



Compliments & Complaints

We welcome your feedback because it helps us to improve our services.

Phone: 1800 011 824

Email: MLHD-feedback@health.nsw.gov.au

We strive to respond quickly and fairly to any feedback and ensure access to services are not interrupted and that your confidentiality is maintained.



"They come to your home, they meet your family. They're getting to know the person you are."



"We were very grateful that mum's wishes could be fulfilled."

To arrange a referral to Palliative Care Specialist Services contact:
Community Care Intake Service (CCIS)
1800 654 324
Or Email: MLHD-CCIS@health.nsw.gov.au

CCIS Hours of Operation:
Monday—Friday 8.30am-4:30pm

After Hours Palliative Care Helpline:
1800 548 225

In an Emergency Call 000



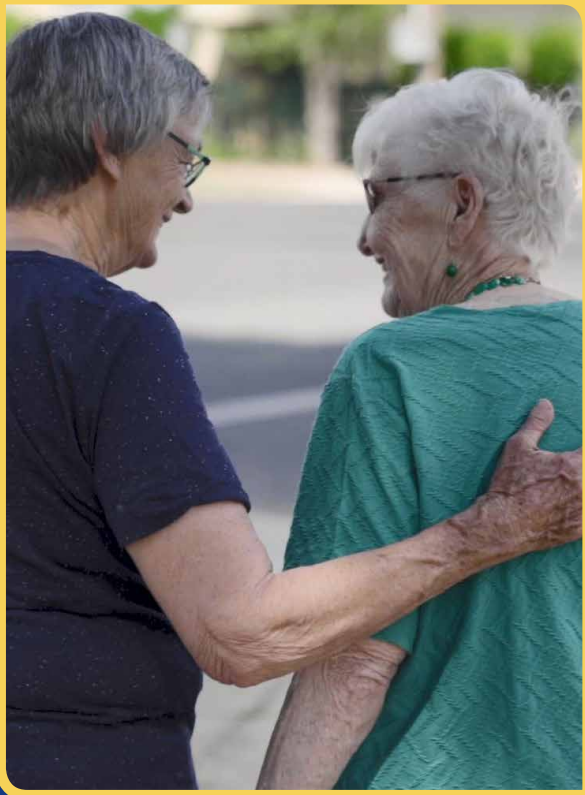
"They definitely are the backbone of keeping you at home in your own surroundings."

Artwork by Alison Simpson "Life's Journey"
Ref: 202103002 publication date: March 2021



Palliative Care Specialist Services

MURRUMBIDGEE



Palliative Care Services

Palliative Care Services are committed to the delivery of high quality, patient and family focused care for people of all ages, who have a life limiting illness, based on the person's needs and their priorities.

Many people indicate a preference to die at home. We recognise, value and support your preferences and your involvement in the planning & delivery of palliative care services.

Palliative care adopts a collaborative approach to ensure your quality of life matters and your preferences, values, beliefs and dignity are respected.

There is no cost associated with Palliative Care Services.

How we can help

- End of Life Planning
- Pain and symptom management
- Access to equipment
- Referral to other allied health services
- Access to carer respite
- Provide information and advice to carers
- Bereavement Counselling and Support

Where is Palliative Care Provided?

Palliative Care is provided where the person and their family would prefer where possible.

This may include:

- At Home
- In Hospital
- In a Hospice
- In a residential aged care facility

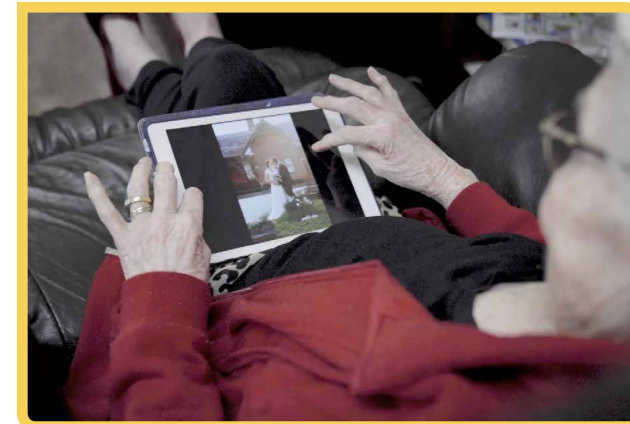
Referral to Palliative Care Specialist Services

All Palliative Care Specialist referrals are received through MLHD Community Care Intake Service.

Phone: 1800 654 324

Did you know that anyone may make a referral - this includes your GP, local hospital, family or even yourself.

When CCIS receive your referral they will contact you to chat with you about your referral and what help you need and then arrange a time for the Palliative Care Specialist to visit you.



During your first visit the Palliative Care Nurse will...

- Explain about your rights and responsibilities and how we collect and take care of your personal information
- Chat with your family or carers about your preferences and ongoing needs
- Give you 'A Guide for Carers: Understanding what happens when someone is dying' to help answer some common questions
- Complete a clinical assessment, including your medical history, medication charts, as well as your PCOC assessment
- Determine any particular needs you may have

Palliative Care Social Worker

The Palliative Care Social Worker provides comprehensive psychosocial support to patients and families within the MLHD.

This can include: brief counselling, advocacy, resource education, grief and loss support, mental health and emotional support.

The social worker works with you as you adjust to the changes and challenges of your palliative care journey.

