



# SUNSET HOME VETERINARY CARE

PRACTICE INFORMATION GUIDE





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CARE,  
COMPASSION &  
EXPERT ADVICE  
WHEN IT'S  
NEEDED MOST



# WELCOME

Sunset Home Veterinary Care is one of Australia's first dedicated palliative care and in home euthanasia services. We believe that the moments at the end of a pets life are to be treasured and aim to help vets deliver the very best support to their clients at this time.

Our team of mobile veterinarians work alongside practices and allied health professionals. We pride ourselves on consistently providing the most personalised, compassionate and supportive care possible to pets and their owners. We look forward to working in conjunction with progressive practices such as yours, to provide clients with advice on pain management and symptom control as well as support through the euthanasia decision.

This booklet outlines further information about our company, the services we provide and the way we work together with primary care clinicians.

Please feel free to [contact us](#) if you'd like to know more about any element of our care or would like for one of our veterinary team to drop in and say hello.





# WHO WE ARE

## Empowering pets and their families.

Palliative care is an emerging field of veterinary medicine and we’re dedicated to being at the forefront of it. Like you, we're passionate about pet health and are working to change the way pets are cared for at the end of life.

Our mobile veterinary team provide a unique service, offering compassionate and personalised end of life veterinary care and gentle euthanasia for pets in the private and familiar surroundings of their home. In line with established models of human palliative care, we deliver upon the ideals of patient comfort, specialised age-appropriate health care and supporting caregivers through the difficulties of end of life decision making.

Please note: our veterinarians do not provide any routine or preventative medicine and work exclusively in the palliative care space.





# the story behind sunset vets

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The Sunset Vets story starts with a simple question:

"If we could rethink the way end of life medicine is delivered... how might that ease the burden for patients and families in our care..."

Sunset Vets grew from humble beginnings; it started with one veterinarian's desire to rethink the way she cared for patients at the end of life. Taking her cue from the human model of palliative care, Sunset Vets founder, Dr Jackie Campbell, recognised that a specialised service focusing on client support was desperately needed in the veterinary industry. She understood that palliative care and end of life discussions were challenging for both veterinarians and owners in the clinic setting, and that for busy practices, offering compassionate in-home euthanasia at the exact time it is needed, was often difficult.

What started as a labour of love alongside her clinical job quickly grew and in 2015, Dr Jackie left her role in general practice to devote herself to providing full-time end of life care for pets in need. Since this time, Sunset Vets has grown from a one-person initiative to a compassionate company consisting of a team of dedicated mobile veterinarians, office and client support staff and the services of both a qualified counsellor and psychologist specialising in animal bereavement.

Caring for a pet that is struggling or terminally ill can be distressing and many clients want to know what else can be done to make their pets more comfortable. They often also require ongoing emotional support. The Sunset Home Veterinary Care team are passionate about providing this specialised care for pets and their families from the comfort of home.



Dr Jackie Campbell BVSc (hons), Dip CMT  
Founder, Sunset Home Veterinary Care



# WHAT WE DO

Our veterinarians work one on one with clients whose pets are in the end stages of life.

Our focus is on providing specialised palliative advice, the formulation of pain management plans and assisting with symptom control.

Appointments are performed in the home with referral back to a patient's primary care veterinarian for any diagnostics and ongoing monitoring.

We aim to help educate and support clients with quality of life concerns as well as pre-euthanasia guidance

Our team are available to assist with compassionate in-home euthanasia 7 days a week by appointment.

We can assist clients and clinics with aftercare arrangements, counselling and professional grief support.





# CLIENT TESTIMONIALS

Here are just a few of our client stories that demonstrate the difference our veterinarians make.



## CYNTHIA BURNETT - GYPSY

How lucky was I to meet Dr Jackie when I did! My beautiful Goldie, Gypsy, almost 14, was in need of an extra perspective to help with her health issues. I have collaborated with many vets in my life over the care of my dogs but no one else is offering the service that Sunset Vets is and my local vet was pleased to be able to liase with Jackie over Gypsy's care when needed. I was blown away by the kindness, compassion and unfailing professionalism of Jackie and her colleagues. She led me gently along the path of understanding the implications of real "old age" in my dog and presented me with choices I didn't think I might have. She helped me understand how important it is to plan for a peaceful end when the time came so that distressing, last minute crises can be avoided and explained how this was more in the best interests of my dog. Every pet owner needs to know this service exists.

## DOUGLAS KEENEY - FLETCHER

We as a family shall always remain ever grateful that we were able to come across Sunset Vets. Dr. Giles is a very beautiful person in every way and she so seamlessly became a very integral part of our family unit. Her humility, genuine kindness and compassion and dignity and professionalism, will always be treasured by the three of us and Fletcher and never forgotten. Thank you Colleen from the bottom of our hearts for Dr. Giles. She was a very integral part of the beautiful farewell and it touched the three of us that she so generously and thoughtfully took an active part.



## LAURIE MCLAUGHLIN - TIFFANY

Our dear 16 yr old Standard Schnauzer passed away peacefully last week with the help and support of the lovely Dr Andi from Sunset Veterinary Care. I would like to thank you for the care and sensitivity you showed towards Tiffany and the rest of our family at this most difficult time. You helped us cope and allowed Tiffany to have dignified final moments surrounded by those she loved. We particularly liked the way you gave us time, explained everything and included our other dog, acknowledging her sorrow. It could not have been done better. Your lovely hand written card in the mail was also very much appreciated. Thank you.



# HOW WE WORK WITH YOU

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As we are a specialised veterinary service, we work in conjunction with primary care veterinarians and other experts in the animal health industry. Our aim is not to replace a pet's regular vet but to provide additional support with any of the delicate issues surrounding ageing and end of life health care.

Many of our client enquiries originate from clinic referrals. Our aim is to consistently maintain positive working relations with clinics and deliver the best outcomes for both patients and clients. Our team do not provide routine preventative care or perform diagnostics and work hard to support the ongoing vet-client relationship with primary care teams.

To refer to us, simply provide our contact details to any client you feel may benefit from our services. We can also provide you with our company brochures to offer clients who may be considering an in-home visit. You can read more about this in our Resources section below.







# Resources

**We have a range of complimentary materials available for your use.**

We offer business cards for the vets working in your area as well as a brochure outlining our services and cards to offer to clients who you feel may benefit from the support of our services.

In addition to this we have written resources that may be useful to you, including a canine and feline pain assessment scale and quality of life assessment form. If you would like to order any of our complimentary resources or marketing materials, please contact our client relationships manager, Ashlee, at [info@sunsetvets.com.au](mailto:info@sunsetvets.com.au) or phone 1800 368 763.

Please feel free to contact us at any time for further information. You can also learn more about our services via our [website](http://www.sunsetvets.com.au) and social media channels.





For More Information

1800 368 763 | [info@sunsetvets.com.au](mailto:info@sunsetvets.com.au) | [www.sunsetvets.com.au](http://www.sunsetvets.com.au)