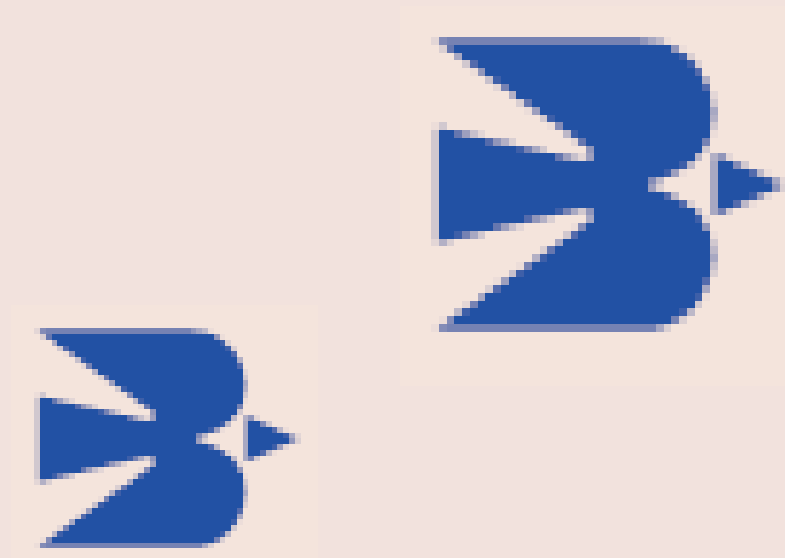




Palliative Care Connect

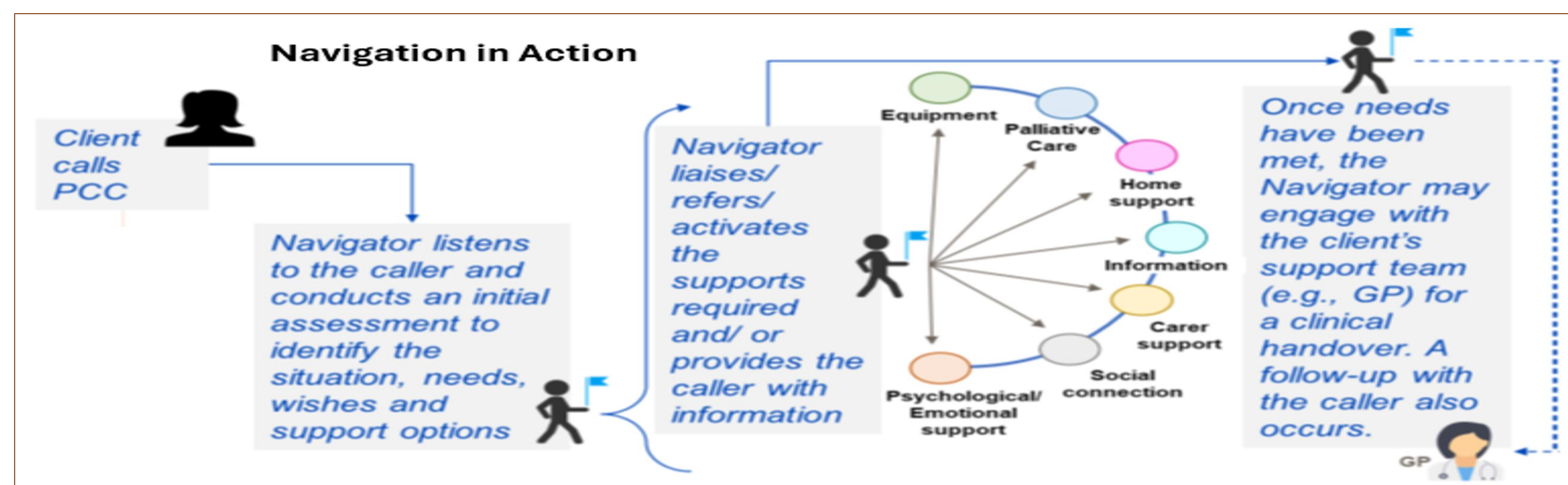
Providing information and links to palliative care and bereavement supports in South Australia.



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.

- **1800-PALLI8:** Direct line to Navigators
- **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 via the website for follow-up support



Snapshot summary of PCC in numbers

Combined:

1,363 episodes of care
2,023 people supported

PCC Website:

47,985 total users
Average of 1,919 per month
97,369 total views
Average of 3,895 per month

HELP app:

113 active networks
Average of 7.2 new networks per month

➤ Statewide Navigation Service:

931 episodes of care
Average of 32 per month

➤ Bereavement Navigation Service:

263 episodes of care
Average of 11.4 per month

➤ Aboriginal Navigation Service:

50 episodes of care
Average of 2.2 per month

➤ Regional Navigation Service:

119 episodes of care
Average of 7.9 per month

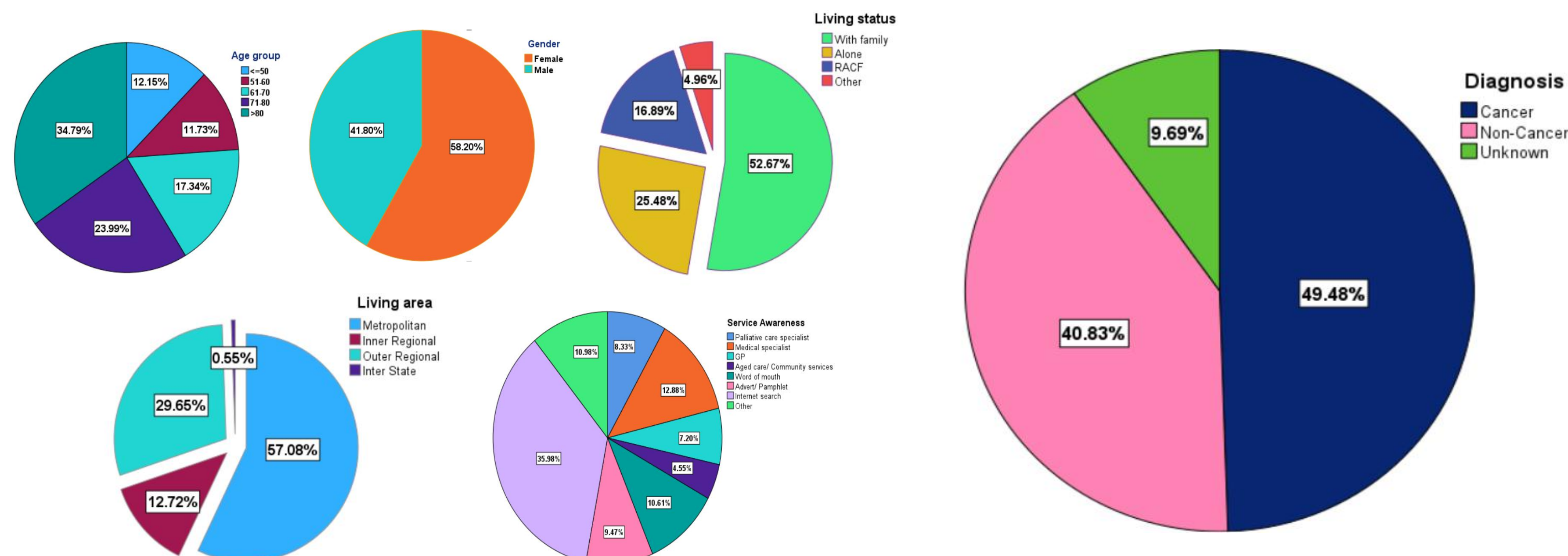
➤ Bereavement groups and Individual bereavement counselling:

156 people supported

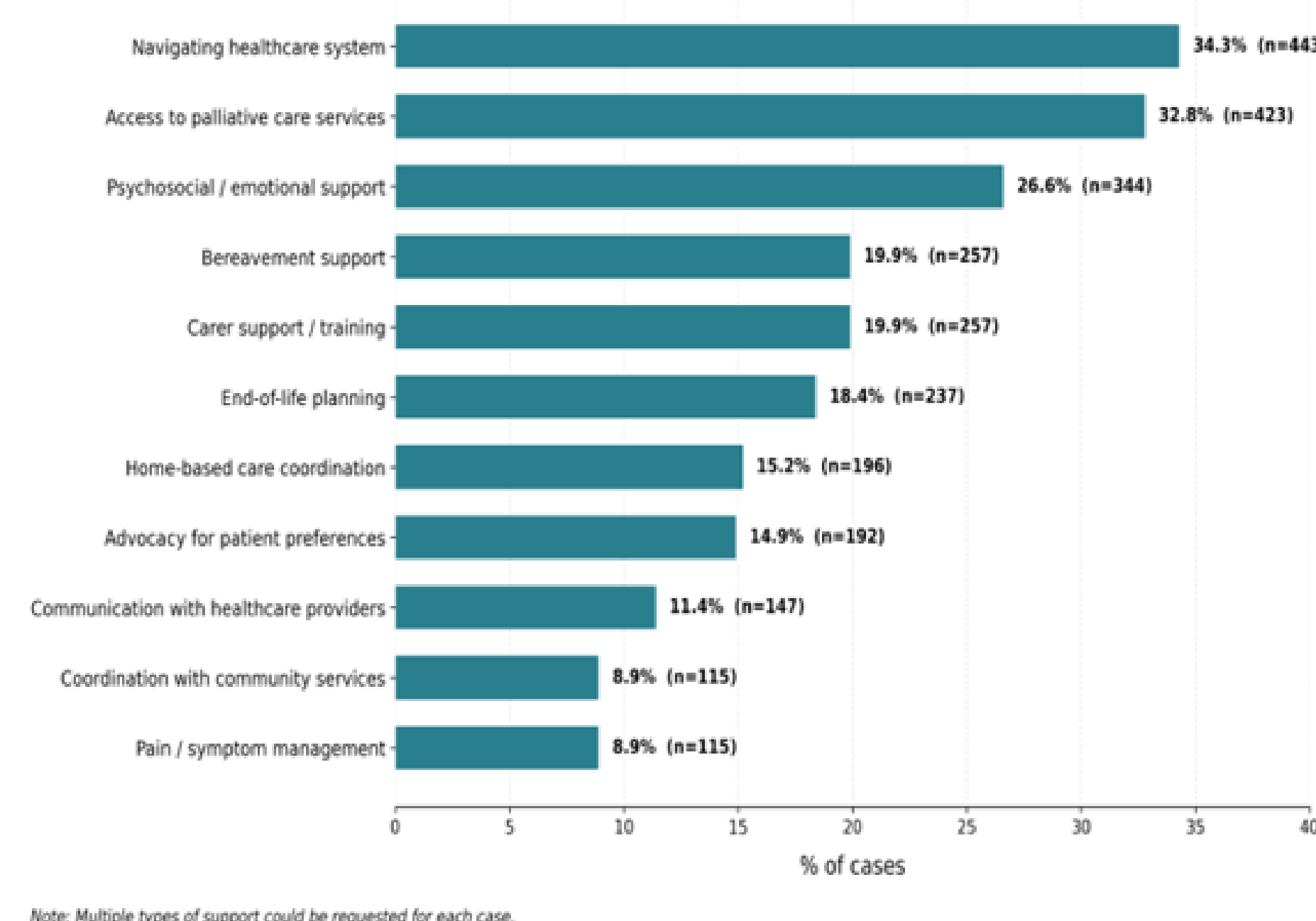
➤ Palliative Care Volunteering SA Service:

600 enquiries received

PCC Service users' profile



Common Types of Support Requested by Users

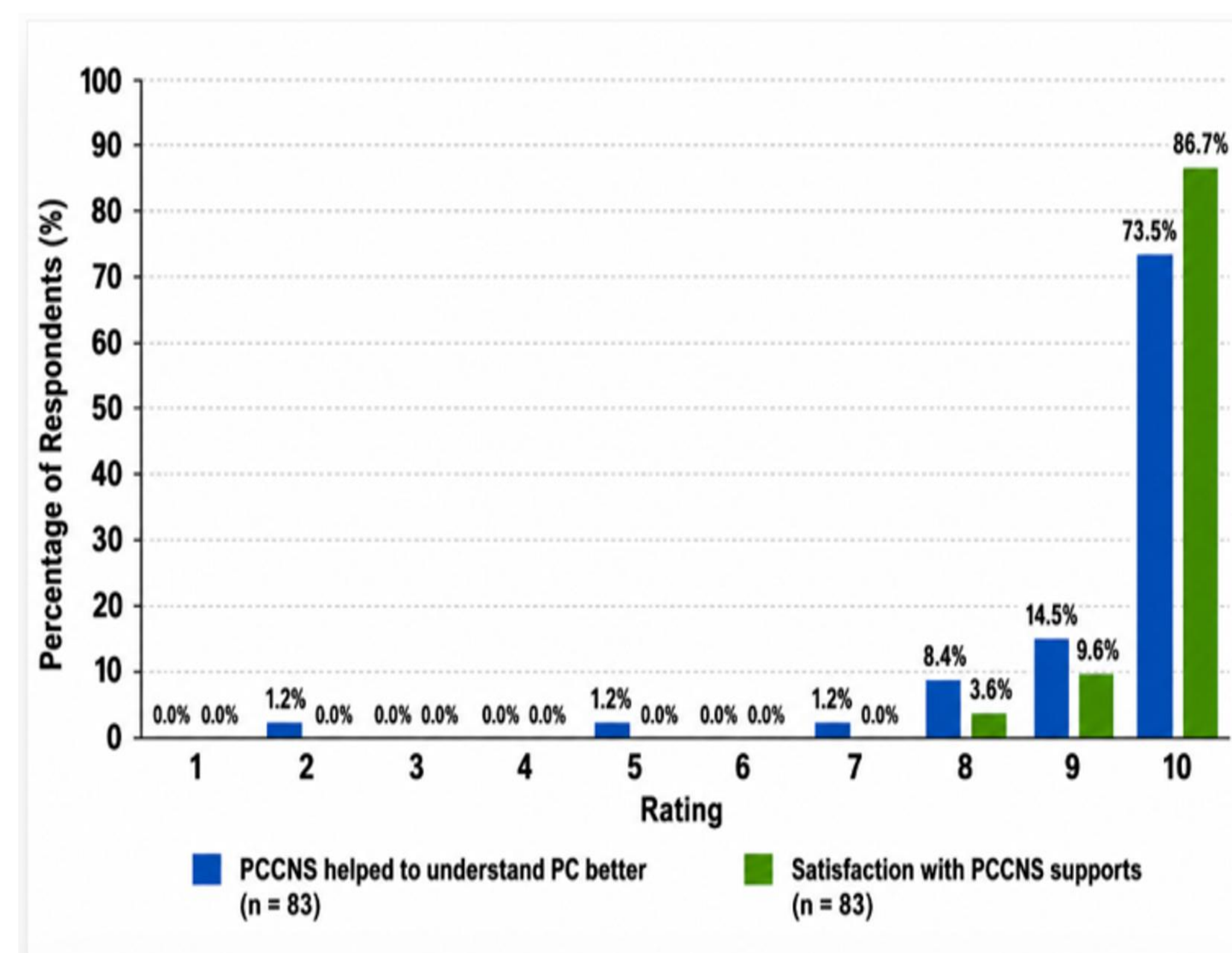


Key findings from the final evaluation of the pilot

- The model has achieved high reach, and sustained use, with steady growth over the pilot period driven by referrals and establishing relationships.
- User experience and satisfaction are consistently high with people describing PCC support as clear, knowledgeable, compassionate, and available when needed.
- The PCC Aboriginal Navigation Service is effective by operating with cultural safety, sustained presence and relationship-first practice.
- Early system level contributions are emerging, including improved care coordination, clearer referral pathways, and reduced pressure on general practice, aged care and acute services.
- PCC fills a gap, not addressed elsewhere in the system, providing psychosocial support that individuals, families, and clinicians are otherwise left to manage during diagnosis, deterioration, and bereavement.
- Impact is strongest at the individual and family levels, with consistent improvement in understanding, confidence, emotional containment, and ability to access appropriate services.
- PCC navigation works because it is rational, trusted, and time limited rather than transactional or ongoing case management. trust is the primary mechanism that enables disclosure, engagement, and informed decision making.

PCC Users' satisfaction

Satisfaction survey



Visit www.palliativecareconnect.com.au for more information

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