

End-of-life planning is no longer optional.

Be the aged care provider that gets it right.

Aged care providers are facing higher expectations and tighter regulations. New standards demand person-centred care, cultural respect, and better preparation for the end-of-life. Yet most providers still rely on ad hoc conversations, printed booklets or leave it too late altogether. Staff feel unprepared. Families are left scrambling. Clients feel anxious.

Your staff deserve better tools.
Families deserve support.
Your clients deserve a better death.

A new simple, compassionate and innovative solution.

Critical Info offers aged care providers a holistic solution for staff, family and clients.



1

Critical Info Platform.

A game-changing, simple platform that empowers clients to take control of their end-of-life plans.

2

Grief-Informed Training.

Grief literate programs that reduce psychosocial hazards and improve end-of-life outcomes for everyone.

Empowering clients to take control of their end-of-life planning.

Why end-of-life planning matters.

Nearly 9 in 10 Australians believe it's important to plan for end-of-life. But only 1 in 3 actually have*.

That disconnect creates confusion, stress, and unnecessary suffering. Especially in aged care settings where time is limited and decisions are critical.

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We're proud to be the first aged care provider in Australia to adopt the Critical Info Platform, helping clients and their families live more aligned with their values and preferences.

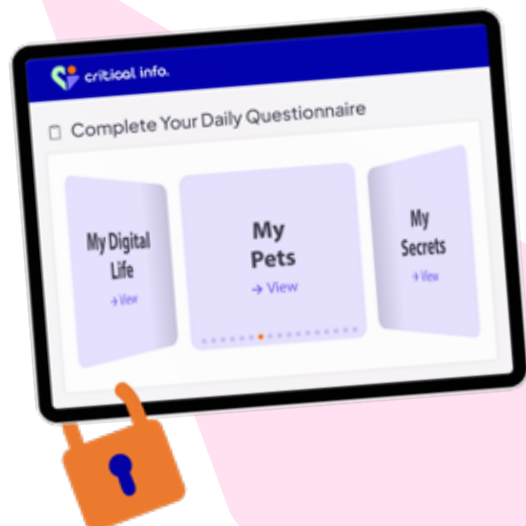
Maria Davison, CEO
Melville Cares

A solution that supports your legal and quality standards.

Whether you're striving to meet national quality standards or lead with truly person-centred care, the Critical Info Platform helps you deliver on both.

- ✓ Aligns with the Aged Care Data and Digital Strategy 2024–2029.
- ✓ Supports the intent of the Aged Care Act (2025) and Quality Standards.
- ✓ Reflects the goals of the National Guidelines for Spiritual Care in Aged Care.
- ✓ Complements the Support at Home program.

The Critical Info Platform helps reduce admin burden, encourages Advance Care Planning and other legal documents, and offers culturally inclusive tools that support a more proactive, respectful end-of-life experience.



The Critical Info Platform.

Safe. Holistic. Guided.



Let clients live with peace of mind.

Clients record their personal paperwork, wishes and legacy. As they follow simple prompts, they can document using text, audio or video. They nominate two key contacts that can gain access to the completed profile at preselected times.

The Critical Info Platform covers 15 life focus areas including:

- ✓ Spiritual and cultural needs.
- ✓ Location of important documents like Wills and Advanced Care Plans.
- ✓ Bills and passwords.
- ✓ Secrets and personal stories.
- ✓ Pet care and more.

**Staff induction
program
provided.**



**Simple as
writing an
email.**



**End-to-end
client
support.**



**Includes
client training
workshops.**



End-of-life workplace training.

Grief literate. Trauma-informed. Culturally safe.
Real Impact.

Critical Info training is evidence informed,
trauma aware and complements the Support at Home program.

Protect and empower employees.

Your staff are on the frontline of life's hardest conversations. But most receive little to no training on how to talk about death, grief, or legacy. They're expected to comfort families, interpret wishes, and "get it right" under pressure.

That's a psychosocial hazard. Under workplace safety laws Australia-wide, it's one you're expected to address.

Critical Info supports aged care teams to navigate emotionally complex conversations with courage, care and clarity, while reducing distress and psychosocial hazards.

End-of-life training outcomes.

Critical Info training supports your team to:

-  Support clients with meaningful respectful planning conversations.
-  Understand the role of Advance Care Planning, Wills, and other end-of-life documents.
-  Reduce risk and emotional distress when a client deteriorates or dies.

**Dignity in death doesn't
happen by accident.**

Equip your staff. Empower your clients.

Reach out for more information today.
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criticalinfo.com.au

