

# Victoria's end of life and palliative care framework

## Summary

### Vision

***All Victorians and their families receive the best possible care at end of life that places them at the centre where preferences, values, dignity and comfort are respected and quality of life matters most.***

### Overview

Victoria's end of life and palliative care framework is a guide for improving end of life and palliative care services.

The Andrews Labor Government wants all Victorians to receive the best end of life care. This guide aims to help relieve pain and suffering for people, their family, friends and carers.

Changes are planned to Victorian laws. This will make it easier for people to make decisions about how they want to receive care. The proposed new laws give people more influence over decision-making about treatment.

Our population is growing and ageing. Many more people will need end of life and palliative care. More people would like to receive care in their own home. Other services will need to help palliative care services to provide end of life care for everyone.

### Goals

- People experience the best end of life care.
- People's pain and symptoms are well managed.
- People's preferences and values are recognised and respected in their end of life care.
- Better support for carers.
- People are cared for in their place of choice.
- Where possible, people can choose to die in their place of choice.

### Key points

- The person is valued. Individual preferences and wishes are respected for end of life care.
- Information will be improved about end of life care and services for culturally and linguistically diverse communities.
- Communities and groups without good access to services will be helped to get more involved with services.
- Healthcare, human service, social and community sector workers need to provide high-quality end of life care for their clients.
- Current services will be helped to connect more and be more organised. The aim is for services to respond to people's needs and their families and carers needs.
- People will be asked for feedback about service changes and improvements.

Priority area	What we plan to do
<b>People are the focus of services</b>	<ul style="list-style-type: none"> <li>• Improve access to end of life information.</li> <li>• Improve access to information about grief, loss and bereavement.</li> <li>• Introduce new laws for 'advance care directives'.</li> <li>• Apply 'advance care directives,' making sure a person's preferences for care are discussed, recorded and reviewed.</li> </ul>
<b>Include all communities and groups</b>	<ul style="list-style-type: none"> <li>• Provide more information to culturally and linguistically diverse communities.</li> <li>• Help groups and communities to be more involved with service providers. This will help get the right services for their culture.</li> <li>• Involve community leaders and people more in improving services.</li> <li>• Provide more information and support about grief, loss and bereavement.</li> <li>• Provide more access to training, for agencies who provide services to groups and communities.</li> </ul>
<b>People receive well-connected and well-organised services</b>	<ul style="list-style-type: none"> <li>• Test new ways of organising services.</li> <li>• People and their families get care from a service close to their home.</li> <li>• Assist services to find solutions in their local area. For both the city and country areas.</li> <li>• Assist hospitals, local doctors, aged care homes and other services to work better together. Make sure the right care is provided at the right time.</li> <li>• Assist services to talk about end of life preferences with people earlier. Help them make referrals earlier and plan care earlier.</li> </ul>
<b>Good end of life and palliative care is everyone's responsibility</b>	<ul style="list-style-type: none"> <li>• Support more training for health, human service, social and community services. Help staff to talk more easily to people about the value of palliative care.</li> <li>• Find ways to make sure the same level and quality of end of life care is provided across Victoria.</li> <li>• Assist services and agencies to provide their staff with good support. This helps them provide high-quality end of life care.</li> <li>• Assist services to provide their volunteers with training and support programs.</li> </ul>
<b>More palliative care is provided</b>	<ul style="list-style-type: none"> <li>• Assist services to provide more palliative care in communities and at people's homes</li> <li>• Increase community palliative care services.</li> <li>• Try new ways of organising these services to provide care more easily in communities.</li> <li>• Assist specialist palliative care staff to work in more organised ways.</li> <li>• Make the best use of their specialist skills for the people who are very ill.</li> </ul>

## For more information

End of life and palliative care information: [www.betterhealth.vic.gov.au/palliative](http://www.betterhealth.vic.gov.au/palliative)

Victoria's end of life and palliative care framework: [www2.health.vic.gov.au/palliative-care](http://www2.health.vic.gov.au/palliative-care)