

FLYING DOCTOR MEMORY LANE SERVICE

GOALS OF CARE AGREEMENT

- The Flying Doctor Memory Lane Service is made possible through the generous donation of time by trained volunteers. Journey bookings are subject to the availability of volunteers and suitable vehicles.
- Please note that the service is designed to deliver a supportive road trip for clients to places of personal significance. Understanding client needs and treatment preferences is an important part of planning for this journey. The RFDS booking team will talk to primary carers and treating clinicians about clinical needs to understand any complex healthcare needs and obtain medical approval for the transport. A family member/carer needs to be part of the trip to help support the client.
- The service is not intended to deliver clinical care for clients and clinical intervention by staff is limited to basic life support only and/or calling 000 for emergency assistance (if appropriate under a client's treatment plan). Clients with complex healthcare needs will need to be accompanied by a qualified health professional identified by carers/family members or the treating clinician.
- RFDS volunteers cannot give medication and if clients need to take medication they must do this themselves or with help from carers/family members or the accompanying healthcare. RFDS staff will ask the client's care team to plan for pain management during the journey, including who will give any medication and when.
- RFDS aims to make the journey as memorable as possible and our volunteers will move the client between vehicle and surrounds using the power stretcher in the vehicle, take photos of moments (as requested by carers/family members and each client) and make the client as comfortable as possible.
- RFDS volunteers are bound by our work, health and safety requirements and are not expected to undertake any activity that may jeopardise the safety of the client or themselves.
- Following the completion of a Memory Lane journey, the program coordinator will contact carers/family members to seek feedback and any suggestions on how we can improve the service.

- RFDS understands that transporting clients in end of life care may mean that at times a client will pass away during the transport. If this does occur, the RFDS team will support carers/family members by returning and transferring the client to their place of residence, accompanied by the carers/family members on board, so that the client's treating clinician can certify the death at the client's residence. RFDS volunteers will give family/carers/clinicians a written record of information about the trip and the client's passing.
- It is the responsibility of the accompanying carer/family member to ring the treating clinician to inform them of a client's death.

I understand and agree to the Goals of Care for undertaking a Memory Lane journey.

I consent to the information provided to RFDS Victoria being used to action the Memory Lane journey request, monitor the service and be kept in the archives of RFDS Victoria for up to 5 years.

Name: _____

Signature: _____

Date: _____

**Relationship to recipient of
Memory Lane journey
(if applicable)** _____