



Advance Care Planning
**Support
Service**

1 July 2022 to 30 June 2023



PalliativeCare
WESTERN AUSTRALIA



“The help and advice given was exceptional. I feel confident that my affairs are now reflected with all necessary forms completed. A very useful service. Thank you.”



The confidential service is provided free of charge and face-to-face to participants in metropolitan Western Australia and in some regional areas. Residents in other localities across WA can access the service online via Zoom or Teams.

Participants are encouraged to have completed a Palliative Care WA’s ACP Community Workshop before seeking engagement with the ACP Support Service. The community-based ACP workshops are available face-to-face and online and are also offered free of charge to Western Australians.

The service has gone from strength to strength over the past year with many clients booking the service following word-of-mouth recommendations from friends or relatives, or formal services, thus identifying that clients are finding the service highly valuable.

The Advance Care Plan Support Service is a joint project between Palliative Care WA and Carers WA that has been designed to support individuals to progress their Advance Care Planning (ACP). 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.

Following a highly successful six-month pilot, Carers WA increased funding to enable an additional Advance Care Planning Support Officer to be employed. The two support officers provide 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 ACP documents.



WHAT IS ADVANCE CARE PLANNING?

ACP 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 ACP in place, highlighting the need for more people to be helped to develop their ACP.

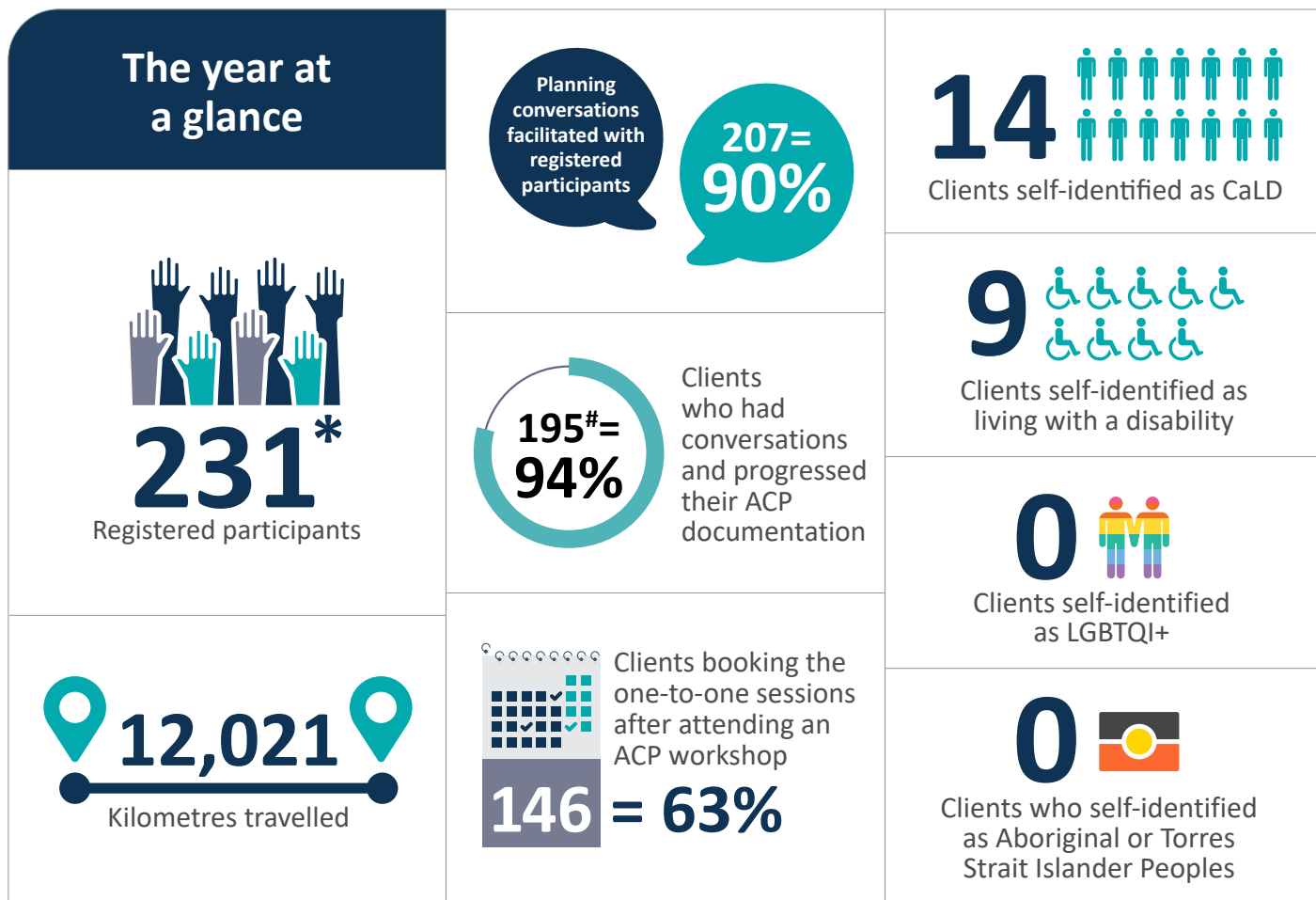
ACP can be explained in four steps – think, talk, write and share.

ACHIEVEMENTS OF THE YEAR

1 JULY 2022 TO 30 JUNE 2023

The ACP Support Service began seeing individuals needing assistance with their ACP planning on 10 February 2022. For the year 1 July 2022 to 30 June 2023, 231 participants have registered, and 207 individuals have been provided a support session, with many requiring multiple sessions.

A total of 195 clients have advanced their ACP documentation, which represents a staggering 94 per cent completion rate!



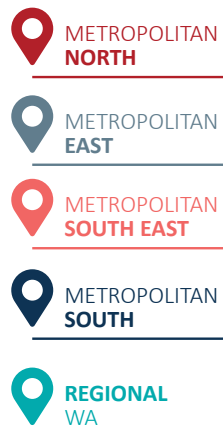
* Included 24 clients who cancelled due to severe ill-health or who died before the planned session.
12 participants had conversations and no documentation progression.

What we have observed so far

- There is overwhelming feedback from participants that they could not have completed the ACP documentation without the help of the ACP Support Service.
- As the service becomes more widely known in clinical networks, the more people are being referred by hospitals and condition-specific organisations, for example, MSWA, Neurological Council of WA, and the Cancer Council of WA.
- There is a significant increase in the number of clients we are seeing with high or complex medical needs and life-limiting illnesses.
- A significant number of clients booking the one-to-one ACP Support Service have done so after attending an ACP workshop (146 = 63% of all clients registered).

WHERE WE'VE BEEN

With the growth in operation of the ACP Support Service, our support officers have visited clients in suburbs across the metropolitan area from Yanchep in the north to Ellenbrook in the east and Wannanup in the south. They have also assisted clients in the regional locations of York in the Wheatbelt and Australind and Busselton in the South West.



METROPOLITAN NORTH

Alkimos (1), Balcatta (2), Balga (2), Bedford (1), Burns Beach (2), Carine (1), City Beach (6), Claremont (3), Coolbinia (2), Cottesloe (2), Craigie (2), Duncraig (2), Edgewater (3), Greenwood (1), Gwelup (1), Hillarys (2), Joondalup (3), Karrinyup (1), Kingsley (6), Madeley (2), Marrangaroo (1), Mindarie (1), Mount Lawley (3), Mt Hawthorne (1), Nedlands (1), Noranda (1), North Beach (1), Padbury (1), Pearsall (2), Ridgewood (1), Shenton Park (1), Sorrento (2), Tapping (2), Wanneroo (2), Warwick (2), Wembley (1), Woodvale (4), Yanchep (2), Yokine (2)



METROPOLITAN EAST

Bassendean (1), Bayswater (2), Dianella (4), Ellenbrook (1), Inglewood (3), Kalamunda (4), Maida Vale (1)



METROPOLITAN SOUTH EAST

Bull Creek (4), Canning Vale (17), Como (7), Ferndale (1), Fremantle (2), Cooloongup (1), Gosnells (3), Kardinya (3), Redcliffe (1), Rivervale (1), Silver Sands (1), Willagee (1), Willetton (4), Wilson (3), Winthrop (2)



METROPOLITAN SOUTH

North Fremantle (3), Alfred Cove (1), Atwell (1), Baldivis (1), Bentley (12), Bibra Lake (4), Bicton (2), Calista (1), Carlisle (2), Coogee (2), Coolbellup (3), East Fremantle (2), Erskine (15), Falcon (3), Greenfields (2), Halls Head (1), Hamilton Hill (3), Hillman (1), Kelmscott (2), Mandurah (5), Melville (1), Murdoch (2), Pelican Point (2), Riverton (2), Rockingham (1), Safety Bay (1), San Remo (1), South Fremantle (2), Success (1), Spearwood (1), Wannanup (1), Yangebup (2)



REGIONAL WA

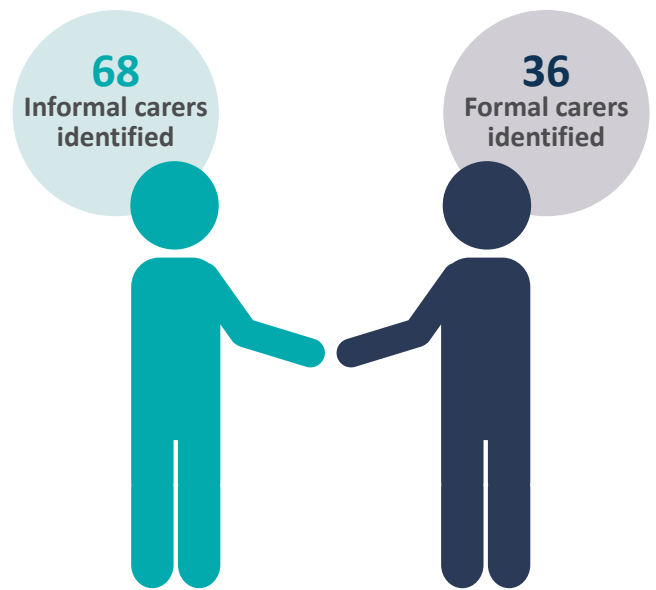
Australind (1), Broadwater (1), Busselton (2), York (1)

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.

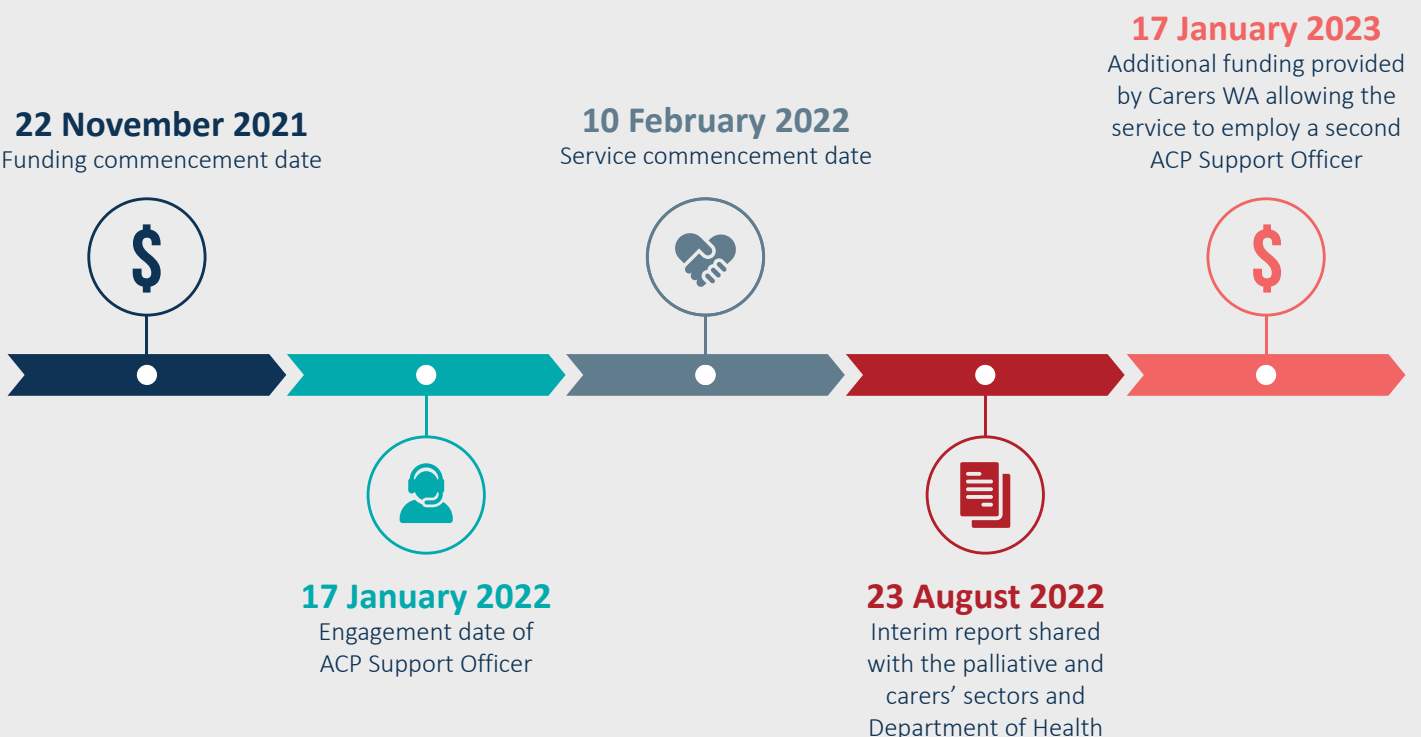
During the year 2022–2023, 68 clients who have received the service have identified that they are supported in some way by other individuals (informal carers). A total of 36 individuals identified formal carers during the planning session.

Carers have reported being incredibly grateful to be able to access the service for their loved ones.



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.

The history of the ACP Support Service



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

Feedback from participants and carers has been very positive:

“I have been trying to complete an Advance Health Directive since 2019 – today victory! Thank you, Shane, so much and the palliative care team.”

“The at-home help gently guided me to accurately complete the Advance Health Directive and I now feel confident about my advanced care.”

“If it wasn't for this workshop, I would never have known about this service. Very grateful for the possibility to have a home visit, especially to give my elderly mother more comfort and feel in a safe place to be able to express her wishes.”

“Julia explained every question thoroughly and did not rush – rather she was very patient and made sure that we understood and that we used our own voice to express what we felt and thought.”



In 2024, Palliative Care WA in partnership with Carers WA will be expanding the ACP Support Service to provide an additional focus of assistance specifically for carers. The personalised service will help carers and the person they are caring for to:

- identify what is wanted for future care, values and preferences
- reduce the pressure on carers for end-of-life decision making at times of crisis
- prepare for caring during palliative care
- support carers during bereavement
- complete ACP documentation.

Workshops specifically for individuals in a caring role, whether it be in a formal or informal capacity, will also be held in 2024. Thanks to funding from Carers WA, the workshops are free for carers or care recipients living in Western Australia.

Carer support groups will commence in January 2024 – one general carers group based at the Kalamunda Day Hospice unit and one bereavement-focused group at our seminar room in Shenton Park.

To find out more, visit our website palliativecarewa.org.au



PalliativeCare
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15 Bedbrook Place,
Shenton Park, WA 6008

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, at Carers WA office, 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/events/



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