EMPHN Virtual Aged Care Community of Practice

28 October 2026 | East Region



phn
EASTERN MELBOURNE
An Australian Government Initiative

Australian Government
Eastern Melbourne PHN is primarily funded by the Australian Government through the Department of Health, Disability and Ageing.

Acknowledgement of Country

Eastern Melbourne PHN acknowledges the Wurundjeri people and other peoples of the Kulin Nation on whose unceded lands our work in the community takes place. We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past and present. EMPHN is committed to the healing of Country, working towards equity in health outcomes, and the ongoing journey of reconciliation.

Recognition of lived experience

We recognise and value the knowledge and wisdom of people with lived experience, their supporters and the practitioners who work with them and celebrate their strength and resilience in facing the challenges associated with recovery. We acknowledge the important contribution that they make to the development and delivery of health and community services in our catchment.



phn
EASTERN MELBOURNE
An Australian Government Initiative

Kim Poyner



Founder and Director of **MediCoach** and a nationally recognised leader in primary care. With more than 35 years of experience spanning nursing, coaching, innovation and system redesign, Kim has shaped workforce development and quality improvement across Australia and internationally.

Kim is known for her work in change management, chronic disease care and team-based practice transformation.

phn EASTERN MELBOURNE
An Australian Government Initiative

Agenda

Welcome and Acknowledgment	10.00 - 10.05am	EMPHN and Kim Poyner
Case Study Palliative Care / End of Life Care and difficult conversations	10.05 - 10.15am	Emma Hall Donwood Aged Care
Facilitated break out room discussion	10.15 - 10.30am	EMPHN and Kim Poyner
Share discussion themes for each room	10.30 - 10.40am	All
Q&A	10.40-10.50am	Kim Poyner and Emma Hall
Evaluation, Resources & Close	10.50 - 11.00am	EMPHN

phn EASTERN MELBOURNE
An Australian Government Initiative

EMPHN Aged Care Community of Practice

10 Minute Case Study

Emma Hall | Donwood Aged Care

phn EASTERN MELBOURNE

An Australian Government Initiative



Australian Government

Eastern Melbourne PHN is primarily funded by the Australian Government through the Department of Health, Disability and Ageing.

AGED CARE COLLABORATIVE SESSIONS

Presented by Emma Hall RN, Deputy Residential Service Manager and education officer

Donwood Community Aged Care

28th October 2026

phn EASTERN MELBOURNE
An Australian Government Initiative

Topic Primer

Palliative Care Support and Education in RACF

- ELDAC (End of Life Directions for Aged Care) – knowledge hub website and resources Home | ELDAC
- ELDAC Linkages Program – facilitator program Linkages Program
- PEPA AGED CARE – Program of Experience in the Palliative Approach –Reverse PEPA Aged Care placement PEPA Aged Care - PEPA

Access these services and programs and the benefits to staff and residents

phn EASTERN MELBOURNE
An Australian Government Initiative

The Case

- **ELDAC- Linkages Program**

An **ELDAC facilitator** will **support participating aged care providers** through the program. This support is **tailored** to need, provided at no cost and designed to assist participants to achieve their selected **improvement goals/activities**.

Builds relationships between service providers and specialist palliative care services, **development of resources**, **improvement activities** staff **understanding, skill and confidence** in advance care planning and end-of-life care.

Linkages Program - Service Development

phn EASTERN MELBOURNE
An Australian Government Initiative

Specialist Approach & Outcome

PEPA

- Reverse **PEPA Aged Care** placements - provides **free education** and training that involves a **specialist palliative care educator travelling to your place** of employment to facilitate learning for 2-4 days.

Training is flexible and designed to align specifically with your organisation's learning needs.

- Standard PEPA placement – 2-5 days with a specialist palliative care service

- Various Workshops available from PEPA

phn EASTERN MELBOURNE
An Australian Government Initiative

Key Takeaways

Key Takeaways & Question for the Room

- Increased staff skills, confidence and knowledge around advance care planning, palliative care and end-of-life care delivery
- Greater awareness and access to current evidence- based resources
- Benefits to staff, resident and loved ones
- Free palliative care support and education programs are available

phn EASTERN MELBOURNE
An Australian Government Initiative

Breakout Room Feedback

phn EASTERN MELBOURNE
An Australian Government Initiative

What's next

February 2027 Case study:
RN Triage and the deteriorating patient
Guest presenter: TBC

phn EASTERN MELBOURNE
An Australian Government Initiative

Feedback



phn EASTERN MELBOURNE
An Australian Government Initiative

Resources

EMPHN Event Resource Hub

Aged Care GP Matching

Aged Care Resource Navigator

HealthPathways Melbourne

Healthy Aging Mental Health Services

EMPHN RACH webpage

Residential InReach

Eastern Health 9955 7474 Daily 8.00am - 4.30pm

Resources

Resource	Best for
ELDAC	Building organisational capability
PEPA Aged Care	Onsite education
palliAGED	Practical aged care guidance
PACOP	Quality improvement and outcome measurement
CareSearch	Evidence, education and practical information
Advance Care Planning Australia	Advance care planning
Palliative Care Advice Service	Specialist clinical advice
The Advance Project Dementia	Dementia, advance care planning and palliative care
Palliative Care Victoria	Palliative Care resources and guidance

Contact

E: rachsupport@emphn.org.au

phn
EASTERN MELBOURNE
An Australian Government Initiative