

### Please tell us what you think:

Goulburn Valley Hospice Care Service is committed to improving the quality of care that we provide. We welcome feedback at anytime. Speak to a staff member or write to the Executive Manager if you have any concerns. We will respond in a timely manner.

### Privacy is Important:

All information collected by Goulburn Valley Hospice Care Service is kept according to the Health Records Act. Our Privacy Policy is available on our website.

### Donations:

Donations support the provision of a free service 24/7. Please see our website or contact Hospice House for information regarding financial donations or the donation of goods to the Hospice Opportunity Shop.



### Service Operations:

- **Office Hours** - 8.00am – 5.00pm  
Monday to Friday

Phone: (03) 5822 2530 - Nurses  
(03) 5822 0068 - Admin  
(03) 5831 6570 - Fax

An answering machine is available at all times and messages may be left for non - urgent matters.

- **After Hours** - Patients are able to contact a nurse for urgent assistance on the on-call mobile.

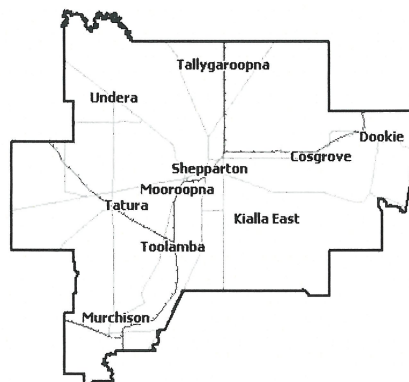
### Email:

[nurse@hospice.shepparton.net.au](mailto:nurse@hospice.shepparton.net.au)

### Web:

<http://hospice.shepparton.net.au>

### City of Greater Shepparton Catchment



## Goulburn Valley Hospice Care Service Inc.

### Our Vision

*Excellence in  
Palliative Care*



### Our Mission

*To lead, promote and  
develop excellence in  
Palliative Care.*

**Hospice House  
102 Balaclava Road  
Shepparton 3630**

# GOULBURN VALLEY HOSPICE CARE SERVICE INC.

## What is Palliative Care?

Palliative care recognises the special needs of people living with a life limiting illness by providing pain and symptom management, emotional, social and spiritual support and practical assistance. Palliative care is not curative treatment but aims to ease the distress and suffering caused by a progressive disease. Palliative Care extends to family and friends recognising that they too, need support throughout this difficult time.

## What we provide:

Community based twenty-four hour, seven day a week support from a Specialist Palliative Care Team for residents of the City of Greater Shepparton, free of charge.

This includes:

- Nursing Care including pain and symptom management
- Bereavement Support Program
- Family/Carer Support Program
- Volunteer Support Program
- Equipment loan.

## What can a patient expect?

- Safe and high quality care that is provided by skilled and competent staff.
- Care that respects culture, beliefs, values and personal characteristics.
- Open, timely and appropriate communication in a manner that can be understood.
- The opportunity to participate in all decisions and choices about care.
- Maintenance of privacy and confidentiality of personal and healthcare information.

## The Hospice Palliative Care Team:

- Specialist Palliative Care Nurses
- Bereavement Counsellor
- Family Support Worker
- Co-ordinator of Volunteers
- Trained Patient Support Volunteers
- Executive Manager
- Administrative Staff
- Committee of Management
- Medical Advisory Committee

## Who can be referred for care?

Any person, of any age, who has a lifelimiting illness, for example:

- Cancer
- Neurodegenerative disorders e.g. Motor Neurone Disease, Dementia, Parkinson's Disease
- End Stage Organ Disease e.g. Renal and Cardiac failure

## Who makes the referral?

- Health Care Providers e.g. GP
- Family/Friends
- Patients - self referral

The person being referred **must consent** to the referral and the involvement of their local GP to support care needs.

## How to refer:

- Website electronic referral form <http://hospice.shepparton.net.au> (Preferred method of referral)
- Phone: (03)5822 2530
- Email: [nurse@hospice.shepparton.net.au](mailto:nurse@hospice.shepparton.net.au)