Navigating Palliative Care in Queensland

Phone: 1800 772 273 • **Email:** info@palassist.org.au • **Website:** www.palassist.org.au

PalAssist
Palliative care support & advice
Accessible 7am-7pm, 7 days a week, through online and telephone support

RESIDENTIAL AGED CARE FACILITY

Start

Have you spoken to a senior nurse, nurse manager or GP?

YES

Talk with your family, nursing staff and GP about reviewing your preferences for care in your care plan.

NO

Ask one of the nurses if you and/or your family can have a meeting, including the GP, to discuss your care.

CONSIDER

- What may be missing?
- What support do you need?
- What's important to you?
- Starting discussions early
- Family and friends - support
- Your physical health
- Spiritual needs (including religious)

Case conferences

A palliative care case conference is a meeting with your nurses, GP and/or family to talk about your goals of care. Making a list of questions may help.

Talk to the senior nurse about organising a case conference meeting.

Palliative care plans

A palliative care plan is a document that outlines care needs and a treatment plan. Goals discussed at case conferences can be documented in the palliative care plan.

Talk to the senior nurse about reviewing your palliative care plan.

Emotions

Talking about end of life and palliative care can be upsetting and confronting for everyone. Take your time.

Continue talking regularly to the senior nurse or phone PalAssist for emotional support.

Advance care planning

Advance care planning involves communicating your wishes at end of life.

Talk to the senior nurse to ensure your wishes are known and documented.

Other useful contacts

Older Persons Advocacy Network
Phone: 1800 700 600
Website: www.opan.com.au

Office of Advance Care Planning
Phone: 1300 007 227
Email: acp@health.qld.gov.au

Carer Gateway
Phone: 1800 422 737
Website: www.carergateway.gov.au

Lifeline
Phone: 13 11 14
Website: www.lifeline.org.au

National Relay Service
Phone: 0423 677 767
Email: helpdesk@relayservice.com.au

We're here, and we care.

What is PalAssist?

PalAssist is a service that is free* for anyone who has a life-limiting illness or condition, and/or their families and carers. It's accessible 7am-7pm, 7 days a week.

The nursing and allied health professionals who operate PalAssist can connect you with the organisations and resources you need, linking you to all local area palliative services.

We aim to provide accurate information and compassionate support to those dealing with a life-limiting illness.

Further information

Private healthcare can give you more choice over hospitals and doctors. It may help you pay for healthcare costs that aren't covered by Medicare and assist you to access some health services faster.

*Subject to any costs that may be imposed by a client's telephone service provider for 1800 number calls.

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Queensland Government

Cancer Council Queensland

Funded by Queensland Government. Provided by Cancer Council Queensland.

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