



Better palliative care and end of life care

Queensland Health



Easy English



Queensland
Government

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about

- find more information.



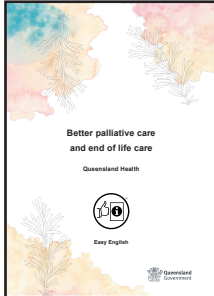
We will write contact information at the end of this book.



Queensland Government

About this book

This book is from Queensland Health.



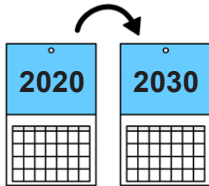
This book is about our plan for better **palliative care** in Queensland.

Palliative care means care when you are sick and

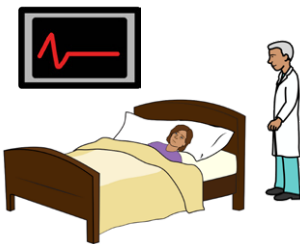
- there is **no** cure



- you are likely to die.

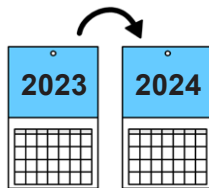


A person might need palliative care for many years.



The plan is also for better **end of life care**.

End of life care is care when you are near the time when you will die.



A person might need end of life care for up to 1 year.

We acknowledge First Nations people

Acknowledge means we understand the importance of **First Nations people's**



- culture
- language
- history.



First Nations people are the

- Aboriginal people

and

- Torres Strait Islander people.

First Nations people are a very important part of the plan.

Care services



Palliative care and end of life care can be many different services.

For example

- health care for your body



- help to manage pain



- mental health care.

Care can also be **spiritual support**.



Spiritual support can be when someone

- helps you feel less alone



- listens to how you feel about dying



- helps you think about what you want.



End of life care can also be

- care for your body after you die



- support for your loved ones.



We help people get care services

- in hospitals



- at home



- at places near home.

What we want for care services

We want care services to be

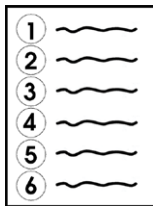


- fair



- easy to get

- right for each person.



We will spend more money so we can

- make more care services



- make services better.



We want people who give care services to

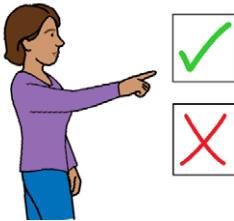
- understand how you feel

- **respect** you.



Respect means we understand that

- everyone is important



- everyone should have a choice.

How we made the plan



We talked to many different people.

For example

- people who get care



- families



- carers.



We talked to groups who help people say what they need from palliative care.



We also talked to people who work in palliative and end of life care.

Some things people told us



There should be special support for people

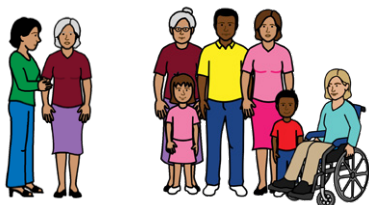
- when they know a loved one will die
- after a loved one has died.



People need good information at the right time.



People want to make choices about care at the end of their life.



The plan needs to include family and carers.



We need to spend money on care in new and better ways.



We need to train care workers to give different kinds of support.

The goals in the plan

Good care for everyone



We will think about what different people need.

For example

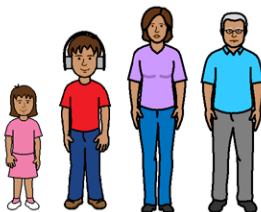
- First Nations people



- people with disability



- people who live away from big cities



- people of all ages.



We will make it easier to get palliative care

- when you need it



- where you live.

We want different services to work together to give good care.

Support for family and carers

We will make sure family and carers can get support

- when they care for their loved one

and

- after their loved one dies.



Good information about care



We will make information for

- people who are sick



- families

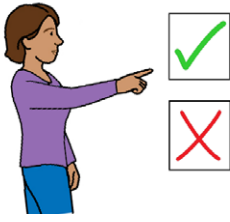


- carers.



The information should help people make choices about the care they want.

The right care for the person



We want people to be able to get the care services they choose.

We will respect everyone we care for.



For example, we will respect

- your background

- what you feel and understand about who you are as a person.



Staff with the right skills

We want staff who give care services to

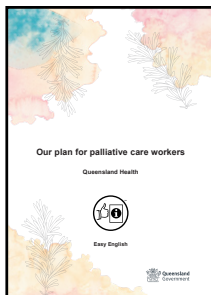
- have good skills



- get good support.



We will help staff with different skills work together to give the best care.



We have made a plan about palliative care workers.

The link is at the end of this book.



Information to help us do better

We will find out about the best ways to give palliative care services.



We will also check if our services do a good job.



We will use the information to make better services.

Making sure we do a good job



We will check that we do what we say in the plan.

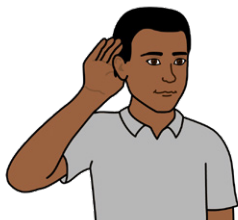


We will make sure money for palliative care is used well.



What happens next

We will work hard to make palliative care better.



We will listen to new ideas.



We will check to see if we do a good job.

More information



For more information contact
Queensland Health.



Call 13 74 68



Website health.qld.gov.au

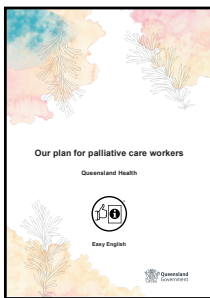


Email PCReform@health.qld.gov.au

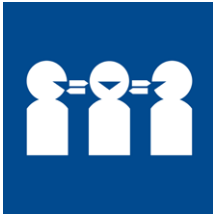
You can go to our website to

- read the full report

- read the Easy English book about our plan
for palliative care workers.



Website
health.qld.gov.au/palliative-care-reform



If you do not speak English

Use the free Translating and Interpreting Service or TIS.



Call 131 450

Give the TIS officer the phone number you want to call.



If you need help to speak or listen

The National Relay Service can help you make a phone call.



Call 1800 555 660



Website bit.ly/nrs-helpdesk

Give the relay officer the phone number you want to call.

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