

# Palliative Care Support

This resource provides an overview of government supported palliative care related supports available for adults with life limiting conditions and their loved ones living in the Brisbane North PHN region as of November 2023. This list is not exhaustive.

## Education and Information

Resource	Description	Access
CareSearch	Central online library of quality palliative care information.	<a href="https://www.caresearch.com.au/">https://www.caresearch.com.au/</a>
Caring@home	Resources to support carers and families to help manage end-of-life symptoms for a person at home including safely using subcutaneous medicines.	<a href="https://www.caringathomeproject.com.au/">https://www.caringathomeproject.com.au/</a>
PalliLearn	Easy to understand courses from Palliative Care Queensland.	<a href="https://palliativecareqld.org.au/pallearn/">https://palliativecareqld.org.au/pallearn/</a>
Our Mob and Cancer	Cancer information for First Nations people developed by First Nations people.	<a href="https://www.ourmobandcancer.gov.au/">https://www.ourmobandcancer.gov.au/</a>
Palliative Care Information- Department of Health and Aged Care	General information about palliative care in Australia.	<a href="https://www.health.gov.au/topics/palliative-care">https://www.health.gov.au/topics/palliative-care</a>

## Support and advice lines

Resource	Description	Access
PalAssist	PalAssist is a free service for anyone who has a life-limiting illness or condition, and/or their families and carers and is available from 7am-7pm, 7 days a week. They also have handout and resources available.	1800 772 273 <a href="https://www.palassist.org.au/">https://www.palassist.org.au/</a>
1300 MEDICINE	Free medicine advice line with a registered pharmacist.	1300 633 424 <a href="https://1300medicine.com.au/">https://1300medicine.com.au/</a>



## Advance care planning information and support

Resource	Description	Access
Advance Care Planning Australia	Advance Care Planning Australia is a national program enabling Australians to make the best choices for their future health and care including a National Advance Care Planning Support Service.	<a href="https://www.advancecareplanning.org.au/">https://www.advancecareplanning.org.au/</a>  1300 208 582
State-wide Office of Advance Care Planning (Queensland)	The Statewide Office of Advance Care Planning is a statewide service that helps to promote the important processes of advance care planning. <i>(hosted by Metro South but available everywhere in Queensland)</i>	<a href="https://metrosouth.health.qld.gov.au/acp">https://metrosouth.health.qld.gov.au/acp</a>

## Grief and Bereavement Support

Resource	Description	Access
Griefline	national not-for-profit offering free grief support and resources 24/7.	<a href="https://griefline.org.au/">https://griefline.org.au/</a>
Grief Australia	Peak organisation providing information and support.	<a href="https://www.grief.org.au/">https://www.grief.org.au/</a>

## Carer help and support

Resource	Description	Access
Carer Help	Support to prepare, plan and cope with caring for a person at the end of life.	<a href="https://www.carerhelp.com.au/">https://www.carerhelp.com.au/</a>
Carer Gateway	An Australian Government program providing free services and support for carers.	<a href="https://www.carergateway.gov.au/">https://www.carergateway.gov.au/</a>
Carers Queensland	Supports, training and events.	<a href="https://carersqld.com.au/">https://carersqld.com.au/</a>

## Emergency and after hours

Resource	Description	Access
13Health	A phoneline of registered nurses available 24/7 to provide advice on medical issues.	Call 13 HEALTH (13 43 25 84)
Queensland Ambulance Service (QAS)	In times of medical emergency, call Queensland Ambulance Service.	Call 000
Hospital Emergency Department	For emergency and urgent medical attention.  For urgent care, the Metro North virtual ED can be used (8am-10pm, 7 days a week)	<a href="https://www.qld.gov.au/health/services/emergency">https://www.qld.gov.au/health/services/emergency</a>  Virtual ED: <a href="https://metronorth.health.qld.gov.au/hospitals-services/virtual-ed">https://metronorth.health.qld.gov.au/hospitals-services/virtual-ed</a>

## Programs accessed by GP referral.

Resource	Description	Access
Medical Aid Subsidy scheme- Palliative Care Equipment program (MASS-PCEP)	The MASS PCEP program supports persons at their end stages of life to remain at home by through loaning of equipment (e.g. mobility aids).	<a href="https://www.health.qld.gov.au/ma/ss/prescribe/palliative-care-equipment-program">https://www.health.qld.gov.au/ma/ss/prescribe/palliative-care-equipment-program</a>
GP Management Plan & Team Care Arrangements	GPs can create plans to help coordinate your care. Have plans in place will enable access to five subsidised allied health sessions per calendar year.	Talk with your GP

## Service directories

Resource	Description	Access
National Palliative Care Services Directory	National directory of palliative care services and supports.	<a href="https://nsd.palliativecare.org.au/search-service">https://nsd.palliativecare.org.au/search-service</a>
QFinder	Queensland directory of health and community services.	<a href="https://qfinder2.health.qld.gov.au/">https://qfinder2.health.qld.gov.au/</a>
Healthdirect Service Finder	National directory of healthcare professionals and services	<a href="https://www.healthdirect.gov.au/australian-health-services">https://www.healthdirect.gov.au/australian-health-services</a>

## Peak organisations

Resource	Description	Access
Palliative Care Queensland	Peak organisation for palliative care in Queensland, representing the interests and aspirations of all who share the ideal of quality care at the end of life for all.	<a href="https://palliativecareqld.org.au/">https://palliativecareqld.org.au/</a>

There are many peak bodies representing specific conditions (e.g., Dementia Australia and Cancer Council Queensland) and people (e.g., Carers Queensland) also available offering many useful resources and supports.

## Non-palliative specific financial support programs

Resource	Description	Access
Medicare	The Commonwealth-funded health insurance scheme that provides free subsidised health care services to Australians.	<a href="https://www.servicesaustralia.gov.au/medicare">https://www.servicesaustralia.gov.au/medicare</a>
My Aged Care	Central point for accessing Australian Government-funded aged care services.	<a href="https://www.myagedcare.gov.au/">https://www.myagedcare.gov.au/</a>
National Disability Insurance Scheme (NDIS)	The scheme of the Australian Government that funds costs associated with disability.	<a href="https://www.ndis.gov.au/">https://www.ndis.gov.au/</a>
Queensland Community Support Scheme (QCSS)	Assistance for Queenslanders under 65 years (or under 50 years old for Aboriginal or Torres Strait Islander people) to live independently at home.	<a href="https://www.qld.gov.au/community/getting-support-health-social-issue/community-home-care-services/queensland-community-support-scheme">https://www.qld.gov.au/community/getting-support-health-social-issue/community-home-care-services/queensland-community-support-scheme</a>
Pharmaceutical Benefit Scheme (PBS)	The scheme of the Australian Government that subsidises the cost of select medications, including palliative medicines.	<a href="https://www.pbs.gov.au/info/about-the-pbs">https://www.pbs.gov.au/info/about-the-pbs</a>

## Transport

Resource	Description	Access
The Patient Travel Subsidy Scheme (PTSS)	Provides financial assistance for eligible patients to access specialist medical services not available locally.	<a href="https://www.qld.gov.au/health/services/travel/subsidies">https://www.qld.gov.au/health/services/travel/subsidies</a>
Community Transport Program	Transport support for people under 65 years without other means of support.	<a href="https://www.qld.gov.au/community/getting-support-health-social-issue/community-home-care-services/community-transport-program">https://www.qld.gov.au/community/getting-support-health-social-issue/community-home-care-services/community-transport-program</a>
The Taxi Subsidy Scheme (TSS)	Subsidises taxi travel for people with severe disabilities.	<a href="https://www.qld.gov.au/disability/out-and-about/subsidies-concessions-passes/taxi-subsidy">https://www.qld.gov.au/disability/out-and-about/subsidies-concessions-passes/taxi-subsidy</a>
Disability parking permits	Allows permit holders to park in parking bays showing the international symbol of access.	<a href="https://www.qld.gov.au/disability/out-and-about/travel-transport/driving/parking-permits/disability-parking-permits">https://www.qld.gov.au/disability/out-and-about/travel-transport/driving/parking-permits/disability-parking-permits</a>
National public toilet map	Interactive map of public toilets with amenity details.	<a href="https://toiletmap.gov.au/">https://toiletmap.gov.au/</a>

Your feedback is welcome to improve this resource: [community.care@brisbanenorthphn.org.au](mailto:community.care@brisbanenorthphn.org.au)

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