

Palliative Care

Support and resources to help you or your loved one live as fully and as comfortably as possible.

⊕ What is palliative care?

Palliative care aims to enhance and support quality of life for individuals, as well as their families, who are confronting life-threatening illnesses. It is person and family centred care, that addresses the physical, emotional, spiritual, or social symptoms that arise during a person's journey.

It is a common misconception that palliative care is only there to support people at end of life, when in fact palliative care can offer valuable support starting from the moment that someone is diagnosed with a life-limiting illness. It is also possible to receive palliative while you are receiving treatment.

Where is it provided?

You can receive palliative care in:



Your Home



Hospital



Care Home or
Nursing Home



Hospice



Doctor



Aboriginal
Health Worker



Nurse



Hospital
Liaison Officer

How do I get palliative care?

For help and information ask your:

⊕ What help and supports are available?



Find local services and supports using the CESP HN Service Directory

You can now find a range of local palliative care and end-of-life services and supports on CESP HN Service Directory. You can find information such as:

- Support groups
- Respite
- Help in the home
- Carers support
- Local Health District services



National Help

- [Palliative Care Australia](#) is the national peak body for palliative care.
- [Palliative Care NSW](#) on **02 8076 5600**
- [Healthdirect Helpline](#) on **1800 022 222** for after hours support, available 24 hours a day, 7 days a week.

⊕ How to access in-home supports

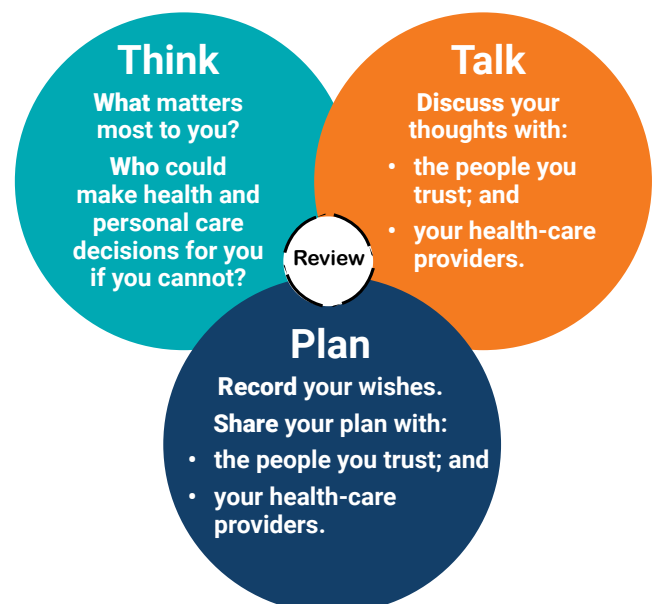
You may be eligible to access free or subsidised care via the services listed below. Accessing in-home supports means a nurse or nursing assistant can provide palliative care in your own home and if you choose to do so, can provide end-of-life care, allowing you to remain in your home in your last days.

- **My Aged Care:** To access **My Aged Care**, you must be 65 years or older or 50 years or older if you are Aboriginal or Torres Strait Islander. You may also be eligible if you are 50 years or older, living on a low income, homeless or at risk of being homeless.
1800 200 422
8.00 am – 8.00 pm, Monday - Friday
- **National Disability Insurance Scheme (NDIS):** If you are under 65 years old contact the NDIS via the website or call **1800 800 110**
8.00 am – 8.00 pm, Monday - Friday
- **End of Life Packages:** EoL packages are available for 6 weeks but can be repeated. A referral is required.
- **Department of Veteran' Affairs:** DVA provides a wide range of health services for eligible veterans, war widows/ widowers, and dependants, where clinically required, including palliative care.
1800 838 372
8.00 am – 5.00 pm, Monday - Friday
- **EnableNSW:** You may also be eligible to access further help via the Home Modifications Program, Aids and Equipment Program, Continence Assistance, or the Home Respiratory Program.

⊕ Advance Care Planning

If you or your loved one have been diagnosed with a life-limiting or terminal illness it is important you consider appointing an Enduring Guardian and complete an Advance Care Directive. Appointing an Enduring Guardian ensures that if you are no longer able to make decisions regarding your health care, then a trusted loved one becomes your substitute decision-maker. By completing an Advance Care Directive, your preferences for future health care are clearly stated and able to be followed.

- **Making an Advance Care Directive**
1300 208 582
- **Appointing an Enduring Guardian**
1300 109 290
- **Appointing a Power of Attorney**





Resources for Aboriginal or Torres Strait Islander Peoples

- **Caring at home project:** [Resources for Aboriginal and Torres Strait Islander families.](#)
- **The Aboriginal Health and Medical Research Council:** [Journey to Dreaming toolkit and Journal to Dreaming Diary.](#)
- **Australian Government Department of Health and Aged Care:** [Caring for your mob at the end of their life.](#)
- **Aboriginal and Torres Strait Islander Discussion Starter – Working Out What’s Right For You:** [Aboriginal Torres Strait Islander discussion starter.](#)



Information in other languages

- **Palliative Care Australia Multilingual resources** (21 different languages): [Multilingual Resources.](#)
- **Multicultural Health Communication Service** (Arabic, Chinese, Greek, Italian, Macedonian, Russian and Spanish): [A practical guide to coping with bereavement.](#)
- **Advance Care Planning Australia** (19 different languages): [Multilingual Resources.](#)
- **Caresearch** (54 different languages): [End of life care information in different community languages.](#)

+ Help for carers

Caring for a loved one can be a rich and rewarding experience but it can also be challenging and cause significant effects on carer’s overall wellbeing. It’s important to understand you are not alone and that help and supports are available to you.

- **[Carer Gateway:](#)** This is a government funded program providing free services and support for carers.
1800 422 737
8.00 am – 6.00 pm Monday to Friday
- **[Carers NSW:](#)**
02 9280 4744
9.00 am – 5.00 pm Monday to Friday
- **[Carers Australia:](#)** The national peak body representing Australia’s unpaid carers.
- **[CarerHelp:](#)** Supports carers to prepare, plan and cope with caring for a person with terminal illness and at the end of life.
- **[Young Carers](#)**



Get help with costs

If you are experiencing financial hardship as a result of your diagnosis the following services may be of assistance.

- **NSW Government: [Get help with costs.](#)**
- **Centrelink: 13 27 17**
- **[MoneySmart](#) free financial counselling**
- **Cancer Council's Legal and Financial Referral Service: 13 11 20**
Referral service for people affected by cancer needing professional advice; free for eligible clients.
- **Services Australia - Carer payments: [Getting payment if you're a carer.](#)**



Other useful resources

- **Palliative Care NSW: [Palliative Caring.](#)**
- **NSW Health: [What Matters to Me.](#)**
- **CareSearch: [Living with a life-limiting illness.](#)**
- **CareSearch: [Caring for someone with a life-limiting illness.](#)**
- **CareSerach: [At the End.](#)**
- **Palliative Care Australia: [The Dying Process.](#)**
- **Carers Australia: [Palliative care and end-of-life care.](#)**

⊕ Questions to ask your GP

Knowing what questions to ask can help you make better informed decisions.

Palliative Care Australia have developed a comprehensive list of questions you may like to ask your GP to help you better understand what treatment is right for you and help you plan for your future.

[Asking Questions Can Help.](#)

⊕ Grief and bereavement support

The pain of loss can feel overwhelming, sometimes we need extra help and support to process and navigate through our grief. Below are just some of the resources and supports available.

- **[Grief Australia: 1800 642 066](#)**
- **[Griefline: 1300 845 745](#)**
- **[Lifeline: 13 11 14 - Grief and Loss Toolkit](#)**
- **Palliative Care Australia: [Understanding Grief](#)**



Holistic care at end of life

- **Caresearch:** [Diet and nutrition in palliative care.](#)
- **Healthy End of Life Program:** A mobile app to help you coordinate the right support, at the right time.
- **Better Health Channel - Victorian Government:** [Maintaining your quality of life during a life-limiting illness.](#)
 - Eating a well-balanced diet and exercising when able;
 - Maintaining good sleep hygiene and balance of rest and activity;
 - Setting personal goals;
 - Maintaining personal interests and hobbies;
 - Being creative;
 - Sharing memories;
 - Reaching out to family and friends;
 - Looking after your emotions.
- **Gather My Crew:** The Gather My Crew app links people who need help with their network of friends and family who want to help.



Interpreter and hearing services

- If you need an interpreter, please call the **Translating and Interpreting Service** on **131 450.**
- If you are deaf or have a hearing or speech impairment, please call the **National Relay Service** on **133 677.**

⊕ Notes
