



# 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 is a way of approaching the range of services and supports a person might need to live as well as possible, when living with a life limiting illness. It is personalised, holistic care that focuses on comfort, dignity and quality of life – for both the individual and their loved ones.

It's not just for the very end of life – it's here to support you and your family now. And it's unique to your circumstances.

## How do I get palliative care?

*Remember: You don't need to wait until the very end of life.*

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

The first step is usually talking to your GP, specialist, residential aged care home or hospital care team. They can refer you to a local palliative care service based on your needs and location.

Here's how to get started:

### Talk to your 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?"

### 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.

### Ask your aged care home

If you live in a residential aged care facility, 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.

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



**Phone: 02 8076 5604**

# How palliative care can help you

Palliative care is not one-size-fits-all – there is a wide range of services available to support you and your loved ones, depending on your needs. These services can help manage symptoms, offer emotional, practical support and make everyday life a little easier.

Here are just some of the things palliative care can help you with:

- Managing pain
- Emotional support
- Equipment requirements
- Explaining your choices
- Planning ahead
- Helping your family cope
- Referrals to financial assistance, carer support, home support and respite services

## Who's involved in my care:

Palliative care is most often provided by a general team that work together around you. This team might include:

- Doctors and Nurses
- Social Workers
- Counsellors and Psychologists
- Spiritual care workers or Chaplains
- Physiotherapists or Occupational therapists
- Volunteers

In some more complex cases, you might be supported by a specialist palliative care team.

## Where is it provided?



**Your home**



**Residential Aged Care Homes**



**Community Health Centres or Clinics**



**Hospital**



**Hospices**

## How to access in-home supports

If you would like to receive palliative care at home, there are services that can support you in doing so. These include nursing, personal care, equipment, and even end-of-life support in your own home.

**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. Ph: 1800 200 422 (Monday to Friday, 8 am - 8 pm)

**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. Palliative Care Resources Ph: 1800 800 110 (Monday to Friday, 8 am - 8 pm)

### [Department of Veterans' Affairs \(DVA\)](#)

provides a wide range of health services, including palliative care, for eligible veterans, war widows/widowers, and their dependents. Ph: 1800 838 372 (Monday to Friday, 8 am-5 pm)

[EnableNSW](#) can help with practical items that support care at home – like mobility aids,

home modifications, continence products or respiratory support

[End of Life Packages](#) are short-term packages that 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. Ask your GP or care team about these and how they can refer you.

## Advance Care Planning

Advance Care Planning and appointing an Enduring Guardian helps ensure your wishes are known and respected, even if you're no longer able to speak for yourself.

Writing your wishes, in an Advance Care Directive is a way to take control of your future care by choosing who can make decisions for you and documenting your preferences.

Assistance is available by contacting:

### [Making an Advance Care Directive](#)

1300 208 582

### [Appointing an Enduring Guardian](#)

1300 109 290

### [Upload documents to My Health Record](#)

These steps can offer peace of mind to both you and your loved ones.



## Help for carers

If you're caring for someone with a serious illness, you're not alone. Carers play a vital role, and support is available to help you navigate the emotional and practical challenges of caregiving.

Make sure you talk to your GP if you feel your health is suffering. Carer strain is real and can impact your ability to look after your loved one. Taking care of yourself benefits everyone.

[Carer Gateway](#) - This is a government funded program providing free services and support for carers. Ph: 1800 422 737 (8 am – 6 pm Monday to Friday)

[Carers NSW](#) - Ph: 02 9280 4744 (9 am – 5 pm Monday to Friday)

[Young Carers Hub \(NSW\)](#) - Ph: 02 9280 4744 (9 am – 5 pm Monday to Friday)

[CarerHelp](#) - Supports carers to prepare, plan and cope with caring for a person with terminal illness and at the end of life. Email Address [carerhelp@flinders.edu.au](mailto:carerhelp@flinders.edu.au)

[CareSearch Community Hub](#) - The community centre is for everyone, particularly those directly affected by the need for palliative care. A place to learn about end of life and what you can do for yourself or the person you care for. Ph: 08 7221 8233

# Local help and services

## [Northern NSW Local Health District – Palliative Care](#)

Ph: 02 6620 2967

## [Mid North Coast Local Health District – Palliative Care - Coffs Harbour](#)

Ph: 02 6656 7820

## **Private hospitals with palliative care services:**

### [Port Macquarie Private Hospital](#)

Ph: 02 6582 9800

### [Baringa Private Hospital, Coffs Harbour](#)

Ph: 02 6659 4444

## [St Vincent's Hospital, Lismore](#)

Ph: 02 6627 9600

## **Hospices in the region:**

### [Honey Bee Home \(Coorabell\)](#)

Ph: 02 8088 0773

### [Wedgetail Retreat \(Dulguigan\)](#)

Ph: 02 6672 8161

## **Helpful Contact:**

[Healthdirect Helpline](#) - Ph: 1800 022 222

Free 24/7 support with registered nurses who can assess your situation and provide health advice.

## *Palliative Care on the NSW North Coast*

This booklet, developed for North Coast residents by Healthy North Coast, contains additional information including local supports and services:

Information includes:

- Local palliative care services
- Resources for Aboriginal and Torres Strait Islander peoples
- Questions to ask your GP
- Information in other languages
- Help for Carers
- Getting help with costs
- Grief and bereavement support
- Holistic care at the end of life

**Scan the QR code to download the booklet**



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