

# National Palliative Care Standards for All Health Professionals and Aged Care Services

For professionals not working in specialist palliative care



**PalliativeCare**  
AUSTRALIA

## Overview

<b>Standard 1</b>	<b>Comprehensive assessment of needs</b> Initial and ongoing assessment comprehensively incorporates the person's physical, psychological, cultural, social, and spiritual experiences and needs.
<b>Standard 2</b>	<b>Developing the comprehensive care plan</b> The person, their family and carers and substitute decision-maker(s) work in partnership with multidisciplinary teams to communicate, plan, set goals of care and support informed decisions about the comprehensive care plan.
<b>Standard 3</b>	<b>Caring for carers</b> The needs and preferences of the person's family and carers and substitute decision-maker(s) are assessed, and directly inform provision of appropriate support and guidance about their role.
<b>Standard 4</b>	<b>Providing care</b> The provision of care is based on the assessed needs of the person, informed by evidence, and is consistent with the values, goals and preferences of the person as documented in their care plan.
<b>Standard 5</b>	<b>Transitions within and between services</b> Care is integrated across the person's experience to ensure seamless transitions within and between services.
<b>Standard 6</b>	<b>Grief support</b> Families and carers have access to grief support services and are provided with information about loss and grief.
<b>Standard 7</b>	<b>Service culture</b> The service has a philosophy, strategy, values, culture, structure, and environment that supports the delivery of person and family-centred palliative care.
<b>Standard 8</b>	<b>Quality improvement</b> Services are engaged in quality improvement and research, based on best practice and evidence, to improve service provision and development.
<b>Standard 9</b>	<b>Staff qualifications and training</b> Staff and volunteers are appropriately qualified, are engaged in continuing professional development and are supported in their roles.

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## How to use the Standards

The *National Palliative Care Standards for All Health Professionals and Aged Care Services* (the Standards) have been developed to complement the 2018 *National Palliative Care Standards* (for specialist palliative care services). The Standards aim to support better experiences and outcomes for people receiving palliative care, including their family, carers, and substitute decision-makers in non-specialist palliative care settings.

The Standards are voluntary and have been developed to be used by a range of health and aged care providers to support the delivery of high-quality and interdisciplinary palliative care outside of specialist palliative care settings. The audience for the Standards is broad and includes those providing services in and across primary care, aged care, Aboriginal and Torres Strait Islander health services, allied health, pharmacy, acute hospitals, ambulatory and specialist clinics, as well as social and community workers.

The Standards are divided into two categories (as shown in Figure 1):

- » Care Standards (Standard 1 to 6) which describe the systems and enablers necessary to deliver high quality palliative care, and
- » Governance Standards (Standard 7 to 9) which describe expectations regarding quality management, quality improvement and benchmarking.

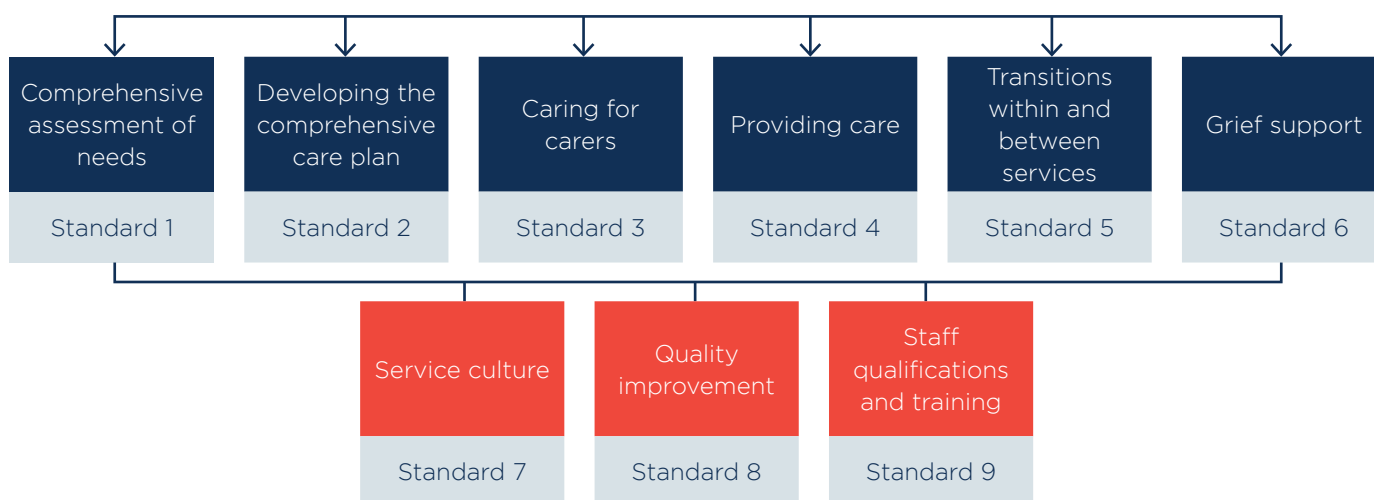


Figure 1: The National Palliative Care Standards for All Health Professionals and Aged Care Services

Find the full *National Palliative Care Standards for All Health Professionals and Aged Care Services* at [palliativecare.org.au](http://palliativecare.org.au) or [click here](#).