

Palliative Care
Queensland
Matters of life and death

2024
Palliative Care in Queensland
Priorities Report

We are inclusive.

We celebrate and promote all communities. We value the experiences of people of every faith, ethnicity, age, culture, language, ability, sex, gender identity and sexual orientation.

We believe diversity drives innovation and connects us closer to our members, our clients and our community. We're building a culture where difference is valued and embraced. We take a holistic approach.

When we say palliative care is everybody's business, we mean everybody.

Acknowledgements

Palliative Care Queensland acknowledges the Traditional Custodians of the lands and seas on which we live and work and pay our respects to Elders - past and present.

Palliative Care Queensland respects and values diverse life challenges, creating an environment that is inclusive of all.

Palliative Care Queensland would like to deeply thank all those individuals and their families who have shared their stories with us so that we can provide the best advocacy possible. They are cherished.

Palliative Care Queensland thanks our staff who have supported the development of this document and our stakeholders who have given their valuable time and expertise to help guide its development.

We greatly appreciate the contributions everyone has made in sharing experience, knowledge and time with us.

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CONTENTS

	<h2>Acknowledgements</h2>	
	<h2>Background</h2>	
	<h2>Developing the 2024 Priorities</h2> <ul style="list-style-type: none">• Roundtables• The Palliative Care Queensland Annual Summit and Awards• Palliative Care Queensland Annual Summit Sponsors	
	<h2>Key Priorities for 2024</h2> <ul style="list-style-type: none">• Priorities• Call to Action: Disseminating and Activating the 2024 Priorities	
	<h2>Palliative Care Queensland's Policy Guiding Principles</h2> <ul style="list-style-type: none">• Support Palliative Care Queensland	

BACKGROUND

PCQ is a leading charity and independent peak body representing palliative care providers, people experiencing a serious illness, dying, death and grief, as well as those with an interest in palliative care in Queensland. As part of the Palliative Care Australia federation, we work with other states and territories to influence national policy and initiatives, representing our members to the highest levels of government to achieve our principal roles.

PCQ represents its members as the peak body and leading voice for the palliative care community in Queensland. We work for our members in promoting and supporting quality palliative care for everyone, everywhere.



Our Organisational Priorities

We advocate, educate and support a Queensland where people:

- Are able to live every day until their last
- Are able to have a dignified death, regardless of illness, age, culture or location
- Have access to a supportive social network at the end stage of life, and the choice of holistic, quality and culturally appropriate palliative care



Our Belief

The way we care for our dying is a significant indicator of the values of our society



Our Mission

To influence, foster and promote quality palliative care for all Queenslanders



Our Vision

To hear Queensland community members say: "I live in a community where everybody recognises that we all have a role to play in supporting each other in times of serious illness, disability, ageing, dying, death and grief. We are ready, willing and confident to have conversations about living, dying and grieving well and to support each other in emotional and practical ways."

Developing the 2024 Priorities

The Queensland Government launched The Palliative and End-of-Life Care Strategy and Queensland Health Specialist Palliative Care Workforce Plan on 28 October 2022 with a focus on increasing palliative care services across Queensland, particularly growing community services for rural and remote people and developing the specialist palliative care workforce to enable this growth.

In early 2023 Palliative Care Queensland identified issues arising in the early rollout of the rural and remote community palliative care project and continued to hear of workforce issues being experienced across the state and across all levels of workforce. To understand these issues more a series of roundtables were scheduled. The outcomes of the roundtables fed into a draft list of priorities presented at the 2023 PCQ Summit and Awards.

This report sets out the priority issues in palliative care in Queensland identified during the previous twelve months. These priorities will inform the PCQ Budget Submission to the Queensland Government in 2024.

The PCQ Annual Summit and Awards

The PCQ 5th Annual Summit and Awards was held on 1 December 2023. The event served as a culmination of consultations and roundtable discussions conducted earlier in the year, as well as intrastate and national advocacy issues raised and considered. The event also allowed the sector to celebrate excellence.

Drawing upon the insights from these consultations, considerations and roundtables, the summit provided a platform for stakeholders to come together and present their perspectives on critical workforce challenges and pertinent issues facing the sector within their respective fields.

People from a diverse range of backgrounds and organisations addressed, attended and participated in the summit, including (but not limited to): people with lived experience of palliative care and representatives from the Queensland Compassionate Communities network; a cross section of health professionals, including Palliative Care Specialists, General Practitioners, Nurse Practitioners, Clinical Nurse Consultants, nurses, pharmacists, social workers and other allied health professionals; hospice and social care organisations; peak organisations (Carers QLD and PCA); Primary Health Networks; and aged care staff and provider representatives. Academic experts and academic institutions were also represented. The QLD Assistant Minister for Health and Regional Health Infrastructure, Brittany Lauga also addressed the summit.

Roundtables

Seven roundtables were hosted between March and April 2023, with a focus on workforce challenges in the following settings:

07 March 2023 – Palliative care in aged care services in North Queensland

13 April 2023 – Rural and remote Queensland palliative care services

08 May 2023 – Regional Queensland palliative care services (two roundtables)

11 May 2023 – Metropolitan palliative care services (two roundtables)

29 May 2023 – Aboriginal and Torres Strait Islander palliative care services

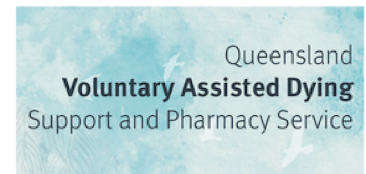
A series of questions were presented to attendees. These were also available for people to respond to via email. Summaries of the roundtables are available for PCQ members only on the PCQ members portal.

The responses from the roundtables formed the basis in identifying key priorities for discussion at the summit. The topics for the roundtables were selected from key topic areas of interest identified by PCQ members and the palliative care sector during consultations throughout 2023. Each of the roundtable discussions provided valuable insight into the needs of the sector, highlighting key themes for discussion.



The PCQ 2023 Annual Summit and Awards was proudly sponsored by:

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KEY PRIORITIES FOR 2024



Increase access to palliative care for Queenslanders under 65

Increase funding and support for palliative care services in the community and hospices



Continue funding quality palliative care and dignified end-of-life care for Queenslanders accessing aged care

Grow initiatives that educate and engage the community to build compassionate communities



Increase resources and funding directed toward grief and bereavement services and spiritual care

Prioritise funding, education, training and recruitment for a more culturally diverse palliative care workforce



Improve community pharmacy support and services



Increase access to palliative care for Queenslanders under 65

Highlighting the necessity of palliative care for those under 65, including both National Disability Insurance Scheme (NDIS) recipients and those ineligible for NDIS support. In 2023, issues have surfaced with blocking access to the NDIS for people with life-limiting illness and a life expectancy of less than twelve months. At the same time, some people already accessing the NDIS who have received a similar diagnosis have noted a drastic reduction in some or all supports.

Key Focus Areas for this Priority

- 1. Develop seamless palliative care integration for National Disability Insurance Scheme (NDIS) recipients under 65.*
—————♥—————
- 2. Extend funding to support people under 65 year with palliative care needs 24/7, 365 days a year.*
—————♥—————
- 3. Expand access to social care supports to individuals requiring palliative care but ineligible for NDIS support.*
—————♥—————
- 4. Develop targeted specialised palliative care programs addressing the unique needs of younger individuals requiring palliative care.*

Increase funding and support for palliative care services in the community and hospices



There is a lack of government support for community and hospice palliative care services. There are increased expectations for care to be provided at a person's place of choice, like at home or in the community. To meet these expectations, increased funding for hospice and community palliative care services and for community awareness of palliative care is required.

Key Focus Areas for this Priority:

1. Increase financial resources dedicated to community palliative care and hospices.



2. Build public awareness by educating and raising awareness in the community about the importance of palliative care services and end-of-life care.



3. Allocate resources to ensure funds are distributed equitably for optimal service delivery and improvements for palliative care initiatives (e.g. a PACE app for the community setting).

PRIORITY

3

Continue funding quality palliative care and dignified end-of-life care for Queenslanders accessing aged care

The significance of providing dignified end-of-life care for the elderly, both within aged care facilities and in the community, is increasing every year with the growing populations of older Queenslanders requiring aged care services. With the Specialist Palliative Care in Aged Care (SPACE) project funding coming to an end, there is a heightened need for Government to show ongoing financial support for the sector.

Key Focus Areas for this Priority:

- 1. Continue funding for Specialist Palliative Care in Aged Care (SPACE) as an ongoing program in residential aged care and to expand this program to community aged care.*
—————♥—————
- 2. Aged care providers to enhance Aged Care facilities to enable provision of dignified end-of-life care for residents.*
—————♥—————
- 3. Provide specialised training to aged care staff, tailored to the unique needs of residents.*
—————♥—————
- 4. Develop holistic care programs that focus on the social, emotional, physical and spiritual wellbeing of aged care residents.*

Grow initiatives that educate and engage the community to build compassionate communities



With a rapidly ageing population and declining working population, Queensland must look to growing community support for people choosing to stay in their own homes or in another community setting throughout their palliative care journey and increasingly at the end of life.

This is a choice many more Queenslanders wish to take and in doing so it will greatly reduce the burden on public hospitals. It is therefore vital to promote community-centered initiatives aimed at educating and engaging communities to foster compassionate environments.

Key Focus Areas for this Priority:

1. Increase community engagement by developing and implementing initiatives that engage community members in understanding and supporting palliative care.



2. Invest in educational initiatives which enhance death literacy, and empower and strengthen communities to create compassionate environments for those experiencing life-limiting conditions, death, dying, caregiving and grief.



3. Build compassionate communities to forge partnerships between local organisations to grow a network of support for compassionate care initiatives.



4. Increase funding for the compassionate communities model, that allows the introduction of coordinators to help liaise with palliative care services.

PRIORITY

5

Increase resources and funding directed toward grief and bereavement services and spiritual care

The Palliative and End-of-Life Care Strategy and Queensland Health Specialist Palliative Care Workforce Plan provide much needed funding and planning to Queensland Health Specialist Palliative Care, with some funding boosting grief and bereavement services. There is, however, much more needed here and in spiritual care.

Availability of these services is particularly limited for Aboriginal and Torres Strait Islander communities, in the broader community, and in rural, regional and remote areas. There is a need to advocate for increased resources and funding directed across Queensland towards grief counselling and bereavement support services as well as to the delivery of spiritual care.

Key Focus Areas for this Priority:

1. *Allocate resources to enhance grief counselling and bereavement support services.*
—————♥—————
2. *Allocate resources to increase access to appropriate spiritual care services.*
—————♥—————
3. *Increase community access to grief and bereavement services.*
—————♥—————
4. *Increase training and support for professionals offering grief and bereavement services.*
—————♥—————
5. *Increase support for spiritual care practitioners.*
—————♥—————
6. *Increase training for all health professionals and workers in supporting spiritual needs, particularly for Aboriginal and Torres Strait Islander people.*

Prioritise funding, education, training and recruitment for a more culturally diverse palliative care workforce

PRIORITY

6

There is low diversity in Queensland's palliative care workforce. There is a need to encourage health professionals and workers to engage in the palliative care sector and to support their retention. This requires increased funding, education, training, recruitment and retention strategies to develop a more culturally diverse and sensitive palliative care workforce.

Key Focus Areas for this Priority:

1. *Develop educational programs to increase cultural competence and provide culturally safe and sensitive palliative care training and workplaces for palliative care workers, with an initial focus on supporting staff in regional, rural and remote areas.*



2. *Implement strategies to recruit and retain a diverse workforce - both Aboriginal and Torres Strait Islander, and international workforce. This requires a retraining and reshaping of the workplace to ensure cultural safety for all workers.*



3. *Integrate multidisciplinary and interdisciplinary mentorships into diverse communities, to provide culturally sensitive care.*



4. *Include local cultural ambassadors in the design and development of palliative care services both in the hospital and in the community.*

PRIORITY

7

Improve community pharmacy support and services

Queensland has developed strong palliative care and community pharmacy initiatives in the past. Many of these have ceased to be funded and have fallen away in the system. Federally, there continue to be issues in medication supply which have a detrimental effect on palliative care patients.

Pharmacy is a vital service for people living with life-limiting illnesses and at end of life in the community. Advocacy is required for enhanced pharmacy support services, particularly community pharmacy; focus on stabilising medication availability and supply; and training for pharmacists to continue to support people in the community with palliative care medication needs.

Key Focus Areas for this Priority:

1. Ensure availability and supply of necessary medications in palliative care settings, including regional, rural and remote.

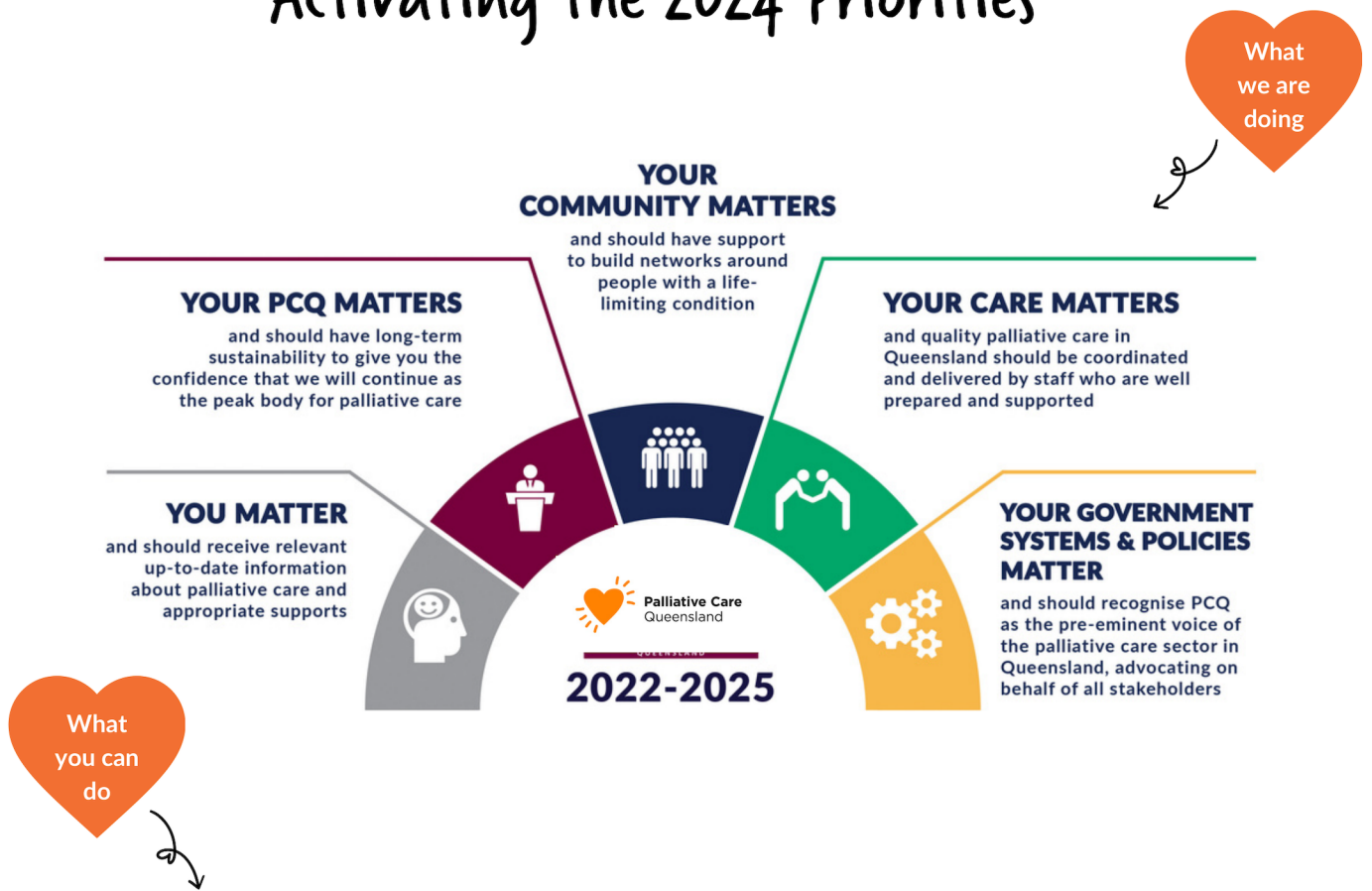


2. Introduce dedicated palliative care training programs for community pharmacy workers to develop knowledge and increase support for people in the community.



3. Advocate for enhanced pharmacy support and services that focus on meeting the palliative care needs of people in the community regardless of their location across Queensland.

CALL TO ACTION: Disseminating and Activating the 2024 Priorities



The 2023-24 Palliative Care in Queensland Priorities were created by the sector, for the sector. These priorities were developed following a robust process of consultation. They provide direction for the sector that supports much needed transformation of Queensland’s palliative care system. To become involved in promoting the priorities, please consider the following possibilities for action:



INDIVIDUAL ACTIONS

- Engage your personal networks, local community and community groups.
- Talk to your local MP and local Council.



ORGANISATIONAL ACTIONS

- Include the priorities in your organisational strategic and operational plans.



GOVERNMENT ACTIONS

- Create working groups to enact the priorities.
- Use the priorities to guide government actions and priorities

Palliative
Care is

about the
whole person



for the entire
dying journey

for every
**age and
every stage**



about the
**community
of care**

about
**choice, autonomy
& dignity**

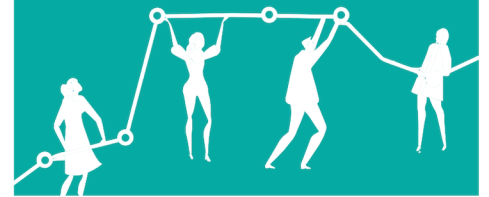


about
living

not
**'one-size
fits all'**



**Everyone's
business**



**care for
the carer**



**a Human
right**



**Palliative
Care** *It's more
than you think.*

Support Palliative Care Queensland to continue to host the Annual Summit and develop the Annual Palliative Care Priorities in Queensland

SPONSOR OUR PALLIATIVE CARE QUEENSLAND ANNUAL SUMMIT

Contact our marketing team to discuss sponsorship opportunities for our Annual Summit event.

PCQ's 2024 summit will be held on 11 October 2024

Email: MEC@palliativecareqld.org.au

MAKE A TAX DEDUCTIBLE DONATION TO PALLIATIVE CARE QUEENSLAND

All donations over \$2 are tax deductible. Please help PCQ to educate and advocate for Queenslanders to live, die and grieve well.

Donations can be made through the QR code



BECOME A MEMBER OF PALLIATIVE CARE QUEENSLAND

Palliative Care Queensland membership is available to individuals or organisations who have an interest in palliative care in Queensland.

Individual membership
\$75/year

Organisational membership
\$300/year

Join today:
<https://palliativecareqld.org.au/become-a-member/>

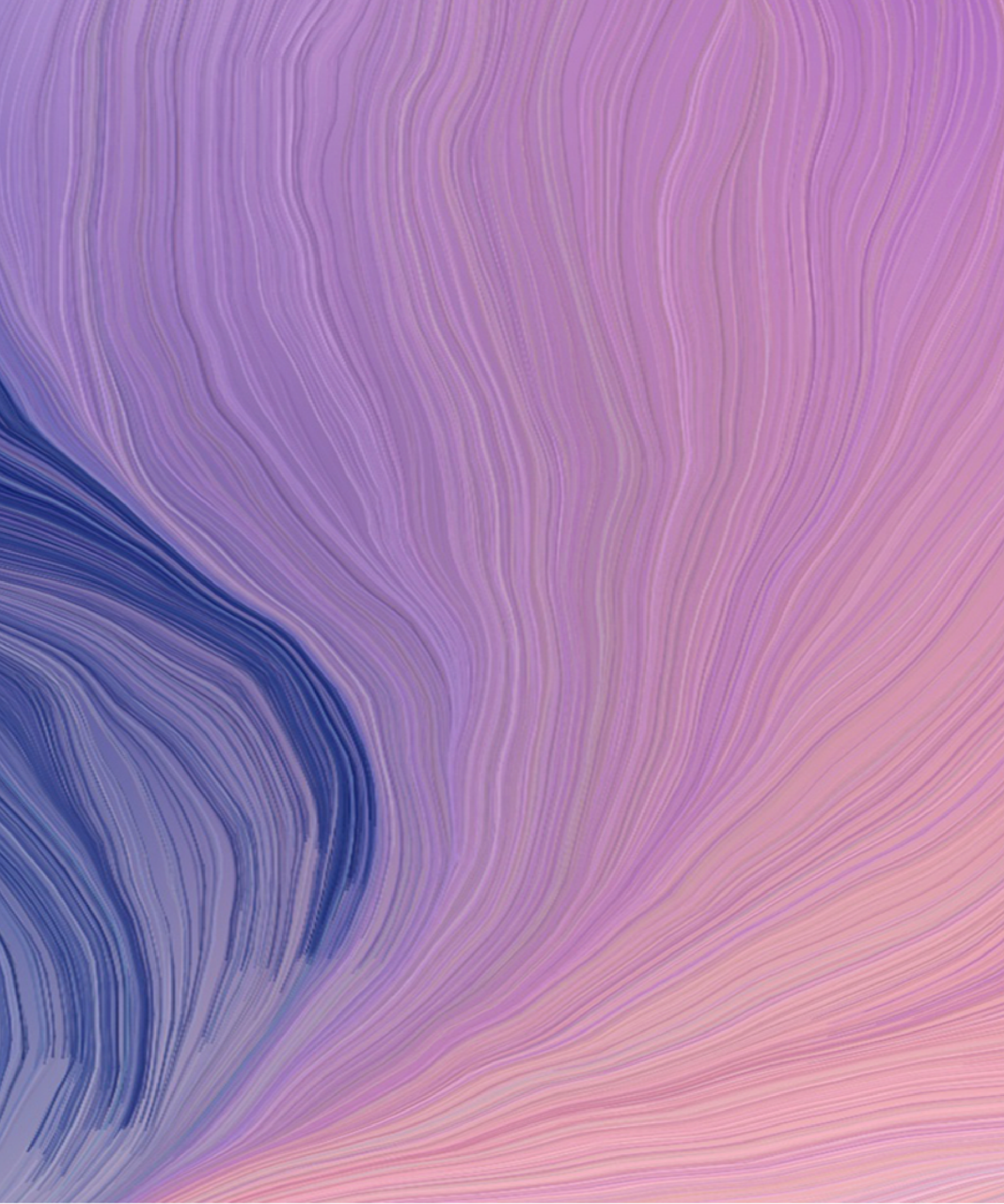
BECOME A VOLUNTEER

It doesn't matter your age, skill or cultural background. All you need is a passion for helping our peak body activities that support Queenslanders to live, die and grieve well.

Learn more about volunteering for PCQ here: <https://palliativecareqld.org.au/volunteer-village/>

RECONCILIATION ACTION PLAN

Palliative Care Queensland's Innovate RAP is an important step towards our commitment to specific strategic objectives which will ensure the integration of Aboriginal and Torres Strait Islander traditions, values and cultural practices into both organisational policies and service delivery.



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