

# Advance Care Planning at Palliative Care WA



**Palliative Care WA (PCWA)** offers Advance Care Planning (ACP) services for community members that include:

**My Future Care education workshops** – interactive two-hour sessions (in person or online) that provide an overview of ACP, helping participants to think about their wishes, start ACP conversations and complete ACP documents.

## **ACP Support Service**

- ▶ Follow-up Advance Health Directive document completion workshops
- ▶ 1-1 support sessions to complete ACP documents. Sessions are held at office locations, at home or online.

# My Future Care workshops



## What are the workshops?

- Comprehensive two-hour session in person or online
- Interactive, including paired discussion, activities and whole group discussions
- Based on WA model of ACP: **think** and **talk** about your plans that cover health, treatment, lifestyle and finances, **write** down your wishes and then **share** them
- Draw on models of behaviour change (Haywood et al, 2022)

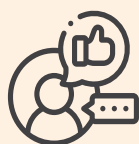


## What do participants think of the My Future Care workshops?

- 'The workshop has given me confidence to go ahead with my older age planning.'
- 'A wonderful, heartfelt and engaging workshop, well delivered and with a real respect for everyone present.'
- 'Thank you. It was enlightening information and great to have a conversation I wouldn't have thought to have otherwise.'
- 'Amazing information and very enlightening ... This has been 'back of mind' for a long time ... I feel called to action now!'
- 'Made a complex, difficult subject relatively simple and achievable.'

## Participant feedback

(2021-2025):



**99%**  
of participants

found the workshop helpful and would recommend the workshop to others.



**98%**  
of participants

feel more comfortable to have conversations about end-of-life wishes and completing ACP documents after taking part in the workshop.



## My Future Care workshops increase knowledge and change behaviour

People taking part in these workshops increase their knowledge about ACP and are significantly more likely to complete ACP documents (Haywood et al, 2022).

Many participants feel confident to complete their ACP after taking part in the workshop and with the support of the AHD guide and examples provided. Other participants identify that they need further support and are appreciative of the ACP Support Service options.



# ACP Support Service

The ACP Support Service ran as a trial in collaboration with Carers WA from 2022-2024, providing in-home 1-1 support for community members to complete their ACP documents. Since February 2025, the service has been supported by funding from the WA Department of Health.

The service now offers a range of ACP support options, including:

01

**Advance Health Directive (AHD) document support workshops for community members** (*follow-up from My Future Cares workshop*)

02

**1-1 support to complete ACP documents at office locations**

03

**1-1 support in-home** (*referral required*)

04

**1-1 support online or phone**

It's ideal for community members to take part in the My Future Care workshop before taking up 1-1 support, but this isn't required.

## What do participants and carers think about the ACP Support Service?

“

‘I have been trying to complete an Advance Health Directive since 2019 – today victory! Thank you ... to 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.’

‘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.’

‘[The officer] 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.’

‘I am secure in the knowledge that the people close to me and caring for me, know my wishes in the event that I cannot make those decisions for myself.’

”





# The value of our ACP education and support

## Stories from PCWA clients

(Porock et al, 2024)

### A friend's story

"It was just about three months after attending the workshop and completing the AHD form that my friend and neighbour had a fall in his bedroom and broke his neck.

I knew that my friend did not want to be kept alive for the sake of being alive ... I made sure that the AHD was provided for the medical team. The AHD was well written having been assisted by PCWA with the wording. I also felt it was my duty to advocate for him because I knew what he wanted.

At the end I was holding his neck and face, which was the only part of him that he could feel. I was with him when he died.

The advocacy I was able to give would never have happened if I hadn't gone to the workshop and got help on how to properly complete the AHD and how important it is. Having seen what happened to my friend, I want to make sure I am certain my AHD will be found and used when required; it went on to my health record, my GP has got it, I have alerts in my home saying I have got one, and where it is."

### A husband's story

"In the months leading up to my wife being admitted to the hospice, PCWA visited and provided us with quite a bit of information and support. PCWA also raised the subject of completing documents such as: Advance Health Directive, Power of Attorney, and Power of Guardianship. We completed the documents.

When my wife deteriorated, she was being cared for at home with assistance from [service provider]. Her pain could not be managed at home, so our GP organised for her to be admitted to the hospice.

That same day, the resident Doctor at the Hospice asked me about my wife's wishes in relation to her care. He also asked if she had an Advance Health Directive in place which I confirmed. The doctors advised me that they would take good care of her and would provide care strictly in accordance with her AHD. It was lovely to hear that the hospice would respect her wishes. I am so glad PCWA came and helped us with the documents."

### References

Darren Haywood, Josephine Shaw, Tracey Williams, Kaaren Watts, Robert Kane & Moira O'Connor (2022): *Community workshops increase advance care planning knowledge, appointment of legal proxies and completion of end-of life written plans*, Death Studies, DOI: 10.1080/07481187.2022.2160520

Davina Porock, Gertrude Phiri, Emma Gunner & Philip Bafale (2024): *Palliative Care WA: Advance Care Planning Workshops Evaluation Report 2024*, School of Nursing & Midwifery, Edith Cowan University.

**PCWA gratefully acknowledges that our ACP services are funded by the WA Department of Health.**