

What is Palliative Care Navigation

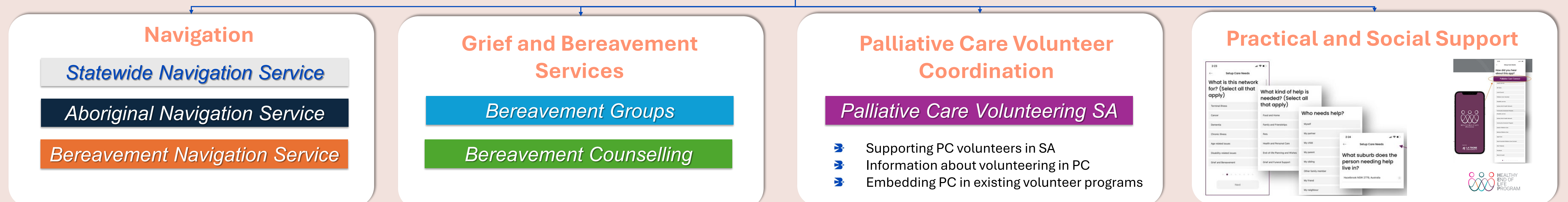
... builds relationships, problem solves and helps locate resources, serving as a link between community, health and psychosocial services. It involves advocacy on behalf of people to empower them to access and make the palliative care choices that are right for them. A key purpose is to ensure patients experience seamless, joined up care and support.

Why we need palliative care and bereavement navigation

Many people find end of life care hard to navigate. Delayed referrals, unclear transitions in care, and misconceptions about palliative care often prevent timely support. Grief and bereavement supports are often limited, particularly for those not linked to specialist services.

What is Palliative Care Connect

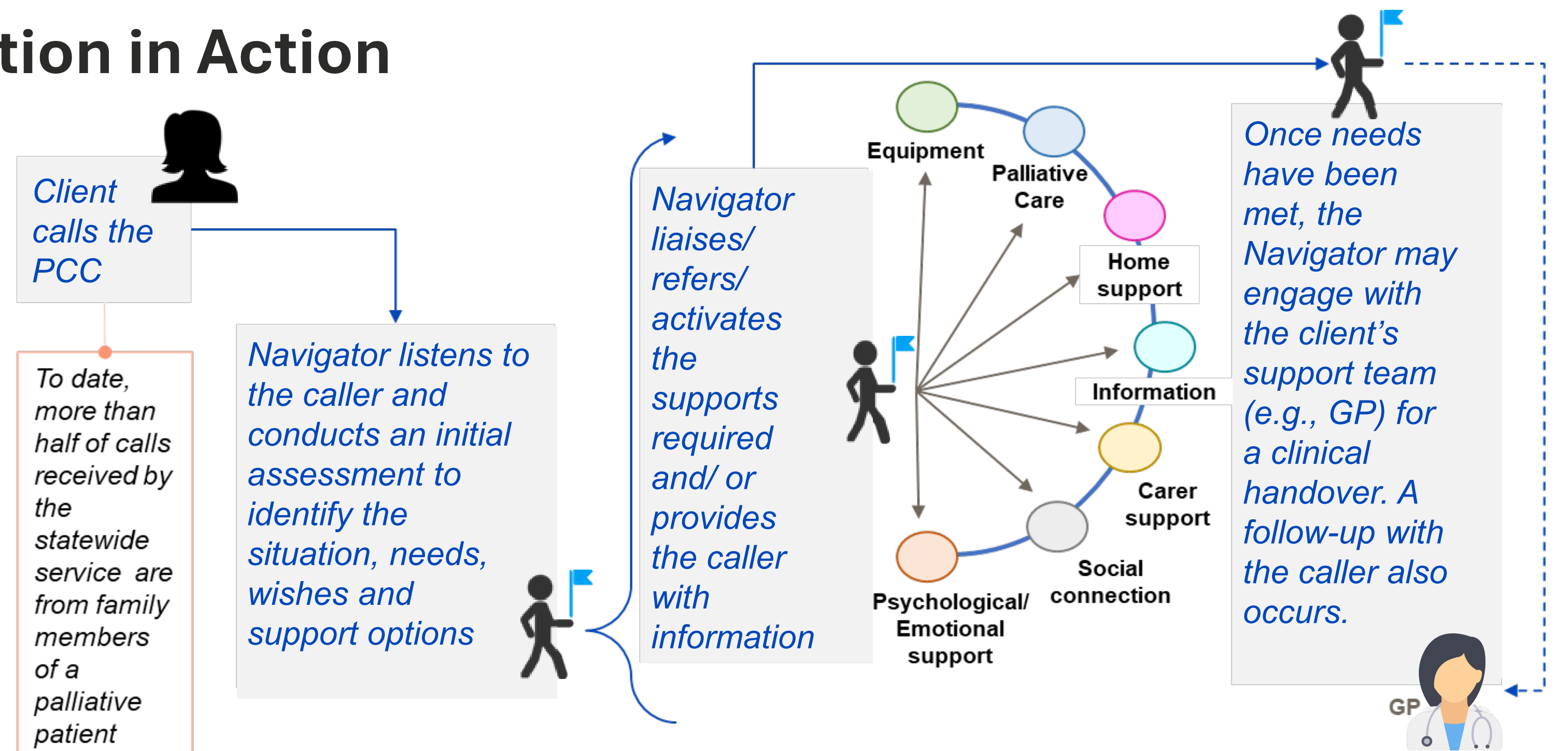
A suite of services that provides information and links to palliative care and bereavement supports for people with life-limiting illnesses and their family, friends, and carers, as well as health and aged care professionals.



Navigation in Action

- **1800-PALLI8:** Direct line to Navigators (nurses and social workers) **NO REFERRAL REQUIRED**
- Available Monday to Friday from 8:30am to 4:30pm
- Option to leave a message and receive a call back or submit a query/ request via the website for follow-up support

[Name of the Navigator] was very kind, attuned to my heightened sense of upset/ concern. You can't take away that emotion behind the reason for the call, but they put me at ease.



Benefits of Palliative Care Connect

What navigators provide

- Deep listening of situation and concerns
- Assessment of needs
- Clarification and provision of information
- Activation of community supports
- Communicating with others involved in care
- Check of caregivers/ staff needs
- Advice (e.g., what to expect, level of care received/ delivered)
- Referral to other services

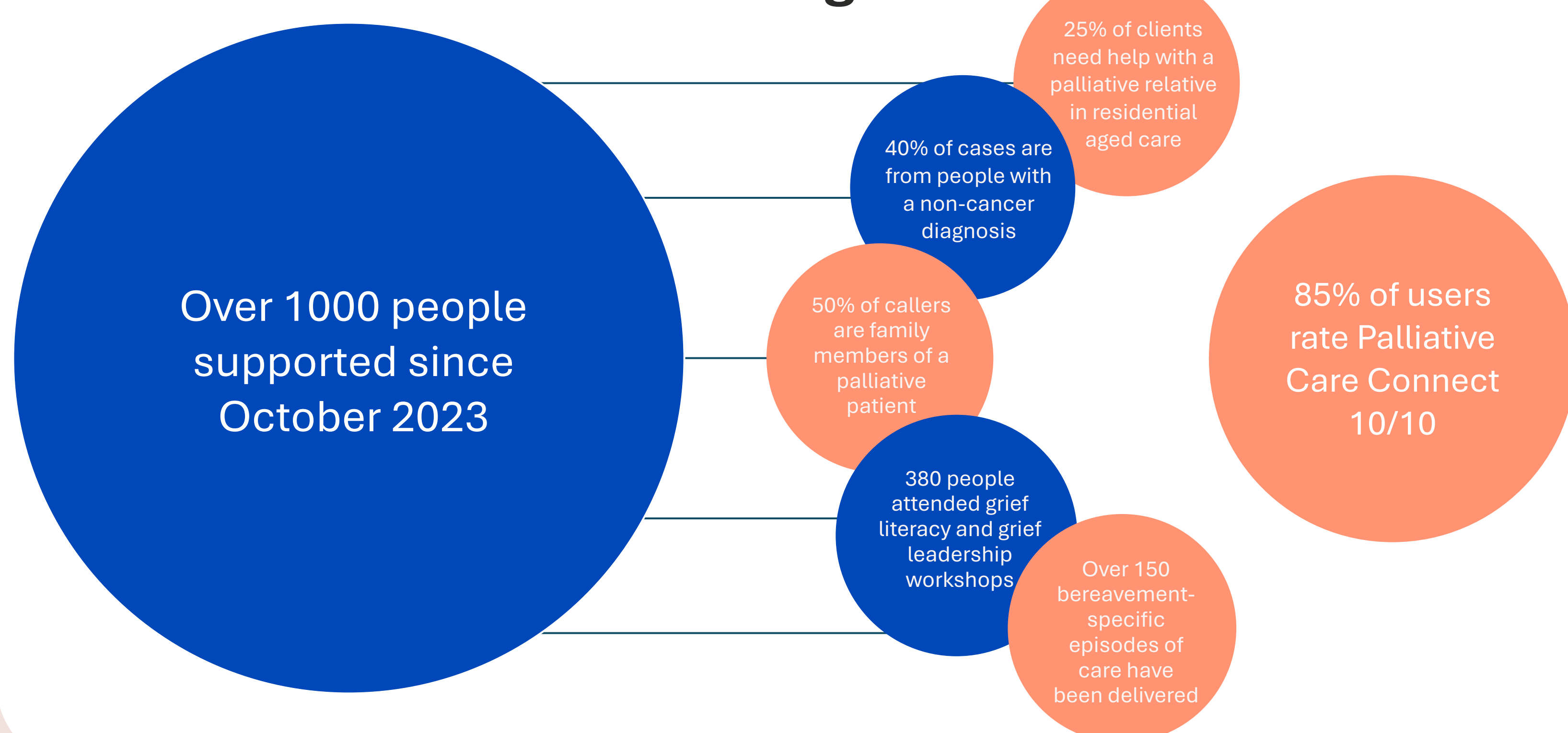
✓ Empathy
✓ Reassurance

How it helps people and the system

- Access to services
- Empowers people to make decisions about their care
- Involves carers/ family members
- Reduces stress
- Helps palliative patients staying in place for longer
- Reduces risk of hospital admittance
- Saves time from specialist services

[Name of the Navigator] listened to me brain dump and then pulled the issues to pieces and allowed us both to work thru them. I left the call feeling supported and having a plan.

Palliative Care Connect in figures



Scaling-up the PCC model across Australia

Survey with the Australian & New Zealand Society of Palliative Medicine conference attendees (Sep 2024)

