

# Sunshine Coast | ROADMAP

## Residential Aged Care Services End-of-Life Support



### RACF clinical support services + capacity building

#### RaSS\*

##### RACF Acute Support Services

- Clinical care advice exceeding RACF and GP capability
- Phone triage and advice, telehealth and face-to-face review for acute care
- GP to remain the clinical lead
- RaSS requires consent from EPOA or NOK and GP to provide acute support

**0437 173 358 | 7 days 0800-1630 CNC**

#### PallConsult 24/7

##### 24/7 advice hotline – Specialist Palliative Care staff

- Education for RACF staff
- MASS Support
- Subcutaneous infusion trouble-shooting

**1300 725 527 | 24/7 Specialist Palliative Nurse**  
**1300 725 537 | 24/7 Specialist Palliative Doctor**

#### GEDI\*

##### Geriatric Emergency Department Intervention

- Acute care available in ED (please call ahead)
- Streamlining and discharge planning
- Helping reduce length of stay
- **N.B. notify GEDI team of other services involved**

**0437 173 358 | 7 days 0800-1630 CNC**

#### SPACE\*

##### Specialist Palliative Care in Aged Care Project

- Clinical and procedural resources and education
- Facilitating palliative care needs rounds
- Enhancing capacity and capability of RACFs and GPs to deliver end-of-life care

**07 5436 8800 | Mon-Fri 0800-1630**

[sc-space@health.qld.gov.au](mailto:sc-space@health.qld.gov.au)

#### \* Required patient information:

Name, DOB | GP details | Address and contact details | Preferred method of contact | Current medications and dosages | Drug allergies | Other relevant conditions and diagnoses.

#### \* For further detail and referral forms, see:

[sunshinecoast.communityhealthpathways.org](http://sunshinecoast.communityhealthpathways.org)

#### Specialist Palliative Care Service\*

##### Non acute referral to specialist palliative care

- Multidisciplinary team
- Consult liaison team and Inpatient unit
- Referral form required\*

**07 5436 8800 | Mon-Fri Business hours**

### Resident and RACF support, resources and education

#### OACP

Statewide Office of Advance Care Planning (OACP): provides information and resources about advance care planning.

Ph: 1300 007 227 Fax: 1300 008 227

Mon – Fri | 0800-1600

[acp@health.qld.gov.au](mailto:acp@health.qld.gov.au)

[www.mycaremychoices.com.au](http://www.mycaremychoices.com.au)

#### ELDAC

ELDAC: provides resources for aged care workers focussed on clinical care, education, learning, and organisational support.

1800 870 155

[eldac.project@flinders.edu.au](mailto:eldac.project@flinders.edu.au)

[www.eldac.com.au](http://www.eldac.com.au)

#### palliAGED

palliAGED: palliative care evidence and practice information resource for the Australian aged care sector.

[palliaged@flinders.edu.au](mailto:palliaged@flinders.edu.au)

[www.palliaged.com.au](http://www.palliaged.com.au)

#### PalAssist

PalAssist: provides information and compassionate support to patients families, friends and carers dealing with a life limiting illness.

1800 772 273

7 days | 0700-1900

[www.palassist.org.au](http://www.palassist.org.au)