



Service summary

Name of service	South West Regional Palliative Care Service
Contact details	<p>Palliative care office phone: (08) 9781 4042 Fax: (08) 9781 4052 Email: wachs-swpalliativecare@health.wa.gov.au Nurse manager: 0459 492 506 (office hours only) Bunbury Hospital switchboard: (08) 9722 1000 (Bunbury area only)</p>
Hours of service	Monday to Friday 8:30 am to 4:00 pm
After hours	No after hours service provided. Please contact each site for this service.
Street address	Unit 15, Block B, Homemaker Centre, 42 Strickland St, Bunbury WA 6230 PO Box 272, Bunbury WA 6230
Service type	<ul style="list-style-type: none">■ Consultation – nursing and/or palliative care physician.■ Community – consultative services available throughout the South West region, including Busselton, Manjimup, Pemberton, Northcliffe, Bridgetown, Boyup Brook, Nannup, Harvey, Collie, Donnybrook, Margaret River, and Augusta (varying access to community nursing service throughout the region – information available on request).■ Outpatient clinic – telehealth video conference and home visit appointments are available with a palliative care physician.■ eReferrals – available internally.
Service profile	<p>Specialised palliative care providing support and education within the regional palliative care community setting, including:</p> <ul style="list-style-type: none">■ governance■ leadership/supporting staff within their roles■ education/building capacity■ sustainability■ providing a standardised service to all regions.
Allied health services	<p>Social worker (specialised)</p> <p>Access to generalist allied health professionals, including:</p> <ul style="list-style-type: none">■ Aboriginal liaison officer■ dietitian■ occupational therapist■ pharmacist■ physiotherapist■ social worker■ speech therapist.



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Admission criteria	Progressive life-limiting disease (malignant or non-malignant) requiring specialist consultation and/or symptom management and support.
Referral process	<ul style="list-style-type: none">■ All referrals require the consent of the patient.■ Completion of Regional Palliative Care Service Referral form.■ Urgent referrals by phone call to clinical nurse/nurse manager followed up with completion of Regional Palliative Care Service Referral form.
Palliative care discharge criteria	Based on discretion of the palliative care team and in discussion with the GP, primary team, the patient, and their family/carer.
Niche services	<p>Resident palliative care physician Collaboration with:</p> <ul style="list-style-type: none">■ resident and visiting medical oncologist■ resident radiation oncology■ South West Aboriginal Medical Service (SWAMS)■ Rural Cancer Services■ Cancer Council WA■ Aged Care Assessment Team (ACAT). <p>Consultation with:</p> <ul style="list-style-type: none">■ HACC■ Bethanie Care■ Silverchain■ Motor Neurone Disease Association WA■ Red Cross■ South West Rural Respite Services (SWRRS). <p>Access to:</p> <ul style="list-style-type: none">■ Four bed inpatient facility in Busselton Hospital■ inpatient care – SJOG Hospital Bunbury (ten beds)■ inpatient care – dedicated palliative care beds rurally across the majority of district sites■ community volunteers.