

# HELP TIPS: Professional Services

You will find information and links to professional services that can support you on the following pages:

- Find your local Palliative Care Service
- Aboriginal and Torres Strait Islander resources
- What is palliative care? – in 10 languages
- Advance care planning – getting started
- Support for Carers
- Help with grief and bereavement

## Find your local Palliative Care Service



Palliative care can help you live with a terminal illness no matter what stage of life you are at; it is not just for the final stages. Palliative care can benefit people diagnosed with a life-limiting illness even if they have months or years to live, and it can be useful on and off through various stages of an illness.

With the National Palliative Care Service Directory, you can find information about accessing your local palliative care service today. The Directory provides information about:

- specialist palliative care services
- services that provide general palliative care such as general practices and allied health
- organisations and community support agencies who provide services to people living with a life-limiting illness and/or their carers.

Information and directory by Palliative Care Australia (PCA), the peak national body for palliative care.

- Click to visit the directory <https://nsd.palliativecare.org.au/s/search-service>
- Click for more information about Palliative Care <https://palliativecare.org.au/>

## Aboriginal and Torres Strait Islander resources



Information to help support 'sorry business, sad business, finishing up, final days, final footsteps/final footprints, going back home or to the dreaming' for Aboriginal and Torres Strait Islander Peoples.

Resources for Aboriginal and Torres Strait Islander People in palliative and supportive care that is culturally safe and responsive, and incorporates the social, emotional, and cultural well-being of the person, their family and the community.

The following links provide information and useful tools for Aboriginal and Torres Strait Islander People who have a life-limiting illness or care for someone in their final journey. There are:

- Conversation guides
- Planning information
- Short videos
- Toolkits and diaries
- Caring at home information

Most of the information has been created by Aboriginal and Torres Strait Islander People with various health services and draw upon cultural strengths and perspectives.

- Advance care planning for Aboriginal and Torres Strait Islander peoples <https://www.advancecareplanning.org.au/understand-advance-care-planning/advance-care-planning-for-aboriginal-and-torres-strait-islander-peoples>
- Indigenous Program of Experience in Palliative Approach animated video series <https://www.youtube.com/playlist?list=PLuOQzJeN14e1-ePjcFwuqZ2U4q7z-riHI>
- My Journey to Dreaming Toolkit and Diary <https://www.ahmrc.org.au/resource-category/palliative-care/>
- caring@home resources for Aboriginal and Torres Strait Islander families <https://www.caringathomeproject.com.au/Family-Carer-Resources/Aboriginal-and-Torres-Strait-Islander-families-resources>

## What is palliative care? – in 10 languages



Palliative Care is more than you think. It's about helping you live as well as you can for as long as you can. Getting the right information for your family in the right language can make a difference.

The Palliative Care Australia 'It's more than you think' website provides clear information, resources, stories and FAQ's about palliative care in multiple languages:

- Mandarin
- Cantonese
- Vietnamese
- Hindi
- Arabic
- Spanish
- Italian
- French
- German
- Greek

- Palliative care 'It's more than you think' <https://morethanyouthink.org.au/>
- Palliative care factsheets in 21 languages <https://palliativecare.org.au/resource/multilingual-resources/>

## Advance care planning – getting started



Advance care planning provides you with the ability to make decisions about your future healthcare. There may come a time when you become seriously ill and are not able to communicate or make treatment decisions for yourself.

Advance care planning can help to relieve some of the worry about this time and provide your caregivers with the confidence to make decisions that are in line with what you want.

You can talk with your GP, other healthcare providers, and your family about your options and to get assistance in documenting your decisions.

You can also get help with advance care planning with the National Support Service. No matter your situation, the National Advance Care Planning Support Service™ team can offer support on all matters relating to advance care planning.

You might like support with:

- advance care planning in your state or territory
- making sure your goals, values and preferences are heard
- choosing or being a substitute decision-maker
- the role and responsibilities of health professionals
- storing, accessing and enacting advance care planning documents

Call the National Advance Care Planning Support Service™ on **1300 208 582** or email [admin@advancecareplanning.org.au](mailto:admin@advancecareplanning.org.au).

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- For more information visit Advance Care Planning Australia <https://www.advancecareplanning.org.au/>

## Support for Carers



CarerHelp is a free Australian online service designed to support people caring for someone with a serious or terminal illness. It brings together trusted information, practical tools, videos and guidance to help carers understand what to expect, communicate with health professionals, and navigate the challenges of end-of-life care.

The CarerHelp website covers the full caring journey, from when illness becomes life-limiting, through to the final stages of life and into grief and bereavement, helping carers feel more prepared, informed and supported in their role.

The service is tailored for diverse communities across Australia, including:

- rural carers,
- Aboriginal and Torres Strait Islander peoples,
- LGBTIQ+ communities,
- and those who speak languages other than English.

CarerHelp also offers free online education sessions led by health professionals, as well as downloadable resources and care pathways that guide users step-by-step through caring. By building knowledge, confidence and connection, CarerHelp aims to reduce the stress of caring and improve both the carer's wellbeing and the experience of the person at the end of life.

- CarerHelp: <https://www.carerhelp.com.au/>

## Help with grief and bereavement



Grief is a natural and unavoidable part of life. We all grieve differently; there is no right or wrong way. Whether we are living with life-limiting illness, caring for someone at the end of life, or supporting our friends and family to care for someone, we will all experience grief and loss in some way. While grief following a bereavement is expected, it can help to know that grief can also occur at various stages of living with or caring for someone with life-limiting illness.

While many people need only the quality care of their friends and family to live with grief and bereavement, having access to helpful information, support groups and professional services can also be beneficial. The following two national organisations will provide you with information and a variety of supports to consider.

**Grief Australia** are a leading voice on grief in Australia, providing evidence-informed support, training, and research.

**Griefline** is a national organisation that offer a variety of services that provide help-seekers the opportunity to access free grief support and resources, no matter where they are or what time of the day it is. At Griefline you can access:

- Free telephone support Helpline 1300 845 745
- Information about grief and bereavement in many languages
- Online forums
- Support groups
- Social connection for over 50's

Counselling, and more.

- Grief Australia <https://www.grief.org.au/>
- Griefline <https://griefline.org.au/>