



Communication toolkit

Palliative care education and training for nurses

This toolkit provides information and materials that you can use to encourage nurses 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 nurses to undertake palliative care education and training.

Aim

To increase the palliative care knowledge, skills and confidence of the nursing workforce.

Target audience

All nurses.

About the palliative care education and training

All nurses have an important role to play in the delivery of high-quality palliative 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 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 nurses 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 website/intranet news
- social media posts and tiles
- videos for inclusion in newsletters, websites/intranets or social media
- posters for staff rooms
- 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.

- Nurses are vitally important to our health system and often spend more time with patients and families than any other health professional.
- Nurses offer support and compassionate care for the unique needs of people as they face serious illness and end-of-life.
- All nurses have an important role to play in the delivery of high-quality palliative care.
- Palliative care is rewarding work, but talking about death and dying can be difficult.
- [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.

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

All nurses have important role to play in the delivery of high-quality palliative care.

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

Free palliative care education and training is available for nurses.

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:

- the principles of palliative care
- end-of-life care
- ethical and legal issues
- communication skills
- psychosocial and spiritual issues
- identifying and controlling symptoms
- 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 for all nurses.</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">• the principles of palliative care• end-of-life care• ethical and legal issues• communication skills• psychosocial and spiritual issues• identifying and controlling symptoms• 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 build 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 for all nurses.</p> <p>“Once health care professionals have gone through the training, they have more confidence, particularly around things like communication.” Melissa Bruno, Nurse Consultant.</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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“Once health care professionals have gone through the training, they have more confidence, particularly around things like communication.”
[Melissa Bruno](#),
Nurse Consultant

Free palliative care education and training

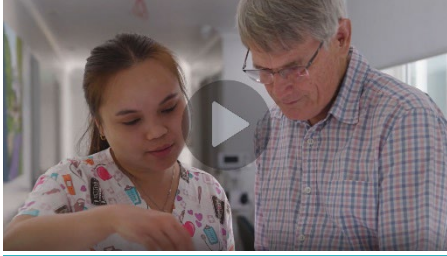
 health.gov.au/palliative-care-education

Videos

Guidance

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

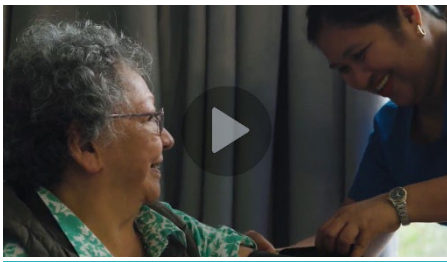
[Nurses – 45 seconds](#)



[Primary care – 2 minutes](#)



[General – 90 seconds](#)



Posters

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

Order A3 size hard copy posters by emailing health@nationalmailing.com.au or call (02) 6269 1080. Specify the **item code(s)**, **quantity of each item** and **delivery address**.

 <p>Free palliative care education and training</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>For course information and resources to build your skills, visit:</p> <p>health.gov.au/palliative-care-education</p>	 <p>Free palliative care education and training</p> <p>All nurses have an important role to play in the delivery of high-quality palliative care.</p> <p>For course information and resources to build your skills, visit:</p> <p>health.gov.au/palliative-care-education</p>	 <p>Free palliative care education and training</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>For course information and resources to build your skills, visit:</p> <p>health.gov.au/palliative-care-education</p>
<p>Item code: A03002</p>	<p>Item code: A03006</p>	<p>Item code: A03007</p>
 <p>Free palliative care education and training</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>For course information and resources to build your skills, visit:</p> <p>health.gov.au/palliative-care-education</p>	 <p>Free palliative care education and training</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>For course information and resources to build your skills, visit:</p> <p>health.gov.au/palliative-care-education</p>	 <p>Free palliative care education and training</p> <p>"Once health care professionals have gone through the training, they have more confidence, particularly around things like communication." <i>Melissa Bruno, Nurse Consultant and Palliative Care Link Nurse Coordinator</i></p> <p>For course information and resources to build your skills, visit:</p> <p>health.gov.au/palliative-care-education</p>
<p>Item code: A03005</p>	<p>Item code: A03003</p>	<p>Item code: A03012</p>

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

EDUCATION AND TRAINING OPPORTUNITY - PROJECT NAME	Program of Experience in the Palliative Approach (PEPA)	End of Life Directions for Aged Care (ELDAC)	Palliative Care Curriculum for Undergraduates	Equip Aged Care Learning Package	pallIAGED	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 Aged care workers Nurses Allied health professionals Volunteers working in the aged care sector	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 Placement 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	Learning modules Webinars Workshops Fact sheets



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.

Inside pages

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.

For anyone who works in primary care

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	Care Search	Palliative Care Curriculum for Undergraduates
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 content of death and dying Clinical skills in end-of-life care Patient states of mind Accreditation and Management	Understand the role of law in end-of-life care Capacity and consent to medical treatment Withholding 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 Children and end-of-life decision-making Futile or non-beneficial treatment Emergency treatment for adults Managing conflict Voluntary assisted dying Aboriginal and Torres Strait Islander peoples and end-of-life law	Plan and coordinate palliative care for people living in the community 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
Audience	Allied health professionals Disability support workers Medical practitioners Nurses Paramedics	All health workforce	GPs Nurses Allied health professionals	Medical practitioners Nurses Allied health professionals	GPs Specialist clinicians Nurses Allied health professionals	Students from any health discipline
Competency						
Clinical care	✓	✓	✓	✓	✓	✓
Psychosocial care	✓	✓	✓	✓	✓	✓
Personalised, compassionate care	✓	✓	✓	✓	✓	✓
End-of-life law and care	✓		✓	✓	✓	✓
Resources	Online modules Learning guides Workshop information Placement information Video resources Cultural considerations Mentoring information Community of practice	Workshop information Placement information Learning Guide for Aboriginal and Torres Strait Islander health professionals Animated video series Fact sheets Sessions for healing Video content Communications cards	Education modules Toolkits Videos Quizzes and reflections	Online modules	Learning modules	Learning modules Focus topics Simulation scenario modules Enrolled nurse toolkit Care worker toolkit Interprofessional learning resources

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



health.gov.au/palliative-care-education