

**Introduction/Background:** Those working in palliative care face several current challenges, including: to reach beyond cancer and the physical to other dimensions of care; to start much earlier than at terminal stages of illness; to extend from specialist services to generalists; and to support primary carers.

**Research Question:** How well does the Calvary Health Care Bethlehem (CHCB) model of specialist palliative care tackle these challenges?

**Methodology:** We conducted a mixed-method, multi-perspective study in which thirty palliative care patients and their nominated carers and health care professionals (HCPs) were interviewed over a six month period. HCPs also participated in focus groups. Results were analysed using a thematic content analysis framework. HCP accounts of the CHCB service were used to construct a narrative description of the CHCB model of specialist palliative care.

**Policy Implications:** Recent policy reports from the National Health and Hospitals Reform Commission and the Productivity Commission's draft report *Caring for Older Australians* advocated greater use of coordination and teamwork in palliative care. This study helps define what this might mean in practice.