



# Service Delivery Review Communique #1

## Service Delivery Review – Review and update of palliative care planning guides

### What is the service delivery review?

Two of Palliative Care Australia's most important resources, *A Guide to Palliative Care Service Development: A population based approach* and *Palliative Care Service Provision in Australia: a planning guide*, are shortly to be reviewed and revised.

The documents, both published in 2005, were developed in collaboration with members of the then Standing and Quality Committee. They have been used by palliative care professionals, health planners and community based services to guide the development of palliative care services across a range of settings.

### Who is leading the review?

The Board of PCA established a Service Delivery Review Steering Committee to oversee the review process. The Steering Committee is chaired by Professor Patsy Yates, with representation from Member Organisations, ANZSPM, PCNA and subject matter experts. The overall aim of the review is to standardise terminology and to provide an overarching framework to inform future service planning and development. The Steering Committee has emphasised the need to ensure the resources are based on current evidence; that proposed service delivery models consider elements of current service models, including specialist, general and primary care service models; and that developments in palliative care since the original publications are taken into account.

### How and when will the review be conducted?

The Steering Committee has agreed to the terms of a Request for Quote covering the project scope, requirements, deliverables and timeframes. The Request for Quote will be issued to consultants with relevant skills

and experience and submissions will be assessed by members of the Steering Committee against identified selection criteria. The review will take place in two stages, and the Request for Quote specifies that there may be additional work in the future to identify possible funding and business models for palliative care.

It is expected the review process will be completed by the end of October, with the deliverables to include a scoping review, draft and final reports.

### How does the review relate to the Government's review of the National Palliative Care Strategy?

The Steering Committee has noted that the review will be undertaken in parallel with the Government led review of the *National Palliative Care Strategy 2000*. This review is being undertaken by the consultancy firm Urbis. Palliative Care Australia CEO Liz Callaghan has met with the Urbis lead consultants and agreed on a collaborative, information sharing approach which will involve monthly meetings. This approach has been endorsed by the Department of Health. Urbis has also agreed to present at the Palliative Care Conference in September.

As both projects will involve close consultation with the sector, it is important to appreciate the distinction between the two, and their complementarity. Urbis has emphasised that the review of the National Strategy does not constitute a total 'overhaul' of the document, but rather a 'refresh' retaining the key objectives, taking into account recent developments and the needs of key groups such as children and those with chronic diseases. The document would continue to provide a high level national framework for palliative care but would be strengthened through the inclusion of key actions, responsibilities and performance indicators for states and territories. Other issues such as linkages with state and

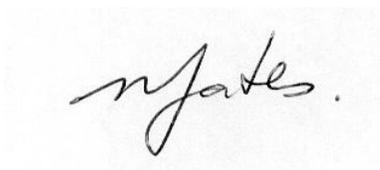
territory plans; data collection; linkages with other relevant national strategies such as those relating to chronic diseases, aged care and disability; and barriers to addressing the palliative care needs of vulnerable groups may also be addressed.

While the revised National Strategy will continue to set the direction at the national level, the Palliative Care Australia planning guide resources will serve to inform service planning and design at the state, territory and community level. A key element of the work to be undertaken in the Palliative Care Australia led resource review is the agreement upon the need to provide clarity and certainty around the terminology relating to palliative care and end-of-life care. Palliative Care Australia and Urbis have agreed Palliative Care Australia will take the lead on this critical task, and the outcome will inform the Urbis review.

We will keep you informed on the progress of both reviews.

### **How can I help?**

You can help by contributing to the consultation phases of both reviews and by sharing information about the reviews and consultation opportunities with colleagues.

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### **Professor Patsy Yates – Chair Service Review**

A handwritten signature in black ink, appearing to be "Liz Callaghan". The signature is written in a cursive style.

### **Liz Callaghan- CEO Palliative Care Australia**