Palliative Care Service Directory
WNSW PHN

August 2026

Table of Contents

Local Health Districts 3
Key support agencies 5
Education Resources and Support Services 8
Support for Carers 15
Support for Specific Needs or Conditions 16
Community Programs 19

This Palliative Care Services Directory provides both community and clinicians a resource that outlines the range of resources available across the Western NSW Primary Health Network region. In addition to the support available through NSW Health, there are numerous other Commonwealth funded programs and local volunteer organisations available to support carers, families, kin and friends in their palliative journey.

Local Health Districts

Western and Far West NSW Local Health Districts provide specialist palliative care support to people living with a life limiting illness. Their health professionals work in cooperation with GPs, hospitals, specialists and allied health to provide quality person-centered care.

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
Specialist Palliative Care Service in Western NSW LHD	Western NSW LHD	The Specialist Palliative Care Service in Western NSW LHD operates under a nurse-led consultancy model, supporting GPs and inpatient teams to deliver high-quality palliative and end-of-life care. The service liaises with metropolitan palliative care services for complex cases and provides training to strengthen the skills of primary care providers across community, aged care and hospital settings.	Palliative care in Western NSW | NSW Government Bathurst: (02) 6330 5347 Dubbo: (02) 6809 6584 Parkes: (02) 6861 255l Forbes: (02) 6850 7302 Mudgee: (02) 6371 9826 Orange: (02) 6369 3371
After hours help line	Western NSW LHD	The helpline provides professional assistance during the after-hours period for palliative care patients, their carers, families and health professionals.	1800 548 225 Available weekdays 5pm-9am, all day Saturday, Sunday and public holidays

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
The Broken Hill Specialist Palliative Care team, in Far West NSW LHD	Broken Hill and Far West	Provides support to people and families living with a life-limiting illness, living at home, in hospital or aged care.	Opening hours: 8am to 4pm 7 days a week Phone: (08) 8080 1300 and ask for palliative care. After hours on-call services may be available by arrangement for patients registered with the specialist palliative care service. Palliative care and support in Far West LHD | NSW Government
The **Buronga** Specialist Palliative Care team is based at the Buronga HealthOne facility.	Wentworth and Balranald shires	This facility provides health education, information, promotion and referral and visiting services to the communities of Wentworth and Balranald shires.	Opening hours: 8am to 4pm Monday to Friday Phone: (03) 5021 7200 and ask for palliative care. After hours on-call services may be available by arrangement for patients registered with the specialist palliative care service. Palliative care and support in Far West LHD | NSW Government
FW LHD Advance Care Planning Project Officer	FW LHD	Available to speak to health professionals and community members/ groups about the importance of advance care planning conversations and documentation to ensure the health care people receive (if they cannot speak for themselves) is in line with their goals and values.	Michelle Powell Email: michelle.powell@health.nsw.gov.au

Key support agencies

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
Healthdirect	Australia	A government funded support service providing medical information and palliative advice 24 hours a day	1800 022 222
Palliative Care Australia	Australia	Advocates for accessible, high-quality palliative care for all Australians with life-limiting illnesses. It works with healthcare professionals, communities, and stakeholders to improve care delivery, raise awareness, and support specialist teams through education and collaboration Guide to 20 National projects supported by Palliative Care Australia	Palliative Care Australia (02) 6232 0700 https://palliativecare.org.au/national-palliative-care-project-hub/
Palliative Care NSW	NSW	A peak body supporting palliative care professionals and services across New South Wales. It advocates for quality end-of-life care, provides education and resources, and promotes community awareness to ensure people with life-limiting illnesses receive compassionate support.	PCNSW | Welcome to Palliative Care NSW General enquiries: 02 8076 5600 or email info@palliativecarensw.org.au Palliative Care Guidance: +61 2 8076 5604 or email pcguide@palliativecarensw.org.au.
Palliative care Guidance Manager (Palliative care NSW)	NSW	Navigates carers, family members and health professionals to access appropriate services.	Palliative Care New South Wales | Resources for Families and Carers To contact Manager on (02) 8076 5604 or email pcguide@palliativecarensw.org.au.

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
Palliative care Service Directory (Palliative care NSW)	NSW	A map linking you to contacts in your search area	NSW Directory - Palliative Care New South Wales
Paediatric Palliative Care Australia and New Zealand (PaPCANZ)	Australia and NZ	An organisation dedicated to advancing expertise and excellence in paediatric palliative care.	Paediatric Palliative Care For information about paediatric palliative care services, see PCA's National Palliative Care Service Directory. To contact your Member Organisation, go to https://palliativecare.org.au/members/
My Aged Care	Australia	The Australian Government's central point to help individuals, carers, family and kin to understand their aged care options, determine eligibility, and connect with approved service providers	My Aged Care 1800 200422
Care finder	Australia	Supports vulnerable older people who are unable or have no carer with tasks such as arranging aged care assessments, completing forms, finding service providers, and connecting individuals to broader supports like housing, mental health, and social services.	https://www.myagedcare.gov.au/help-care-finder#how-do-I-contact-a-care-finder-organisation or refer to the Western NSW Care finder website for the current provider in your local government area.
NDIS	Australia	Provides funding for people with a disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life.	Supports Funded by NDIS 1800 800 110

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
Voluntary Assisted Dying in NSW (NSW Health)	NSW	Information about assisted dying for the person considering this option, carers, family, or a health provider.	https://www.health.nsw.gov.au/voluntary-assisted-dying/Pages/default.aspx To discuss voluntary assisted dying or to be connected to a doctor who can support you through the process, call the free NSW Voluntary Assisted Dying Care Navigator Service on 1300 802 133 Monday to Friday, 8:30am to 4:30pm (excluding public holidays) or email: NSLHD-VADCareNavigator@health.nsw.gov.au
Go Gentle Australia	Australia	Advocating for compassionate end-of-life choices, voluntary assisted dying, empowering individuals to make informed decisions about their care.	Go Gentle Australia
Services Australia	Australia	The Carer Payment and Carer Allowance programs provide financial support to people who care for someone with a disability, medical condition, or who is frail aged.	Claim for Disability Support Pension for a Terminal Illness form (SA494) - Services Australia
Financial Advisors	Australia	Assessing financial situations, negotiating with creditors, connecting individuals with essential services such as legal aid, housing and health support	Financial counselling - Moneysmart.gov.au
NSW Trustee and Guardian	NSW	Helping people plan for their future legal, financial, and health decisions through services like Will-making, Powers of Attorney, and Enduring Guardianship.	NSW Trustee and Guardian | NSW Government Phone: 1300 109 290

Education Resources and Support Services

Resources and services are marked as available as follows: * Health Professionals, ** Community, ***both health professionals and community.

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
Advance Care Planning Australia ***	Australia	Promoting and educating community and health professionals in advance care planning.	Advance Care Planning Australia
The Advance Project (led by Hammond Care in collaboration with Caresearch) *	Australia	A suite of palliative care and advance care planning training and resources: 1. For general practice – The Advance Project Toolkit (General Practice) 2. For use with people living with dementia – The Advance Project Toolkit (Dementia).	https://www.theadvanceproject.com.au/ Email: AdvanceProject@hammond.com.au
Agency for Clinical Innovation ACI EolPC (End of Life Palliative Care) ***	NSW	Ensures that all NSW residents have equitable access to quality care, based on assessed need, as they approach and reach the end of their life.	End of Life and Palliative Care Network | Agency for Clinical Innovation
Agency for Clinical Innovation ACI Palliative care video library ***	Australia	Educational videos on palliative care provided by respected experts and specialists in their fields.	Palliative care video library | Agency for Clinical Innovation
Care Search ***	Australia	The CareSearch Project provides trusted online palliative care information for health professionals, patients, families, and the community through its CareSearch and palliAGED websites.	CareSearch palliative care knowledge network Phone: Within Australia: (08) 7221 8233 International callers phone: (+61 8) 7221 8233

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
Caring @home*	Australia	Supporting healthcare professionals who provide in-home care with evidence-based education and resources.	caring@home
ELLC End of Life Law for Clinicians*	Australia	Training program for health professionals and medical students, about Australian law on end of life decision-making.	All courses | ELLC
End of Life Law In Australia***	Australia	Information for health professionals, patients, families, and the community to understand their rights, responsibilities, and the laws surrounding issues like consent, advance care directives, and voluntary assisted dying.	QUT - Home
HealthPathways *	WNSW PHN region	Online resource for health professionals to access information about patient clinical and referral pathways.	Western NSW HealthPathways | Best Practice Support | WNSW PHN
Lifeline **	Australia	24 hour crisis support and suicide prevention service	Home | Lifeline
National Framework for Advance Care Planning documents ***	Australia	Supports individuals, families, and healthcare professionals in understanding, creating, and implementing advance care planning documents to ensure healthcare preferences are respected when individuals are unable to communicate their wishes.	National framework for advance care planning documents | Australian Government Department of Health and Aged Care

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
PCC4U The Palliative Care Curriculum for Undergraduates *	Australia	Learning modules and educational resources for medical, nursing, and allied health students, as well as early-career professionals regarding palliative care.	Modules Landing - PCC4U
The Palliative Centre*** Hammond Care	Australia	Online hub for patients, families and healthcare professionals to access palliative care research and education	https://www.hammond.com.au/our-expertise/palliative-centre
Pallibytes*	Australia	Learning modules focused on palliative care for the health and aged care workforce.	All courses | ELLC
Pallilearn ***	Australia and Canada	Accessible, easy-to-understand courses designed to build community knowledge and literacy around serious illness, dying, death, grief, and caregiving.	PalliLEARN - Palliative Care New South Wales
PEPA and IPEPA and PEPA aged care*	Australia	Education, placements, and workshops to help health and aged care professionals build skills and confidence in delivering palliative care.	Home - PEPA
PPCHEH Paediatric Palliative Care Education Hub*	Australia	Education modules for health professionals focused on paediatric end-of-life care.	All courses | ELLC
Palliative Care Echo Project *	Australia	virtual learning series designed to build knowledge, confidence and community among	https://uqecho.org/pallcare-echo/

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
		health professionals through expert-led, case-based discussions.	
Proveda **	Australia	Building compassionate communities, providing workshops, events, and programs like the Compassionate Connector Program, and supporting people to “die well” with dignity and connection.	https://proveda.com.au/our-services/end-of-life/ Email: hello@proveda.com.au Postal Address: PO Box 195, Frenchs Forest NSW 1640 Phone: 1300 002 262
Therapeutic Guidelines *	Australia	Supporting healthcare professionals by providing evidence-based, point-of-care recommendations covering 21 guidelines.	About Us | Therapeutic Guidelines Limited

Aboriginal and Torres Strait Islander Services

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
13YARN	Australia	A free and confidential Aboriginal & Torres Strait Islander Crisis Supporters service available 24/7 from any mobile or pay phone	Phone: 13YARN (139276)
Aboriginal Counselling Services	NSW	Aboriginal-owned counselling service supporting individuals, families and communities with grief and loss, trauma and wellbeing in a culturally appropriate way. Telehealth services offered, a fee will be negotiated for services	Aboriginal Counselling – No Shame In Yarnin Up Phone: (02) 4707 7989 Email: Admin@aboriginalcounsellingservices.com.au
Aboriginal Funeral Transport Program	NSW	Provides financial assistance for travel to attend funerals for Aboriginal people in NSW where distance is significant	The Aboriginal Funeral Transport Program | Transport for NSW
Aboriginal Health and Medical Research Council of NSW	NSW	Information to help Aboriginal and Torres Strait Islander families and their healthcare workers provide family-centred palliative and end of life care	Journey to Dreaming Toolkit or Diary Cultural Healing resources
Advance Care Planning Australia	Australia	Support for Aboriginal and Torres Strait Islander people to receive culturally sensitive care through Advance Care Planning.	Advance care planning for Aboriginal and Torres Strait Islander peoples | Advance Care Planning

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
caring@home	Australia	Support for Aboriginal and Torres Strait Islander families caring for a person at home in the last weeks of their life.	Resources for Aboriginal and Torres Strait Islander families | caring@home
Discussion Starters	Australia	Ice-breaker tool to ease health professionals and families into a conversation about end-of-life preferences.	'Working out what's right for your child' – Discussion Starter Cards and Yarning Companion resources - Paediatric Palliative Care
End of Life Law for Clinicians (ELLC)	Australia	Aboriginal and/or Torres Strait Islander Peoples end of life law training module for health professionals and students.	https://palliativecareeducation.com.au/?tenant=ELLC ELLC-Module-12-brochure.pdf
Grief Support services for Indigenous Australians (My Gov)	Australia	Online culturally appropriate social and emotional wellbeing resources for Aboriginal people	More support services for grief | myGov
Gwandalan: Supporting Palliative Care for Aboriginal and Torres Strait Islander Communities	Australia	Palliative and End of Life care Education and training materials to support relationships between service providers, frontline staff and Aboriginal and Torres Strait Islander Communities.	https://gwandalanpalliativecare.com.au/
Health*InfoNet*'s Palliative Care and End of Life	Australia	Culturally appropriate information and resources to support health professionals caring for Aboriginal and Torres Strait Islander peoples with life-limiting illnesses.	Palliative Care and End-of-Life Care - Health System - Australian Indigenous HealthInfoNet

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
IPEPA - Indigenous Program of Experience in the Palliative Approach	Australia	Education, placements, workshops and a newsletter to help health and aged care professionals build skills and confidence in delivering palliative care for Aboriginal and Torres Strait Islander peoples.	IPEPA – PEPA https://pepaeducation.com/ipepa/
National Aboriginal &Torres Strait Islander Palliative Care Association Inc.	Australia	Empowering and uniting communities through education, advocacy and co-design to advance holistic, culturally responsive palliative care, workforce development, and policy.	https://www.natsipca.com.au/home-aboriginal-torres-strait-islander-palliative-comfort-care
NSW Health End of life and palliative care for Aboriginal community	NSW	Information and links to local aboriginal palliative care health services.	End of life and palliative care for the Aboriginal community

Support for Carers

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
Bathurst Palliative Care Bereavement Support Group	Bathurst	Support group for people in Bathurst who have lost someone due to a life-limiting illness.	Angela.Grayling@health.nsw.gov.au
Carer Gateway	Australia	Emotional and practical services and support for carers	Homepage | Carer Gateway 1800 42273
Carer help	Australia	Information to support carers to prepare, plan and cope with caring for someone with a terminal illness at end of life	Home - CarerHelp
Carers NSW	NSW	Provides information, education, resources and referrals to support carers.	Homepage | Carers NSW 02 92804744
The Compassionate Friends	NSW	Peer support to bereaved parents, siblings and grandparents after the tragic loss of a child.	The Compassionate Friends NSW | Grieving. Healing. Growing.
Dignified and Respectful Decisions. A Palliative Care Victoria supported site	Australia	Supports families of aged care residents with resources and guidance to help them make informed, compassionate end-of-life decisions.	https://www.pallcarevic.asn.au/dard
Young carers Network	Australia	Provides information, and direct young carers to appropriate pathways for support.	Home | Young Carers Network (02) 6173 2620

Support for Specific Needs or Conditions

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
Aged Care Research and Industry Innovation Australia ARIIA	Aged Care Australia	Provides knowledge and skills to implement evidence-based practices and new technologies.	Resources | ARIIA
Can Assist	Rural NSW	Financial support for those affected by cancer.	Can Assist Local Branches - Cancer Assistance Network NSW. Bathurst Can Assist – (Gen Croaker), 02 6331 1601 Orange Can Assist: 0408 971 945 Email: orange@canassist.org.au
Cancer Council	Australia	Provides support and information to patients with a Cancer and their carers	https://www.cancercouncil.com.au/
Dementia Australia	Australia	Supports people living with dementia, their families and carers. National Relay and Translation support available.	The National Dementia Helpline | Dementia Australia Freecall 1800 100 500 Live chat available
Dementia Support Australia	Australia	Delivers support that is tailored to your needs.	Nationwide, 24-hour dementia carer support | Dementia Support Australia

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
ELDAC (End of Life Directions for Aged Care)	Aged Care Australia	Provides information, guidance, and resources for all aged care staff to support palliative care and advance care planning The toolkits provide information, resources, and tools to help you provide palliative care and support advance care planning.	End of Life Directions for Aged Care - ELDAC Our Toolkits - ELDAC
Improving Palliative Care-toolkit for people with an Intellectual Disability	Australia	A tool kit for improving palliative care services for people with an intellectual disability, including Plain English and Easy Read resources.	Improving palliative care - Toolkit for people with intellectual disability and supporters | 3DN
LGBTIQ+ Palliative Care Project	Australia	This FREE eLearning aims to increase healthcare providers' confidence in providing LGBTIQ+ inclusive palliative care	https://www.lgbtiqhealth.org.au/palliative_care
Palliaged	Aged Care Australia	Provides support for health and care practitioners as well as resource developers, the website also provides trustworthy information for older Australians, their families and friends.	palliAGED Home palliaged@flinders.edu.au
Pharmaceutical Society of Australia (PSA)- Aspire Palliative Care Foundational Training	Australia	8 training modules for pharmacists to provide foundational skills in medications management in palliative care	https://my.psa.org.au/s/training-plan/a11RF000003zzcjYAA/aspire-palliative-care-foundation-training-program

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
Leukemia Foundation	Australia	Supports people impacted by all blood cancers. For healthcare professionals: help with referrals, share blood cancer resources with patients, and get the latest information about blood cancer services and support.	The Leukaemia Foundation For healthcare professionals - Leukaemia Foundation
MND Australia Motor Neuron Disease	Australia	Resources, information and service linkage for people living with MND, their carers and family, as well as the health professionals and services providers who support them to live well.	MND Research, Advocacy & Care | MND Australia 1800 777175
Older Persons Advocacy Network (OPAN)	Aged Care Australia	Provides free, independent and confidential support to older people receiving government-funded aged care.	Home - OPAN
Parkinsons Australia	Australia	Promotes the best possible quality of life for people with Parkinson's.	https://www.parkinsons.org.au/ 1800 644 189
Senior Rights Service	Aged Care NSW	Support's older people with free legal advice, advocacy and information.	Protecting the rights of older people - Seniors Rights Service 1800 424 079

Community Programs

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
Broken Hill Health Service Palliative Care Volunteers Biography, Community visiting volunteers, Inpatient volunteers	Broken Hill	A dedicated group of volunteers supporting palliative patients	janet.pearce@health.nsw.gov.au Jacaranda Cottage 179-181 Thomas Street (08) 8080 1733
Buronga HealthOne Palliative Care Volunteers	Buronga	Trained volunteers to provide companionship, emotional support, and diversional activities to people with life-limiting illnesses and their carers in the community	Email: janeen.norris@health.nsw.gov.au Phone: 0400 318 843 3 Pitman Ave2739 Buronga
Cowra/Grenfell Meals on Wheels	Cowra/ Grenfell/ Gooloogong	Community Lunches, Group Social Support, volunteer visits and more	02 6342 4165
Daffodil Cottage Volunteers	Bathurst	Inpatient support	Mooreen Macleay, Nursing Unit Manager Moreen.macleay@health.nsw.gov.au (02) 6330 5347
Death Cafes	Orange	A safe space to facilitate open and comfortable conversations about death, dying, and related topics.	Sarina.Chapman@livebetter.org.au

Palliative Care Organisation	Area Available	Role/activity/type	Contact and link
Dementia Support Group	Mudgee	A volunteer led support group for people living with Dementia. Held monthly in Mudgee.	Roxanne Holden - 0438 042 851
NALAG	Mudgee Dubbo Bathurst Orange	Grief and loss support and education provider	NALAG | Leader and provider of grief support Liz Mayberry (NALAG Coordinator) 0493 275 098 or 02 6882 9222
Orange LHD volunteers	Orange	Inpatient support	danielle.stringer@health.nsw.gov.au 02 6369 2192 Lauralie Francis, Quality, Education and Accreditation Manager Orange Hospital lauralie.francis@health.nsw.gov.au (02) 6369 3839
Palliative Care NSW: The Volunteering Hub	NSW	Supports and strengthens palliative care volunteering through resources, education, and sector capacity-building.	Home - VolunteerHub - Palliative Care NSW info@palliativecarensw.org.au 02 8076 5600
Parkes Neighbourhood Central: Palliative Care Community visiting volunteers	Parkes	Provides trained volunteers to offer emotional, social, and practical support to people with life-limiting illnesses and their families in homes, hospitals, and aged care settings.	http://www.ncentral.org.au/parkes-palliative-care-volunteer-service.html Email: reception@ncentral.org.au 80 Currajong Street Parkes 02 6862 3757
Push For Palliative (OP4P)	Orange	An advocacy group in Orange formed in response to community concerns about the provision of palliative care services in Orange Health Service.	Orange Push for Palliative Jenny Hazelton President OP4P. 0403 501 401

Software Applications (Apps)

Link (All Apps available for use in Australia)	User	Purpose
 caring@homeapp Mobile apps | caring@home	health professionals supporting families and carers who are managing symptoms of a home-based palliative care patient.	Resources for carers, health professionals and clinical services. Including training videos, downloadable or printable resources, including syringe labels. The app can be used offline for more rural and remote areas once you've downloaded any resources you want to use.
 caring@homeIndigenous app Mobile apps | caring@home	Indigenous app supports health professionals providing home-based palliative care to Aboriginal and Torres Strait Islander peoples.	A suite of tailored, best practice and culturally safe resources for clinical services and health professionals. You can also use them to teach families and carers how to use subcutaneous medicines. The app can be used offline for more rural and remote areas once you've downloaded any resources you want to use.
 Gather My Crew Coordinate Help | Gather My Crew	You and your family and friends	Make it easy to coordinate the right help from friends and family when going through illness, accident or emergency

Link (All Apps available for use in Australia)	User	Purpose
 HELP app HELP App | Healthy End of Life Program	You and your family and friends	A supportive toolkit offering expert guidance, personalized care planning, and coordination tools to ease end-of-life transitions, empower loved ones, and prevent caregiver burnout.
 palliAGED nurse (piAnurse) https://www.palliaged.com.au/Practice-Centre/palliAGEDnurse-App If you don't have a smart phone or just prefer using a computer, you can view the content online through your web browser at apps.caresearch.com.au/palliAGEDnurse/home.	Nurses working in Aged Care	Helps nurses working in residential aged care, community care and general practice to care for older people with palliative care needs. It highlights a care framework built around three care processes – advance care planning, palliative care case conferences, and establishing a care plan for the dying person.
 PalliMEDS app Mobile apps | caring@home	Primary care prescribers	Supports primary care prescribers to provide optimal symptom management to their patients in the community. Prescribing information about palliative care medicines identified by clinicians across Australia [PDF 804.98 KB]