

No Caregiver Left Behind

Meeting the needs of all caregivers Australia-wide – a feasibility study



1. Project Overview

Pancare plan to conduct a feasibility study, to determine what caregivers across Australia may need and want for their own wellbeing, and to ultimately help them support their loved one who is battling pancreatic cancer.

2. Project Objectives

The overall success of the feasibility study will be determined by how well it meets the following objectives:

- Gain an understanding of the unique needs of caregivers to tailor a program to better meet these needs in a way that is accessible to any caregiver, no matter where they live
- Gain an understanding of worldwide best practices and develop a roadmap for bringing a best practice program to the Australian caregiver landscape



3. Methodology

STAGE 1:

- Conduct research and define services
- Project scope and project team established
- External environmental scan
- Complete surveys, interviews and focus groups with caregivers



STAGE 2:

- Develop recommendations and service offering
- Evaluation completed of global best practice services
- Identify the greatest needs of Australian caregivers based on findings
- Recommendations made for desired caregiver services in Australia



STAGE 3: Develop Final Report

- Final outcomes recommended
- Business plan and funding strategy in place to develop the proposed services



4. Timeline

Research and define services (9 months duration)

- Define scope and assign project team
- Situation analysis of best practices in caregiver support services
- Survey caregivers
- One-on-one interviews completed

Recommendations and service offering (2 months duration)

- Determine and prioritise greatest needs of caregivers
- Review resources to support recommendation
- Fully budget the proposed services to develop and deliver

Final report (1–2 months duration)

- Recommendations for the development of caregiver services program
- Business and funding plan in place to develop the program(s)

5. Results and Conclusions

Project commenced in March 2019. Desired outputs include:



An understanding of what support is currently available for caregivers across Australia and globally

Detailed understanding of the varying types of caregiver roles and their unique needs including but not limited to consideration of the stages of the caregiver journey, gender, age, geographical location and the use of technology



A suite of rich multimedia content that captures caregiver stories for future dissemination

An evidence base to determine what type of service(s) Pancare can develop to meet those needs on a national scale



6. Project Measurements and Impact

Publication of:



1. **Co-design Report:** caregiver priorities and needs and their views on what would assist



2. **Quality Framework:** evaluation of current services using indicators relevant to and developed with caregivers



3. **Recommendations and Business Case:** taking technology, cost-effectiveness, social return-on-investment and caregiver benefit into account



4. **Proposed Future Funding Plan:** delivering caregiver support for the future



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