



# Ageing Australia 2025 National Conference

Transforming end of life care in regional  
Queensland – Blue Care's flexible program  
improving quality of life  
2<sup>nd</sup> October 2025

Jess Slater and Sue-Ellen Smith



Proudly part of





## Acknowledgement of Country

UnitingCare acknowledges with gratitude and respect the Traditional Owners of the lands, waters and seas of the communities we serve.

We acknowledge Elders past, present and emerging, as they are the custodians of culture and connection to Country. We hold hope of walking together in relationship with Aboriginal and Torres Strait Islander peoples, to a place of justice and equality.



**Proudly representing**

Blue Care | Lifeline | ARRCs | The Wesley Hospital | Buderim Private Hospital  
St Stephen's Hospital | St Andrew's War Memorial Hospital





# About BlueCare



In FY25:

**8,256**

Employees

**3.1m+**

Visits to people's homes

**55,341**

People supported in the community

**4,959**

People supported in residential care

BlueCare offers a wide range of community and residential aged care services in Queensland.

Across 38 residential aged care homes, we provide tailored, high-quality care in safe, supportive environments.

For those living independently, BlueCare's Neighbourhood Model places clients at the centre of care.

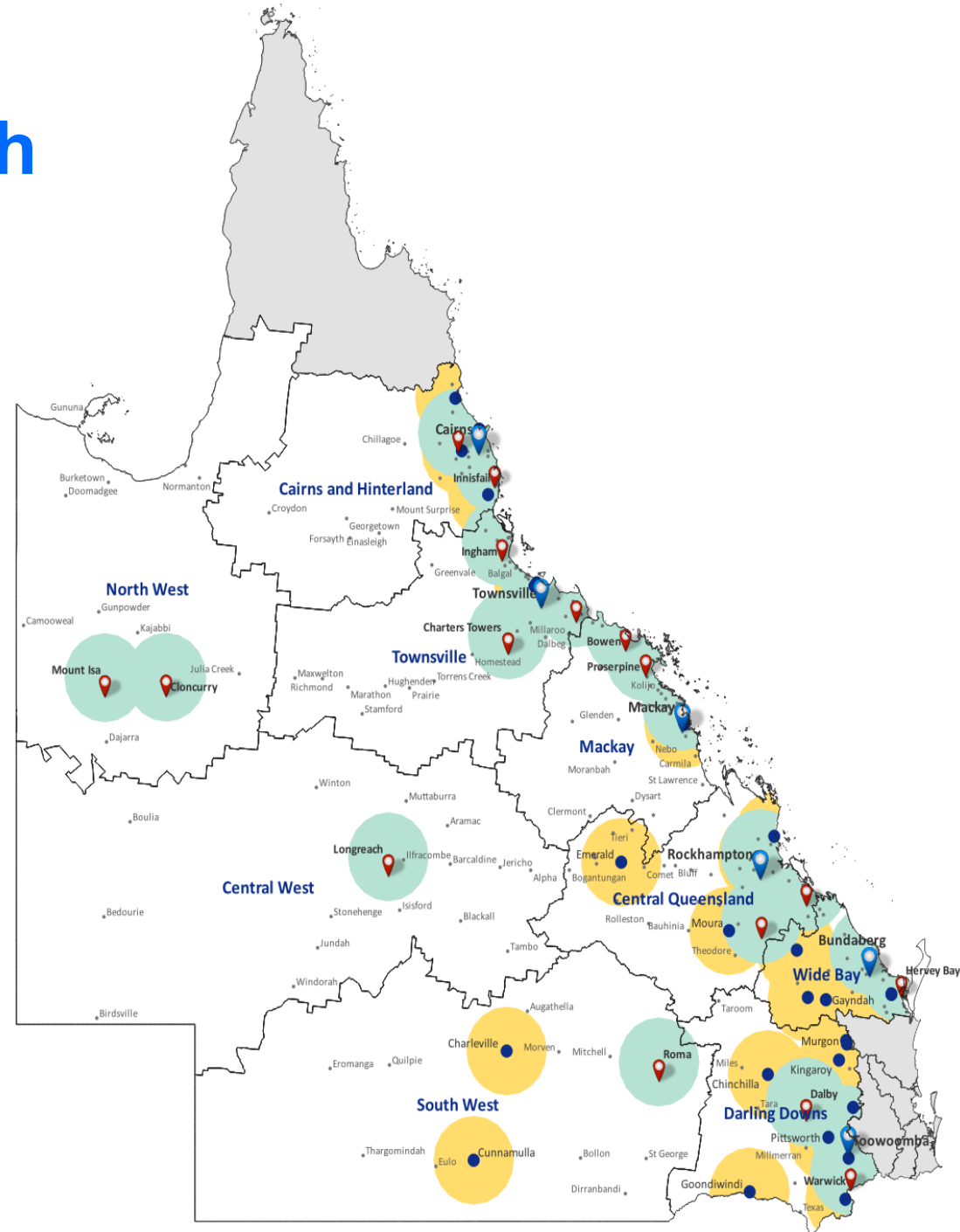
Our community services include generalist and specialist nursing, dementia care, allied health, regional and remote palliative care and in-home care packages.

Clients also receive personal care, social support, and domestic assistance, helping them maintain independence and quality of life in their own.

## Program overview

- The Rural Regional and Remote Palliative Care program commenced 14 February 2023 and is proudly sponsored/funded by Queensland Health
- To deliver a successful, interdisciplinary, evidence-based approach to community palliative care, we partner with:
  - Hospital based palliative care specialists
  - SPaRTa - Specialist Palliative Rural Telehealth Service
  - Paediatric Palliative Care Service
  - Pall consult
  - Local GPs
  - Caring at home and PCOC-Palliative Care Outcomes Collaboration

# Program reach





## Design Implementation and scale

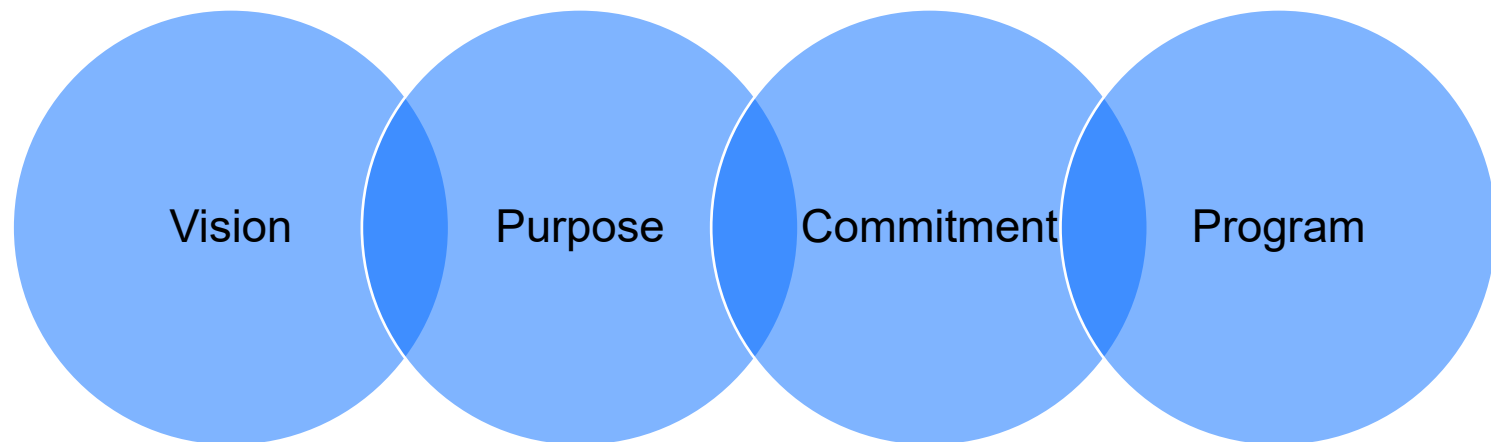
- Design
- Implementation approach
- Service Delivery
- Challenges
- Successes
- Plans for future growth





## Designing the model

How we built a Nurse Practitioner  
led, consumer directed service  
Tailored to Rural and remote  
communities.





## Our program

- 24/7
- Nurse Practitioner
- Dedicated Nursing team
- Allied Health
- Partnerships for interdisciplinary approaches.





# Implementation





## Supporting choice

How we empower clients and families to make informed decisions, reduce avoidable hospital admissions, and live well until the end



# Tailor Made

## We:

- + Appreciate each person's uniqueness
- + Have an equal partnership with them
- + Recognise the role of family and friends as an important part of the partnership

**The person comes first and is at the centre of all we do**

**By actively listening, we hear a person's needs and wants**

## We:

- + Recognise and focus on people's skills and capabilities
- + Design and deliver services that are individually 'Tailor Made'
- + Deliver services so the person is in control

**When we live person-centred care**

1. Doing with, not doing for
2. Building from strengths
3. Flexible and proactive
4. Seamless and inclusive
5. Partnerships and working together
6. Appropriate and accessible



# Outcomes for people and families

- Referral Numbers
- Service provision flexibility
- 99% satisfaction
- Introducing Tony and Lynne



# From a carers perspective

Chrissy, Petra and Marie

You Ladies are the best 🧡

You treated our Dad (and Mum) with utmost respect and compassion.

Dad spoke of you all to his friends with pride and love in his voice.

Mum looked forward to seeing you every time knowing you all took the time to ask how she was and get a little reprieve from Dads outbursts (which we she knows was not his fault)

Don't think any of us could have imagined keeping our Dad at home to the end if it wasn't for you all and your guidance.

Was it confronting - without a doubt

Did we ALL struggle at times - without a doubt

Would we care for a loved one at home again - without a doubt.

Did we all make good nurses in the last 24hours - for sure without a doubt 🙏 (thank you Marie for the lesson) it was nothing we expected but was what we needed to do for Dad and will never forget that we all done our bit that night from the back rubs to holding his hand when distressed.

From the bottom of our hearts thank you

You are all truly amazing 💜

## A way of working that engages our people





# Andy, Palliative Nurse Practitioner



# Jamie, Clinical Nurse Consultant – Central Queensland





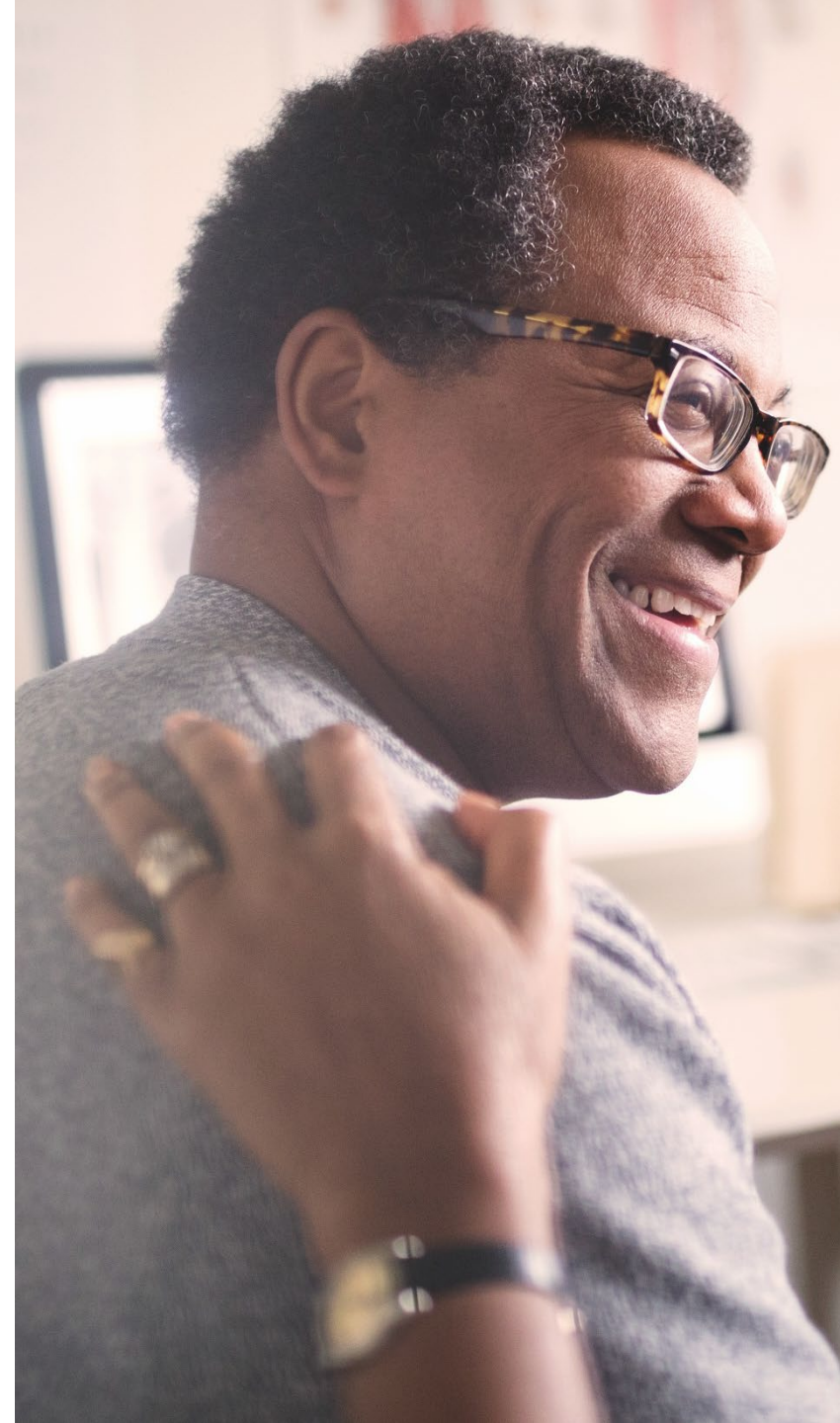
## Challenges

- Establishing credibility as a new service
- Vast geographical footprint
- Workforce management
- Managing service delivery expectations
- Isolated workforce
- Fatigue management



## Successes

- Significant expansion of the service since commencement.
- Strong collaborative relationships built with local HHS and specialist care services.
- Regular participation at all multi-disciplinary team meetings across the state, to present updates and support the referral pipeline.
- Development of robust relationships between our Nurse Practitioners, Clinical Nurse Consultants, and medical teams
- A joint approach to engaging ruralist GP's.-The Emerald story





## Successes cont.

- Strong community team collaboration across BlueCare Neighbourhoods, providing in-home respite, personal care, and nursing support where possible.
- Several opportunities to present at local conferences, showcase days, training opportunities and PHN events.
- Paediatrics – enabling families to care for children at home for end of life care for the first time in areas with dedicated in-home palliative care support.
- Successful completion of accreditation last year with no requirements or recommendations
- A strong committed collaborative, dedicated statewide team of palliative care nurses.



# What we have learned-plans for future growth

This real-life case

BlueCare is proudly part of the UnitingCare family.



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