phn EASTERN MELBOURNE

An Australian Government Initiative

Aged Care Communities of Practice 2 Feedback

Thank you to everyone who contributed their insights, experiences and practical expertise during our second virtual community of practices, focusing on Palliative care, end of life care and difficult conversations.

A consistent message emerged from the discussions:

- Effective end-of-life care requires early conversations, clear care planning, confident staff and strong collaboration.
- Advance care planning is an ongoing process, with a key challenge being translating documented preferences into action when a resident's condition deteriorates.
- Building staff confidence is essential to translating knowledge into practice, particularly when responding to deterioration and navigating complex conversations.

What works well

Person-centred conversations that build trust and respect cultural needs.

Clear Goals of Care, escalation pathways and anticipatory planning.

Workforce education, mentoring and clinical leadership.

Collaboration between RACHs, GPs, pharmacists and palliative care services.

Structured programs such as ELDAC and PEPA, supported by local champions.

Practical strategies shared

✓ Ensure anticipatory medicines and escalation plans are in place before deterioration.

✓ Use interpreters and culturally responsive communication.

✓ Document both clinical decisions and personal end-of-life preferences.

✓ Build confidence through case studies, simulation, mentoring and peer learning.

✓ Use champions, accessible resources and audits to sustain improvements.

Opportunities for ongoing learning



- Difficult conversations with residents and families.
- Applying advance care plans and Goals of Care in practice.
- Capacity, decision-making and culturally responsive care.
- Recognising deterioration, escalation and symptom management.
- Greater use of case-based learning and simulation.

Resources and further support

Palliative care, end of life care and difficult conversations resources

Upcoming Community of Practice sessions

Education opportunities

Session summaries and recordings

Access the Resource Hub here and the survey via the QR Code.

Contact us

https://emphn.org.au/

rachsupport@emphn.org.au

Feedback

If you would like to provide further feedback about these events, follow this link or scan the QR code.

Thank you again and we look forward to continuing this work with you!