

Community Palliative Care Service

Information about our Western Sydney service

Palliative care services at home

WSLHD Community Palliative Care Service helps people and their families. We give care and support at a difficult time.

Our nurses care for our patients by:

- Making sure they get the right care when they need it (managing care)
- Making sure the right services are in place (service navigation)
- Making sure the right staff can give the care needed (for example, specialist doctors, nurses and allied health)

About our service

We offer a range of palliative care to improve quality of life for conditions and illnesses. This can be when there is usually no treatment.

Things we can help with:

- Guiding through the stages of illness
- Helping with any symptoms - for example, pain
- Physical care and emotional, social and spiritual support (known as 'end of life' care)
- Helping people and families with the experience of losing someone important to them (known as bereavement)
- Helping with free equipment hire so the person can stay in their home.

Help and support for people from different cultural backgrounds



Our community has many people from other countries who speak a language other than English.

We give care that meets people's social, cultural and spiritual beliefs, values, and practices.

We use the Health Care Interpreter Service (HCIS) to make sure we can talk with people and families and carers in their language.

Help and support for Aboriginal people

Our Palliative care team works closely with our Aboriginal Palliative Care health team to make sure care and support is culturally safe and meets their needs.



The teams give end-of-life care that allows people to make important decisions about the care they want at this stage.

This is from the time of diagnosis to end of life care, and as they go through "Sorry Business".

How we deliver care

We work with our patients' GP (doctor) and medical specialist. Care may be in a range of places and depends on the person's condition, needs and ability. For example, care may be in:



Your home (home visits)



In a clinic at the hospital



Community Health Centre



Online (virtual care) using video (known as telehealth)



An aged care facility

Hours of service

We have a range of clinical staff available at different times during the week.

Nursing: Every day from 7am-10pm

Allied Health: Monday-Friday from 8am-4:30pm

Online (virtual care) and phone calls: Overnight from 10pm-7am

Our team

Our teams giving care and support include:

- Community Nurses
- Doctors



Allied Health includes:

- Counsellors and Social Workers
- Clinical Psychologists
- Occupational Therapists
- Physiotherapists
- Dieticians
- Speech Pathologists
- Pharmacists

How to contact us



You can call 1800 600 681 from 8.00am–5.00pm, Monday to Friday.



Or, you can email WSLHD-CommunityHealth-ReferralService@health.nsw.gov.au

Our staff will need to ask questions to get a better understanding about patient needs. They will give advice about the services, care and support needed.

Need an interpreter?

Interpreters are available if you need help to talk to staff. The service is free and confidential. Our staff can book an interpreter for you. Please let us know if you would like an interpreter who speaks your language.

You can also call the translating and interpreter service (TIS) on **131 450** if our interpreters are not available to be booked.



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