



**Palliative Care**  
Australia  
*Matters of life and death*

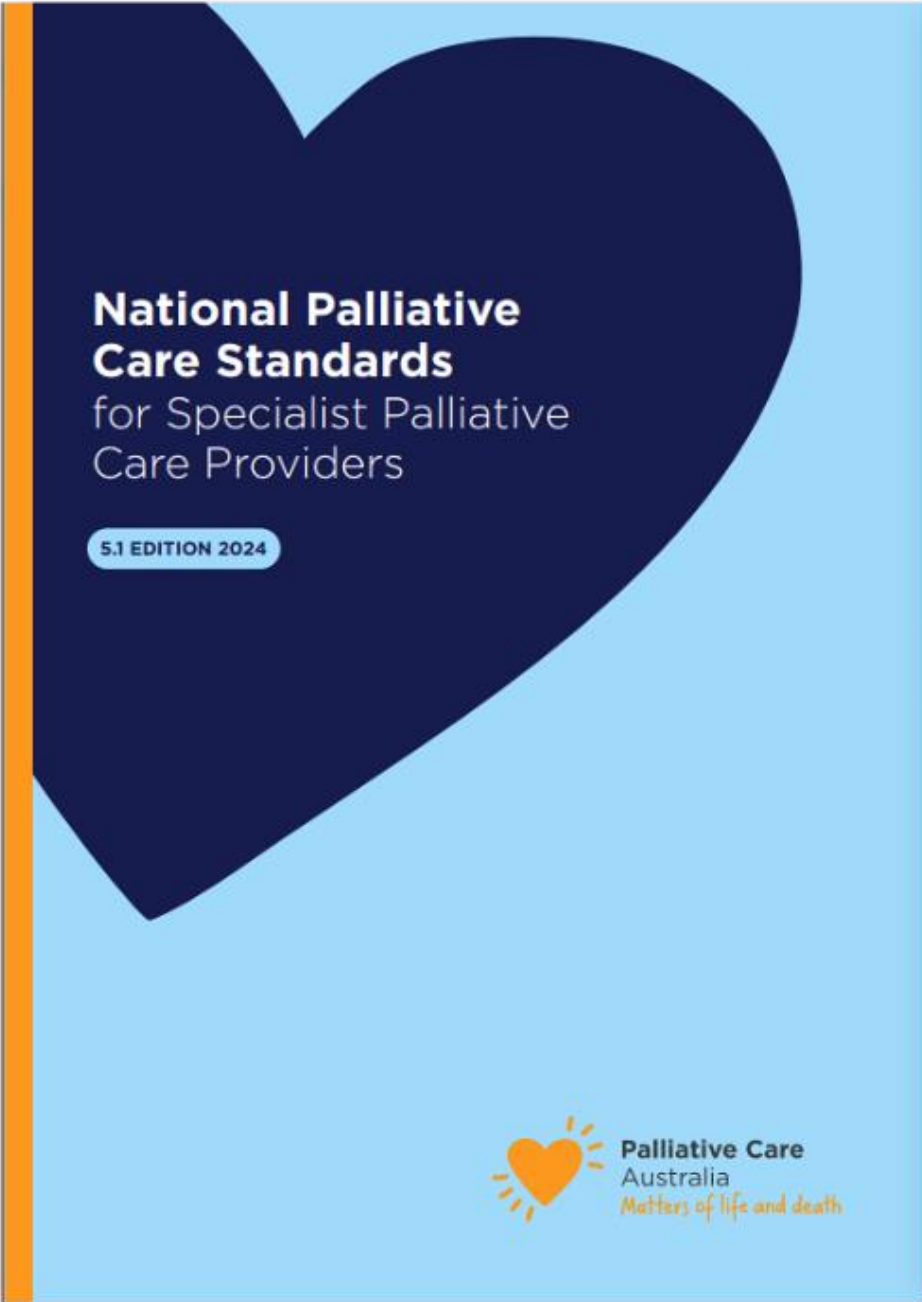
# National Palliative Care Standards: Supporting High-Quality Palliative and End of Life Care

Kate Ritchie, Senior Project Officer, PCA

# Palliative Care in Australia

- ♥ **Chronic conditions** are increasing and often life-limiting.
- ♥ **Around 450 people die each day** from life-limiting illness.
- ♥ The number of deaths is **increasing**.
- ♥ **Location** influences access to timely palliative care.

# The National Palliative Care Standards

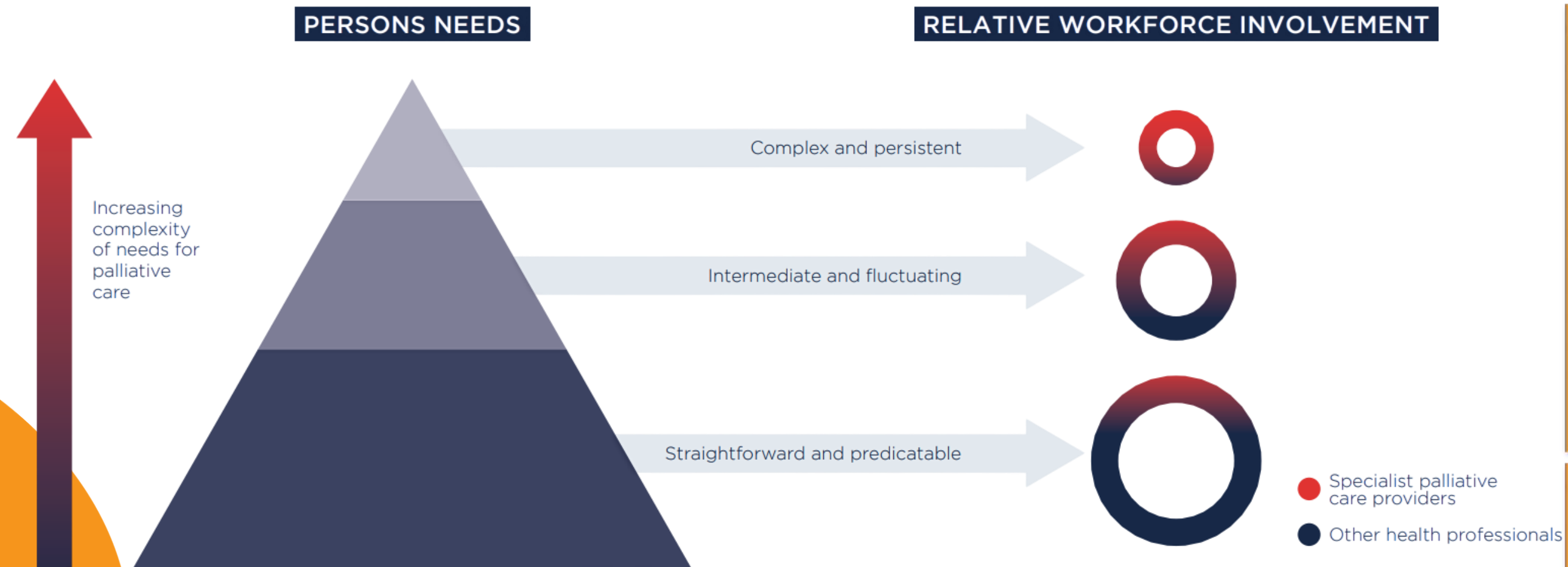


Specialist Palliative Care Providers



All Health Professionals and Aged Care Services

# Why There Are Two Sets of Standards



# What are the Standards?

## Care Standards



## Governance Standards

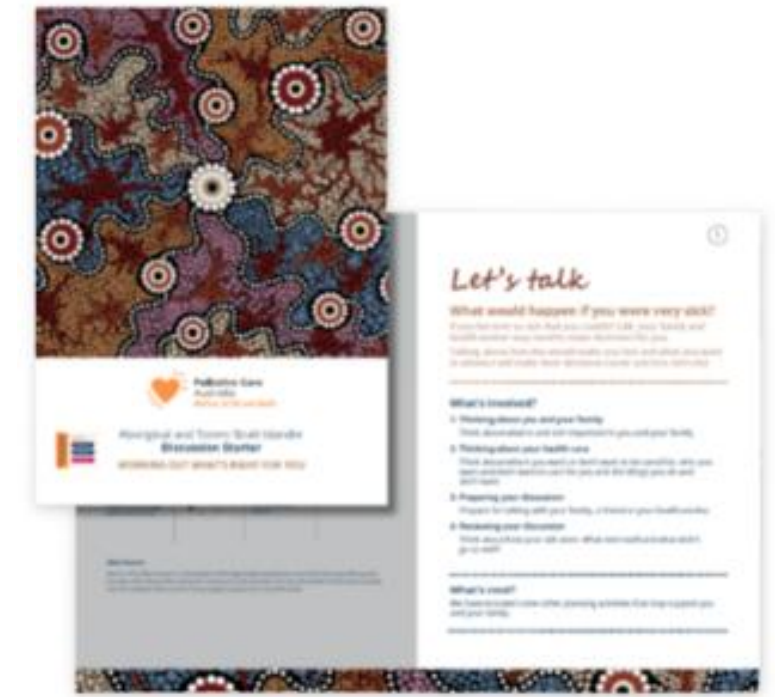


# How PaCSA Supports the Standards

**PaCSA**  
Palliative Care Self Assessment

- ♥ **Reflect** against the Standards
- ♥ **Identify** strengths and opportunities
- ♥ **Support** quality improvement

# Palliative Care Resources



# National Palliative Care Projects



Find out more via the  
PCA Projects Hub



# National Palliative Care Standards CoP

Scan to join now



**National Palliative Care Standards**  
**Standard Seven: Service Culture**

A strong **service culture** underpins person and family-centred palliative and end-of-life care. Clear **philosophy, values, governance** and **environment** create the conditions for **safe, high-quality** and **culturally responsive care** across all settings.

- Lead with person and family-centred values**  
Organisational values and culture prioritise dignity, respect and individual choice in all aspects of care.
- Embed philosophy into systems**  
Philosophy and objectives are clearly articulated and integrated into governance, clinical guidelines, policies and procedures.
- Shape environments that enable quality care**  
Care settings are designed and organised to uphold comfort, inclusion and cultural safety for people, families and carers.
- Strengthen communities through partnership**  
Services understand the populations they serve and collaborate across sectors to improve access, equity and system-wide capability in palliative care.

**National Palliative Care Standards**  
For more information  
[palliativecare.org.au/national-palliative-care-standards](http://palliativecare.org.au/national-palliative-care-standards)

**Palliative Care Australia**  
Matters of life and death

**National Palliative Care Standards**  
**Community of Practice**

**FOCUS OF THE MONTH:**  
STANDARD SEVEN

### Service Culture

Service culture is the foundation for compassionate, person and family-centred palliative care. Standard Seven encourages providers to embed a clear philosophy, values, structure and environment that support high-quality care.

**Why it Matters**  
A clearly defined service culture shapes every interaction and decision. It ensures care aligns with what matters most to the person, their family, carers and substitute decision-makers.

Service culture is more than a statement. It influences communication, leadership, partnerships and the experience of care. When culture reflects person and family-centred principles, care becomes more responsive and respectful of cultural, spiritual, psychosocial and physical needs. A strong service culture strengthens connections across health, aged care and community settings.

**Embedding Standard Seven into Practice**  
**Make Person and Family-Centred Care Visible**  
Recognise the person's definition of family and carers in policy and practice. Embed these commitments within strategy, governance and everyday care.

Review documentation to assess whether care respects individual values, beliefs and preferences. Embed cultural safety across policies and procedures.

**Create Environments that Support Dignity and Choice**  
The care setting should promote comfort, privacy and cultural safety. Services should consider whether people can express preferences about who is present and how care is delivered. Where possible, support preferences about place of care.

Specialist palliative care services may incorporate technology that supports communication and connection. Small environmental changes can significantly improve the experience of care for people and families.

**Understand and Respond to Community Needs**  
High-quality palliative care reflects the needs of the community served. Use demographic data and community engagement to understand local priorities.

Maintain accessible information on local health and community supports. Clear referral pathways help people and families connect with practical, cultural and psychosocial supports. Build partnerships with services supporting Aboriginal and Torres Strait Islander peoples. Collaborate with organisations working with culturally diverse communities and LGBTIQ+ populations. Partnerships strengthen cultural capability and promote equitable access to care.

**Strengthen Collaboration Across Settings**  
Palliative care occurs across hospitals, aged care and community settings. Strong relationships enable shared care and continuity for people with complex needs. Specialist services provide leadership, mentoring and education to strengthen care delivery across settings.

**Palliative Care Australia**  
Matters of life and death

**STANDARD SEVEN:**  
**Service Culture**

**National Palliative Care Standards**  
**Community of Practice**

**WEBINAR**

- Kate Ritchie**  
Senior Project Officer,  
Palliative Care Australia
- Chelsea Menchin**  
National Projects Director,  
Palliative Care Australia
- Tish Morrison**  
Activity Lead, Palliative  
Care, WA Primary  
Health Alliance
- Melissa Cumming**  
Director Cancer and  
Palliative Care Services,  
Far West LHD
- Gabrielle Raikiwasa**  
Palliative Care Nurse  
Practitioner Candidate,  
Eldercare Australia



**Palliative Care**  
Australia  
*Matters of life and death*

*“Act as if what  
you do makes  
a difference. It  
does.”*

William James

**Kate Ritchie**

0262327013

[Kate.Ritchie@palliativecare.org.au](mailto:Kate.Ritchie@palliativecare.org.au)

[palliativecare.org.au](http://palliativecare.org.au)