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## Healthy End of Life Planning (HELP) App – Important Update

For over a decade, the HELP Program and its paper-based guide have supported Australians to navigate end of life care with connection and confidence. Grounded in evidence and widely respected across both national and international contexts, the program has played a significant role in strengthening community capacity and understanding around palliative care.

Three years ago, the HELP App was introduced as a digital extension of this work, offering a convenient and accessible format for users. Importantly, the App also generated valuable insights, deepening our understanding of how Australians show up for one another at end of life and highlighting the diversity and importance of network-centred care in practice.

**From June 2026, we will transition away from the HELP App, while continuing to deliver and evolve the broader HELP model, including the original paper-based guide.**

While the App provided clear benefits for many users, consistent feedback showed that digital tools are not suitable for everyone - particularly for people at end of life and their carers, who may be navigating complex and emotionally demanding circumstances. Health professionals also reported that introducing a digital platform can be more challenging than offering a tangible, printed resource. Alongside this, changes to technology related costs have made the continuation of the App unviable. All networks will be contacted through this process and supported to save their data and transition over to either the paper-based guide or another digital platform.

Importantly, the legacy of the HELP App extends well beyond the App itself. It has been instrumental in advancing key concepts such as network-centred care and social prescribing into policy and practice, both terms are now definitions in the National Palliative Care Standards and are recognised as best practice across the sector. These concepts remain central to our work.

Looking ahead, the next phase of our work will focus on growing death literacy across the Australian community. This includes understanding how people best prepare for end of life experiences, how they recognise the limits of their knowledge and how they access the right supports and resources. It also involves identifying and measuring the effectiveness of community engagement strategies for the sector, ensuring we support more people to participate confidently in care networks.

This transition does not mark an endpoint, but an evolution - building on what we have learned to deepen our impact and ensure our work remains accessible, relevant and responsive to the needs of the community.

For resources and further information, head to the HELP website:

[www.healthyendoflifeprogram.org](http://www.healthyendoflifeprogram.org) or contact: [info@healthyendoflifeprogram.org](mailto:info@healthyendoflifeprogram.org)

