

OUR REFERRAL PROCESS

Referrals to Palliative Care South East can be made by clinicians, including GPs. The person needs to meet the following criteria in order to be eligible for the Palliative Care South East program:

- Live within the service catchment area (our catchment area includes Cardinia Shire, City of Casey, City of Greater Dandenong and parts of Kingston)
- Have a diagnosed terminal illness
- Have given consent to the referral (this may include their next of kin or person responsible)
- Have care needs that are assessed as requiring the support of a specialist community palliative care (this may include the person's family or carer/s also)

Referrals can be made via the following methods:

- Online by visiting www.palliativecaresoutheast.org.au and completing the online referral form
- Email completed referral form and medical information to reception@palliativecarese.org.au
- Fax completed referral form and medical information to 5991 1301

In order to ensure that your referral is not delayed, please ensure that copies of the following information are provided at the time of referral where applicable and available:

- Show evidence of client consent
- Medical information
- Hospital discharge summary
- Current medication list
- Scans and blood results (include EGFR)
- Relevant specialist letters and doctors notes

CONTACT US

Palliative Care South East
140-154 Sladen Street
Locked Bag 2500
Cranbourne VIC 3977

T 03 5991 1300

F 03 5991 1301

E reception@palliativecarese.org.au

Office hours 8:30am – 4:30pm Monday – Friday

Nursing Service 7am–7pm every day

T 03 5991 1300

After Hours Nursing Phone Support 7pm–7am every day

T 03 5991 1300

FOR MORE DETAILED INFORMATION

Please visit www.palliativecaresoutheast.org.au or call us during office hours on 03 5991 1300



Palliative Care South East acknowledges the support of the Victorian Government.



Palliative Care South East

We're all in this together.

WHAT IS PALLIATIVE CARE?

If you have been told you have an illness that cannot be cured, you may have talked about palliative care.

Palliative care is for people living with a terminal illness where a cure is no longer possible and for people with an advanced, progressive serious illness who need their symptoms controlled.

Palliative care aims to manage your pain and other symptoms and to provide psychological, social and spiritual support.

The goal of palliative care is to help you and everyone close to you to achieve the best quality of life.

ABOUT PALLIATIVE CARE SOUTH EAST

We provide palliative care in the south-east metropolitan region of Melbourne. We support people with a life-limiting illness to live well and provide care in your home to improve the quality of life of individuals, carers and families.

We provide specialist palliative care services to:

- people of all ages
- people from all walks of life
- free of charge
- wherever your home may be

WHAT TO EXPECT FROM OUR SERVICE

We care equally about your physical needs as we do about your emotional, spiritual and social needs.

Our services include:

- assessing your care needs
- planning how to look after pain and other symptoms
- emotional support
- volunteer support
- interpreter services
- equipment loans
- advance care planning
- linking you to other services such as:
 - respite care
 - home support
 - Centrelink
 - other support agencies



"I am humbled and very grateful to each and every one of you. I could not have cared for my husband without your loving help and understanding"

CARERS

We understand that it can be overwhelming to care for a loved one, particularly if you've had no training or experience in looking after someone with a serious illness.

We are aware that caring for a loved one can be physically, emotionally and financially draining.

What you are doing is vital and we will help you and provide support to you along the way.

BEREAVEMENT SUPPORT

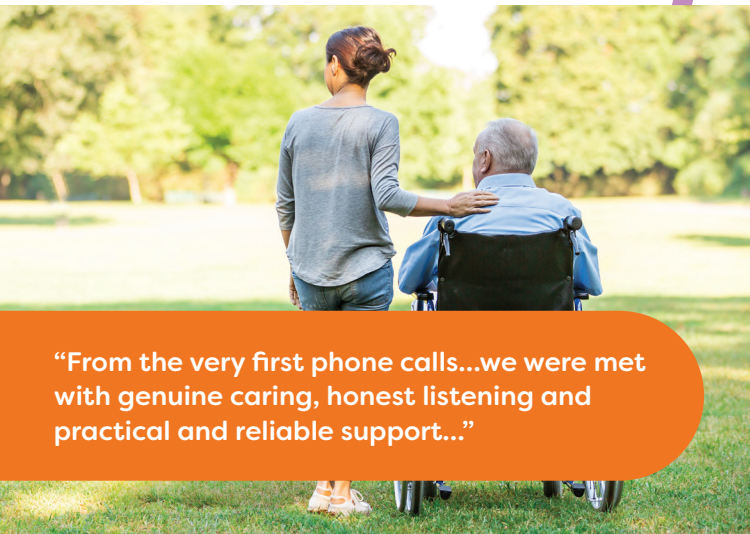
Our Bereavement Support Program can assist carers and family members to cope with the significant changes they may experience following the death of their loved one.

We offer the following services to assist you:

- counselling services
- social work
- spiritual care
- Bereavement Social Support Group
- Remembrance Service

YOUR PALLIATIVE CARE TEAM INCLUDES:

- Palliative Care Nurses
- Palliative Care Nurse Practitioners
- Specialist Palliative Care Doctor
- Counsellors
- Social Workers
- Occupational Therapists
- Music Therapist
- Spiritual Care Worker
- Palliative Care Volunteers



"From the very first phone calls...we were met with genuine caring, honest listening and practical and reliable support..."