



Communication toolkit

Palliative care education and training for general practitioners (GPs)

This toolkit provides information and materials that you can use to encourage GPs to undertake education and training that will help them deliver quality palliative care.

About this toolkit

Use the content and resources provided in this toolkit to encourage general practitioners to undertake palliative care education and training.

Aim

To increase the palliative care knowledge, skills and confidence of general practitioners.

Target audience

All general practitioners.

About the palliative care education and training

Palliative care is a fundamental component of general practice.

To support the delivery of palliative care in Australia, the Australian Government funds organisations to produce resources and deliver education and training courses.

These resources and programs are available for free, and focus on a range of key palliative care skills and competencies that are common to everyone.

Palliative care training can increase the knowledge, skills and confidence of general practitioners to care for and communicate with people who have a life-limiting illness.

For information about courses and resources visit <https://health.gov.au/palliative-care-education>.

What's in this toolkit

- key messages
- editorial content for newsletters, emails and CPD updates
- social media posts and tiles
- videos for inclusion in newsletters, websites/intranets or social media
- digital brochure with more information about education and training.

Call to action

We recommend including the following call to action in communication materials:

- Palliative care training can increase your knowledge, skills and confidence to care for and communicate with people who have a life-limiting illness.
- Access course information and resources to build your skills health.gov.au/palliative-care-education.

Key messages

Guidance

These key messages can be used to communicate to staff the importance of palliative care education and training.

- Regular palliative care training will equip GPs with the necessary knowledge, skills and confidence to care for and communicate with people who have a life-limiting illness.
- GPs play a critical role in achieving quality of life for palliative patients through pain and symptom management.
- GPs can enhance and maintain their professional expertise and abilities through palliative care education and training and can claim Continuing Professional Development (CPD) for programs they complete.
- Palliative care is a fundamental component of general practice.
- A relationship with a regular GP is important for quality palliative care.
- Palliative care is rewarding work but having conversations about death and dying can be difficult.
- Early conversations about palliative care with patients improve outcomes.
- Advance Care Planning is an important component of palliative and end of life care. Advance Care Planning is ideally discussed early when the patient is well. It's important that GPs feel confident to discuss end of life care planning with their patients.
- [Market research](#) highlights that healthcare workers need continued support through education and training to feel more confident to talk about palliative care with patients and their families.
- Palliative care helps people live as fully and as comfortably as possible with a life-limiting illness.
- Best practice palliative care is multidisciplinary and includes physical, psychological, emotional, cultural, medical and spiritual care.
- Quality palliative care is individualised, listening to the patient's wishes, and is focused on their needs.
- Normalising the palliative care experience for healthcare workers and the community will facilitate earlier, more productive and regular conversations between providers and patients, their families and carers.
- To support the delivery of palliative care in Australia, the Australian Government funds organisations to produce resources and deliver education and training courses.
- These resources and programs are available for free for all health and aged care workers and focus on a range of key palliative care skills and competencies that are common to everyone.

- Palliative care training can increase your knowledge, skills and confidence to care for and communicate with people who have a life-limiting illness.
- Access course information and resources to build your skills [health.gov.au/palliative-care-education](https://www.health.gov.au/palliative-care-education).

Editorial content

Guidance

Below is suggested content for your printed newsletter, e-newsletter, emails and/or website/intranet news section.

Free palliative care education and training

OR

CPD programs in palliative care

Palliative care is a fundamental component of general practice. Regular palliative care training will equip you with the necessary knowledge, skills and confidence to care for and communicate with people who have a life-limiting illness.

Free palliative care education and training is available to build the skills of GPs.

Education and training can be delivered through:

- online or in-person courses and training programs
- in-service on the job training
- professional colleges' continuing professional development (CPD) programs.

Topics include:

- identifying and controlling symptoms
- ethical and legal issues
- end-of-life care
- the principles of palliative care
- communication skills
- psychosocial and spiritual issues
- multidisciplinary care and teamwork.

Feel more confident to care for and communicate with people who have a life-limiting illness, their families and loved ones.

Access course information and resources to build your skills [health.gov.au/palliative-care-education](https://www.health.gov.au/palliative-care-education).

Social media posts and tiles

Guidance

Below are suggested posts for your social media channels.

Copy

Channel	Copy
Facebook / Instagram / LinkedIn	<p>Free palliative care education and training is available to enhance the skills of general practitioners.</p> <p>Feel more confident to care for and communicate with people who have a life-limiting illness, their families and loved ones.</p> <p>Topics include:</p> <ul style="list-style-type: none">• identifying and controlling symptoms• ethical and legal issues• end-of-life care• the principles of palliative care• communication skills• psychosocial and spiritual issues• multidisciplinary care and teamwork. <p>Access course information and resources to build your skills https://health.gov.au/palliative-care-education</p>
Twitter	<p>Feel more confident to care for and communicate with people who have a life-limiting illness, their families and loved ones.</p> <p>Access free palliative care education, training and resources to enhance your skills https://health.gov.au/palliative-care-education</p>
Any channel – to use with video	<p>Free palliative care education and training is available to enhance the skills of general practitioners.</p> <p>“We’re not preventing death, we can’t do that. But we can make the whole process as smooth as possible.” Dr Geoff Mitchell, General Practitioner.</p> <p>Access course information and resources https://health.gov.au/palliative-care-education</p>

Social media tiles

Download social media tiles at <https://www.health.gov.au/resources/collections/palliative-care-education-and-training-communication-toolkits>.



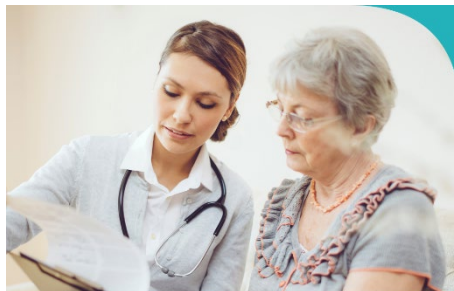
Free palliative care education and training to build your skills

 health.gov.au/palliative-care-education



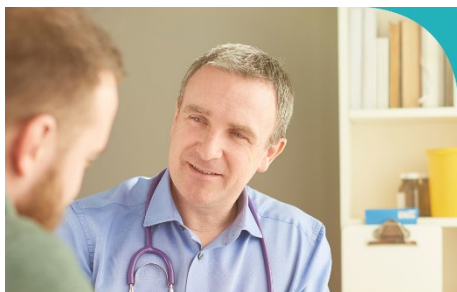
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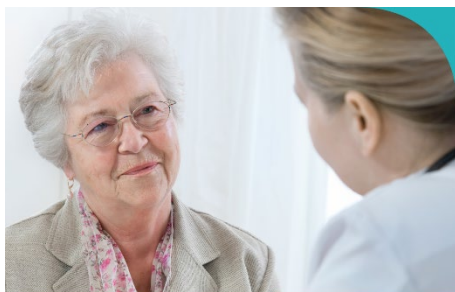
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"We're not preventing death, we can't do that. But we can make the whole process as smooth as possible."
Dr Geoff Mitchell,
General Practitioner

Free palliative care education and training

 health.gov.au/palliative-care-education

Videos

Guidance

These videos can be used in newsletter articles, intranets, websites and social media posts.

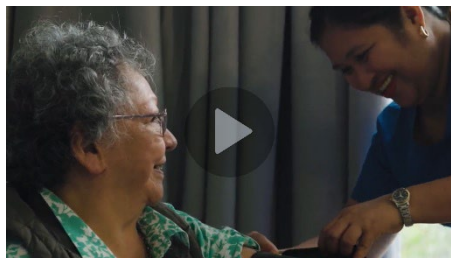
[General practitioners –
2 minutes](#)



[Primary care – 2 minutes](#)



[General – 90 seconds](#)



Brochure

Download brochures at <https://www.health.gov.au/resources/collections/palliative-care-education-and-training-communication-toolkits>.

Order A4 (tri-fold) hard copy brochures by emailing health@nationalmailing.com.au or call (02) 6269 1080. Specify the item code A03001, quantity and delivery address.

Outside pages

For anyone who works in aged care



Free palliative care education and training

Feel more confident to care for and communicate with people who have a life-limiting illness, their families and loved ones.

EDUCATION AND TRAINING OPPORTUNITY PROJECT NAME	Program of Experience in the Palliative Approach (PEPA)	End of Life Directions for Aged Care (ELDAG)	Palliative Care Curriculum for Undergraduates	Equity Aged Care Learning Package	peLlAGED	Advance Care Planning Australia
Learning outcomes	Principles of palliative care Identify the needs of your patients with life-limiting conditions Understand the role of your discipline in managing common problems faced by palliative care patients Recognise your own knowledge base/scope of practice in regard to optimal palliative care provision Identify personal coping strategies for effective management of personal issues related to working in this area	Evidence-based resource for people working in primary care Information to support clients and families in home care Information to support residents and families in residential aged care The law at end-of-life for the aged care sector Linkages between aged, primary and palliative care services Practical resources and information to support allied health professionals Improve skills in end-of-life care by learning from palliative care experts and clinicians	Principles of palliative care Communicating with people with life-limiting illnesses Assessing and managing symptoms in palliative care Optimising function in palliative care A multidisciplinary approach in palliative care Caring for Aboriginal and Torres Strait Islander people with life-limiting illnesses Caring for children with life-limiting illnesses Culture-centred care of people with life-limiting illnesses	Overview of palliative and end-of-life care Plan and coordinate palliative care for older people Roles and responsibilities of nurses across diverse settings and contexts The role of allied health in evidence-based palliative care and multidisciplinary teams Build your skills and understanding in palliative care Access support to help you provide palliative care across different care settings and contexts	Plan and coordinate palliative care for older people Roles and responsibilities of nurses across diverse settings and contexts The role of allied health in evidence-based palliative care and multidisciplinary teams Build your skills and understanding in palliative care Access support to help you provide palliative care across different care settings and contexts	Build your skills, capability, and confidence to support people engage in advance care planning Improve your knowledge and confidence to have advance care planning conversations Understand the requirements of advance care planning
Audience	Allied health Aged care workers Disability support workers Medical practitioners Nurses Paramedics	GPs Aged care nurses Allied health professionals Care workers Home care Residential aged care	Students from any health discipline Educators – including universities, registered training organisations and health services	Aged care workers Nurses Allied health professionals Volunteers working in the aged care sector	Nurses Allied health professionals Aged care workers	GPs Nurses Aged care workers
Competency						
Clinical care	✓	✓	✓	✓	✓	✓
Psychosocial care	✓	✓	✓	✓	✓	✓
Personalised, compassionate care	✓	✓	✓	✓	✓	✓
End-of-life law		✓				✓
Resources	Learning modules Workshops Placements Video resources Cultural considerations Mentoring information Community of practice	Toolkits Personal learning assessment Learning modules Educator resources Care workers Fact sheets Home care app Self-care resources Aged care service support Diverse population support	Learning modules Focus topics Simulation scenario modules Enrolled nurse toolkit Care worker toolkit Interprofessional learning Resources	Palliative and end-of-life care introductory and refresher module	Learning modules Workshops Fact sheets	Learning modules Webinars Workshops Fact sheets

Inside pages

For anyone who works in primary care


To support the delivery of palliative care in Australia, the Australian Government funds organisations to produce resources and deliver education and training courses.

These resources and programs focus on palliative care skills and competencies that are common to everyone.

Palliative care training can increase your knowledge, skills and confidence to communicate with and care for people who have a life-limiting illness.

EDUCATION AND TRAINING OPPORTUNITY PROJECT NAME	Program of Experience in the Palliative Approach (PEPA)	Indigenous Program of Experience in the Palliative Approach	End-of-Life Essentials	End of Life Law for Clinicians	CareSearch	Palliative Care Curriculum for Undergraduates	peLlAGED	Palliative Care ECHO (Extension for Community Health Outcomes)
Learning outcomes	Principles of palliative care Identify the needs of your patients with life-limiting conditions Understand the role of your discipline in managing common problems faced by palliative care patients Recognise your own knowledge base/scope of practice in regard to optimal palliative care provision Identify personal coping strategies for effective management of personal issues related to working in this area	Building the capacity of our Aboriginal and Torres Strait Islander workforce to deliver palliative care Empowering Aboriginal and Torres Strait Islander communities with knowledge of palliative care, their rights and local services Building the cultural responsive capabilities of the mainstream service providers to provide holistic and safe palliative care to Aboriginal and Torres Strait Islander peoples	Understanding the context of death and dying Clinical skills in end-of-life care Patient status of mind Accreditation and Management	Understand the role of law in end-of-life care Capacity and consent to medical treatment Worshipping and withdrawing life-sustaining treatment Advance Care Planning and Advance Care Directives Substitute decision-making for medical treatment Legal protection for administering pain and symptom relief Palliative or non-beneficial treatment Managing conflict Voluntary assisted dying Aboriginal and Torres Strait Islander peoples and end-of-life law Inclusive end of life decision-making with people from diverse populations	Plan and coordinate palliative care for people living in the community Roles and responsibilities of nurses across diverse settings and contexts The role of allied health in evidence-based palliative care and multidisciplinary teams How health professionals can provide culturally safe and responsive palliative care Build your skills and understanding in palliative care Access support to help you provide palliative care across different care settings and contexts	Principles of palliative care Communicating with people with life-limiting illnesses Assessing and managing symptoms in palliative care Optimising function in palliative care A multidisciplinary approach in palliative care Caring for Aboriginal and Torres Strait Islander people with life-limiting illnesses Caring for children with life-limiting illnesses Culture-centred care of people with life-limiting illnesses	Learn, grow, listen, understand, respect, and care (LGRUC) conversations and their specific healthcare needs End-of-life concerns and barriers to palliative care for LGRUC people How to have inclusive end-of-life conversations Strategies to support loved ones How to create welcoming and inclusive environments	Increase palliative care knowledge, skills and confidence for primary care health professionals Case study-based learning that addresses a range of palliative care topics in primary care settings
Audience	Allied health professionals Care workers Disability support workers Medical practitioners Nurses Paramedics	All health workforce	GPs Nurses Allied health professionals Paramedics	Medical practitioners Medical students Nurses Allied health professionals	Specialist clinicians Nurses Allied health professionals	Students from any health discipline Educators – including universities, registered training organisations and health services	All health workforce	GPs Specialist clinicians Allied health professionals Medical students Nurses
Competency								
Clinical care	✓	✓	✓	✓	✓	✓	✓	✓
Psychosocial care	✓	✓	✓	✓	✓	✓	✓	✓
Personalised, compassionate care	✓	✓	✓	✓	✓	✓	✓	✓
End-of-life law				✓				
Resources	Learning modules Workshops Placements Video resources Cultural considerations Mentoring information Community of practice	Workshops Placements Learning Guide for Aboriginal and Torres Strait Islander health professionals Animated video series Fact sheets Sessions for healing	Learning modules Toolkits Videos Quizzes and reflections	Learning modules	Learning modules	Learning modules Focus topics Simulation scenario modules Enrolled nurse toolkit Care worker toolkit Interprofessional learning resources	Learning modules	Virtual mentoring sessions

For more information about courses and resources to build your skills, visit:



health.gov.au/palliative-care-education