

How can you provide feedback?



Talk to the staff caring for you or ask to speak to the manager of the area



Phone
(07) 4433 1074



Email Patient Feedback Service on:
THHS-Feedback@health.qld.gov.au



Submit an online form by visiting
www.health.qld.gov.au/townsville
and clicking the 'feedback' link



If you would like to know more about Palliative Care, you can visit the following websites:

www.palliativecare.org.au
www.caresearch.com.au

Contact details

Phone:
(07) 4433 4260

Email:
TSV_Palliative_Care_Service@health.qld.gov.au

Office Hours:
Monday to Friday 8:00am to 4:00pm

The Palliative Care Service
The Townsville University Hospital
100 Angus Smith Drive
Douglas QLD 4814



Standard 2
Partnering with
Consumers



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Version 1
Last reviewed:
Feb 2026
Review date:
Feb 2029

Published by Townsville Hospital and Health Service
www.health.qld.gov.au/townsville



Townsville
Hospital
and Health
Service

Townsville Palliative Care Service

Patient Information for
patients and visitors of the
Townsville Palliative Care Service



Queensland
Government



What is Palliative Care?

Palliative Care is a care giving approach aimed at optimising quality of life for patients and their families, facing the challenges associated with end-of-life care

Why Palliative Care?

The aim is to prevent suffering through early intervention, identification, assessment and treatment of pain and other problems, physical, psychological, social, and spiritual.

The support that we provide will depend on your individual needs and the capacity of the service at the time.

Our service may be able to assist with arranging the following:

Community Doctor

Your GP will be your main doctor. It is important that you visit regularly to have your health and well being monitored, your medications evaluated, and your scripts written.

Your GP can liaise with the Palliative Care consults about specific palliative care matters.



Palliative Care Specialists

Access to the Palliative Care Specialist can be arranged. This may be a visit to the clinic at the Townsville University Hospital or as an inpatient.

Nursing

Our specialist Palliative Care nursing staff can assess your needs, provide phone support during working hours, visit you in hospital and arrange appropriate referrals to community Palliative Care Nurses who can visit you in your home.



Palliative Care Social Workers

Social workers provide both emotional and practical support to the patient and their families

They can help you organise access to financial and legal advice and complete your Enduring Power of Attorney and Advanced health Directives.



Palliative Care Volunteers

Are trained in the principals of Palliative Care. They can provide support for patients, families and carers. The amount of assistance will depend on the availability of volunteers and your specific needs at the time.



Occupational Therapist

The Occupational Therapist can visit you in your home or in the hospital to see how you and your family are managing with daily activities.

They can prescribe equipment and home modifications to assist with your independence, safety, and comfort at home.



Physiotherapist

A physiotherapist can assist and help maintain maximum function and mobility including prescription of mobility aids.



Speech Therapist and Dietician

The speech therapist helps with a difficult swallow and with communication.

The dietician helps with your diet and can prescribe dietary supplements.



Palliative Care Indigenous Hospital Liaison Officer

The IHLO provides advocacy and support for Aboriginal and Torres Strait Islander patients and their families in a culturally safe and friendly environment.