

<b>Title</b>	<b>Making a case for pastoral care – the role of surveys and data in building a program</b>
Number	47
Authors	Juli Moran, Austin Health Luke Bowen, Austin Health
Abstract	<p>Background Pastoral care is an integral component of pastoral care yet often a low priority in this age of funding limitations. The pastoral care program at the Palliative Care Unit (PCU) has gone from strength to strength, despite only 16 hours per week. Much of the work has been supported by surveys and data collection. Aim To describe the growth of the pastoral care program on the PCU supported by local evidence. Methods The Victorian Palliative Care Satisfaction Survey in 2014 highlighted that carers felt that they needed more information and support. In response, “Chat’n’Chew” sessions were introduced which were pastoral care led carer sessions held every fortnight. These sessions have been evaluated. A Carer Board was installed near the lounge room and has a changing range of information for carers, including carer stories. An unused room at the front of the ward was suggested as being suitable as a multi-faith room, although it was unclear if there was a patient and carer need for this. A survey was conducted of carers and patients on the ward. A staff debriefing program has been revitalised on the ward, following surveys of the staff. Results Each of these evaluations and surveys will be presented, showing how research can help tailor a pastoral care program to the patients, carers and staff of the service. Conclusion Patient, carer and staff centred care is best delivered following consultation with stakeholders.</p>