



Advance Care Planning Support Service

– Interim Report – August 2022



PalliativeCare
WESTERN AUSTRALIA



“I’ve appreciated the opportunity to sit, focus and explore the issues involved in a calm and sensitive way. I have now been much more comfortable having these conversations with my family and even my work colleagues.”

– 50- year-old female caring for her older parents.

The Advance Care Planning (ACP) Support Service is a joint pilot project between Palliative Care WA and Carers WA that has been designed to support individuals to progress their Advance Care Planning. The personalised mobile service helps people have a say in what happens in the last part of their lives and uses a friendly conversational approach.

The project funds an ACP Support Officer who provides one-to-one support to individuals to engage in the WA ACP Model of ‘Think, Talk, Write, Share’, and assists individuals to progress the completion of their Advance Care Planning documents. The confidential service is provided free of charge and face-to-face to participants in metropolitan Western Australia and in regional areas. Residents in other localities across WA can access the service on-line via Zoom or Teams.

Participants are encouraged to complete Palliative Care WA’s Advanced Care Planning Community Workshops prior to seeking the ACP Support Service. The community-based workshops are also available face-to-face and online and are offered free of charge to Western Australians.



WHAT IS ADVANCE CARE PLANNING?

Advance Care Planning is a process to help people decide what they want for the last part of their lives. According to Advance Care Planning Australia, currently only five per cent of Western Australians have an Advance Care Plan (ACP), highlighting the need for more people to be helped to develop their ACP.

Advance Care Planning can be explained in four steps – think, talk, write and share.

ACHIEVEMENTS OF THE FIRST SIX MONTHS

The ACP Support Service commenced seeing individuals requiring assistance with their ACP planning on 10 February 2022. Between February and July 2022, 83 participants have registered, and 77 individuals have been provided a support session, with many requiring multiple sessions. A total of 64 clients have advanced their ACP documentation which represents a staggering 78 per cent completion rate!

The first six months at a glance



No clients have self-identified as Aboriginal or Torres Strait Islander peoples.



What we have observed so far

- An immediate uptake of the ACP Support Service as soon as it became available
- Take-up of the service is closely linked to the ACP Community Education Sessions run by Palliative Care WA - workshop attendees are invited to use the ACP Support Service to help them complete their ACP documentation
- One Support Officer is currently fully engaged in providing ACP support and the service is at capacity (July 2022)

WHERE WE'VE BEEN

During the first six months of operation, the ACP Support Service has visited clients in suburbs across the metropolitan area from Ridgewood in the north to Ellenbrook in the east and Porth Kennedy in the south, plus the South West region locations of Margaret River and Busselton.

METROPOLITAN NORTH

METROPOLITAN EAST

METROPOLITAN SOUTH EAST

METROPOLITAN SOUTH WEST

SOUTH WEST REGION



METROPOLITAN NORTH

Beldon (1), Carine (1), Claremont (1), Craigie (4), Currambine (1), Doubleview (1), Edgewater (1), Leederville (1), Madeley (1), Marmion (2), Mindarie (1), Mullaloo (1), North Beach (2), Ridgewood (2), Shenton Park (3), Tapping (1), Warwick (2), Yokine (2).



METROPOLITAN EAST

Bassendean (1), Bayswater (1), Dianella (2), Ellenbrook (4), Guildford (1), Heathridge (1), Inglewood (7), Kalamunda (1), Midland (1), Morley (2), Tuart Hill (1).



METROPOLITAN SOUTH WEST

Ardross (1), Beaconsfield (1), Hamilton Hill (2), Port Kennedy (1), Warnbro (1), Willagee (2), Spearwood (1).



METROPOLITAN SOUTH EAST

Ascot (1), Armadale (1), Belmont (1), Canning Vale (8), Rivervale (3), Salter Point (2), Victoria Park (2), Wilson (2).



SOUTH WEST REGION

Busselton (1), Margaret River (2).



“Julia has been exceptionally helpful and kind, patiently going through our paperwork with care and attention to detail. It’s been a very positive experience that I am very grateful to have had the access to.”

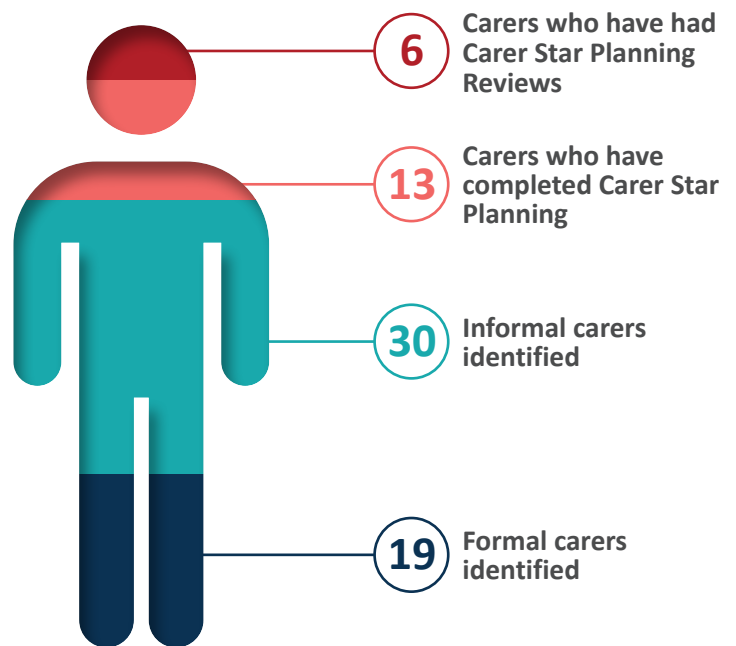
– 74-year-old male living with his wife. No major health conditions but concerned for future care.



ENGAGEMENT WITH CARERS

The ACP Support Service provides relief for carers by assisting the people they care for to define their values, wishes and preferences and progress their advance care planning. This helps to alleviate potential future pressure on carers to make decisions should the people they care for be unable to decide or express decisions for themselves.

Of the 83 participants to date who have received a service, 49 have identified that they are supported in some way by other individuals. A total of 19 individuals identified formal carers and the service was able to engage with 13 carers in a carer star/planning session.



What we have observed regarding carers

- Carers have reported being incredibly grateful to be able to access the service for their loved ones.
- Carers are grateful for the information, however, contact regarding their caring role is unsolicited. Most carers are not seeking support and, therefore, some carers are reluctant to engage in a star/planning session.
- Engagement with formal carers is often occurring close to end-of-life, therefore, carers are less focused on engaging with carer supports or have already connected with Carers Gateway. Their focus is on the declining health of their loved one.

“I wouldn't have been able to do this by myself.”

– 75-year-old female living independently without current illness.

WHAT DO PARTICIPANTS AND CARERS THINK ABOUT THE ACP SUPPORT SERVICE?

Feedback from participants and carers has been overwhelmingly positive:

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“I have searched the internet for support and got nowhere until I found Julia!”

– a carer whose husband is managing a chronic disease.

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“This service allowed Dad time to open up and express his wishes.”

– 45-year-old female caring for her father with complex health issues.

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“Having an independent person to talk to has been good. She was extremely helpful, and I was not feeling under pressure while she was here at all.

– 55-year-old female living with a life limiting illness.

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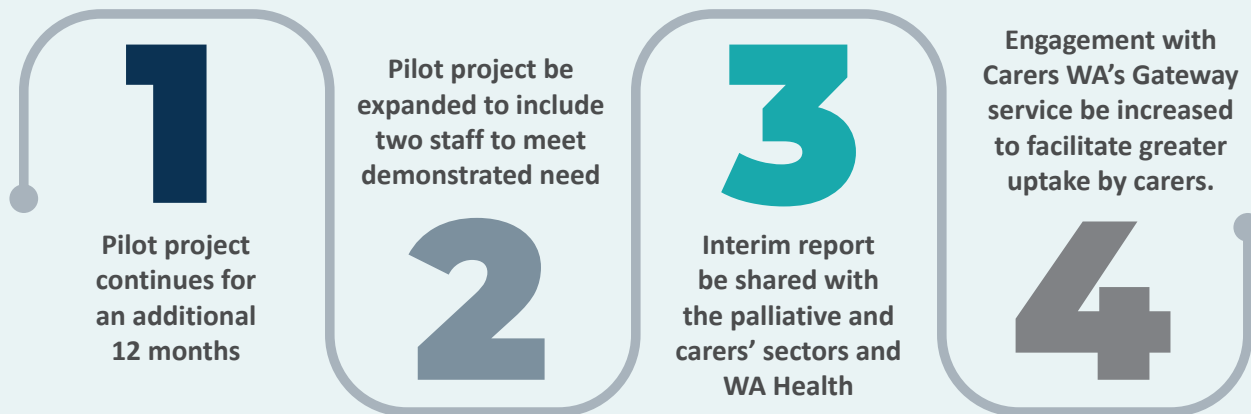
“This service is a valuable tool to enable conversations and direction for decisions while still having capacity.”

– 69-year-old male with a degenerative health condition.

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RECOMMENDATIONS

Following the success of the ACP Support Service so far, Palliative Care WA recommends that the:



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15 Bedbrook Place,
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To book an ACP Support Service session contact Palliative Care WA on 1300 551 704. Sessions can be held in a person's home, at Palliative Care WA's office, at Carers WA's office, in hospital, aged care or in the community, such as at a library. If necessary, online arrangements can also be made.

Participants are encouraged to attend an Advanced Care Planning Community Workshop before booking a support service. Workshop events are listed on the Palliative Care WA Website at www.palliativecarewa.asn.au



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