



# Palliative care services

This information sheet has parts that a **palliative care team** should fill out.

A **palliative care team** might include doctors, nurses, social workers, physiotherapists, occupational therapists, pharmacists, and others.

You can ask for help to use this information sheet.

You could ask

- a family member
- a support person
- a friend.

You can talk to a person you trust about your feelings.

You do not need to read all the information at the same time.

Some words in this sheet are written in **bold**.

**Bold** means the letters are thicker and darker.

These words in **bold** are explained.

This information sheet is about the different places a person can get help during **palliative care**. These places are called services.

**Palliative care** is help for people who have a serious health condition that they will die from.

### **Services available**

Local **palliative care** services might have

- Doctors trained in **palliative care**
- Nurses trained in **palliative care**
- **Allied health workers**
- Volunteers.

**Allied health workers** can help a person with

- Finding ways to move their body
- Doing everyday activities
- Talking about how they think and feel
- Managing problems in their life.

The information sheet below has more information about

- What **palliative care** can help with
- Where a person might get **palliative care**
- Who might be involved in **palliative care**.

Name – Preparing for palliative care

Go to - [3dn.unsw.edu.au/improving-palliative-care-resources#preparing](https://3dn.unsw.edu.au/improving-palliative-care-resources#preparing)

Who made it - 3DN

Information type - Plain English and Easy Read information sheet.

# There are different places a person can get help during palliative care

The following sections should be filled out by a **health worker** giving **palliative care**.

This might be

- **In the community**

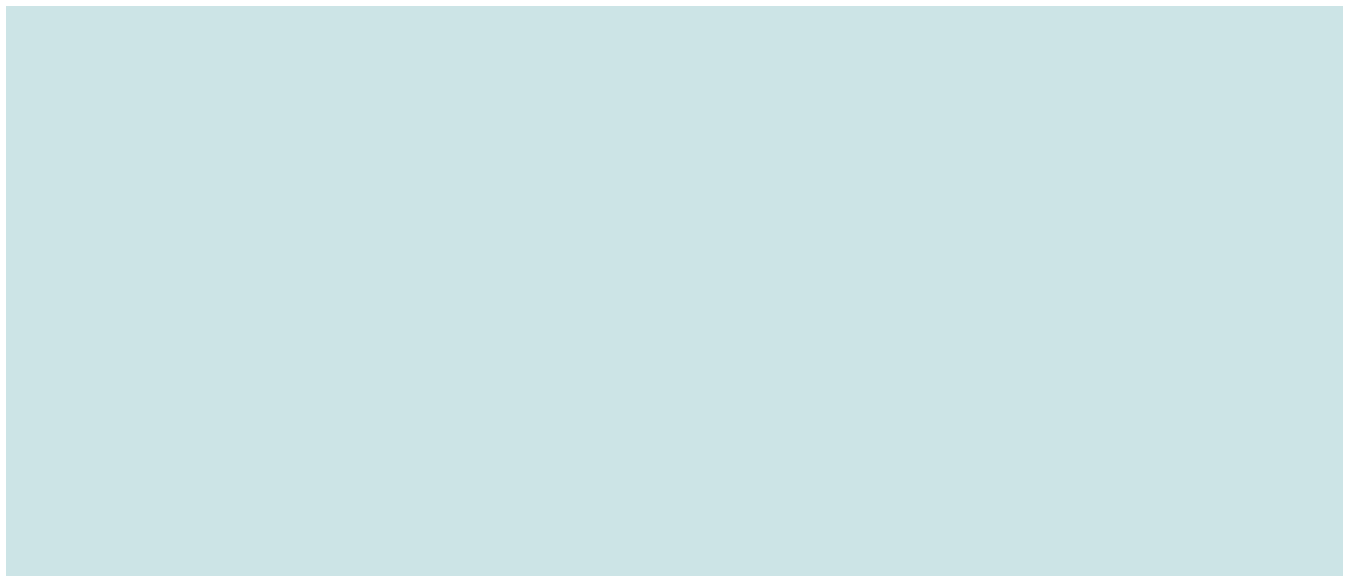
**Health workers** that work in the community provide support to people in their homes or near their homes in buildings called clinics.

**Palliative care** in the community might also include a person's family doctor.

To get help from community services use the information below.

Sometimes the numbers are busy.

Contact information for help from community services



A person might get help during **palliative care**

- **In a hospital**

As an inpatient in hospital

Being an inpatient means the person getting **palliative care** needs extra care.

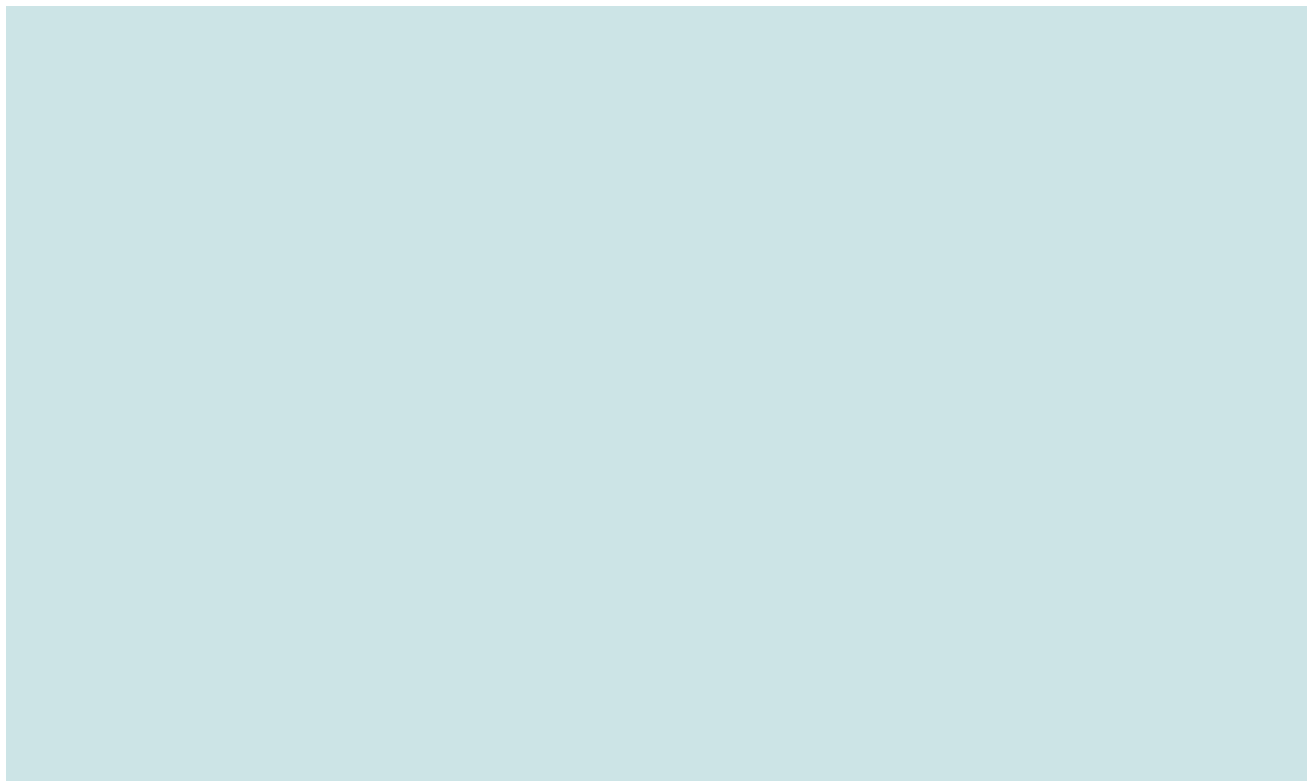
An inpatient means the person stays in hospital for one or more nights.

As an outpatient in a hospital or in the community

Being an outpatient means the person getting **palliative care** gets help in or near the hospital but does not stay overnight.

If you have already seen a **palliative care team** at a hospital you can call that same hospital for help.

Contact information for help from hospital services



A person might also get help during **palliative care** from

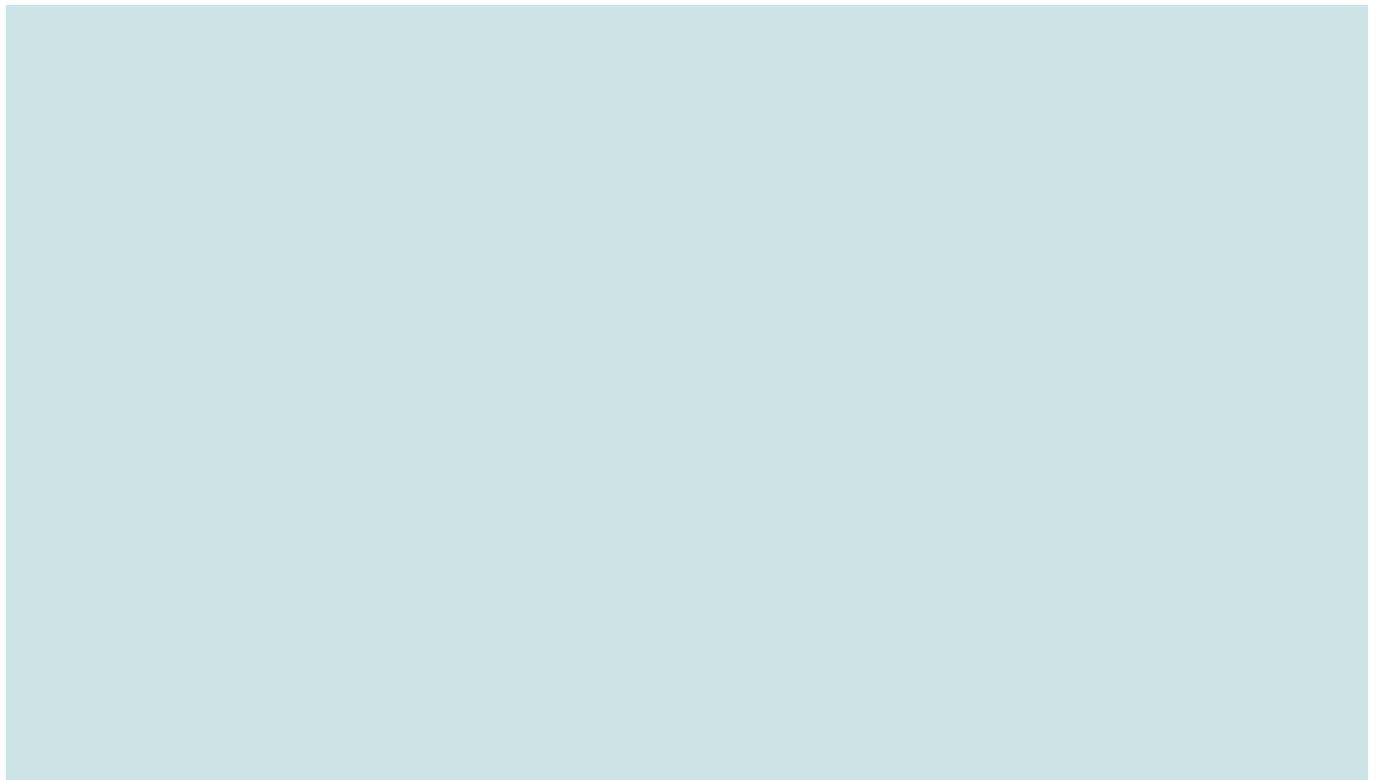
- **Other services and support**

There are other services that might help. These might be

- Help to borrow equipment to use at home
- A **Palliative Care Coordinator**

A **Palliative Care Coordinator** is a **health worker** who helps plan and organise someone's **palliative care** and other services.

Information about other services and support



A person might also get help during **palliative care** from

- **After hours help**

The below numbers can be called if help is needed when other health services are closed.

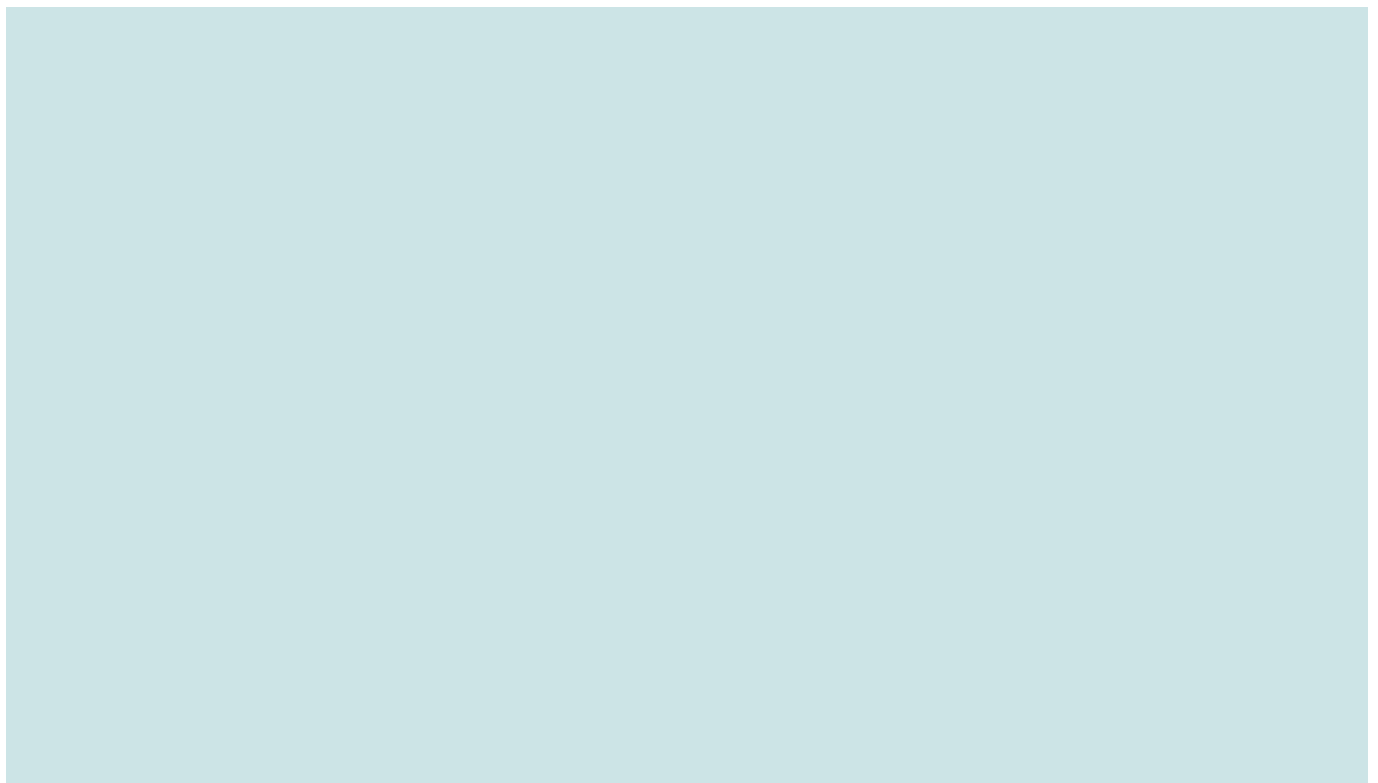
Healthdirect Helpline

**1800 022 222**

Healthdirect is open 24 hours a day 7 days a week.

In an emergency call **000** for an ambulance.

### Information about other after hours help



If someone is unsure who to call for help, they should ask their family doctor.