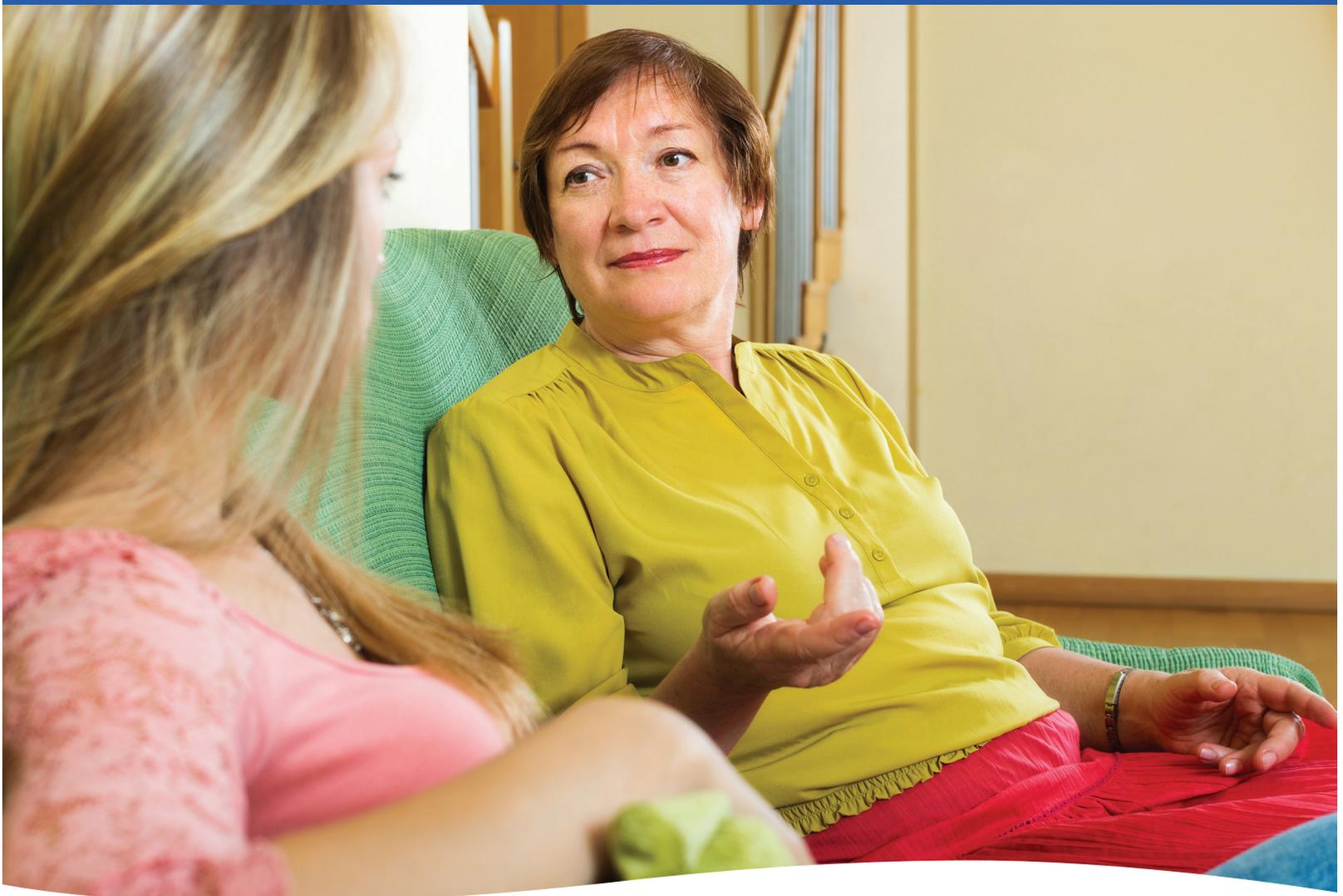


A BETTER ACCESS TO PALLIATIVE CARE INITIATIVE

COMPASSIONATE COMMUNITIES:  
A TASMANIAN PALLIATIVE CARE  
POLICY FRAMEWORK 2017–21

SECOND PROGRESS REPORT 2018–20





**A compassionate community that works together to ensure all Tasmanians have access to high quality, coordinated, respectful and responsive palliative care that is person-focussed and supports families and carers.**

**COMPASSIONATE COMMUNITIES**

Tasmanian Government  
Department of Health  
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# CONTENTS

<b>BACKGROUND</b>	<b>2</b>	<b>PRIORITY – PROVIDING LEADERSHIP, COORDINATION AND EVALUATION</b>	<b>13</b>
<b>SUMMARY OF OUR PROGRESS</b>	<b>4</b>	Our actions	13
<b>PRIORITY – PROVIDING INCLUSIVE COMMUNITY AND PERSON FOCUSED PALLIATIVE CARE</b>	<b>6</b>	Background	13
Our actions	6	Our progress	13
Background	6	The future	14
Our progress	6	<b>OTHER PALLIATIVE CARE INITIATIVES AND ACHIEVEMENTS</b>	<b>15</b>
The future	6	Our progress	15
<b>PRIORITY – STRENGTHENING COMMUNITIES OF CARE</b>	<b>7</b>	The future	16
Our actions	7	<b>MONITORING AND EVALUATION</b>	<b>17</b>
Background	7	Tasmanian Palliative Care Community Charter	17
Our progress	7	Bereavement Care Networks	17
The future	7	Enhancing End of Life Care	17
<b>PRIORITY – ENHANCING END OF LIFE CARE</b>	<b>8</b>	Strengthening Communities of Care Strategy 2018–2021	17
Our actions	8	Specialist Palliative Care Service	17
Background	8	Palliative Care GP Assist After-Hours Trial	17
Our progress	8	The District Nursing End of Life Care Supplementary Services Program	17
The future	9	<b>NEXT STEPS</b>	<b>18</b>
<b>PRIORITY – ENHANCING BEREAVEMENT CARE</b>	<b>10</b>		
Our actions	10		
Background	10		
Our progress	10		
The future	11		
<b>PRIORITY – DELIVERING CONTEMPORARY, ACCOUNTABLE AND SUSTAINABLE PALLIATIVE CARE SERVICES</b>	<b>12</b>		
Our actions	12		
Background	12		
Our progress	12		
The future	12		



# BACKGROUND

*Compassionate Communities: A Tasmanian Palliative Care Policy Framework 2017–2021* (*Compassionate Communities*) was released in May 2017. It provides a strategic vision and policy framework for palliative care in Tasmania and adopts an inclusive, whole of community approach to palliative care known as ‘compassionate communities.’ A compassionate community is a community that cares for and supports one another. It aims to link both formal and informal supports to provide palliative care to people in the place of their choice and in accordance with their personal needs and wishes.

It recognises the important role played by families, family and friends providing care and support and the broader community in palliative care. It also aims to strengthen the role of primary health providers and community-based services and to re-orientate specialist palliative care services. It calls for partnerships between the community and service providers.

*Compassionate Communities* draws on contemporary and innovative approaches to palliative care recognised nationally and internationally.

*Compassionate Communities* identifies six key priorities for action that focus on building community engagement, planning for end of life care, leadership and coordination, providing enhanced bereavement support and developing the palliative care workforce.

Implementation of the priorities commenced upon the release of *Compassionate Communities* in 2017 and the *First Annual Progress Report 2017–2018* was approved by the Minister for Health in November 2018.

This is the second progress report outlining achievements to date towards the implementation of *Compassionate Communities*. It also highlights priorities for the next 12 months and details other initiatives being implemented across Tasmania’s palliative care sector.



## The Policy Framework at a Glance

To improve the delivery of palliative care in Tasmania the Government will focus on the following key priorities over the next four years and implementing the associated actions.

These priorities and actions have been informed by comprehensive research and input from consumers, carers, families, health and community service providers from across the State and the broader Tasmanian community.

While there are a number of immediate actions that we will deliver, work to progress these priorities and embed our reforms will continue throughout the duration of *Compassionate Communities* to help us realise our shared vision for palliative care in Tasmania.

### Providing inclusive palliative care that is community and person focused by:

- Developing a *Tasmanian Palliative Care Community Charter* by the end of June 2017

### Strengthening communities of care by:

- Finalising a state and sector wide strategy, *Strengthening Communities of Care: A strategy to build the capacity and capability of all Tasmanians in palliative care 2018–21*

### Enhancing end of life care by:

- Developing *End of life care: Supporting Tasmanians to live well at end of life*, a consistent approach across Tasmania to delivering end of life care by the end of June 2017

### Enhancing bereavement care by:

- Implementing the recommendations of *Bereavement Care in Tasmania: Current Status and Future Directions for Palliative Care* over the duration of *Compassionate Communities*
- Establishing Bereavement Care Networks by December 2017

### Delivering contemporary, accountable and sustainable specialist palliative care services by:

- Commencing development of a model of care for specialist palliative care services by June 2017
- Developing a plan by December 2017 to agree and implement an associated reporting and performance framework

### Providing leadership, coordination, monitoring and evaluation by:

- Developing processes to support ongoing development, leadership and coordination of the palliative care system, in partnership with key sector representatives by December 2017
- Providing an annual progress report to the Minister for Health

# SUMMARY OF OUR PROGRESS

Steady progress has been made throughout 2018–20 to implement *Compassionate Communities'* priorities and actions. Key achievements and activities include:

- Continued promotion and implementation of the *Tasmanian Palliative Care Community Charter*.
- Continued promotion and development of the *Tasmanian Bereavement Care Network*.
- Commenced the implementation of *Strengthening Communities of Care: A strategy to build the capacity and capabilities of all Tasmanians in palliative care 2018–21*.
- Continuing to promote and encourage the uptake of the Tasmanian Policy Statement, *End of Life Care: Supporting Tasmanians to live well at end of life*.
- Development of a *Reporting and Performance Framework* for the statewide Specialist Palliative Care Service.
- The *Partners in Palliative Care Reference Group* (PIPC) continues to meet quarterly providing leadership and advice to enhance services and coordination across the palliative care system.
- The review of the *Tasmanian Health Service (THS) Advance Care Directive form* and development of supporting resources.
- Funding of the Palliative Care Tasmania (PCT) to:
  - deliver *End of Life Care* education to general practitioners (GPs) and
  - develop e-resources and education regarding the role of the Guardianship and Administration Board in caring for people with life-limiting illnesses.
- Implementation and evaluation of a dedicated palliative care after ours phone support service.
- Ongoing implementation and monitoring of a Statewide End of Life Care Supplementary Support Service (EOLCSS) to deliver short term end of life supplementary palliative care support services.

## Tasmanian Palliative Care Circle of Support



## Snapshot of progress

Priority	Actions	Status	Ongoing Work
<b>Providing inclusive palliative care that is community and person focused by:</b>	Developing a <i>Tasmanian Palliative Care Community Charter</i> by the end of June 2017.	The Charter was finalised and released in July 2017.	Supporting the implementation and ongoing uptake of the Charter.
<b>Strengthening communities of care by:</b>	Finalising a state and sector wide strategy, <i>Strengthening Communities of Care: A strategy to build the capacity and capability of all Tasmanians in palliative care 2018–21</i> .	Strategy completed and being implemented.	Implementation of this Strategy being led by Palliative Care Tasmania.
<b>Enhancing end of life care by:</b>	<i>Developing End of Life Care: Supporting Tasmanians to live well at end of life, a consistent approach across Tasmania to delivering end of life care</i> by the end of June 2017.	Policy Statement was completed and publicly released in June 2018.	A review of the Tasmanian Advance Care Directive and supporting information resources has been completed and will be progressively rolled out.  Initiatives for End of Life Care are funded for implementation throughout 2020–21.
<b>Enhancing bereavement care by:</b>	Implementing the recommendations of <i>Bereavement Care in Tasmania: Current Status and Future Directions for Palliative Care over the duration of Compassionate Communities</i> .	Recommendations identified and being progressed through the Bereavement Care Network.	Work continues to raise community awareness and strengthen bereavement care supports.
	Establishing <i>Bereavement Care Networks</i> by December 2017.	The Bereavement Care Network (BCN) was established March 2018.	Ongoing promotion of the BCN and Tasmania's bereavement care services.
<b>Delivering contemporary, accountable and sustainable specialist palliative care services by:</b>	Commencing development of a <i>Model of Care</i> for Specialist Palliative Care Services (SPCS) by June 2017.	Model of Care completed and adopted in May 2018.	Ongoing implementation by SPCS.
	Developing a plan by December 2017 to agree and implement an associated <i>Reporting and Performance Framework</i> .	SPCS Reporting and Performance Framework developed.	Ongoing implementation by SPCS.
<b>Providing leadership, coordination, monitoring and evaluation by:</b>	Developing processes to support ongoing development, leadership and coordination of the palliative care system, in partnership with key sector representatives by December 2017.	PIPC established in 2014 as part of the Better Access to Palliative Care initiative.	PIPC continues to meet quarterly to provide oversight for the implementation of <i>Compassionate Communities</i> and to progress joint projects and priorities.
	Providing an annual progress report to the Minister for Health.	The 1st Annual Report was completed in Oct 2018.	This is the second progress report. The third and final Report will be released in 2021.

# PRIORITY – PROVIDING INCLUSIVE COMMUNITY AND PERSON FOCUSED PALLIATIVE CARE

## Our actions

- I** Developing a Tasmanian Palliative Care Community Charter by June 2017.

## Background

The *Tasmanian Palliative Care Community Charter* (the Charter) was finalised and released in July 2017. It was the first of its kind for palliative care in Australia.

The Charter sets out guiding principles and statements in the community's 'own words' about what is important to Tasmanians for their end of life care.



## Our progress

Since the release of the Charter in July 2017 there has been ongoing work to promote and facilitate the adoption of the Charter across the health care system and in the community.

PCT was awarded the contract to lead a project to promote and facilitate implementation of the Charter. This project was completed in September 2018.

PCT has incorporated the Charter into its core education events. To date they have run 289 events with 3 882 attendees. Charter information is being provided to the community including what they should expect as a standard of service from providers.

The Charter is also included in all information packs provided by Specialist Palliative Care Service (SPCS) to palliative care clients and their families.

We continue to work with the Partners in Palliative Care Reference Group (PIPC) to promote the Charter and to implement sustainability strategies to ensure the Charter is embedded in palliative care services policy and practice.

## The future

A Community Charter Sustainability Working Group has been established comprising representatives from PCT, Primary Health Tasmania, the Department of Health (DoH), Tasmanian Health Service (THS) and consumer representatives. This group is implementing actions to support the ongoing promotion of the Charter principles to consumers and to guide palliative care service delivery. This includes:

- the inclusion of principles in community and service provider education
- mapping the Charter against current Aged Care, Health and Palliative care standards
- development of initiatives to recognise outstanding service which aligns to the Charter principles
- promotion of the Charter at relevant conferences and symposiums.

For further information see [Tasmanian Palliative Care Community Charter](#).

# PRIORITY – STRENGTHENING COMMUNITIES OF CARE

## Our actions

- 2 Finalising a state and sector wide strategy, *Strengthening Communities of Care: A strategy to build the capacity and capability of all Tasmanians in palliative care 2018 – 2021*.

## Background

Through the *Strengthening Communities of Care: A strategy to build the capacity and capability of all Tasmanians in palliative care 2018–2021* (the Strategy), Tasmania is building and maintaining skilled, capable and confident communities of care.

The Strategy is supported by an Action Plan released by the Secretary, DoH on 17 July 2018.

The Strategy takes a new approach and steps beyond traditional workforce development strategies that focus on the paid workforce. It adopts a 'communities of care' approach which acknowledges the role and value of both formal and informal networks of care and the natural supports that exist in our communities.

The Strategy recognises everyone has a role to play in palliative care, dying, death and bereavement. We are all part of the 'palliative care workforce'.

The Strategy and Action Plan were developed in consultation with members of the Tasmanian community and service providers.

## Our progress

In early 2019, the request for grant proposals to implement the Strategy was initiated through an open market process.

PCT was the successful applicant and funding is being provided to them for the implementation of the Strategy over a two-year timeframe.



STRENGTHENING COMMUNITIES OF CARE:  
A STRATEGY TO BUILD THE CAPACITY  
AND CAPABILITY OF ALL TASMANIANS  
IN PALLIATIVE CARE 2018–21



Department of Health



## The future

PCT, as the lead organisation for the implementation of the Strategy, is:

- conducting a need analysis (identifying existing activities and gaps and developing a workforce profile)
- collaborating with existing services and communities to identify their priorities in association with the Priorities and Actions of the Strategy over the life of the project
- implementing projects/ activities to address these priorities
- developing resources and training as required.

A final evaluation report will be delivered in 2021.

# PRIORITY – ENHANCING END OF LIFE CARE

## Our actions

- 3 Developing *End of life care: Supporting Tasmanians to live well at end of life*, a consistent approach across Tasmania to delivering end of life care by the end of June 2017.

## Background

*End of life care: Supporting Tasmanians to live well at end of life* (the policy statement) was publicly released in June 2018.

It is a whole of community policy statement, outlining principles to support consistent approaches to end of life care across all care settings. It provides clear directions about what is required to deliver high quality palliative care and to improve the experience of dying in Tasmania.

To access the policy statement:

- [Supporting Tasmanians to Live Well at End of Life Policy Statement.](#)



END OF LIFE CARE:  
SUPPORTING TASMANIANS  
TO LIVE WELL AT END OF LIFE  
TASMANIAN POLICY STATEMENT



## Our progress

There have been a number of initiatives which are contributing to the implementation of the policy statement:

- **Review of Tasmania's Advance Care Directive Form and Resources** – A review of the THS Advance Care Directive Form is being finalised by a key stakeholder reference group. Supporting information resources are also being developed to guide use of the new form.
- **Advanced Care Planning Australia (ACPA) Workshop** – PCT and DoH partnered with ACPA to run an Advanced Care Planning Workshop in Hobart in March 2019. The event attracted 30 attendees from various organisations of which 28 completed a workshop evaluation indicating:
  - 96 per cent of attendees said they gained a better understanding of advance care planning as a result of the workshop
  - 29 per cent reported their knowledge prior to the advanced care planning workshop was eight out of ten and 40 per cent reported their knowledge post the workshop was nine or higher
  - 100 per cent of attendees said the presentations had been relevant to their practice (85 per cent said highly relevant and 15 per cent said partially relevant)
  - 92 per cent of attendees said they would now feel more confident initiating an advance care planning discussion.



## The future

We will continue to build on the work undertaken to date, as well as to complete and/ or implement the following initiatives:

- **Advance Care Planning Common Tools and Resources Project** – Research and consultation has commenced to inform the development of a suite of common tools and resources to support Advance Care Planning. This includes a review of Tasmania Advance Care Directive form.
- **Small Grants have been provided to a number of organisations to implement projects that will:**
  - increase community knowledge and awareness of death and dying through community education initiatives
  - promote participation in advance care planning
  - build the knowledge and skills of those involved in the delivery of end of life care
  - align with the Community Charter principles
  - increase community awareness and understanding of bereavement, as well as building the skills of existing services and supports.

# PRIORITY – ENHANCING BEREAVEMENT CARE

## Our actions

- 4 Implementing the recommendations of *Bereavement Care in Tasmania: Current Status and Future Directions for Palliative Care* over the duration of *Compassionate Communities*.
- 5 Establish Bereavement Care Networks by December 2017.

## Background

The University of Tasmania Centre for Rural Health (UTas CRH) was commissioned to develop the Tasmanian Bereavement Care Network (BCN) (the Network). Extensive consultation occurred throughout 2017 including workshops involving more than 100 people across the state. The BCN continued to grow in membership and in March 2018, the Network secured funding from the Tasmanian Community Fund (TCF) to support and further develop the Network.

The Network has established an Advisory Group and has partnered with PCT.

Together the BCN and PCT are continuing work to implement initiatives to progress the recommendations identified in the Future Directions paper:

- adopting a public health approach to bereavement care
- adopting a model of bereavement care based on the public health approach to clarify roles and responsibilities
- potential workforce initiatives to enhance bereavement care knowledge and skills
- increasing consumer and clinician awareness.



## Our progress

The BCN continues to enhance bereavement care knowledge and skills and to increase community awareness of bereavement care services and supports in our community. Through the Network information can be accessed and is made available to better inform and support consumers and clinicians.

In consultation with regional networks, statewide bereavement care practice standards have been developed with the aim of fostering accountability, transparency and quality in the delivery of bereavement care. To access: [Bereavement Care Network Tasmania – Values and Principles](#).

Auspiced by PCT, the BCN:

- facilitates monthly regional networking meetings and statewide management meetings to discuss website update and promotion, membership and networking opportunities, governance and sustainability
- has developed a web-based Bereavement Care Network which is accessible through [Bereavement Care Network Tasmania – Home](#) and currently has 55 members
- has initiated and continues to maintain a directory of services at a regional and statewide level; this includes up-to-date information such as the service location, contact details, and service parameters including eligibility and costs
- manages an accessible bereavement care network list of members and organisations including a description of the background, credentials, expertise and service/s offered
- provides a list of relevant educational resources accessible to formal and informal bereavement care providers
- distributes relevant information on current news and events; this may include upcoming forums, workshops, conferences, continuing professional development events, grants, tenders and job opportunities
- has developed a Facebook page [The Bereavement Care Network Tasmania – Home | Facebook](#)
- held a Best Practice in Bereavement Care Forum in Launceston in early November 2018 and in Devonport in November 2019.



## The future

The regional and statewide management groups of the BCN are working together to identify sustainability strategies to ensure continuing access to the BCN website, networking opportunities, information and resources once the existing funding expires at the end of 2020.

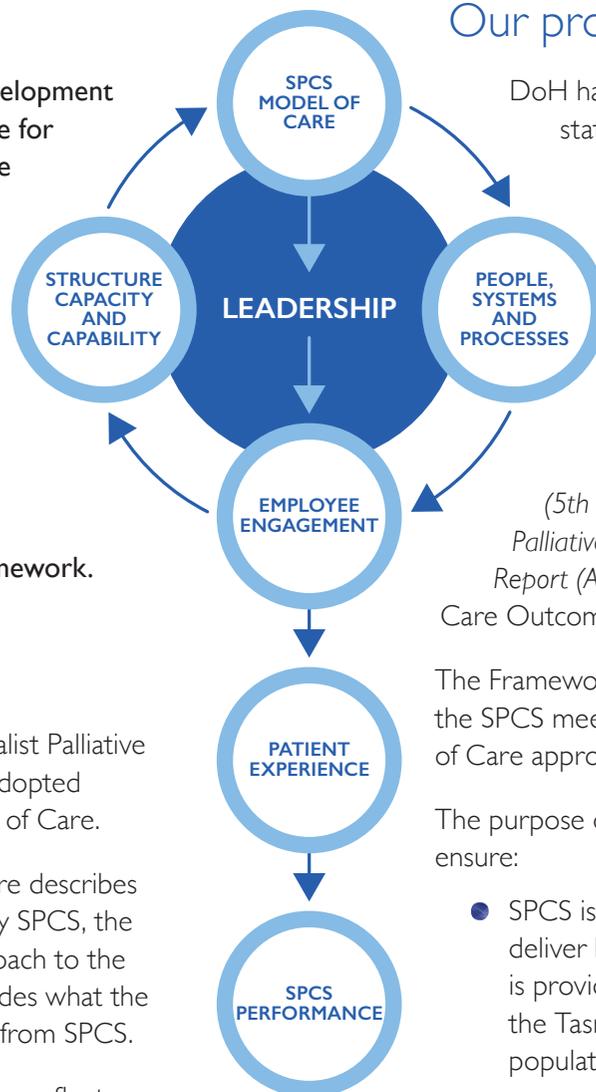


# PRIORITY – DELIVERING CONTEMPORARY, ACCOUNTABLE AND SUSTAINABLE PALLIATIVE CARE SERVICES

## Our actions

- 6** Commencing development of a model of care for specialist palliative care services by June 2017.
- 7** Developing a plan by December 2017 to agree and implement an associated reporting and performance framework.

## Our progress



DoH has worked with SPCS statewide to develop a Reporting and Performance Framework (the Framework) to support the SPCS Model of Care, taking into consideration *Compassionate Communities*, the *National Palliative Care Standards (5th Edition 2018)*, the *National Palliative Care Performance Indicators Report (AIHW)* and the Palliative Care Outcomes Collaboration measures.

The Framework aims to identify how the SPCS meets and measures its Model of Care approach and principles.

The purpose of the Framework is to ensure:

- SPCS is performing effectively to deliver best patient outcomes and is providing value for money for the Tasmanian Government and population
- there is statewide consistency of data collection and clarity regarding the data required to inform future planning, including data to inform service improvements.

## Background

In May 2018 THS Specialist Palliative Care Services (SPCS) adopted a new statewide Model of Care.

The SPCS Model of Care describes the services provided by SPCS, the principles and the approach to the care provided and includes what the community can expect from SPCS.

The SPCS Model of Care reflects contemporary best practice in palliative care, recognising good palliative care is provided not only by formal health services but through a network of supports – a community of care.

SPCS recognises the importance of developing and implementing key performance indicators aligning with their Model of Care to ensure the quality of their services and to demonstrate the value of SPCS to the community, government and other funding bodies.

## The future

SPCS will continue to implement and refine the Reporting and Performance Framework. The Framework will assist SPCS to continually review, benchmark and improve the quality of services being provided.



- providing specific education in Clarence, Hobart and Launceston for local communities after successfully obtaining small local government grants.

DoH is active in state and national palliative care arenas including representation on committees such as the National Advanced Care Planning Jurisdictional Information Group and consultations regarding the:

- National Palliative Care Strategy
- National Palliative Care Implementation Framework
- National Compassionate Communities Feasibility Study Report
- *Guardianship and Administration Act 1995* review
- *National Framework for Advance Care Directives 2011* review.



## The future

Key activities and priorities for PIPC in the future include:

- continuing to guide the finalisation of actions identified within the existing Policy Framework
- review *Compassionate Communities* and development of a new strategic direction for 2021 and beyond
- continuing to ensure Tasmania's perspective and input contributes to state and national decisions regarding caring for and supporting our palliative care patients and their families
- continuing to support state organisations which provide palliative care.

## National Palliative Care Standards (2018)

1. Assessment of needs
2. Developing the care plan
3. Caring for carers
4. Providing care
5. Transitioning within and between services
6. Grief support
7. Service culture
8. Quality improvement
9. Staff qualifications and training

# OTHER PALLIATIVE CARE INITIATIVES AND ACHIEVEMENTS

## Our progress

### Tasmanian Government Election Commitments:

- **GP education including Guardianship and Administration Board information:**

PCT is funded for two years to develop and provide education and resources to support families in contact with the Guardianship and Administration Board (GAB). The outcomes to be pursued for Tasmania's palliative care consumers and practitioners are:

  - improve access to resources pertaining to the GAB
  - increase GP awareness of available palliative care services within Tasmania and how best to support palliative patients to live in their communities.
- **SPCS Clinical Nurse Educator:**

SPCS Clinical Nurse Educators have been employed in each region to provide training in the palliative approach to care to THS and residential aged care staff.
- **Dedicated Palliative Care Beds in Mersey Community Hospital:**

Work continues to progress the dedicated beds, as part of the \$35 million redevelopment of the Mersey Community Hospital.

- **End of Life Care Supplementary Services:**

The Tasmanian Government provided \$1.5 million over three years to The District Nurses (TDN) to deliver short term end of life supplementary palliative care support services which included but are not limited to:

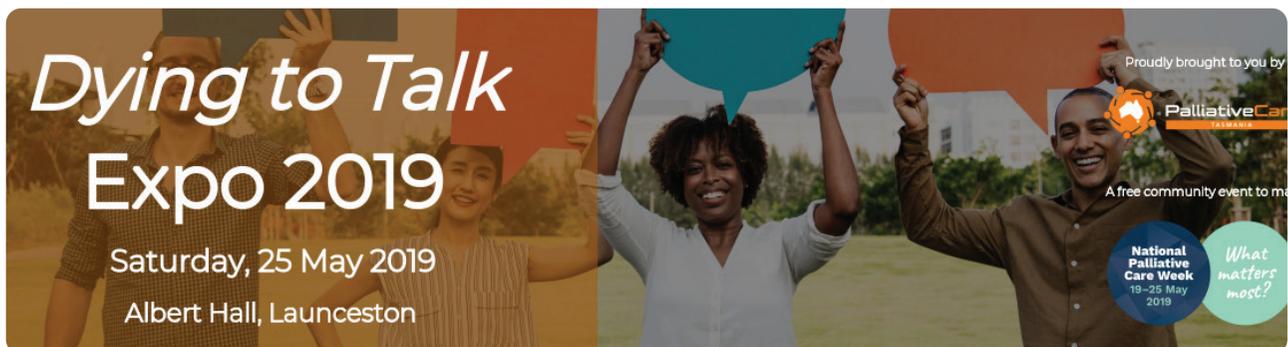
- personal care
- overnight sits
- respite nursing interventions when required.

This service has been operational since June 2018. As at the end of January 2020, 353 referrals have been accepted by the service.

The End of Life Care Supplementary Services (EOLCSS) Steering Group was formed to support TDN to implement the service.

### Other activity:

- As part of Palliative Care Week 2019 PCT conducted a *Dying to Talk Expo* at the Albert Hall in Launceston. Approximately 20 organisations attended as stall holders. Many organisations in attendance were interviewed throughout the event with the interviews broadcast live through 7LAFM and 7SD.



- DoH has worked with Tasmania's North and North West services to trial a ***Palliative Care After Hours Phone Support Service*** provided by GP Assist. The trial ran over 10 months concluding at the end of June 2019.

An evaluation of the service was undertaken by UTas CRH. The evaluation showed that the service is a positive and welcome addition to the suite of palliative care services. The service has been extended and is now a statewide service, providing afterhours support to patients who wish to remain in their own home. The service ensures patients who wish to remain in their own home have access to support after hours.

## The future

- PCT will continue to deliver the ***GAB and expanded GP education and training program*** until February 2021 after which PCT will conduct an evaluation regarding the development, implementation and execution of the program inclusive of outcomes.
- The ***End of Life Care Supplementary Services*** (EOLCSS) is currently collecting data as part of evaluating the service, including a survey of clients and carers.



# MONITORING AND EVALUATION

Monitoring and evaluation of specific policy and initiatives is occurring in several ways:

## Tasmanian Palliative Care Community Charter

The Community Charter Reference Group is implementing and monitoring a range of strategies and actions to continue to raise awareness and embed the Charter into palliative care policy and practice across organisations and the community.

## Bereavement Care Networks

A final evaluation of the BCN is due for completion in late 2020.

## Enhancing End of Life Care

Projects funded as part of the Enhancing End of Life Small Grants initiative provide regular progress reports, including data to demonstrate the effectiveness and impact of each project.

## Strengthening Communities of Care Strategy 2018–2021

PCT has been awarded the contract to lead the implementation of the Strategy. An ongoing evaluation is being undertaken with regular progress reports provided to DoH and updates to PIPC. This enables ongoing review of the agreed Implementation Plan including whether the project is being conducted on time, on budget and ensuring the quality of activities and outputs.

A final evaluation report will be delivered in 2021.

PCT is also developing a framework for overall evaluation of the changes and impacts, resulting from the Strategy, in the longer term.

## Specialist Palliative Care Service

The development and implementation of the SPCS Reporting and Performance Framework has established key performance indicators to measure ongoing service activities and improvements. The Reporting and Performance Framework will be regularly reviewed.

## Palliative Care GP Assist After-Hours Trial

The UTas CRH was commissioned to evaluate the trial of an after-hours phone support service for palliative care patients and their carers.

The service is being continually monitored by a key stakeholder management group.

## The District Nursing End of Life Care Supplementary Services Program

The District Nurses are gathering data to inform an evaluation of the service including seeking feedback from clients and carers.

## NEXT STEPS

Key deliverables in the coming year include:

- Continuing the implementation of the *Strengthening of Communities of Care Strategy 2018–2021*.
- Ongoing work to support, strengthen and monitor the:
  - Tasmanian Palliative Care Community Charter
  - Bereavement Care Network
  - TDN End of Life Care Supplementary Services
  - GP Assist After-Hours Palliative Care Phone Support Service
  - Palliative Care Tasmania Guardianship and Administration Board Training Program.
- Implementation of a revised Tasmania's Advance Care Directive and Information Resource and development of an Advance Care Planning Recommended Resources / Tools Listing.





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