



SA Health

KNOWING YOUR CHOICES:  
**INFORMATION FOR  
PEOPLE CONSIDERING  
VOLUNTARY  
ASSISTED DYING**

January 2023



Government of South Australia  
SA Health

## STATEMENT OF RECONCILIATION

SA Health recognises Aboriginal and Torres Strait Islander peoples as the first Australians and we seek to engage Aboriginal and Torres Strait Islander people in decision-making processes for matters that affect their lived experiences in the community and through the health system.

Together we will develop services and practices to be non-discriminatory and inclusive of Aboriginal and Torres Strait Islander people, respectful of beliefs and culture, fostering self-determination and producing equitable health outcomes for Aboriginal and Torres Strait Islander people in South Australia.

## SUPPORT

Some people may find issues relating to voluntary assisted dying concerning or distressing.

If you need to talk to someone, the helplines below provide telephone support 24 hours a day, 7 days a week:

- visit the [Lifeline website](#) or call [13 11 14](#).
- visit our [Bereavement Portal](#) website.
- visit the [SA Health mental health services webpage](#).
- call the Mental Health Triage Service on [13 14 65](#).
- call Kids Helpline on [1800 551 800](#).

## CONTACT US

For more information about voluntary assisted dying in South Australia visit [www.sahealth.sa.gov.au/vad](http://www.sahealth.sa.gov.au/vad).

### South Australian Voluntary Assisted Dying Care Navigator Service (SAVAD-CNS)

For support to access voluntary assisted dying contact:

Email: [Health.VADCareNavigators@sa.gov.au](mailto:Health.VADCareNavigators@sa.gov.au)

Telephone: [0403 087 390](tel:0403087390)

### South Australian Voluntary Assisted Dying Pharmacy Service (SAVAD-PS)

For queries related to the supply or disposal of voluntary assisted dying medication contact:

Email: [Health.VADPharmacy@sa.gov.au](mailto:Health.VADPharmacy@sa.gov.au)

Telephone: [\(08\) 7326 1746](tel:0873261746)

## Voluntary assisted dying gives eligible South Australians with a terminal illness choice at the end of life.

All South Australians are entitled to high-quality end of life and palliative care, regardless of their medical diagnosis, age, culture, background, beliefs or where they live.

Voluntary assisted dying enables eligible people to voluntarily access and self-administer, or in some circumstances have a doctor administer, a medication that will cause their death, in accordance with the process set out in the [Voluntary Assisted Dying Act 2021 \(the Act\)](#).

The purpose of this guide is to provide people considering voluntary assisted dying, their families, friends and other members of the community, with information about the processes and safeguards in place to access voluntary assisted dying in South Australia.

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# END OF LIFE CARE CHOICES

Voluntary assisted dying is an end of life choice available to eligible South Australians. This is in addition to other choices that people may make about their end of life care, including palliative care.

If you are living with a life-limiting illness, it is important you:

- understand your treatment options, including palliative care
- are supported to make informed decisions about your care
- make your wishes clear
- understand your rights.

Often people want to make the best of the time they have left considering the effects of treatment, quality of life, suffering and what matters to them. These decisions are very personal and are based on what matters to each person.

## ADVANCE CARE DIRECTIVES

Planning for your future can help reduce stress for you and your family during times of difficulty.

An Advance Care Directive is a legal document that helps you:

- arrange for your future health care and end of life
- appoint one or more Substitute Decision Makers to make decisions on your behalf if you are unable to in the future.

You may want to make or update your Advance Care Directive so that it is relevant to the way your disease is likely to develop.

You can not access voluntary assisted dying through your Advance Care Directive. You can only request voluntary assisted dying in person as outlined in this booklet.

You can find more information about Advance Care Directives online at

[www.advancecaredirectives.sa.gov.au](http://www.advancecaredirectives.sa.gov.au).

## PALLIATIVE CARE

Palliative care aims to improve quality of life for people with a life-limiting illness and their families. It relieves suffering and offers support to help people live as actively as possible, for as long as possible.

Palliative care is available to anyone accessing voluntary assisted dying, up until the time of their death. A person will not have to choose one or the other.

You can find more information about [palliative care services in South Australia](#) online at

[www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au).

# WHAT IS VOLUNTARY ASSISTED DYING?

Voluntary assisted dying enables an eligible person to voluntarily access and self-administer, or in some circumstances have a doctor administer, a medication that will cause their death, in accordance with the steps and process set out in the Act.

The Act sets out the process to access voluntary assisted dying. It includes many safeguards to ensure only eligible people access voluntary assisted dying, and to protect vulnerable people from coercion, abuse and exploitation.

## AM I ELIGIBLE TO ACCESS VOLUNTARY ASSISTED DYING?

You can only access voluntary assisted dying if you are assessed by two doctors who have been registered and trained to support the voluntary assisted dying process. Both doctors must assess you as meeting the eligibility criteria set out in the law. These criteria are:

- you are 18 years old or older
- you are an Australian citizen or permanent resident
- you live in South Australia and have lived in South Australia for at least 12 months at the time of making a first request
- you have decision-making capacity in relation to voluntary assisted dying
- you are acting freely and without coercion.

You must also have been diagnosed with a disease, illness or medical condition that meets all the below conditions:

- it is incurable
- it is advanced and progressive
- it will cause death within six months, or 12 months if you have a neurodegenerative disease such as motor neurone disease
- it is causing suffering to you that cannot be relieved in a manner that you consider tolerable.

A person is not eligible to access voluntary assisted dying if they have a mental illness or disability without also having a disease, illness or medical condition that meets the criteria set out above.

## AGE

You can only request access to voluntary assisted dying if you are aged 18 years or older. You may be asked to provide proof by your doctor, for example your proof of age card.

## RESIDENCY

You must be an Australian citizen or permanent resident to access voluntary assisted dying.

You must also have lived in South Australia for at least 12 months at the time of making the first request.

You may be asked to provide proof by your doctor, for example your driver's license.

## DECISION-MAKING CAPACITY

Your doctor must assess that you have decision-making capacity throughout the voluntary assisted dying process. This means that you can make your own decisions about voluntary assisted dying.

You have decision-making capacity in relation to voluntary assisted dying if you can:

- understand relevant information about voluntary assisted dying
- retain that information to the extent necessary to make the decision
- use or weigh that information as part of the process of making the decision and
- **communicate the decision** and your views and needs as to the decision, including by speech, gestures, or other means.

## MEDICAL REQUIREMENTS

You must be diagnosed with a disease, illness or medical condition that meets all the below criteria:

- it is incurable
- it is advanced and progressive
- it will cause death within six months, or 12 months if you have a neurodegenerative disease such as motor neurone disease
- it is causing suffering to you that cannot be relieved in a manner that you consider tolerable.

## **VOLUNTARINESS**

Your request to access voluntary assisted dying must be made voluntarily. This means it must be your decision and not made because:

- you are being pressured by another person
- you feel threatened to make or not make a request or that you will be punished or treated badly.

## **I DO NOT THINK I WILL MEET THESE CONDITIONS. WHAT CAN I DO?**

If you do not meet the conditions, talk to your doctor about how you are feeling. They can help you explore what treatment and support may help you.

# **TALKING ABOUT VOLUNTARY ASSISTED DYING WITH YOUR HEALTH PRACTITIONER**

If you are thinking about accessing voluntary assisted dying, you should ask for information from your doctor or health practitioner.

Asking for information does not mean you have requested voluntary assisted dying. It is a way to help you get the facts you need to decide if and when you are interested or ready.

## **YOU NEED TO START THE CONVERSATION**

Only you can start a conversation about voluntary assisted dying with your health practitioner. The Act prevents health practitioners from suggesting voluntary assisted dying to a patient.

You do not need to use the term 'voluntary assisted dying', but it will help to be clear about what you are asking.

Some questions you may want to ask your health practitioner include:

- can you tell me about voluntary assisted dying?
- what information is available about voluntary assisted dying?
- who can I talk to about voluntary assisted dying?

## HEALTH PRACTITIONERS HAVE DIFFERENT BELIEFS ABOUT VOLUNTARY ASSISTED DYING

All people, including health practitioners, have the right to express their culture, beliefs, and personal values.

Not all health practitioners agree with voluntary assisted dying, and they do not have to talk with you about voluntary assisted dying if they choose not to.

If your health practitioner chooses not to discuss voluntary assisted dying, they should refer you to another health practitioner who you can talk to.

You can also contact the [SA Voluntary Assisted Dying Care Navigator Service](#) who can provide you with general information about voluntary assisted dying and connect you with an appropriate doctor.

## USE OF AN INTERPRETER

You can use an accredited interpreter throughout the voluntary assisted dying process.

You can ask your health practitioner to find a professional interpreter for you. You can also contact the SA Voluntary Assisted Dying Care Navigator Service to help find an interpreter.

They must not:

- be a family member
- know or believe they may benefit from your will or death
- own or manage a facility where you live or are being treated
- be directly involved in providing your health or professional care.

Interpreters can choose whether or not to assist you to request access to voluntary assisted dying. Your health practitioner will discuss voluntary assisted dying with them prior to making an appointment.

# SUPPORT FOR ACCESS TO VOLUNTARY ASSISTED DYING

Dedicated support is available for all people considering voluntary assisted dying.

The [SA Voluntary Assisted Dying Care Navigator Service](#) supports people considering voluntary assisted dying, their family, friends and carers, health practitioners and health service providers statewide. Additional support is available for culturally and linguistically diverse communities and Aboriginal and Torres Strait Islander people.

Local Health Network (LHN) Voluntary Assisted Dying (VAD) Liaison Nurses provide support within regional and metropolitan LHNs to connect people with appropriate services and health professionals in their area.

Additional support is available for people living in regional areas through the SA Voluntary Assisted Dying Care Navigator Service and Regional LHN VAD Liaison Nurse.

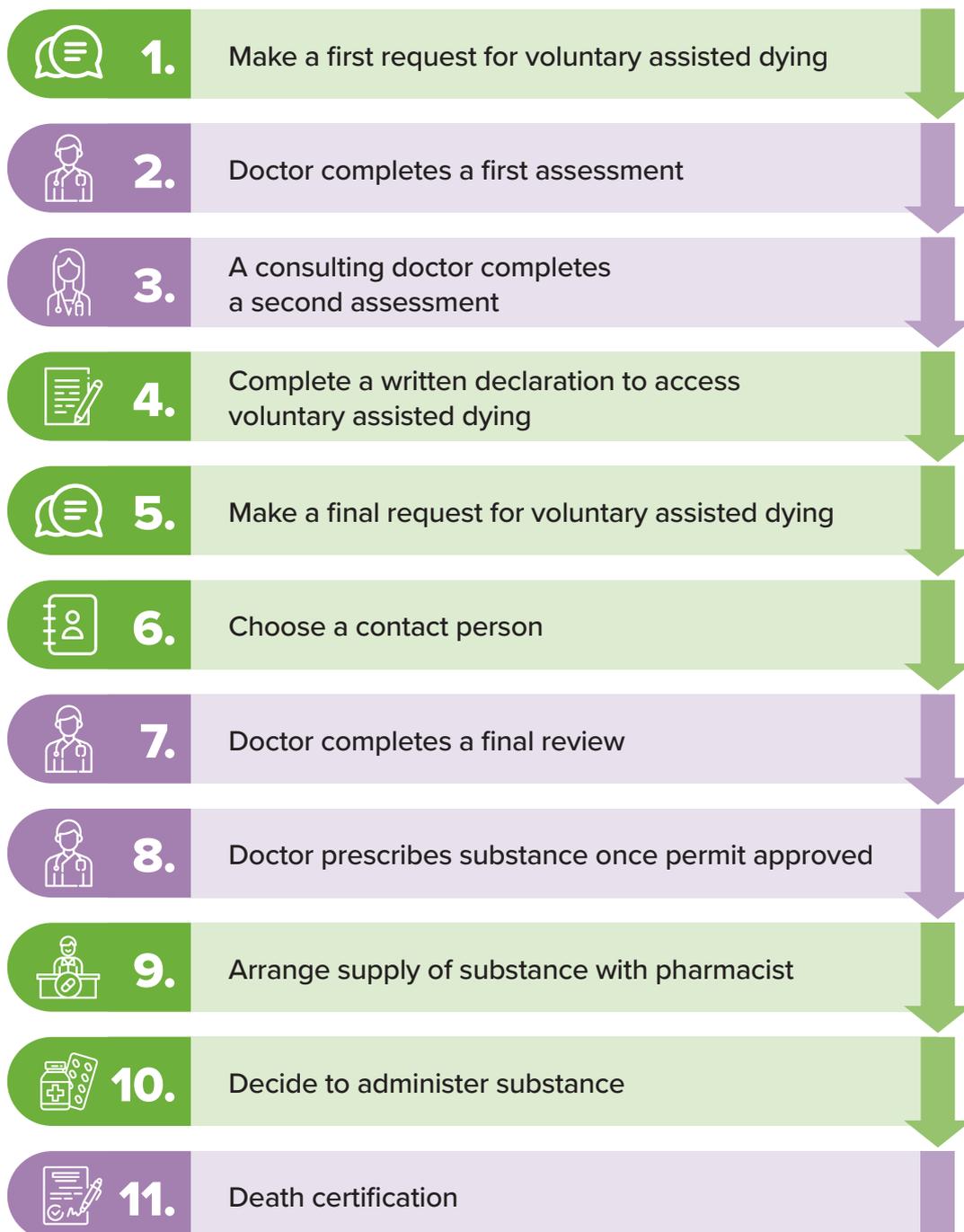
# THE VOLUNTARY ASSISTED DYING PATHWAY

Accessing voluntary assisted dying requires considerable preparation and planning.

Below is an overview of the Pathway.

**You will complete steps 1, 4, 5, 6, 9 and 10 (green).**

**Your doctor will complete steps 2, 3, 7, 8 and 11 (purple).**



**You can stop the process at any time.**

## 1. MAKE A FIRST REQUEST FOR VOLUNTARY ASSISTED DYING

If you decide to request access to voluntary assisted dying, you will need to make a first request to a doctor.

You should book a long appointment with your doctor, for example your oncologist.

Before the appointment you should:

- think about why you are considering voluntary assisted dying
- think about symptoms you are experiencing, for example pain, fatigue, delirium, or difficulty breathing
- think about your fears about your disease and how your life will end, so that you can ask what supports are available
- plan what words you will use to make your request
- consider taking a support person to the appointment, for example a family member, friend, or carer
- tell the doctor or receptionist if you need an interpreter or speech pathologist at the appointment
- think about any questions you want to ask your doctor or anything else you think they should know.

You must make your request clearly and unambiguously, so your doctor knows that you are asking for help to access voluntary assisted dying.

To make the request you should say to your doctor, for example, 'I want to access voluntary assisted dying'.

Your doctor may ask you questions to clarify that you are asking for voluntary assisted dying.

If you have difficulty speaking, you can make a request using [any means of communication](#) available to you, for example communication aid.

### Doctor decides whether to accept

Your doctor has seven calendar days to decide if they accept your request.

They might refuse because:

- they do not agree with voluntary assisted dying
- they are not available when you need them
- they are not qualified to help you through the process.

If they accept, they become your coordinating doctor for the Voluntary Assisted Dying Pathway.

If they refuse, they may suggest another doctor, or you can contact the [South Australian Voluntary Assisted Dying Care Navigator Service](#) to assist you in finding a doctor who can consider your first request.

## 2. DOCTOR COMPLETES A FIRST ASSESSMENT

Your coordinating doctor must assess your situation to make sure you meet all the eligibility criteria required by the Act.

Your coordinating doctor must complete mandatory training before they start the assessment.

### Preparing for the first assessment

To help you prepare for your first assessment, you can fill out an optional [Prepare for Assessment Form](#). The form can help you to:

- collect information for your first assessment
- collect proof of eligibility for your doctor.

### Completing an online form

To complete the form online, visit the [Voluntary Assisted Dying Clinical Portal](#). You do not need to login to access the form. The form must be completed in one sitting as you will not be able to save progress.

Once you have completed the form, you will be given a receipt number to provide to your coordinating doctor. Your details will be automatically updated in the Clinical Portal when your doctor enters the code at your first assessment.

### Completing a hard copy form

If you would prefer to fill out a hard copy of the form and bring it to your first assessment, download and print the form from the [SA Health website](#).

Once you have completed the form, bring it to your first assessment to discuss with your doctor.

### Further information

If you have any questions on how to fill out the Prepare for Assessment Form, you can contact the [South Australian Voluntary Assisted Dying Care Navigator Service](#).

## Proof of demographic eligibility

This table sets out examples of the proof you may need to give your doctor to show you meet age and residency criteria to access voluntary assisted dying. Not all of these documents will be needed.

Eligibility criteria	Examples of proof documents (not all are needed)
<p>You are aged 18 years old or older.</p>	<ul style="list-style-type: none"> <li>• SA driver's license</li> <li>• Proof of age card</li> <li>• Birth certificate</li> <li>• Passport</li> <li>• Age pension card</li> <li>• Seniors Card.</li> </ul>
<p>You are an Australian citizen or permanent resident.</p>	<p>If you are an Australian citizen provide either:</p> <ul style="list-style-type: none"> <li>• Australian birth certificate</li> <li>• Australian passport</li> <li>• Australian citizenship certificate.</li> </ul> <p>If you are an Australian permanent resident, both:</p> <ul style="list-style-type: none"> <li>• Passport</li> <li>• Verification of your permanent resident visa from <a href="#">Visa Entitlement Verification Online (VEVO)</a> website.</li> </ul>
<p>You live in South Australia and have lived in South Australia for at least 12 months at the time of making a first request.</p>	<ul style="list-style-type: none"> <li>• SA driver's license</li> <li>• Proof of age card</li> <li>• Vehicle registration</li> <li>• Age pension card</li> <li>• Registration on the South Australian electoral roll</li> <li>• Residential lease agreement</li> <li>• Current statement from a financial institution (e.g. bank or credit union)</li> <li>• Utility bill (e.g. gas or electricity)</li> <li>• Medical records</li> <li>• Statutory declaration from a health or support worker confirming that you have lived in South Australia for 12 months at the time of making a first request</li> <li>• Any other form of identity that shows your name, address and signature.</li> </ul>

## **Assessing decision-making capacity and voluntariness**

Your doctor will assess that you are able to make your own decisions about voluntary assisted dying.

They will talk to you about:

- your medical condition
- your treatment options
- the Voluntary Assisted Dying Pathway
- the voluntary assisted dying medication and what happens if you decide to take it.

They will check that you can:

- understand information to help you make a decision about voluntary assisted dying
- retain that information to make a decision
- use or weigh the information to make a decision
- communicate your decision.

They will also check that nobody is pressuring you to make this decision.

It is helpful if you come to your assessment as informed as possible about your medical condition and treatment options.

If you are not already receiving palliative care, your doctor may make a referral to a palliative care service for you.

## **Assessing medical condition criteria**

Your doctor will assess that you have a disease, illness or medical condition that meets all the below conditions:

- it is incurable
- it is advanced and progressive
- it will cause your death within six months, or 12 months if you have a neurodegenerative disease such as motor neurone disease
- it is causing suffering to you that cannot be relieved in a manner that you consider tolerable.

Your doctor may:

- tell you more about your medical condition and its effects
- advise you about some ways you can manage the suffering you are experiencing
- encourage you to seek support from palliative care.

## **You may need a specialist opinion**

In some cases, your doctor will need a specialist opinion before they can complete the first assessment.

Your doctor will refer you to a specialist for their opinion in any of the below situations:

- if they are unsure if you are able to make your own decision about voluntary assisted dying
- if they are unsure if your disease is incurable, progressive and will cause your death in six months
- you have a neurodegenerative disease expected to cause your death in six to 12 months.

Your doctor will usually be able to complete the first assessment in one appointment.

If you need a specialist opinion, your doctor can only complete the first assessment when they receive the specialist's report.

## **Outcome of first assessment**

Your doctor will refer you to a second doctor, known as a consulting doctor, to complete a consulting assessment, if:

- your doctor assesses you as eligible
- you still want to access voluntary assisted dying.

Either the coordinating or consulting doctor must have relevant expertise in your medical condition.

If the doctor assesses you as not eligible, the process ends. Your doctor can discuss other treatment options available to manage your suffering.

You can choose to make another first request to a doctor at any time.

You can also ask for a review of the decision by the [South Australian Civil and Administrative Tribunal \(SACAT\)](#) if the doctor assessed that either:

- you do not have decision-making capacity
- you are not a South Australian resident.

### 3. A CONSULTING DOCTOR COMPLETES A SECOND ASSESSMENT

Once the consulting doctor receives your referral, they have seven calendar days to decide if they accept the referral.

If they refuse, your coordinating doctor may suggest another consulting doctor.

Your doctor can also contact the [SA Voluntary Assisted Dying Care Navigator Service](#) to assist them in finding a consulting doctor to refer you to for the second assessment.

The consulting doctor will independently complete the same assessment as the first assessment.

You will need to bring the same documents you took to the first assessment to prove your eligibility.

The consulting doctor may also refer you for a specialist opinion if needed.

#### Outcome of the consulting assessment

You can take the next step in the voluntary assisted dying process if:

- your consulting doctor assesses you as eligible
- you still want to access voluntary assisted dying.

You can start thinking about who you want to appoint as your Contact Person.

Your Contact Person is responsible for returning any unused voluntary assisted dying medication to the [South Australian Voluntary Assisted Dying Pharmacy Service](#).

If your consulting doctor assesses that you are not eligible, your coordinating doctor may refer you to a different doctor for another assessment. But if your coordinating doctor does not think it is appropriate to refer you, the process ends.

You can choose to make another first request to a doctor at any time.

You can also ask for a review of the decision by the [South Australian Civil and Administrative Tribunal \(SACAT\)](#) if the doctor assessed that either:

- you do not have decision-making capacity.
- you are not a South Australian resident.

## 4. COMPLETE A WRITTEN DECLARATION TO ACCESS VOLUNTARY ASSISTED DYING

Your doctor will give you a form to complete a written declaration. This is a second request to access voluntary assisted dying, made in writing.

You must sign the written declaration in the presence of:

- your coordinating doctor and
- two eligible witnesses.

A person cannot witness your written declaration if they meet any of the below criteria:

- they are aged 17 years or younger
- they know or believe they may benefit from your will or death
- they own or manage a facility where you live or are being treated
- they are directly involved in providing health or professional care to you.

Only one witness can be a member of your family.

If you cannot write, you can ask another person to sign the written declaration for you. You can also use a qualified interpreter if you need.

## 5. MAKE A FINAL REQUEST FOR VOLUNTARY ASSISTED DYING

You must make a third and final request for voluntary assisted dying to your doctor.

You can make the request at the same time as when you sign the written declaration. You cannot make your request on the same day as the consulting assessment.

You must make the request at least nine calendar days after you made a first request, except if both of your doctors agree you are likely to die before this.

Make your request clearly and unambiguously, so your doctor knows that you are asking for help to access voluntary assisted dying.

Some ways you can make your final request include:

- I am making my final request to access voluntary assisted dying.
- Please help me access voluntary assisted dying.

If you cannot communicate verbally, you can [communicate your request](#) by gestures or other means or with the support of an interpreter.

## 6. CHOOSE A CONTACT PERSON

Your doctor will give you a form to appoint your Contact Person. Under the Act your Contact Person must return any unused voluntary assisted dying medication to the [South Australian Voluntary Assisted Dying Pharmacy Service](#) within 15 calendar days of your death.

This will happen if you are prescribed voluntary assisted dying medication to self-administer, and either:

- you later decide not to take the medication
- you deteriorate and can no longer self-administer the medication
- you die without taking the medication.

There are penalties if the Contact Person does not return the medication.

The Voluntary Assisted Dying Review Board will contact your Contact Person after your death to:

- talk about their experience of the process
- check they have returned the medication.

Your Contact Person should be someone who:

- is aged 18 years or older
- agrees to be your Contact Person
- you think could manage this responsibility in the days after you die
- will have access to unused or remaining medication after you die.

## 7. DOCTOR COMPLETES A FINAL REVIEW

Your doctor will complete a final review to check that they have completed the request and assessment process in line with the Act.

They will apply to the Chief Executive of SA Health for a permit to prescribe you the medication. The permit can be:

- A Self-administration Permit for medication you administer yourself.
- A Practitioner Administration Permit for medication your doctor administers to you.

The permit application will be processed within three business days. Your doctor will tell you when an outcome is available.

You can withdraw from the voluntary assisted dying process at any time.

## 8. DOCTOR PRESCRIBES MEDICATION ONCE PERMIT APPROVED

Your doctor will talk to you and your support person about the next steps in the voluntary assisted dying process, including:

- how to organise delivery of the medication from the Pharmacy Service
- taking the medication or having it administered to you
- your preferences for when and where you take the medication
- who will be present to support you when you take the medication.

### **Change from self-administration to practitioner administration**

If you later deteriorate and can no longer self-administer the medication, you can ask your doctor to apply for a Practitioner Administration Permit.

You will need to either:

- ask your doctor to cancel your prescription if you have not filled it
- return the medication to the South Australian Voluntary Assisted Dying Pharmacy Service if you have already filled your prescription.

If your doctor agrees, they will apply for a Practitioner Administration Permit.

## 9. ARRANGE SUPPLY OF MEDICATION WITH PHARMACIST

Your doctor will give your prescription for the medication to the [SA Voluntary Assisted Dying Pharmacy Service](#).

You do not have to fill the prescription if you choose not to.

If you decide to fill the prescription, you can only get the medication from the SA Voluntary Assisted Dying Pharmacy Service.

### **Self-administration**

If you decide to fill the prescription, contact the SA Voluntary Assisted Dying Pharmacy Service for them to deliver the medication to you.

Only the person named on the permit is allowed to possess and administer the medication within South Australia.

The pharmacist will give you the medication in a locked box. You must keep the medication in the locked box until you decide to take the medication.

If you decide not to take the medication, you or your Contact Person should return the medication to the SA Voluntary Assisted Dying Pharmacy Service.

### **Practitioner administration**

If you decide to fill the prescription, your doctor will get it filled for you.

They will keep the medication until you decide you want to use it.

The doctor is required to return the medication if you do not use it.

## **10. DECIDE TO ADMINISTER MEDICATION**

You do not have to take the medication if you do not want to.

You should consider how you want your death to take place, including:

- when you will take the medication
- where you will take the medication, e.g., a private home, a residential facility, a hospital
- who you want present, e.g. family, friends, carers
- religious and cultural considerations

### **Self-administration**

If you decide to self-administer the medication, you can do this in a range of different settings, including a private home, a residential facility or a hospital.

If you are a permanent resident in a residential facility, the facility must not hinder your access to the voluntary assisted dying medication on the premises. If you are not a permanent resident, the facility must take reasonable steps to facilitate your transfer to a place where you may self-administer the voluntary assisted dying medication. If your transfer would not be considered reasonable under the circumstances described by the Act, the facility will treat you as if you were a permanent resident.

If you are in a private health facility, such as a private hospital, you should check the service can support you. Some private health facilities may not allow the administration of the medication on their premises, at which point they will transfer you to another facility to access voluntary assisted dying.

You may want someone with you so they can make sure you are comfortable during the self-administration process.

You are encouraged to tell your coordinating doctor and your Contact Person when you plan to take the medication so they can help support the process.

You can contact the [\*\*SA Voluntary Assisted Dying Care Navigator Service\*\*](#) if you need assistance with accessing voluntary assisted dying.

### **Practitioner Administration**

If you decide to make an administration request, you must ask your coordinating doctor to administer the medication to you in the presence of a witness.

The witness must be:

- aged 18 years or older
- independent of your coordinating doctor, for example not employed by your doctor.

Only you can make the request, nobody else can make it on your behalf.

If you have difficulty speaking, you can make a request using any means of communication available to you, for example a communication aid.

Your doctor will administer the medication immediately after you request it.

Your doctor and the witness will sign a form to confirm the administration took place in line with the Act.

You can make a request for your doctor to administer the voluntary assisted dying medication in a range of different settings, including a private home, a residential facility or a hospital.

If you are a permanent resident in a residential facility, the facility must allow reasonable access for your doctor to attend at the facility to accept your request and administer the voluntary assisted dying medication. If you are not a permanent resident, the facility must take reasonable steps to facilitate your transfer to a place where your doctor may accept your request and administer the voluntary assisted dying medication. If your transfer would not be reasonable under the circumstances described by the Act, the facility will treat you as if you were a permanent resident.

If you are in a private health facility, such as a private hospital, you should check the service can support you. Some private health facilities may not allow the administration of the medication on their premises, at which point they will transfer you to another facility to access voluntary assisted dying.

You may want someone with you so they can make sure you are comfortable during the administration process.

You can contact the [SA Voluntary Assisted Dying Care Navigator Service](#) if you need assistance with accessing voluntary assisted dying.

## 11. DEATH CERTIFICATION

After your death, when they are ready, your family, friends or support person will notify your doctor. They can also contact your funeral director directly.

A doctor will certify your death and notify both Births, Deaths and Marriages and the Coroner within 48 hours. In most cases, the Coroner will not need to investigate the death.

If you self-administered the medication, your Contact Person must return any unused or remaining medication to the Pharmacy Service within 15 calendar days of your death.

If your coordinating doctor administered the medication to you, they will return any unused or remaining medication after death. The [Voluntary Assisted Dying Review Board](#) will contact them to check how the process went.

# GETTING SUPPORT

If you are thinking about voluntary assisted dying, you may need support. Consider talking about your end of life plans with either:

- your doctor
- your healthcare team
- carers, family, friends, or your support person.

## SA VOLUNTARY ASSISTED DYING CARE NAVIGATOR SERVICE

The [SA Voluntary Assisted Dying Care Navigator Service](#) provides support to navigate the [Voluntary Assisted Dying Pathway](#).

They provide:

- general information about end of life care services
- support for people accessing voluntary assisted dying
- support to connect you with a doctor or health service participating in voluntary assisted dying.

Contact the SA Voluntary Assisted Dying Care Navigator Service:

Phone: [0403 087 390](tel:0403087390) (weekdays 9am – 5pm)

Email: [Health.VADCareNavigators@sa.gov.au](mailto:Health.VADCareNavigators@sa.gov.au)

## GRIEF AND BEREAVEMENT

These services support people grieving the loss of someone they love.

### Griefline

Phone: [1300 845 745](tel:1300845745)

Website: [www.griefline.org.au](http://www.griefline.org.au)

### Beyond Blue

Phone: [1300 224 636](tel:1300224636) (available 24/7)

Website: [www.beyondblue.org.au](http://www.beyondblue.org.au)

For more information about [grief and bereavement services](#) in South Australia visit [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au).

# FEEDBACK OR CONCERNS

If you have any feedback or concerns about your experience accessing the Voluntary Assisted Dying Pathway, you are encouraged to raise this as soon as possible with the relevant person, health professional, service provider or agency who should have a process by which they can respond to and address your feedback and concerns.

This is important as a first step as your feedback helps individuals and organisations to improve the care that they provide.

If your feedback or complaint is not resolved satisfactorily or within a reasonable timeframe you can raise your complaint with the [Health and Community Services Complaints Commissioner](#). The Commissioner helps users, carers and service providers to resolve complaints about health and community services when a direct approach to the service provider is either unreasonable or has not succeeded.

Contact details for the Commissioner are as follows:

Email: [info@hcscs.sa.gov.au](mailto:info@hcscs.sa.gov.au)

Phone: (08) 8226 8666 or 1800 232 007 toll free from landline in country South Australia

Fax: (08) 8226 8620

Enquiry service Monday to Friday 9.00 am to 5.00 pm

In addition, if you have a complaint about the conduct or performance of a registered health practitioner, this can be raised with the [Australian Health Practitioner Regulation Agency \(AHPRA\)](#) who can be contacted by phone at 1300 419 495.

If you have a complaint about the performance of an interpreter, discuss the complaint with the practitioner or service provider. If you are still having difficulty resolving the problem, support is available through [National Accreditation Authority for Translators and Interpreters \(NAATI\)](#) who can be contacted by phone 1300 557 470 or by email at [info@naati.com.au](mailto:info@naati.com.au).





## ACKNOWLEDGEMENT

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The information provided does not substitute advice of a registered health practitioner, lawyer or any other professional. Accordingly, before taking any actions based upon such information, we encourage you to consult with the appropriate professionals where required.



For more information

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Department for Health and Wellbeing  
[Health.VoluntaryAssistedDying@sa.gov.au](mailto:Health.VoluntaryAssistedDying@sa.gov.au)  
[www.sahealth.sa.gov.au/vad](http://www.sahealth.sa.gov.au/vad)



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