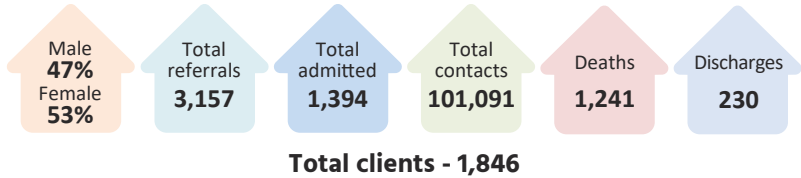
Every day, EPC has the privilege of walking alongside people with life-limiting illness, and the families and carers who love them. At a time that can feel uncertain and overwhelming, our goal is simple: to help people receive the care they need, in the place they feel safest, surrounded by the people who matter most.

As we look ahead to the 2026-27 financial year, we are focused on strengthening the care we provide through three key Pillars: improving our services, making better use of digital tools, and investing in our people. These priorities will help us reach people with the most need, respond more quickly, reduce unnecessary stress for families, and give our staff more time to do what they do best — provide compassionate, person-centred and expert care. Your support helps make this possible. Donations allow us to go further than government funding alone can take us — funding practical equipment, bereavement support for children and families, palliative care education, overnight respite for exhausted carers, and technology that helps improve care.

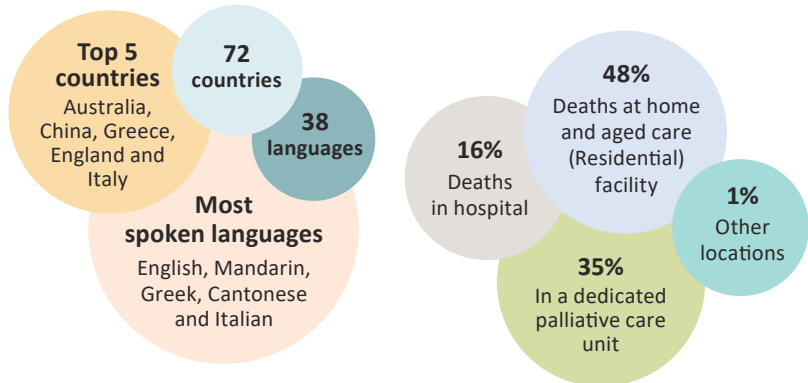
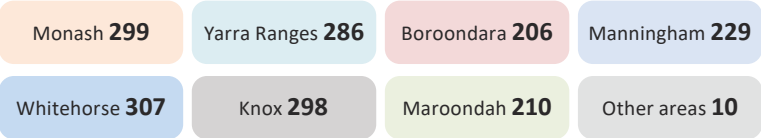
Behind every gift is a real difference: a family feeling less alone, a carer able to rest, a child receiving support through grief, or a person being able to remain at home with comfort, dignity and choice.

Thank you for standing with EPC and with the people we care for. Your generosity is helping us build a stronger, more responsive service for our community — today, and into the future.

EPC client profiles for 2025-2026



Where our clients lived



Thanks to you, care is only a call away

Thank you to everyone who supported this year’s Tax Appeal. Together, our **community raised \$132,000** to help ensure people living with a life-limiting illness, and their families and carers, can access specialist palliative care when they need it most.

This year’s response was a powerful reminder of what can happen when people come together with compassion and purpose. Every gift, large and small, contributed to a shared commitment: helping EPC continue providing responsive, personalised and practical support to people in our community 24/7.

A special thank you goes to our wonderful volunteer, Judy, whose generous matched gift helped inspire others to give. Judy’s support meant donations made during the appeal could go even further, doubling the impact for families relying on EPC’s care.

We also extend our heartfelt thanks to Jan Daniher for generously sharing her story and supporting EPC, helping bring the impact of our care to life for our community.

Funds raised through the Tax Appeal will support EPC’s 24/7 on-call service, a vital service that costs approximately \$300,000 each year to run. This after-hours support gives patients, families and carers reassurance that specialist advice is available at any time — including overnight, on weekends and during moments of uncertainty or distress.

Our community – caring together

We are delighted to acknowledge our community partners, Bendigo Bank and Financial Lifestyle Partners. Their contribution helps us share practical information about palliative care planning at this stage of life, including conversations about care preferences, financial planning and getting important affairs in order. Partnerships like these help more people and families plan ahead with confidence, reduce uncertainty for loved ones and feel supported to focus on what matters most.



FINANCIAL LIFESTYLE
PARTNERS

Trusted financial guidance for the EPC community

EPC is delighted to welcome Financial Lifestyle Partners (FLP) as a valued Community Partner.

Based in Ringwood, FLP has supported individuals and families with professional financial advice for more than 40 years. Their commitment to helping people make informed decisions with confidence reflects EPC's values of compassion, respect and support through life's most challenging times.

This partnership is especially meaningful because FLP founder Craig Ralph is also an EPC Community Volunteer. Craig visits clients in their homes, offering companionship, social connection and respite for carers. His firsthand experience of palliative care has strengthened FLP's commitment to supporting EPC's work in Melbourne's east.

As part of their partnership, FLP is offering a complimentary initial financial consultation to EPC clients, families and team members, with special rates available for subsequent comprehensive advice.

Their advisers can provide guidance on estate planning, superannuation and insurance, financial planning for partners and dependants, Centrelink and aged care options, household finances and future financial security. Consultations can be held at their Ringwood office or via secure video conferencing, and family members or support people are welcome to participate.

Through our partnership with FLP, we are pleased to connect our community with trusted, compassionate professionals who understand the importance of providing practical support with care and sensitivity.

Supporting care, strengthening community

At Community Bank Blackburn South, we believe in the power of local connection and compassionate care. That is why we are incredibly proud to partner with EPC, supporting the vital work they do for individuals and families during their most challenging times.

Our philosophy as a community-focused bank is simple: The role we play is to feed into prosperity, not off it. We recognise that without successful communities, there cannot be successful businesses.

Community Bank Blackburn South is committed to developing partnerships that assist in achieving positive community outcomes. By working alongside incredible organisations like EPC, we invest in local organisations that facilitate activities to build and strengthen our community.

How your banking makes a difference

Every time you choose to bank with us, you are directly supporting local care. Our community investment funding is made possible by the profit generated from banking services provided at our branch.

When you bank locally, the whole community thrives. We are honoured to stand beside EPC to help deliver comfort, dignity, and support when it matters most.



Bendigo Bank

**Community Bank
Blackburn South**

Making every moment count

Every gift to EPC helps create moments families hold onto forever. For Community Companion volunteer Craig Ralph, those moments are often simple: a drive, a coffee, a visit to a much-loved place, or a conversation that helps someone feel seen, heard and remembered.

Craig's commitment to giving back began early, inspired by his parents' decades of community service. Their example showed him that helping others was not something you did occasionally. It was simply a way of life. After a near-death experience four years ago, he felt called to give more personally and found purpose with EPC.

As a Community Companion volunteer, Craig draws on skills developed through his financial planning business, but the goals are now very different. As he says, "It's not about financial returns anymore; it's about banking memory dividends." Through EPC, Craig has helped people spend precious time doing what matters most to them.

Moments made possible through care

- Daniel, 31, reconnected with his love of dirt bikes, planes and the beach through outings with Craig.
- David, 53, fulfilled his dream of visiting the MCG, a day his family later described as deeply cherished.
- Dan, 54, found meaning in simple moments like lunch at the Healesville Grand Hotel and coffee at a local café.
- With Laurent, 65, Craig shared long lunches, conversation and moments of dignity and reflection.



Craig finds these conversations profoundly humbling. "It's an honour to sit with someone and listen as they reflect on their life, their prognosis, and their achievements."

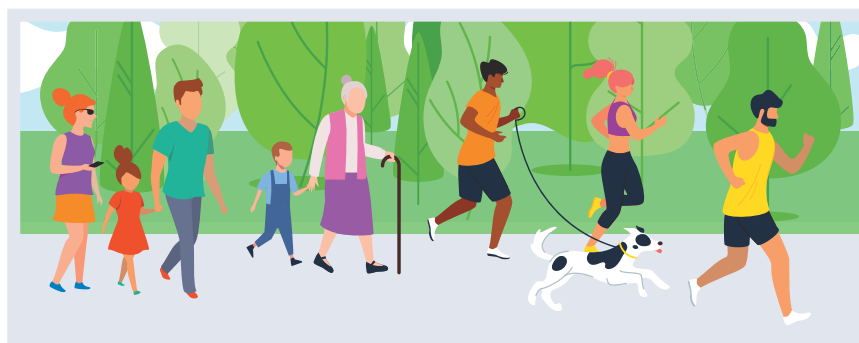
For Craig and his wife Lisa, supporting EPC is also deeply personal. Together, they now fund a bereavement program for children aged 5 to 12, helping young people understand and process grief in a safe, caring and age-appropriate way.

Their generosity extends Craig's belief in making every moment count — not only for people at the end of life, but for the families and children who continue on after loss. As Craig says, "I feel blessed to be a tiny part of what EPC does for the community. It's all about making every moment count."

PTP4EPC is back – make every step count

This year's Pound the Pavement (PTP) is back, and we'd love you to be part of it! Whether you walk, run, or cheer from the sidelines, every step helps raise vital funds so more people can receive compassionate palliative care at home. Even our Palliative Paw friends can make their steps count!

Gather your friends, family or colleagues, set yourself a challenge and sign up today to make a meaningful difference for families in our community.



**POUND THE
PAVEMENT 4 EPC**

SUNDAY 22 NOVEMBER 2026
REGISTER 9:30am | EVENT 10am – 1pm
WATTLE PARK | RIVERSDALE RD, BURWOOD

Everyday equipment, extraordinary impact

We are grateful to the Freemasons Foundation and United Blackburn Lodge for their **generous donation of \$12,200**, helping us purchase essential equipment that supports people to be cared for at home. Over the last four years, they have donated more than \$50,000, making a meaningful difference to helping people live well, every day.



Big love, small moments at our donor high tea

Our recent Donor High Tea was a wonderful success, with more than 60 guests joining us for a lovely afternoon of conversation, connection and delicious sweet treats.

It was a beautiful reflection of this year's theme, Big Love, Small Moments — a reminder that care is often deeply felt in the small gestures, kind words and shared moments that bring people together.



Every kilometre for grandma

In November, Lachie will lace up his runners and hit the beautiful Warburton Rail Trail for an epic 80km challenge in memory of his much loved Grandma. With every kilometre, he'll be raising funds so other families can receive the same compassionate care and support his Grandma did.



Helping clinicians learn, grow and care

We are grateful to Bendigo Bank Blackburn South for their generous support in funding EPC's new Online Education Academy — a digital learning platform that will help novice nurses and allied health professionals build the knowledge and confidence to become specialist palliative care clinicians, while also keeping our existing staff up to date with essential learning.

A gift of comfort when it matters most

We are grateful to Maroondah Rotary for their **generous donation of \$6,500**, helping fund two new recliner chairs to support clients receiving care at home.

These chairs provide comfort for people who may spend long periods sitting or resting, helping them remain more comfortable in their own homes.

Staff spotlight

Belinda Wickens

What is your role at EPC? Coordinator of Volunteers leading volunteers in Bereavement Companionship, Palliative Paws dog walking, Paws To You dog visits, SmileMaker photography, Cloud 9 hairdressing, Comfort Cushions and Hugmaker rug and quilt programs.

Why did you pursue this career? I came to this role after volunteering as a Smile Maker photographer with EPC for approximately four years and experiencing the difference a volunteer can make to the lives of a client and their families.

How long have you worked for EPC? I joined EPC as a Coordinator of Volunteers in November 2025.

What is something that stands out to you about EPC as an organisation? The staff genuinely care about their clients and that care is carried right through to the volunteers' interactions and engagement with their clients. Liaising with volunteers on their client's needs means they are informed when they attend visits and it helps to maintain continuity of care in the client's lived experience.

What is something about you that others may not know? I'm an aurora chaser! I love getting outside and photographing the night sky, especially auroras. I've captured photos of the aurora in both the northern and southern hemispheres.

What is the best part of your job and why? I love how relational my job is. I link volunteers in with clients, considering things like shared interests, hobbies, lived experiences, just to name a few. Finding a good fit between a volunteer and a client is rewarding, and echoed back through the feedback from volunteers and clients alike.



Describe a typical day for you.

- Cup of tea, check in with the Volunteer Services Team.
- Processing client referrals and sourcing suitable volunteers.
- Answering emails from volunteers, staff and clients.
- Stocking up the Hugmaker rugs, quilts, beanies and syringe driver covers for nurses and clinicians to gift to our clients on their home visits.
- More tea.
- Phone calls with clients and volunteers to identify their needs and collaborate on a shared agreeable outcome.
- Volunteer engagement through attending volunteer networking groups, sharing photos and stories from volunteers and clients within our wonderful volunteer community, or simply catching up with a volunteer for a coffee and a chat to see how they are going.

Easy chocolate brownies

Rich, chocolatey, fudgy brownies, perfect for sharing or keeping all to yourself.

Ingredients

1 cup oil
4 eggs
1 teaspoon vanilla essence
1 tablespoon golden syrup
2 cups sugar
1 cup flour
1 teaspoon baking powder
¼ teaspoon salt
¾ cup cocoa powder
¾ cup chocolate chips

Method

1. **Mix** all ingredients together in a bowl until smooth. Pour into a greased and floured brownie tin or rectangular baking dish.
2. **Bake** at 180°C for 20 minutes, or longer depending on how gooey or firm you like your brownies.
3. **Slice** while still warm and leave in the tin until completely cool before removing.



Prep: 5 mins **Cook:** 20 mins **Total:** 25 mins
Shared by Lauren our Head of Finance

Turning gratitude into lasting care

When someone we love is nearing the end of life, the care they receive can stay with us forever. For Ellen and James Lew, the compassion, dignity and peace of mind their family experienced through EPC became something they wanted to pass on to others.

For Ellen and James, giving to EPC is deeply personal. After growing up in Melbourne and building careers in IT, they retired early to care for their ageing parents — an experience that opened their eyes to the profound difference compassionate palliative care can make.

“It helps families feel supported, gives people choice, and makes it possible for precious time at home to be filled with love, meaning and dignity”, says Ellen. Joanna became an EPC client in 2012 after her pancreatic cancer diagnosis. With support from EPC nurses, she remained at home surrounded by loved ones, with symptoms managed, equipment provided, and help available day or night. An EPC Biographer also captured Joanna’s life story, creating a priceless gift for her family.

That care inspired Ellen and James to help other families experience the same support. Since then, they have given in many meaningful ways — sponsoring specialist training for EPC nurses, donating hospital beds, pressure care mattresses and syringe drivers, and funding palliative care resources for EPC nurses and doctors.

They have also chosen to include EPC in their Will, ensuring Joanna’s legacy will continue supporting families for many years to come through nurse training, essential equipment and overnight respite care.



Ellen and James’ story shows that generosity can take many forms. Whether through a donation, practical equipment, a Living Legacy gift, or a gift in your Will, you can help continue this circle of care.

Your support and generosity will help pass on the comfort Joanna received, creating a ripple of care for more families when they need it most.

Could your care live on?

One of the most meaningful ways to support EPC into the future is by leaving a gift in your Will. After taking care of the people closest to you, a gift of any size can help ensure families in our community continue to receive compassionate care, comfort and dignity when they need it most. Like Ellen and James, you can create a lasting legacy that reflects your values and helps provide care for future generations.

A gift in your Will is simple to arrange, can be tailored to your wishes, and does not affect your finances today. Through our partnership with FLP, EPC supporters can also consult with trusted Estates and Wills practices across Melbourne’s eastern region at reduced rates.

If you would like to know more about leaving a gift in your Will, or would like details about this special offer, we would be honoured to have a confidential conversation with you.

Please contact **Louise Brown** at **lbrown@epcvic.org.au** or **0431 810 117**.

Help us improve care with Ai Scribe

1. I would like to make a tax deductible donation of:

\$ _____ ☐ Once off ☐ Monthly

2. My details are:

Name _____ ☐ I have already included EPC in my Will
☐ Send information about leaving a bequest to EPC
Address _____ ☐ I am considering leaving a gift in my Will to EPC
Postcode _____
Email _____ Phone _____

3. I would like to make my gift by:

☐ Please debit my card ☐ Visa ☐ Mastercard ☐ Amex
Card Number
Card Number Expiry Date / CCV
Card Holder's Name _____ Card Holder's Signature _____

4. Choose one of the easy ways to give below:

 **Mail** your completed form in the reply paid envelope provided to:
PO Box 2110, Rangeview VIC 3132
 **Email** your completed form to
fundraising@epcvic.org.au
 **Call us** on **1300 130 813** to make a credit card payment over the phone.

 **Scan the QR Code**
 **Click**  **Donate Now**
at **www.epcvic.org.au**



 **Direct deposit** into our account.
BSB: 633 000 Account: 243 587 540
Please include your name and email address as a reference.

Eastern Palliative Care Ltd

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