

Palliative care on the NSW North Coast

Information and support for you and your loved ones



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An Australian Government Initiative

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While the Australian Government helped fund this document, it has not reviewed the content and is not responsible for any injury, loss or damage arising from the use of or reliance on the information provided herein.

If you have any feedback on this booklet, please email us at contact@hnc.org.au

Warning: Aboriginal and Torres Strait Islander people should be warned that this document refers to the sensitive issue of death and dying.

Acknowledgement of Country

Healthy North Coast acknowledges the Traditional Custodians of the lands across our region and pays respect to the Elders past, present and emerging. We recognise these lands were never ceded and acknowledge the continuation of culture and connection to land, sky and sea. We acknowledge Aboriginal and Torres Strait Islander peoples as Australia's First Peoples and honour the rich diversity of the world's oldest living cultures.

Introduction

If you or someone you care about has recently been diagnosed with a life-limiting illness, you may be feeling uncertain, overwhelmed, or unsure where to begin. You're not alone – and you don't have to do this on your own.

There is help available to support you, your family and the people closest to you. This is generally referred to as palliative care. This guide has been created to help you and your family, friends and carers learn more about what that means, find information, plan ahead and understand the care and support options available across the NSW North Coast.

While everyone's journey will look different, the six steps in this guide are designed to walk you through key moments and decisions that may come up along the way.

This resource focuses on adult palliative care. If you are seeking care for a child, please know that paediatric palliative care is a specialised area with its own services and support systems. If you or your family need paediatric palliative care, we encourage you to connect with providers who offer expert care tailored to children and their families.

Please refer to the resource section for contact information.

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What is palliative care?

Palliative care supports people to live as well and as comfortably as possible while managing a life-limiting illness. It focuses on improving quality of life — not just in the final days or weeks, but from the time of diagnosis and alongside other treatments.

It supports not only your physical needs, but also your emotional, spiritual and social wellbeing.

Palliative care is also there for your family and carers, offering support, information and guidance as they walk the journey with you.

It's often thought that palliative care is only provided by specialists at the very end of life, but this isn't true. It can be provided for months and years and by a team of professionals – including your GP, nurses, allied health workers and others – working together to support your needs and goals.

Hearing the words “palliative care” can be confronting, but it's really about living well, with the right support, for as long as you can.

How palliative care can help

Palliative care takes into consideration you and all the things that make up your life – not just your illness. It's there to support what matters most to you, like your comfort, your goals, your values and the things that make life meaningful to you.

Palliative care supports all parts of your life. This approach recognises that your physical needs, feelings, relationships and beliefs are all connected and they all matter. This means that the supports you receive are tailored to you. Your palliative care will be as unique as you are.

Here are just some of the things that might be included:

Physical support

Helps manage symptoms like pain, breathlessness, fatigue, feeling sick or poor sleep – whatever is affecting your comfort and daily life. The aim is to help you feel as physically comfortable and well as you can.

Emotional support

You can talk about how you're feeling and what you're going through. Counsellors, psychologists and care teams are there to help you and your family cope with worry, fear, sadness and other feelings that often come with serious illness.

Social support

Connects you with information, community services, activities and support networks. It also makes sure your care respects your culture, background and personal situation.

Spiritual support

Living with a serious illness can raise big questions about life, purpose and identity. Palliative care can include spiritual or religious support to help you feel more at peace — whatever your beliefs are.

The goal of palliative care is to support you to live fully, with dignity, right throughout your life.

When and how palliative care is used

Palliative care can be introduced at any stage of a life-limiting illness – not just at the end. In fact, starting palliative care early can help you plan ahead, think about and choose your care and help you get more out of life

It can be offered alongside treatments like chemotherapy, dialysis or surgery, and it's not limited to any one condition. While many people associate it with cancer, palliative care helps people with serious illnesses, such as;

- Dementia
- Chronic obstructive pulmonary disease (COPD)
- Motor neurone disease
- Heart failure
- Kidney disease

and many other serious illnesses.

Who provides palliative care?

Palliative care is provided by a team of people who work together to help you live as well as possible. For complex needs, it might be a specialist palliative care team. Most often, care is provided by a general team that work together, around you. The team might include:

- **Your GP and medical specialists**
- **Specialist palliative care doctors and nurses** – to help manage your illness and symptoms
- **Social workers** – to support you and your family with emotional and practical help
- **Counsellors or psychologists** – to talk with if you're feeling down or worried
- **Spiritual care workers or chaplains** – if you want someone to talk to about meaning, beliefs, or faith
- **Physiotherapists, dieticians or occupational therapists** – to help you stay nourished and as active and independent as possible
- **Volunteers** – some people help with visits, company, carer respite, or practical support

These professionals should work together in a coordinated way to make sure your needs are met.

Not everyone needs all of these, but the team is there for you based on what you need.



Where can I receive palliative care?

Depending on your needs, choices and stage of illness, your support will be provided in the most suitable place. For example;

At Home

- With visits from nurses, doctors or support workers.
- Often preferred for comfort and familiarity.

In Hospital

- During treatment or when symptoms need urgent care.
- Some hospitals have dedicated palliative care teams or units.

Hospices

- Purpose-built places focused on end-of-life care and comfort.
- Often quieter, with more personalised support.

Residential Aged Care Homes

- Residential aged care teams provide care to residents at home, supported by specialist services where needed.

Community Health Centres or Clinics

- Some offer outpatient palliative care, symptom management or counselling.

Each place is best for different types of support, and you can move between care settings as your needs change.

How do I get palliative care?

If you or someone you care for has been diagnosed with a life-limiting illness, you can ask about palliative care at any time. Starting palliative care early can help manage symptoms, improve quality of life and ensure the right supports are in place. Palliative care is for any stage of a serious illness — and it's there to help you live as well as possible.

You don't need to wait until the very end of life. Earlier is generally best.

Palliative care is **not always offered automatically**—so it's okay (and important) to ask for it.

If you think you, or someone you care for, could benefit from palliative care, start by speaking with your GP, aged care provider or specialist doctor.

“Education for all involved (patient, family, carers) is important to understand all options available. This allows more choice, control, dignity and respect.”

Consumer Coffs Harbour



Here's how to get started:

1) Talk to your GP, Specialist Doctor or Nurse

Let them know you're struggling with symptoms or need extra support. Ask: *"Can I get palliative care to help with this?"*

2) Ask your hospital team

If you're in hospital, you or a family member can ask the doctors or nurses to refer you to the palliative care team.

3) Ask your aged care home

If you live in a residential aged care home, ask the staff about palliative care support.

You or your family can also contact some services directly to ask questions or seek advice, or your GP or community nurse can help connect you.

Find out more about palliative care

If you'd like to explore palliative care further, there are listings at the end of this guide which include helpful contacts and services to support you.



Step 1.

Understanding what support is available

When you or someone you love is facing a life-limiting illness, it's natural to feel at a loss. You don't have to figure it all out on your own. There are caring people and helpful services ready to guide you – whether you want to understand your options, talk through next steps or just ask a question.

Your GP is often the best first step. They can:

- Help you understand what palliative care involves
- Talk to you about your needs and priorities
- Connect you with local services and specialist teams

If you receive aged care or home care services, your providers can also guide you.

Need more support?

You'll also find a full chapter of information and services at the back of this guide, designed to help you find the right help when you need it.

Local help and services

Northern NSW Local Health District – Palliative Care

Website: <https://nswlhd.health.nsw.gov.au/community-health/lismore-community-health/palliative-care-service>

Mid North Coast Local Health District – Palliative Care

Website: <https://mnclhd.health.nsw.gov.au/community-nursing-services/palliative-care/>

Palliative Care NSW Guidance Service

If you are unsure where to start, the Palliative Care NSW Guidance Service can help you understand your options.

Phone: **(02) 8076 5604**

Email: pcguide@palliativecarensw.org.au

Website: <https://palliativecarensw.org.au/>

Healthdirect

After-hours medical advice from a registered nurse. Available 24/7.

Phone: **1800 022 222**

Website: <https://www.healthdirect.gov.au/>

Support for families and carers

Caring for someone with a life-limiting illness can be both physically and emotionally demanding. It often brings big responsibilities – and even bigger emotions. If you're supporting someone else, it's important that you take care of yourself too. Whether you need time to rest, someone to talk to or practical advice to guide you, there are people and services ready to help.

Carer Gateway

Help for people caring for a family member or friend. Offers counselling, peer support, respite, and more.

Phone: **1800 422 737**

Website: <https://www.carergateway.gov.au/>

Carers NSW

Resources and advice for carers in NSW.

Phone: **(02) 9280 4744**

Website: <https://www.carersnsw.org.au/>

CareSearch – Community Hub

Trusted, practical information about palliative care for individuals, families and carers.

Website: <https://www.caresearch.com.au/Community>

Your employer

Caring for another can affect your work – impacting your working hours, your attendance and even your ability to focus on your job. Some employers offer Employee Assistance services to support. Carers have many rights at work so do contact your employer or see guidance provided by Carers NSW.

Website: <https://www.carersnsw.org.au>

Need more support?

There's a section at the back of this guide with contacts and services that can offer more support, whenever you're ready.



Step 2.

Meeting your care team

You don't need to navigate palliative care alone. Your care team is here to help – offering support, guidance and care that's tailored to your needs and preferences.

Your team may include familiar faces like your GP, as well as new professionals who bring different skills to support your physical and emotional wellbeing. They'll work together to make sure you feel cared for, understood and supported through each stage of your journey.

Who will be involved in my care?

Your needs, and the needs of your loved ones, are at the heart of palliative care. Many people and groups are available to provide help and support. This support can include personal care, access to equipment, management of pain and other symptoms, as well as spiritual and bereavement support.

Start with your GP

Your GP (family doctor) is an important part of your care. They can:

- Help you understand what to expect and plan ahead
- Help you decide care to suit you best
- Manage your symptoms and pain
- Support your emotional wellbeing
- Refer you to palliative care specialists if needed
- Talk with you about your wishes and what matters most
- Help you move smoothly between different types of care (like hospital or home care)

Having a GP who knows you well means your care can be more consistent and focused on what's important to you.

Your wider palliative care team

Palliative care is often delivered by a team of professionals who work together – sometimes called a multi-disciplinary team, because together they offer you many different skills. Your GP may connect you with the following supports:

- Specialist palliative care doctors and nurses
- Community nurses and nurse practitioners
- Social workers
- Psychologists or counsellors
- Occupational therapists
- Physiotherapists or exercise physiologists
- Dieticians
- Speech pathologists
- Pain management specialists
- Volunteers or pastoral care workers

Not everyone will need every type of support, but it's good to know these options are available to you. It's also important to remember that not all services may be available in your area.

Talk to your GP to find out what local support is close to you.

To learn more about different roles in the palliative care team, visit:

CareSearch – Who's Who in Palliative Care

Website: <https://www.caresearch.com.au/Community/Patients-and-Carers/What-is-Palliative-Care>

Multi-Disciplinary specialist palliative care teams

If you need higher levels of support or have very complex needs, you might be referred to a specialist palliative care team.

These are teams of health professionals with particular expertise in palliative care. They often work in hospitals, hospices and out in the community. Not everyone will need this level of care – but if you do, your GP or hospital team will help to get you connected.

Home care providers

Many people want to remain at home for as long as possible. If you're planning to receive care at home – either short-term or for the remainder of your illness, there are services that can help make that happen.

Home care services can assist with:

- Personal care (like bathing or dressing)
- Household help (like cooking and cleaning)
- Transport to appointments
- Support with daily tasks

They can also work alongside community health and specialist palliative care teams to ensure you have the help you need to stay at home comfortably.



My Aged Care

If you are aged 65 or over – or 50 or over if you are Aboriginal or Torres Strait Islander – you may be eligible for subsidised in-home care, respite, equipment and other support. You may also qualify if you are 50+ and on a low income, homeless or at risk of homelessness.

To apply for home care, contact My Aged Care:

Phone: **1800 200 422** (Monday to Friday: 8 am – 8 pm, Saturday: 10 am – 2 pm)

Website: <https://www.myagedcare.gov.au>

Your GP can also support your referral and assessment.

Setting up for at-home palliative care may mean making some changes to your environment to make things safer and more comfortable.

This might include:

- Equipment like hospital beds, hoists or oxygen supplies
- Home modifications such as ramps, rails, or bathroom adjustments
- Support from a community nursing or home care team

Your health care team can help assess your needs and recommend the right support.

For helpful tips and a home-care planning checklist, visit the CareSearch website at <https://www.caresearch.com.au/Community/Patients-and-Carers/How-To-Care/Practical-Caring/Setting-Up-For-At-Home-Palliative-Care>



National Disability Insurance Scheme (NDIS)

If you are under 65 and have a disability, the NDIS may fund supports that help you maintain independence and quality of life while receiving palliative care.

Phone: **1800 800 110** (Monday to Friday, 8 am - 8 pm)

Website: <https://www.ndis.gov.au>

Department of Veterans' Affairs (DVA)

DVA provides a wide range of health services, including palliative care, for eligible veterans, war widows/widowers, and their dependents.

Phone: **1800 838 372** (Monday to Friday, 8 am - 5 pm)

Website: <https://www.dva.gov.au>

EnableNSW

EnableNSW can help with practical items that support care at home – like mobility aids, home modifications, continence products or respiratory support.

Website: <https://www.enable.health.nsw.gov.au/services>

End of Life Packages

These short-term packages provide extra support with daily living tasks for people with a life-limiting illness. Packages are available for up to six weeks and can be repeated. A referral is required from your GP or care team.

Website: <https://www.health.nsw.gov.au/ohc/Pages/end-of-life.aspx>

Need more support?

Everyone's experience is different. The resources section at the end of this booklet offers additional information on support groups for certain conditions.

Complementary therapies

Doing what helps you feel better — mind, body and spirit

Palliative care isn't only about medical treatment — it also includes things that bring you joy, keeps you connected, and give value to life.

Many people find comfort in activities or therapies that support their **wellbeing alongside medical care**. These can help with stress, pain, sleep, or just feeling more like yourself.

Some examples include:

- Art or music therapy
- Gardening
- Meditation, mindfulness and breathing techniques
- Massage or acupuncture
- Art or craft
- Gentle movement like yoga or tai chi
- Spending time with others who share your spiritual or cultural background

These approaches can help ease symptoms, reduce anxiety, and improve quality of life. They don't replace medical care — they work alongside it to support your whole wellbeing.

These services are often available through private providers, community programs, or through your local health service.

Where to learn more

- Cancer Council – Complementary Therapies
Website: <https://www.cancercouncil.com.au/cancer-information/living-well/complementary-therapies/>
- Palliative Care Australia – Finding Support
Website: <https://palliativecare.org.au/>
- Healthdirect - Complementary Therapies
Website: <https://www.healthdirect.gov.au/complementary-therapy>
- Beyond Blue – Wellbeing Activities
Website: <https://www.beyondblue.org.au/mental-health/wellbeing-action-tool>

Ask your GP, palliative care team or social worker for local options.



Volunteer support

Specially trained palliative care volunteers can offer emotional support and practical help – whether it's companionship, transport or giving carers a short break. Volunteers are often connected through local services or organisations.

To find local volunteers in your area, visit:

Palliative Care NSW Volunteer Hub

Website: <https://volunteerhub.com.au/>

You can also check with local community groups, newsletters or social media for nearby options.

Need more support?

You'll also find contact details and more information about volunteer organisations in the resources chapter at the end of this guide.

Aged care homes

If you're considering moving into a residential aged care home, My Aged Care can help you:

- Find suitable homes in your area
- Understand the services they offer
- Explore costs and support options

It's also a good idea to get information and advice on your financial circumstances and aged care costs. A Services Australia Aged Care Specialist Officer can help you understand financial aspects of care. Appointments can be made Monday to Friday, 8 am to 5 pm. Or you might like to speak to an accountant.

Contact My Aged Care:

Phone: **1800 227 475**

Website: <https://www.myagedcare.gov.au/find-a-provider/>

If you're already in a residential aged care home, your care team – including nurses, personal care workers and your GP – can work together to provide palliative care that adapts to your needs.

Getting the right information in residential aged care

Palliative Care Australia recommends this resource for people living in or supporting someone in aged care. This information is also available in 16 other languages at www.10questions.org.au, along with additional questions to ask when considering a residential aged care home.

- 10 Questions to Ask About Palliative Care in Residential Aged Care
Website: https://palliativecare.org.au/wp-content/uploads/dlm_uploads/2017/05/PCA017_10-Questions_A4_F.pdf
-

'I need to know about aged care'

- Visit Older Australia in CareSearch. CareSearch is part of the national palliative care program
Website: <https://www.caresearch.com.au/Community/Older-Australia>
- Visit Dementia Australia if you need support and information around dementia
Website: <https://www.dementia.org.au/>



Questions that can help you feel more prepared

Palliative care is not always offered automatically—so it's okay (and important) to ask about it

Below are some questions that can help you get the information you need. When you ask your doctor, nurse or specialist some of these questions, you might like someone with you. Ask them to write down the questions and answers if you can't. Not all the questions may be relevant to you. Remember, there is no such thing as a silly question.

Some questions to consider:

About palliative care

- I'm not approaching the last days of life, so why are we talking about palliative care now?
 - How will palliative care help me?
 - Will I still receive treatment?
-

Family and friends

- How do I explain what's happening to the people around me?
- What support is available for my family?

Symptoms

- What symptoms can I expect?
 - How will pain and other symptoms be managed?
 - Can I stay active or still do things I enjoy?
 - Should I be referred to a specialist?
-

Help at home

- Can I be cared for at home? What would that look like?
 - What happens if I need help during the night?
 - Can I still drive?
 - What local support services are available?
-

Medication

- Can I still use over-the-counter medications?
 - Should I get a pharmacist to review my medications at home?
-

Legals

- What steps should I take now to plan for the future? (e.g. Advance Care Planning, Enduring Power of Attorney, Enduring Guardianships, Wills)?
-

Emotional and spiritual needs

- How can I still maintain my sense of hope?
 - Who can I speak to about my spiritual and emotional needs?
-

Are you a carer? Here are some questions for you to consider:

- Who can I contact if I am worried or concerned?
- If I'm feeling exhausted or overwhelmed, where can I turn for support?
- How do I talk to my loved one about dying?
- Who can support me in my grief?



Step 3.

Understanding financial support

It's natural to worry about the costs of care – especially when you or someone close to you is facing a serious illness. While many services are publicly funded, there may be some things you will need to pay part, or all of. The good news is that support is available to help ease the financial load.

What's usually covered?

Palliative care provided through the public health system is free for eligible patients. This may include:

- Medical care – such as pain relief, symptom management and health monitoring
- Nursing support – including regular visits for those receiving care at home
- Emotional and psychological support – like counselling or support groups
- Social support – help with navigating services and connecting with resources

These services are funded by the governments.

For more information, speak with your GP, your local palliative care provider or Palliative Care NSW.

Palliative Care NSW

Phone: **02 8076 5604**

Email: pcguide@palliativecareNSW.org.au

Website: www.palliativecareNSW.org.au

Possible extra costs

Depending on your situation, you may need to pay for some additional items or services, including:

- Renting specialised equipment for home use
- Medicines not covered by the Pharmaceutical Benefits Scheme (PBS)
- Private nurses or allied health professionals (some rebates may apply)
- Short-term or private respite care
- Excess fees for private hospital treatment
- Complementary therapies such as massage or acupuncture

Don't hesitate to ask your GP or care team what's covered and what isn't – they can guide you and help avoid surprises.

Who can help with finances?

There are professionals who can help you understand your options and access support:

- Social workers – available through hospitals, aged care providers or community health centres
 - Your GP – can connect you with financial counselling or palliative care specialists
 - Services Australia and Centrelink – offer payments and programs for people receiving or providing care
-

Connecting with a social worker

A social worker can support you with:

- Applying for payments and subsidies
- Navigating aged care, NDIS or My Aged Care systems
- Managing the practical and emotional impacts of financial stress

Ask your care team for a referral or connect with a local health service. If public services aren't available, you can find private social workers via the Australian Association of Social Workers:

Website: <https://www.aasw.asn.au/>



Financial assistance programs

Depending on your circumstances, you may be eligible for a range of financial support services. These can help with medical costs, travel expenses, equipment, and day-to-day living.

Here's an overview of the programs and services that may be available:

Centrelink and Services Australia

If you're caring for someone, or living with a life-limiting illness, Services Australia provides a range of financial supports. These may include:

- Carer Payment – for people providing full-time care and unable to work
- Carer Allowance – a fortnightly payment for those providing extra daily care
- Income support – for people with a reduced ability to work
- Bereavement payments – for carers or family members in some circumstances

Speak with Centrelink to find out what you're eligible for:

Phone: **132 717**

Website: <https://www.servicesaustralia.gov.au/ageing>

Early access to superannuation

If you have a terminal illness, you may be able to access your superannuation early. Speak to your super fund or a financial advisor for more information.

Insurance claims

You may be able to make a claim under:

- Income protection insurance
 - Life insurance policies
 - Check your policies and seek advice to understand your entitlements.
-

Travel and accommodation support

If you need to travel long distances for medical appointments, support is available:

The Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS) helps with the cost of travel and accommodation when specialist care isn't available locally.

Phone: **1800 478 227**

Website: <https://www.iptaas.health.nsw.gov.au/>

Equipment and medical energy rebates

EnableNSW

Provides mobility aids, home oxygen, and other equipment for people with chronic health conditions or disability.

Phone: **1800 362 253**

Website: <https://www.enable.health.nsw.gov.au/services>

Life Support and Medical Energy Rebates

Helps cover energy costs associated with running medical equipment at home.

Available through Service NSW

Website: <https://www.service.nsw.gov.au/>

Essential Medical Equipment Payment

A yearly payment from Services Australia to help with the running costs of essential equipment. Ask your GP or social worker for help applying.

My Aged Care

From 1 November, 2025, a new End-of-Life Pathway will be available through the Support at Home program, offering short-term, flexible funding to help older Australians receive care in the comfort of their own homes during their final months. Eligible participants—those aged 65 and over, or 50+ if they are Aboriginal or Torres Strait Islander, or homeless or at risk of homelessness – can access up to \$25,000 over a 12-week period. This funding supports in-home aged care services tailored to individual needs and designed to complement any existing palliative care services. You will need your GP to confirm your circumstances through an assessment, so make sure you speak to them first.

For more information: <https://www.health.gov.au/sites/default/files/2025-06/support-at-home-program-end-of-life-pathway.pdf>

If you have an aged care provider, they can tell you more, or you can speak to My Aged Care.

Phone: **1800 200 422**

Website: www.myagedcare.gov.au

Department of Health and Aged Care

Provides information about what Medicare covers, and what might involve out-of-pocket costs – such as some medications, GP appointments or private care.

Phone: **1800 020 103**

Website: <https://www.health.gov.au/>

Open Monday to Friday, 8:30 am to 5:30 pm

Cancer Council NSW

If you have cancer, you may be eligible for financial support and services through Cancer Council NSW.

Phone: **13 11 20**

Website: www.cancer.org.au



Step 4.

Planning for the future

Making plans for the future may feel confronting, but it's also one of the most important and caring things you can do for yourself and your loved ones. It puts you in the driver's seat for your future.

Planning ahead can help you:

- Make sure your wishes are known and respected
- Relieve pressure for your family during difficult times
- Access the right support when you need it

You don't need to do it all at once. Start with the steps that feel manageable and come back to others when you're ready.

Having important conversations

We plan for all the big things in life. This is no different.

When the time feels right, talk with your GP and the people closest to you about your values, wishes and preferences for care. This helps others understand and respect your choices when you aren't able to communicate those yourself. These conversations can be emotional, but they also bring comfort, clarity and help everyone know what to do. Here are a few tips that can help:

- You don't need to cover everything in one go – you can come back to the conversation later
- There are no right or wrong answers – this is about what you want
- Choose a quiet time and place for the conversation
- Use a guide or discussion tool to help you get started
- Let people know that your thoughts may change over time – and that's okay

A helpful tool is the "What Matters to Me" Conversation Guide, available at <https://www.dyingtotalk.org.au>.

Documenting your wishes

Once you've talked things through, writing your wishes down can help ensure they're followed – especially if there comes a time when you can't speak for yourself.

Below are some of the documents you should consider. It's important to note that these documents can be changed at any time should your wishes or circumstances change.

Advance care directive (ACD)

Everyone should consider advance care planning, regardless of your age or health. It is a legal document that helps you record your preferences for medical treatment and care. It's legally binding and the best way to make sure your instructions are followed by your care team and others. It only comes into effect if you're unable to communicate or make decisions – for example, due to dementia, unconsciousness or serious illness.

You don't need a lawyer to complete an ACD, but it must meet certain requirements to be legally valid. Your GP or care team can help you prepare one.

NSW Health has created a Making an Advance Care Directive information booklet with an example directive that can be downloaded. You can find this booklet at:

<https://www.health.nsw.gov.au/patients/acp/Publications/acd-form-info-book.pdf>

Keep copies somewhere safe and share them with your GP, hospital, residential aged care home, enduring guardian and family. You should also bring a copy with you to the hospital. It's also best to upload your directive to your My Health Record so the right people know what your wishes are at any time. For more information on this, visit <https://www.digitalhealth.gov.au/initiatives-and-programs/my-health-record/whats-inside/advance-care-planning>

Below are some other important things to put in place.

Enduring guardian

An Enduring Guardian is someone you choose to make lifestyle, health and medical decisions for you.

This could be if you become ill or injured and are unable to make such decisions for yourself.

An Enduring Guardian can influence or decide:

- where you live.
- what health and personal services you receive.
- the medical treatment you get.

The person you appoint should be someone you trust and who understands the importance of their responsibilities.

Website: <https://www.nsw.gov.au/family-and-relationships/planning-for-end-of-life/choose-enduring-guardian>

Enduring power of attorney

An Enduring Power of Attorney is someone you choose to look after your money, property or legal matters if you become too unwell to do it yourself. Make sure they understand your accounts, pensions and any Services Australia dealings.

<https://www.nsw.gov.au/family-and-relationships/planning-for-end-of-life/make-power-of-attorney>

Will

Outlines how your estate (the things you own) will be shared after your death. A will makes sure your assets and belongings are managed as you would like and saves family and friends from stress and uncertainty.

For support, visit: <https://www.service.nsw.gov.au/transaction/get-started-making-a-will>

Executor

The role of the executor is to administer your estate and to carry out the instructions in the will.

Advance care planning for Aboriginal and Torres Strait Islander peoples

For many Aboriginal and Torres Strait Islander peoples, planning for death is deeply connected with culture, kinship and spirituality.

If you identify as Aboriginal or Torres Strait Islander, the Journey to Dreaming Toolkit and Diary may support you in planning care that is respectful of culture, family and beliefs.

These documents are available at <https://www.advancecareplanning.org.au/understand-advance-care-planning/advance-care-planning-for-aboriginal-and-torres-strait-islander-peoples>

Further information and to speak with someone:

The Advance Care Planning Australia website has more information, including access to information in other languages. Website: <https://www.advancecareplanning.org.au/other-languages>.

It also offers a free National Advance Care Planning Support Service. You can get free advice or request a printed starter kit.

Phone: **1300 208 582**

Website: www.advancecareplanning.org.au

NSW Government also offers great tools and resources for end of life planning

Website: <https://www.nsw.gov.au/family-and-relationships/planning-for-end-of-life>

Voluntary assisted dying

Since 28 November 2023, people in NSW who meet certain criteria have had the option to explore voluntary assisted dying (VAD) as part of their end-of-life care choices.

This is a deeply personal decision, and it's okay to have questions or feel unsure. If you'd like to understand more about what's involved, the NSW Health VAD website has clear, up-to-date information, including a detailed Patient Guide that gently steps through the process.

You can also speak with someone directly. The NSW Voluntary Assisted Dying Care Navigator Service is a free, confidential service that can talk with you about your options and help connect you with trained doctors.

Phone **1300 802 133**

Email: NSLHD-VADCareNavigator@health.nsw.gov.au

Open Monday to Friday, 8:30am to 4:30pm (except public holidays).

Website: <https://www.health.nsw.gov.au/voluntary-assisted-dying/Pages/default.aspx>

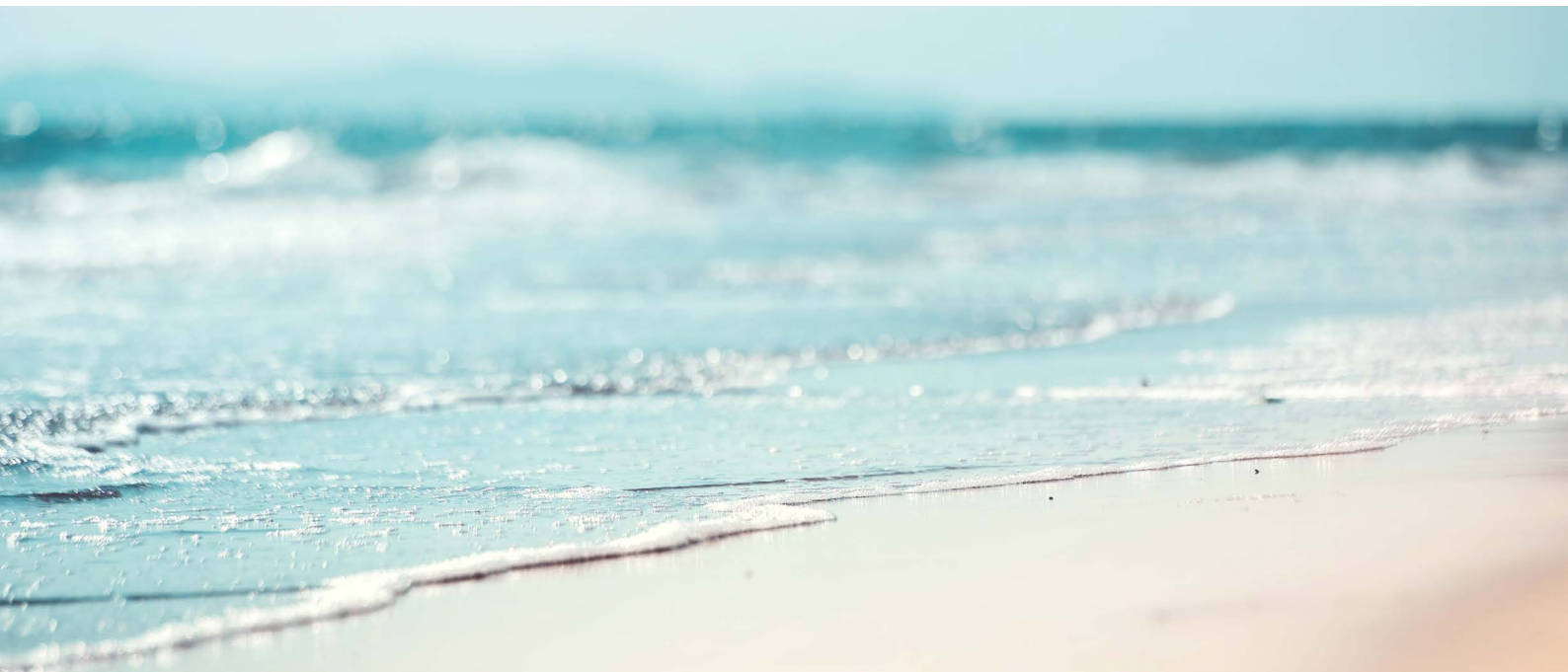
Planning your funeral

Writing out your funeral or memorial choices before your death can help your family plan a service that reflects your wishes and removes the burden of guesswork during a difficult time.

Things you might include:

- Burial or cremation preferences
- Cultural or spiritual rituals
- Music, readings or people you'd like involved

While you can include these in your will, it's best to share them separately, as wills are often read after the funeral.



Keeping everything in one place

It's a good idea to gather your important documents together and let a trusted person know where they are. This makes it easier for someone to act on your behalf when needed.

Here's what to include:

- Birth, marriage or divorce certificates
 - Legal documents (Will, Enduring Power of Attorney, Enduring Guardian)
 - Medicare and Centrelink details
 - Banking information and subscriptions
 - Superannuation and insurance details
 - Property deeds or rental agreements
 - Funeral plan or instructions
 - Passport
 - Social media and email account information
-

Planning ahead: A checklist

This checklist brings together key documents, conversations, and arrangements to help you get organised. You don't need to do everything all at once – use this as a reference and add to it over time.

Personal wishes

- Have I talked to my family about my preferences for burial or cremation?
 - Have I shared what kind of funeral or memorial I would like?
 - Have I completed an advance care directive and shared it with the right people?
 - Have I chosen and appointed an enduring guardian?
-

Legal and financial

- Have I made a valid will and appointed an executor?
- Have I considered how my superannuation or life insurance may be handled after death?
- Have I made arrangements for my family funds (e.g. joint bank accounts)?
- My bank and other accounts in my name will be frozen after my death? Have I considered the implications of this?
- Do I have a list of any outstanding debts (e.g. mortgage) and the associated lender contact details?
- Do I have shares and other assets in my name that need to be considered?

Practical planning

- Have I ensured someone else is listed as an additional authorised contact person on my utility accounts?
 - Have I reviewed my life insurance policy/s and checked my beneficiaries?
 - Do I have a list of all my important documents and where they are stored?
 - Birth and marriage certificates
 - Will
 - Enduring power of attorney
 - Enduring guardian
 - Medicare and Centrelink details/cards
 - Veterans Affairs card
 - Medical insurance details
 - Concession cards
 - Bank and superannuation information
 - Property titles or lease details
 - Insurance policies
 - Pre-paid funeral information
 - Passport
-

Digital considerations

Have I left instructions for how to access my social media and email accounts? (Note: most services won't provide passwords but can help to close accounts).

Does someone know my wishes for how to handle social media and email accounts after my death?



Step 5.

Practising self care

Looking after yourself is an important part of living with, or supporting someone through, a life-limiting illness. While it's natural to focus on the medical and practical aspects of care, your own wellbeing matters too.

Self care means different things to different people. It helps you manage stress, stay connected to the people and activities that bring you joy, and maintain your strength – emotionally, physically and spiritually.

For more information, visit Palliative Care Australia – Practising self-care
Website: <https://palliativecare.org.au/resource/resources-self-care-matters/>

Physical wellbeing

Caring for your physical wellbeing can improve your comfort and help you feel more like yourself. Consider:

- Gentle movement, such as walking, stretching, or light gardening
- Calming breathing techniques (like 'box breathing')
- Prioritising rest and sleep
- Spending time outdoors in fresh air or natural settings

Nutrition matters

When we are seriously unwell, our appetite, digestion and energy needs can change. Still, eating a balanced diet can support your energy, immune system and overall wellbeing. As your health changes, you may find it helpful to:

- Eat smaller, more frequent meals
- Choose foods that are soft, easy to digest and nourishing
- Drink water throughout the day

Your GP can refer you to a dietitian who understands palliative care and can tailor a plan that's right for you. This may mean accessing a private service provider. The Cancer Council website: <https://www.cancer.org.au>, has some good information on nutrition applicable to many types of illness.

Stay physically active

Physical activity – even in small amounts – can improve your mood and reduce fatigue.

You might try:

- A slow walk in a local park or beach
- Gentle stretching indoors or in the garden
- Activities like lawn bowls, tai chi, or joining a walking group at your pace

Your GP can connect you with:

- Physiotherapists or exercise physiologists who can create a gentle, safe exercise plan
- Community-based programs like those listed on the NSW Get Healthy Website: <https://www.gethealthynsw.com.au/>

Getting around

Driving often symbolises independence, but its also important to be safe for yourself and others. If you're not sure whether you're still able to drive safely, speak with your GP or specialist.

When driving isn't an option, there are other ways to stay mobile:

Travel assistance and support

Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)

Reimburses patients and carers for travel and accommodation costs when treatment is far from home.

Phone: **1800 478 227**

Website: <https://www.iptaas.health.nsw.gov.au>

Taxi subsidy scheme

Offers discounted fares for eligible people.

Phone: **13 77 88**

Website: <https://www.service.nsw.gov.au/>

Community transport services

Run by local providers and volunteers, these services can help with trips to appointments, shops or social outings.

Search for local operators by following these steps:

1. Visit <https://transportnsw.info/operators>
2. Filter by Mode and choose 'Community Transport'.
3. Filter by Region to find Community Transport in your area.
4. You can narrow your results by entering your suburb or area in the Transport Operators search field.
5. Your results, including website and contact details, will appear alphabetically.
6. Click the operator's website or call the phone number for more information.

Home care providers

If you receive a Home Care Package, transport assistance may be included. Ask your provider what's available.

Family and friends

If someone offers to help, let them. Often people really want to help and taking you places is often one of the easiest ways for them to support you.

Social wellbeing

Staying connected to others is vital for emotional health. Relationships provide support, reassurance and a sense of belonging.

Here are a few ways to stay socially active:

- Spend time with friends or family – even short visits can lift your mood
 - Join community groups that match your interests (art, music, walking, crafts)
 - Attend a social group at your local neighbourhood or community centre
 - If you're isolated or in a rural area, consider phone or online support groups
-

Emotional wellbeing

You may experience a wide range of emotions – grief, sadness, fear, frustration, even hope or relief. There is no right or wrong way to feel. What matters is giving yourself space to process and find support.

You might like to:

- Keep a journal
- Try mindfulness, meditation or prayer
- Sit quietly in a place you love
- Talk with someone you trust
- Spend time in nature

If things feel overwhelming, your GP can refer you to a:

- Psychologist or counsellor
- Social worker or support group
- Pastoral care worker or spiritual support person

Taking care of your emotional health can make it easier to cope with changes and feel more in control of your day-to-day experience.

Spiritual care

At the end of life, many people naturally begin to reflect on **big, personal questions** about their life, relationships, purpose and what happens next. These can be deeply spiritual or philosophical.

Spirituality means different things to different people. It may involve religion or faith – but it might also be about meaning, connection, culture or identity.

Questions like “Why is this happening?” or “What matters most now?” often arise during serious illness. Talking with someone trained in spiritual care can help.

You might find comfort in:

- Talking with a chaplain, Elder, minister or spiritual advisor
- Engaging in meaningful rituals or reflection
- Revisiting cultural traditions or practices
- Counsellors or psychologists
- Gentle, open conversations with trusted people

Ask your care team to help you get connected with support that is right for your values and beliefs.





Step 6.

Caring for carers - help for families, friends and loved ones

Caring for someone with a life-limiting illness or at the end of life can be challenging, emotional and exhausting. But many of those who have cared for another in this way say it was one of the most meaningful things they've ever done.

Carers can be a partner, family member, friend or neighbour. You might be helping with personal care, organising appointments, managing medications or simply providing comfort and companionship.

At the same time, you may be juggling work, children, your own health needs or family dynamics. Caring can stir up a range of emotions including reflections on your own mortality and it's important to have support around you.

Make sure you get all the support you can.

Need more support?

You're not expected to have all the answers or know exactly what to do. That's why we've included a chapter filled with trusted resources to help you care for your loved ones and yourself during this time. Make sure you take advantage of everything you need.

Caring for yourself

Looking after your own wellbeing isn't selfish – it's essential. Taking time to care for yourself can help you manage stress, stay emotionally steady, and continue to support your loved one in a sustainable way.

Below are some strategies for self-care to consider:

Stay physically healthy

- Gentle movement, like walking or stretching can boost your energy
 - Try to eat regular, nourishing meals – even if your appetite is low
 - Prioritise sleep with a calming bedtime routine and by limiting caffeine and alcohol
-

Take breaks and stay social

- Make a list of small things you enjoy, and try to do one each day
 - Stay connected with friends and family to help reduce isolation
-

Seek emotional support

Caring can bring up strong emotions – grief, frustration, fear, even guilt. Talking to a healthcare professional or counsellor can help you process what you're feeling and find ways to cope.

Join a support group

Joining a support group can offer connection and comfort through shared experience.

Carer Gateway can help you to meet people who also care for a family member or friend. By sharing stories, knowledge and experience, you can learn from and support each other.

Carer Gateway offers two options to connect with other carers:

In-person peer support groups – meet with others in your local area who also care for a family member or friend. To find out more about the in-person peer support groups available near you, call Carer Gateway on 1800 422 737.

Online community forum – The online community forum gives carers a safe, moderated space to come together and ask questions, share advice and experiences and gain emotional support. Find out more about the forum and join here <https://forum.carergateway.gov.au/s/>

Practical tips for carers

Here are some practical tips to help you manage your caregiving responsibilities while maintaining your own wellbeing:

- Take it one day at a time – Try not to think too far ahead. Focus on what's needed today.
- Ask for help – Create a list of people who can assist with meals, errands or appointments.
- Use rosters – If multiple people are involved in care, a shared calendar or roster can help coordinate efforts.
- Use respite care – Short-term care is available to give you a break. Emergency respite may be accessed through Carer Gateway.
- Stay organised – Keep a diary of questions for the care team and consider sending group updates to family and friends to reduce repeating information.

Accepting help

Many carers hesitate to ask for support, but your health and wellbeing are just as important as the person you're caring for. There are organisations that specialise in helping carers and it's wise to take up the offer of support wherever you can

Carer Gateway

- A free, national service that connects carers with support, information and respite.
- Counselling, coaching and peer support.
- Emergency respite and emergency care plans.
- Skills courses, education and practical advice.

Your GP or care provider can help connect you or use the details below:

Phone: **1800 422 737**

Website: <https://www.carergateway.gov.au/>

Carer Help

An online resource offering clear, practical advice for carers, including:

- Information about end-of-life care
- Guidance on communication, decision-making, and self-care
- Tools and planning documents

For more information, visit: <https://www.carerhelp.com.au/>

Carers NSW

Provides education, resources, advocacy and referrals.

Phone: **1800 422 737**

Website: <https://www.carersnsw.org.au/>

Support for young carers

Young carers are children or young people under the age of 25 who help care for a family member or friend living with a disability or illness. Every young carer's situation is unique but they usually have more responsibilities than other young people their age.

Young Carers Network

A national online hub for information, stories and resources tailored for young carers.

Website: <https://youngcarersnetwork.com.au/>

Young Carer Program – Carers NSW

Provides support, connection and education to young people balancing care with school, work or personal life.

Phone: (02) 9280 4744

Website: <https://www.carersnsw.org.au/services-and-support/information-hubs/young-carer-hub>

Financial assistance for carers

You may be eligible for financial support through Services Australia. To receive payments, both you and the person you care for need to meet certain criteria.

- Carer Payment – For people unable to work due to full-time caring responsibilities.
- Carer Allowance – For carers providing daily support to someone with a severe condition. This can be paid alongside the Carer Payment.

For more information, visit: <https://www.servicesaustralia.gov.au/caring-for-someone>



Helpful resources and information

There are many places you can turn for guidance, comfort and practical support. These resources are here to help you find additional support and feel more informed and in control about what's ahead.

About palliative care

Palliative Care Australia

Australia's national peak body for palliative care, with helpful brochures, FAQs and a service directory.

- What is palliative care? Brochure
Website: <https://palliativecare.org.au/product/32923/>
- Frequently asked questions
Website: <https://palliativecare.org.au/faqs/>
- Find a local service (National Palliative Care Service Directory)
Website: <https://palliativecare.org.au/directory-of-services/>

Cancer Council NSW

Resources tailored for people with cancer, including a comprehensive guide to palliative care.

- Understanding palliative care booklet
Website: <https://www.cancer.org.au/cancer-information/treatment/palliative-care>

Palliative Care NSW

Practical information and resources for patients, families and carers in NSW.

- Family and carer resources
Website: <https://www.palliativecarensw.org.au/families-and-carers/resources/>
 - Palliative Caring booklet (PDF)
Website: [https://palliativecarensw.org.au/wp-content/uploads/2024/09/PCNSW Palliative-Caring-Booklet_F1.pdf](https://palliativecarensw.org.au/wp-content/uploads/2024/09/PCNSW_Palliative-Caring-Booklet_F1.pdf)
-

Where to find local palliative care services

Palliative Care Australia - National Palliative Care Service Directory for Patients

National organisation with brochures, FAQs and a searchable directory of services.

Service directory, visit: <https://palliativecare.org.au/directory-of-services/>

FAQs and more, visit: <https://palliativecare.org.au/>

Palliative Care NSW

Specialist Palliative Care Service Directory.

Search for specialist palliative care services in your area: <https://palliativecarensw.org.au/health-professionals/nsw-directory/>

Northern NSW and surrounding areas

These teams offer tailored support for people with life-limiting illnesses and their families. Services are based out of local hospitals or community health centres.

Northern NSW Local Health District – Palliative Care

Website: <https://nswlhd.health.nsw.gov.au/community-health/lismore-community-health/palliative-care-service>

Inpatient palliative care services are available across several local hospitals, including:

Grafton – (02) 6641 8200

Maclean - (02) 6640 0123

Lismore – (02) 6620 2967

Ballina - contact Lismore

Murwillumbah – (02) 6670 9400

Casino - contact Lismore

Tweed Heads – (07) 5506 7540

Learn more, including parking and contact information:

Website: <https://www.nnswlhd.health.nsw.gov.au/hospitals>

Private services (inpatient or home-based care)

These private services offer accommodation and/or care at the end of life.

- **St Vincents Hospital Lismore**

20 Dalley St, East Lismore NSW 2480

Phone: **(02) 6627 9600**

Website: <https://www.compassionatefriends.org/>

- **Wedgetail Retreat, Dulguigan**

12 Wedgetail Ct, Dulguigan NSW 2484

Phone: **(02) 6672 8161**

Website: <https://www.servicesaustralia.gov.au/caring-for-someone>

- **Honey Bee Home, Coorabell**

507a Coolamon Scenic Dr, Coorabell NSW 2479

Phone: **(02) 8088 0773**

Website: <https://www.carerhelp.com.au/>

- **Lotus Palliative Care NNSW**

Phone: **(02) 6680 4800**

Website: <https://lotuspalliativecare.com.au/>

Aboriginal Medical Services

Bugalwena General Practice, Tweed Heads South- Phone: (07) 5513 1322

Bullinah Aboriginal Health Service, Ballina- Phone: (02) 6681 5644

Bulgarr Ngaru Medical Aboriginal Clinic, Casino- Phone: (02) 6662 3514

Rekindling the Spirit, Lismore- Phone: (02) 6622 5534

Mid North Coast and surrounding areas

Mid North Coast Local Health District Palliative Care

Palliative care is available from Coffs Harbour in the north to Port Macquarie in the south. Specialist teams provide home-based care seven days a week, with standard hours from 8:00 am to 4:30 pm. In Coffs Harbour, Macksville and Kempsey, extended support is also available until 8:30 pm for people receiving end-of-life care at home.

Mid North Coast Local Health District – Palliative Care

Website: <https://mnclhd.health.nsw.gov.au/community-nursing-services/palliative-care/>

Port Macquarie - Phone: (02) 6589 2100

Wauchope - Phone: (02) 6580 8060

Kempsey - Phone: (02) 6561 2790

Macksville - Phone: (02) 6598 3500

Bellingen - Phone: (02) 6659 5842

Coffs Harbour - Phone: (02) 6656 7646

- Learn more, visit: <https://mnclhd.health.nsw.gov.au/>
-

Private services

- Baringa Private Hospital – Coffs Harbour - Phone: (02) 6659 4444
 - Port Macquarie Private Hospital – Port Macquarie - Phone: (02) 6582 9800
-

Aboriginal medical services

- Galambila Aboriginal Health Service – Coffs Harbour - Phone: (02) 6652 0800
- Bawrunga Medical Service – Nambucca Heads - Phone: (02) 6568 8144 0
- Bawrunga Medical Service – Macksville - Phone: (02) 6568 4755
- Durri Aboriginal Medical Service – Kempsey - Phone: (02) 6660 2300
- Werin Aboriginal Medical Centre – Port Macquarie - Phone: (02) 6580 4000

Resources for families and carers

Palliative Care NSW Booklet

The Palliative Care NSW Booklet is a practical resource designed to support you as a carer. It provides essential information about palliative care services available across New South Wales, helping you understand care options, manage symptoms, and find support for both you and your family.

To read the booklet, visit: https://palliativecarenewsw.org.au/wp-content/uploads/2024/09/PCNSW_Palliative-Caring-Booklet_F1.pdf

HELP (Healthy End of Life Program) App

A free app designed to support carers with:

- Step-by-step advice on daily care tasks.
- Guidance for difficult conversations.
- Local support service information.
- Tips to manage stress and emotions.
- Mobilising your support network of family and friends to assist with tasks that you need help with.

Download the free HELP app and build your own support network. Find more information about the HELP app at <https://healthyendoflifeprogram.org>



“Good quality healthcare is essential for a healthy end of life, but it won’t walk the dog for you. That’s what we need friends, family and other social connections for.” The HELP team.

Carer Gateway Emergency Care Plan

This is a helpful tool to record all the key information someone would need to temporarily step in for you. To download the plan, visit: <https://www.carergateway.gov.au/sites/default/files/documents/2024-09/1421-emergency-care-plan.pdf>

Volunteer organisations

Tweed Palliative Support, Dulguigan

12 Wedgetail Court, Dulguigan, NSW 2484

Phone: **(02) 6672 8459**

Email: info@tweedpalliativesupport.com.au

Amitayus Home Hospice Service, Mullumbimby

Phone: **0468 483 857**

Email: info@amitayus.org.au

Clarence Valley Palliative Care Volunteer Support Service, Grafton

11 Kemp St, Grafton NSW 2460

Phone: **(02) 6642 7257**

Email: annette.grainger@livable.org.au

Support for setting up at-home palliative care

Services Australia - Aged Care Specialist Officers

Aged Care Specialist Officers are available in Services Australia offices located in Port Macquarie, Nambucca, Coffs Harbour, Grafton, Lismore, and Tweed Heads. They can assist you with the My Aged Care process and financial planning for aged care services. Office hours are Monday to Friday from 8 am to 5 pm for booking a face-to-face or virtual appointment.

My Aged Care will arrange for either your local Aged Care Assessment Team (ACAT) or Regional Assessment Service (RAS) to visit you to understand your plans and needs and progress your request to receive services. This can take some weeks, so start this part of the journey as soon as possible after diagnosis.

Phone: **1800 227 475**

Located in Port Macquarie, Nambucca, Coffs Harbour, Grafton, Lismore, and Tweed Heads, these officers can help you:

- Navigate the My Aged Care process
- Understand financial planning for aged care
- Book face-to-face or virtual appointments
- Phone: **1800 227 475**
- Office hours: Monday to Friday, 8 am – 5 pm

The National Disability Insurance Scheme (NDIS)

If you're under 65 and living with a disability, the NDIS can help with support tailored to your needs.

Phone: **1800 800 110**

Email: enquiries@ndis.gov.au

Website: <https://www.ndis.gov.au/>

Department of Veterans' Affairs (DVA)

If you're a veteran, the DVA may provide support, including:

- In-home nursing
- Respite care
- Daily living assistance

Phone: **1800 VETERAN (1800 838 372)**

Website: <https://www.dva.gov.au/get-support/health-support/care-home-or-aged-care>

Open Monday to Friday, 8 am – 5 pm

Support and information for specific health conditions

MND NSW Support groups, equipment, info, carer services

Phone: **(02) 8877 0999**

Website: <https://mndnsw.org.au/>

Dementia / Alzheimer's

Dementia Australia Helpline, local groups, carer support:

Phone: **1800 100 500**

Website: <https://www.dementia.org.au/>

Healthy North Coast's Living with Dementia on the NSW North Coast information booklet

https://hnc.org.au/wp-content/uploads/2022/12/LivingWithDementia_A4BookletV13.pdf

Chronic Heart Disease

Heart Foundation Information, support, online communities:

Phone: 13 11 12

Website: <https://www.heartfoundation.org.au/>

Chronic Lung Disease (COPD, Pulmonary Fibrosis, etc.)

Lung Foundation Australia Support groups, resources, pulmonary rehab carer info:

Phone: **1800 654 301**

Website: <https://lungfoundation.com.au/>

Kidney Failure / Chronic Kidney Disease

Kidney Health Australia Peer support, fact sheets helpline:

Phone: **1800 454 363**

Website: <https://kidney.org.au/>

Neurological Conditions

MS Plus, Parkinson's NSW, Brain Foundation. Info lines, support groups, counselling.
[See condition-specific websites]

Liver Disease / Cirrhosis

Liver Foundation & healthdirect referrals Info and links to condition support.
Website: <https://healthdirect.gov.au/>

Rare Diseases

Rare Voices Australia Connections to condition-specific groups.
Website: <https://rarevoices.org.au/>

Paediatric Palliative Care

Department of Health, Disability and Ageing
Website: <https://www.health.gov.au/topics/palliative-care/palliative-care-throughout-life/palliative-care-for-children-and-young-people>

Quality of Care Collaborative Australia

Website: <https://www.quocca.com.au/Patient-Carer-Information>

Was this resource helpful? We'd love to hear your thoughts or suggestions for improvement.
Contact our Healthy Ageing Team. <https://hnc.org.au/healthy-ageing>



Healthy North Coast is an independent, not-for-profit organisation proudly delivering the PHN program in North Coast NSW. We are committed to improving the health of our communities through quality primary health care.

The PHN program is an Australian Government Initiative.

hnc.org.au

enquiries@hnc.org.au

ABN: 18 154 252 132