

Palliative Care Advice Service

What is the advice service?

The telephone advice service is where you can speak with a palliative care nurse or doctor about any aspect of a life limiting illness.

How to contact the advice service

Call 1800 360 000

Who is the advice service for?

The service is for all Victorians.

It is for people living with life limiting illness and the people who support them. It's for family, friends or neighbours. It's also for doctors, nurses and other healthcare workers and providers.

Who will run the advice service?

The Royal Melbourne Hospital will establish and operate the advice service through the Parkville Integrated Palliative Care Service.

Staged implementation of the advice service

The Advice Service will be available to callers throughout Victoria from launch, but will be promoted in a staged roll-out throughout the regions of Gippsland and Melbourne adapted to local needs

Initially, it will be a telephone service, operating 7am-10pm, seven days a week.

This will be reviewed in late 2020 with a view to moving to 24-hour cover.

What is the goal of the advice service?

The goal of the advice service is to enhance palliative care and end of life care for all Victorians, especially in regional and rural areas. The advice service will do this by:

- providing all Victorians, including clinicians, access when they need it to specialist information, guidance and support
- assisting in the reduction of avoidable presentations to emergency departments
- supporting people to be cared for and to die in their place of choice

What are some examples of how the advice service will help people?

The advice service will help and support callers with:

- navigating the palliative care service system
- finding current and evidence-based information about care of the dying person and
- options for care

The advice service will guide clinicians with:

- prescribing
- continuous subcutaneous infusions (syringe drivers), and
- symptom management

What will the advice service *not* do?

The advice service will not:

- replace the care of existing community palliative care services or other health care providers
- provide case management, for example referrals, direct advocacy or intervention, or prescriptions
- counselling services, or
- emergency management (i.e. 000 matters)

How is the advice service different from other advice services?

The advice service will offer information, guidance and support about palliative care and end of life care that is:

- specialist (nursing, medical)
- related to all life-limiting conditions
- local (Victorian)