

## Frequently asked questions

### GENERAL INFORMATION

#### **What is the Voluntary Assisted Dying Portal?**

The Voluntary Assisted Dying Portal (the portal) is an electronic platform through which the forms and permit applications required to access the service under the *Voluntary Assisted Dying Act 2017* (the Act) must be completed and submitted. The forms are submitted to the Voluntary Assisted Dying Review Board (the board).

#### **Who can access the portal?**

Only medical practitioners who meet the criteria outlined in the Act, employees of the statewide pharmacy service, the board (and their secretariat support) and the delegate of the Secretary of Health and Human Services can access the portal.

For more information about the process to access voluntary assisted dying, including the role of medical practitioners, visit the Department of Health and Human Services website.

#### **Can patients create a portal account?**

No, patients cannot create an account with the portal. All forms required to access voluntary assisted dying will be provided to the board by medical practitioners.

#### **Can I complete the forms on paper?**

No. All forms must be accessed, completed and provided to the board through the portal. We are here to support you if you experience any difficulties with this. You can contact us by emailing [VADBoard@safercare.vic.gov.au](mailto:VADBoard@safercare.vic.gov.au).

### REGISTERING FOR A PORTAL ACCOUNT

#### **Do I need to complete the online assessment training?**

Yes. The co-ordinating and consulting medical practitioners must complete the approved assessment training before they can commence any assessments required under the Act.

#### **Is the online training platform and the portal the same thing?**

No. Medical practitioners must complete the approved assessment training before they can access the portal, by visiting: <https://www.vicmedlawtraining.com.au/>

Once the training is complete, medical practitioners can register for an account with the portal. The two systems are separate to protect the data held within the portal.

### **What information do I need to provide to verify my identity?**

To create a portal account, you need to provide evidence of your identity. To do this, you must provide copies of enough documents to make up 100 points, as outlined in the information on the registration page. For example, you may provide a copy of your current passport and driving licence. You do not need to have these documents certified. Clear photographs or scanned copies will be accepted.

## **TECHNICAL QUESTIONS**

### **Do I need to install any software?**

No. The portal is a secure web-based platform that does not require any software or programs to run. You can access the portal and complete forms on any computer or mobile device that is connected to the internet. We recommend that the latest browsers are used to access the portal.

### **The portal isn't loading on my tablet or computer, what do I do?**

- Clear your cache (history) and ensure that you only have one browser open at the same time
- Try another browser, such as Chrome or Firefox. We recommend that you use **Chrome**
- Ensure that cookies are enabled in your settings if using a mobile device
- If all else fails, try another computer.
- If you continue to experience difficulties, please contact [VADBoard@safercare.vic.gov.au](mailto:VADBoard@safercare.vic.gov.au).

### **Can I print any forms that are submitted?**

Yes. You can view and print all forms that you have submitted through the portal.

### **Can I save data in a form and return to it later?**

Yes. There are forms within the portal that you can save and finish later.

### **How do I know that the Voluntary Assisted Dying Review Board has received a form that I have submitted?**

Once you have submitted a form through the portal, you will receive an email to your nominated email address to confirm that your form has been successfully saved and that we have received it. We recommend that you keep a copy of the email for your records.

### **When can I complete and submit a voluntary assisted dying form?**

The portal is available 24 hours a day, seven days a week, except during maintenance periods.

### **Is the portal accessible?**

Yes. The portal has been certified to meet the Victorian Government's accessibility standards.

## COMPLETING VOLUNTARY ASSISTED DYING FORMS THROUGH THE PORTAL

### Which forms must be completed through the portal?

The table below shows which forms are completed electronically through the portal.

| Form name  | Completed by                       |
|--|------------------------------------|
| <a href="#">First Assessment Report Form</a>                       | Co-ordinating medical practitioner |
| <a href="#">Consulting Assessment Report Form</a>                  | Consulting medical practitioner    |
| <a href="#">Final Review Form</a>                                  | Co-ordinating medical practitioner |
| <a href="#">Voluntary Assisted Dying Substance Dispensing Form</a> | Statewide pharmacy service         |
| <a href="#">Voluntary Assisted Dying Substance Disposal Form</a>   | Statewide pharmacy service         |
| <a href="#">Application for Self-Administration Permit</a>         | Co-ordinating medical practitioner |
| <a href="#">Application for Practitioner Administration Permit</a> | Co-ordinating medical practitioner |

### What about the other forms?

The [Written Declaration Form](#) and [Contact Person Appointment Form](#) are completed by the person assessed as eligible for access to voluntary assisted dying (the patient). These forms will be available in the portal for the co-ordinating medical practitioner to download, print and give a copy to the patient to complete.

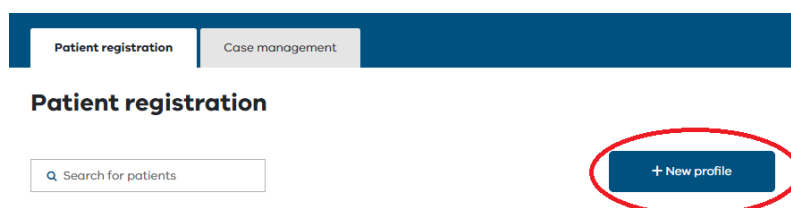
The co-ordinating medical practitioner must provide a copy of the completed forms to the board by scanning, uploading and submitting them through the portal.

The [Co-ordinating Medical Practitioner Administration Form](#) requires the signature of a witness. For this reason, the co-ordinating medical practitioner must print and complete this form by hand, then scan and upload the form into the portal for submission.

### As a co-ordinating medical practitioner, how do I commence a new voluntary assisted dying case?

If you are a co-ordinating medical practitioner for a patient and wish to commence a voluntary assisted dying case, you should follow these steps:

1. Log in to the portal. You will see two tabs: Patient registration and Case management.
2. On the Patient registration tab, **create a profile for your patient** by clicking 'New profile'



3. Once you have created a profile for your patient, you can commence a voluntary assisted dying case by clicking '**New case.**' The 'New case' button is in the top right-hand corner of your patient's completed profile, located in the Patient management tab.

John Flowers (EXAMPLE ONLY)

+ New case

Patient profile

Edit

Family name  
Flowers

Given name  
John

4. Once you have clicked 'New case,' this will open the **First Assessment Report Form** for your patient.

**Important:** At the bottom of the first page of the First Assessment report form ('Instructions for completing this form') – there is an important question regarding eligibility.

**You must select one of these options BEFORE you press 'Start.'**

### Can I save my form and return to it later?

Yes, you can.

When you save a First Assessment Report Form for the first time or submit the form, it will appear in the **case management tab** with a case identifier number (VAD case ID).

If you want to go back and complete the form, access it through the case management tab by clicking 'view.'

### What is the process check?

The secretariat of the board will undertake a process check on all forms to ensure there are no administrative errors that need correcting. For example, we will check that you have attached the supporting documentation as required by law and that the documents have been uploaded correctly.

If there are any administrative issues, the secretariat will email or call you to discuss, and you can amend the form through the portal if required.

Voluntary Assisted Dying Review Board

< Case management / Case overview / Form

John Flowers  
Date of Birth: 09/12/1955

1 Patient details  
2 Practitioner details  
3 First request  
4 Assessment report  
5 Eligibility  
6 Progress/Diagnosis  
7 Declaration  
8 Process check

### First assessment report form

**Instructions for completing this form**

This form is to be completed by the co-ordinating medical practitioner for a person who has made a first request for access to voluntary assisted dying.

The co-ordinating medical practitioner is required under the **Voluntary Assisted Dying Act 2017** to conduct a first assessment of a person who has made a first request.

Use this form to—

- notify the Board that the person has made a first request; and
- report to the Board the outcome of the first assessment of the person.

You must submit this form to the Board within 7 days after completing the first assessment, whether or not you have assessed the person as eligible for access to voluntary assisted dying. This form will be provided **electronically** to the Board through submission through this portal.

**Criteria for access to voluntary assisted dying**

For a person to be eligible for access to voluntary assisted dying—

- the person must be aged 18 years or more; and
- the person must—
  - be an Australian citizen or permanent resident; and
  - be ordinarily resident in Victoria; and
  - at the time of making a first request, have been ordinarily resident in Victoria for at least 12 months; and
- the person must have decision-making capacity in relation to voluntary assisted dying; and
- the person must be diagnosed with a disease, illness or medical condition that—
  - is incurable; and
  - is advanced, progressive and will cause death; and
  - is expected to cause death within weeks or months, not exceeding 6 months; and
  - is causing suffering to the person that cannot be relieved in a manner that the person considers tolerable.

A person is not eligible for access to voluntary assisted dying only because the person is diagnosed with a mental illness or has a disability.

If the person is diagnosed with a disease, illness or medical condition that is neurodegenerative, that disease, illness or medical condition must be expected to cause death within weeks or months, not exceeding 12 months.

**Based on your assessment of the person against the criteria above, choose the option that describes the outcome of your assessment\***

I have assessed the person as meeting the eligibility criteria for voluntary assisted dying

I have assessed the person as not meeting the eligibility criteria for voluntary assisted dying

Cancel Start

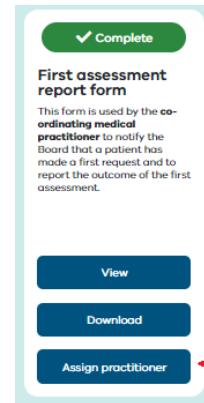
## How do I assign a consulting medical practitioner to a voluntary assisted dying case?

The co-ordinating medical practitioner must refer the patient for a consulting assessment through normal, offline referral processes.

Once a practitioner has agreed to be the consulting medical practitioner for a voluntary assisted dying case, the co-ordinating medical practitioner must assign the practitioner through the portal.

1. Log in to the portal and open the patient's voluntary assisted dying case
2. Click 'Assign practitioner.' You can only do this once you have completed the First Assessment Report Form and assessed the patient as eligible.
3. Use the consulting medical practitioner's unique AHPRA registration number to link them to the voluntary assisted dying case.

**Important:** Before the consulting medical practitioner can access the portal, they must complete the approved online assessment training and register for an account with the portal.

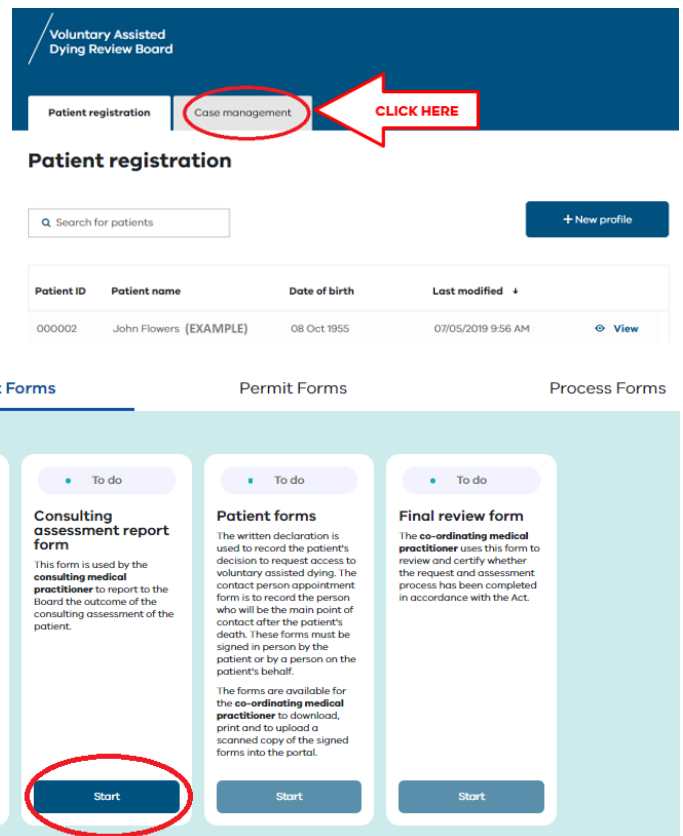


## I am a consulting medical practitioner - how do I complete the Consulting assessment report form?

Before you can start a Consulting assessment report form, you need to be assigned to the patient's voluntary assisted dying case through the portal. This is done by the co-ordinating medical practitioner, following the steps described above. Once you have been assigned to a case, the patient will automatically appear when you log into the portal.

To complete the consulting assessment report form:

1. Log in to the portal. You will see two tabs: Patient registration and Case management.
2. Click the **Case Management tab**
3. Click **'view'** to open the patient's voluntary assisted dying case in the case management tab.
4. Click **'Start'** on the Consulting assessment report form. You can then complete, save and submit this form. Your name will appear as the Consulting Medical Practitioner once you have saved the consulting assessment report form for the first time.



### **How will I know the outcome of a permit application for voluntary assisted dying medication?**

You will receive an email notification once the outcome of a permit application has been determined. This will occur within three business days from the submission of the permit application. You will need to log in to the portal to view the outcome of any permit applications, which can be saved and printed for your records.

### **Will medical practitioners be able to view other medical practitioners and patients through the portal?**

No. The portal has been designed to protect the privacy and confidentiality of all users.

Medical practitioners will not be able to see the names or details of other medical practitioners participating in voluntary assisted dying, unless they are the consulting and co-ordinating medical practitioners for the same patient.

Medical practitioners will only be able to see the names and details of patients who they have agreed to be a co-ordinating or consulting medical practitioner.

## **I NEED MORE INFORMATION!**

### **Who can I contact for technical assistance?**

For help or more information about the portal, please visit the portal website or contact the secretariat of the board by emailing [VADBoard@safecare.vic.gov.au](mailto:VADBoard@safecare.vic.gov.au).

### **Where can I find more information about voluntary assisted dying?**

To learn more about voluntary assisted dying and other end-of-life care options visit the Department of Health and Human Services' website. On this website you will find:

- Community and consumer information
- Information for health practitioners
- Information for health services

Patients should speak to their medical practitioner or the care navigators to learn more about the options at the end of life, including voluntary assisted dying.

### **How can I contact the care navigators?**

The care navigators can provide additional advice and support to individuals, health practitioners and health services about voluntary assisted dying.

You can contact the care navigators during business hours by emailing [vadcarenavigator@petermac.org](mailto:vadcarenavigator@petermac.org) or calling (03) 8559 5823 /0436 848 344 during business hours.