



# Palliative Care Equity Education Toolkit

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## Acknowledgement of Country

*“Metro North Health respectfully acknowledges the traditional Owners of the land across Queensland where our health services are located. We also pay our respects to the Aboriginal and/or Torres Strait Islander Elders and valued persons past, present and future and recognise the strength and resilience that Aboriginal and/or Torres Strait Islander people and their ancestors have displayed in laying strong foundations for the generations that follow. For it is through building joint understanding of land, wind, water and community that we work together to reduce health inequities”.*

## 1.1 Introduction

The end stage of life is a sensitive and symbolic time for patients and their loved ones. Understanding the perspective and experience of the patient and their loved ones is vital to provide culturally safe and appropriate, evidence-based palliative care. This document aims to provide insight into appropriate cultural knowledge and practices and identify education and clinical tools that will assist Metro North Health (Metro North) staff in providing culturally and clinically responsive care for Aboriginal and Torres Strait Islander patients and their families. Aboriginal and Torres Strait Islander culture encompasses many customary practices and protocols to ensure the safe passage of the Spirit into the afterlife and to prevent the Spirit from returning. These practices have meanings that are sacred to Aboriginal and Torres Strait Islander people and disclosing them is not the intentions of these guidelines. Queensland Health recognises the rights of Aboriginal and Torres Strait Islander peoples to practice cultural and spiritual traditions and customs without discrimination or judgement.

This document summarises resources and internal and external learning and development opportunities for Metro North staff working within and across Palliative Care services. There may be additional training available at your workplace and you are encouraged to liaise with your local Cultural Capability Officer (CCO), Indigenous Health Liaison Officer (IHLO), IPEPA (Indigenous Program of Experience in the Palliative Approach) Queensland, professional education unit (medical and nursing workforce) or Workforce Development Officer (Allied Health). Similarly, the [Metro North Health Equity page](#) provides up to date information including vidcasts, Qld Health Equity resources and frequently asked questions.

All external content linked to this document is not monitored by the Metro North Palliative Care Equity working group and you are asked to notify of any concerns via the [Metro North Aboriginal and Torres Strait Islander Leadership Team](#) or the [Metro North Medicine Stream](#).

[Join the Palliative Care Equity Working Group Teams Channel here](#)

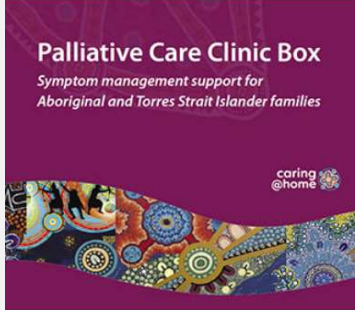

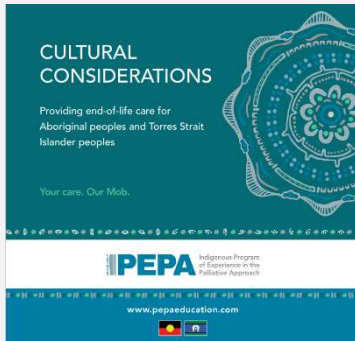

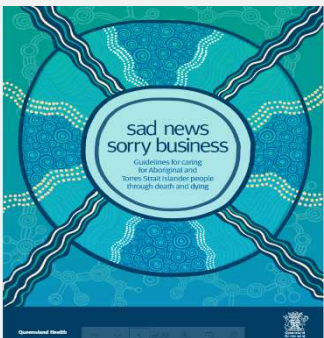

## 1.2 National Consensus Statement





[Consensus Statement: Essential Elements for safe and high-quality end-of-life care \(safetyandquality.gov.au\)](https://www.safetyandquality.gov.au)



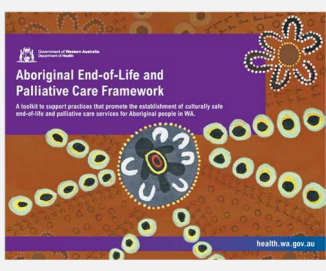



## 1.3 Resources available to support clinical care

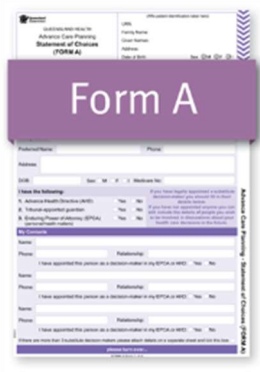

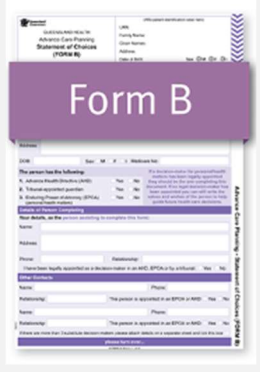



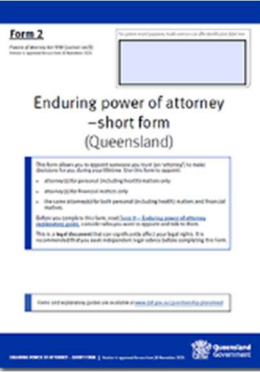

### 1.3.1 Symptom Management

Source	Resource	Summary	Link to Online Resource
<p><b>Caring @home</b></p> <p><a href="http://caringathomeproject.com.au">Palliative Care Clinic Box (caringathomeproject.com.au)</a></p>		<p>Symptom management support for Aboriginal and Torres Strait Islander families.</p> <p>9 tip sheets (symptoms)</p> <p>Medicine tracker</p> <p>Medicine wall chart</p> <p>Training videos</p>	
<p><b>PEPA</b></p> <p><a href="http://pepaeducation.com">PEPA CulturalConsiderationsFlipbook Web.pdf (pepaeducation.com)</a></p>		<p>This flip chart provides healthcare services practical considerations in delivering culturally responsive, family-centred palliative care to Aboriginal and/or Torres Strait Islander peoples.</p>	
<p><b>QHEPS</b></p> <p><a href="http://health.qld.gov.au">Sad news, sorry business - Guidelines for caring for Aboriginal and Torres Strait Islander people through death and dying (health.qld.gov.au)</a></p>		<p>Guidelines for caring for Aboriginal and/or Torres Strait Islander peoples through death and dying.</p>	

<p><b>PEPA</b></p> <p><a href="#">Video Resources - PEPA</a></p>		<p>YouTube video: Pain Management</p>	
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### 1.3.2 End of life care planning

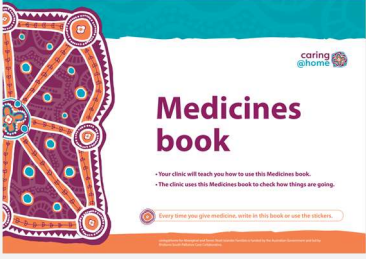





Source	Resource	Summary	Link to Online Resource
<p><b>Palliative Care Australia</b></p> <p><a href="#">Discussing Choices – Indigenous Advance Care Plans - Palliative Care Australia</a></p>		<p>YouTube video: Discussing Choices – Indigenous advance care plans.</p>	
<p><b>Western Australia Department of Health</b></p> <p><a href="#">Aboriginal End-of-Life and Palliative Care Framework (health.wa.gov.au)</a></p>		<p>A framework used as a guide to facilitate a person-centred approach to end-of-life palliative care for Aboriginal and/or Torres Strait Islander people.</p>	
<p><b>Palliative Care Australia</b></p> <p><a href="#">Aboriginal and Torres Strait Islander Discussion Starter – Working Out What’s Right For You - Palliative Care Australia</a></p>		<p>A tool to assist Aboriginal and/or Torres Strait Islander peoples think about what is right for them in their health journey.</p>	

Source	Resource	Summary	Link to Online Resource
<p><b>Queensland Advance Care Planning Forms</b></p> <p><a href="http://health.qld.gov.au">Statement Of Choices - FORM A (health.qld.gov.au)</a></p>		<p>Statement of Choices – Form A</p> <p>Form for people who are able to make health care decisions independently.</p>	
<p><a href="http://health.qld.gov.au">Statement Of Choices - FORM B (health.qld.gov.au)</a></p>		<p>Statement of Choices – Form B</p> <p>Form for people who are unable to make health care decisions independently.</p>	
<p><a href="http://publications.qld.gov.au">Form 4 - Advance health directive (Queensland) (publications.qld.gov.au)</a></p>		<p>Advance Health Directive Form</p> <p>Form that can be used by people who have decision-making capacity. It allows for the person to provide information about their wishes about future health care and special health care.</p>	
<p><a href="http://publications.qld.gov.au">Form 2 - Enduring power of attorney - short form (publications.qld.gov.au)</a></p>		<p>Enduring Power of Attorney Short Form</p> <p>Form that can be used by people with decision making capacity who wish to legally appoint the same attorney for personal (including health) matters and for financial matters.</p>	





Source	Resource	Summary	Link to Online Resource
<a href="#">Form 3 - Enduring power of attorney - long form (publications.qld.gov.au)</a>		<p>Enduring Power of Attorney Long Form</p> <p>Form that can be used by people with decision making capacity who wish to legally appoint different attorneys for personal (including health) matters and for financial matters.</p>	
<a href="#">Acute Resuscitation Plan (for adults)   Clinical Excellence Queensland   Queensland Health</a>		<p>Acute Resuscitation Plan</p> <p>Is a medical order made by a medical practitioner that provides documentation of:</p> <ul style="list-style-type: none"> <li>• Discussions regarding life sustaining measures</li> <li>• Clinical authority for attending clinical teams to act in an acute emergency</li> <li>• Treatment that is available and recommended</li> </ul> <p>It is not a consent form</p>	
<p>Dept of Health WA</p> <a href="#">Taking Care of Dying Time - YouTube</a>		<p>YouTube video: Taking care of Dying Time</p>	

### 1.3.3 Carer Support

Source	Resource	Summary	Link to Online Resource
<p><b>Caring@home</b>  <a href="https://caringathomeproject.com.au">Medicines-diary-WEB.pdf (caringathomeproject.com.au)</a></p>		<p>Printable resource of Medication diary</p>	
<p><b>Australian Government Department of Health</b>  <a href="https://health.gov.au">Caring for your mob at the end of their life (health.gov.au)</a></p>		<p>Brochure covering:</p> <ul style="list-style-type: none"> <li>What is palliative care</li> <li>What is end-of-life care</li> <li>Starting the conversation</li> <li>Why it is important to plan ahead</li> <li>Turning their wishes into plans</li> </ul>	
<p><b>Gwandalan National Palliative Care Project Dillybag</b>  <a href="https://gwandalanpalliativecare.com.au">Dillybag (Resources) – National Palliative Care (gwandalanpalliativecare.com.au)</a></p>		<p>The Gwandalan Dillybag is an applied and interactive toolkit aimed to provide frontline staff with appropriate tools (resources and information) to support the delivery of culturally safe and responsive palliative and end-of-life care for Aboriginal and Torres Strait Islander Communities.</p>	

Source	Resource	Summary	Link to Online Resource
<p><b>During sad news and sorry business – Information for family</b></p> <p><a href="http://clinicalexcellence.qld.gov.au">During sad news and sorry business: Information for family   Queensland Health (clinicalexcellence.qld.gov.au)</a></p>		<p>A culturally appropriate booklet that includes information and practical ideas about things to do before and after the passing away of an adult in Queensland.</p>	
<p><b>PallConsult</b></p> <p><a href="http://www.pallconsult.org.au">Website</a></p>		<p>PallConsult provides clinical outreach services to build capacity across Queensland for local clinicians to provide quality care for people approaching end of life and wishing to remain at home. The PallConsult team comprises medical and nursing specialists from the Metro South Palliative Care Service.</p>	
<p><b>Ambulance Wish Queensland</b></p> <p><a href="http://www.ambulancewish.org.au">Website</a></p>		<p>Our purpose is simple: to give Queenslanders living with a life-limiting condition access to the planning, coordination, specialist transport and clinical care they need to fulfil their last wish and create forever memories.</p>	

### 1.3.4 Bereavement care

Source	Resource	Summary	Link to Online Resource
<b>PEPA</b> <a href="#">Loss, grief and healing - YouTube</a>		YouTube video: Loss, grief and healing.	

## 1.4 Voluntary Assisted Dying (VAD)



[Metro North Policy 007272 – Voluntary Assisted Dying](#) outlines the principles relating to VAD, and the restrictions in place pertaining to how the VAD process is communicated by clinicians and healthcare workers.

Under both the Act and the Criminal Code Act 1995 (Cth) (Commonwealth Criminal Code), there are restrictions related to communication about VAD.

These include:

- who can initiate a discussion relating to VAD with a person (the Act)
- how certain components of the voluntary assisted dying process can be communicated (Commonwealth Criminal Code).

Refer to [QVAD Handbook](#), Chapter 5: Restrictions on communication about voluntary assisted dying.

Source	Resource	Summary	Link to Online Resource
<b>Metro North Health</b> <a href="#">Voluntary assisted dying   Queensland Health</a>		Information sheet for healthcare workers (QR code).  Voluntary Assisted Dying information Qld Health page (link)	 <p>(QLD Health device only)</p>

**Department of Health (WA)**

[Information about supporting Aboriginal people \(health.wa.gov.au\)](https://www.health.wa.gov.au/information-about-supporting-aboriginal-people)

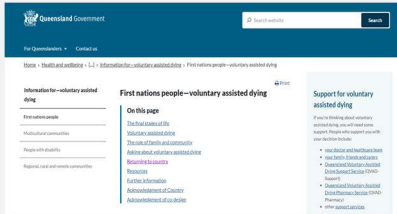


Information sheet providing advice to healthcare workers about how to support Aboriginal people with VAD.



**Department of Health (Qld)**

[First nations people—voluntary assisted dying | Health and wellbeing | Queensland Government \(www.qld.gov.au\)](https://www.health.qld.gov.au/first-nations-people-voluntary-assisted-dying)



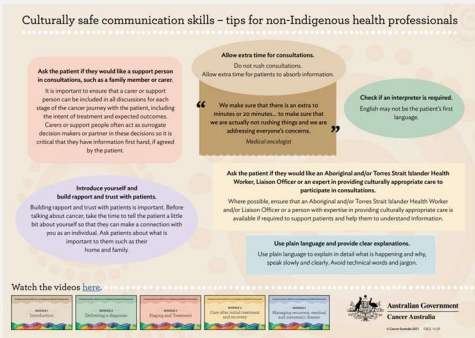





Website with information pertaining to Aboriginal and Torres Strait Islander people and VAD – consumer focus, not clinician focus





## 1.5 Training Resources

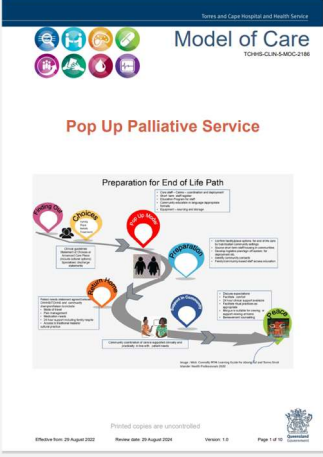

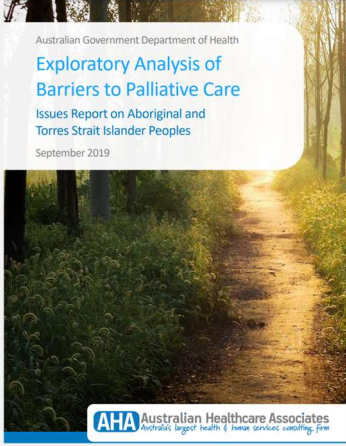

Refer to TMS for mandatory training requirements for Cultural Awareness Training and Health Equity.

Source	Resource	Summary	Link to Online Resource
<p><b>PEPA</b></p> <p><a href="#">IPEPA - Your Care, Our Mob   Facebook</a></p>		<p>YouTube video: Discussing Choices</p>	
<p><b>Australian Government Cancer Australia</b></p> <p><a href="#">culturally-safe-communication-skills-tips-for-non-indigenous-health-professionals.pdf</a> (<a href="#">canceraustralia.gov.au</a>)</p>		<p>Tip Sheet with practical advice for health care workers to assist with providing culturally safe and responsive communication with Aboriginal and Torres Strait Islander patients.</p>	
<p><b>Australian Government Cancer Australia</b></p> <p><a href="#">optimal-care-pathway-for-aboriginal-and-torres-strait-islander-people-with-cancer.pdf</a> (<a href="#">canceraustralia.gov.au</a>)</p>		<p>Optimal care pathway for Aboriginal and Torres Strait Islander people with cancer</p>	

Source	Resource	Summary	Link to Online Resource
<p><b>Australian Government</b></p> <p><b>Cancer Council</b></p> <p><a href="http://canceraustralia.gov.au/quick-reference-guide">quick reference guide.pdf (canceraustralia.gov.au)</a></p>		<p>Guidance for health practitioners and service planners on optimal care for Aboriginal and Torres Strait Islander patients with cancer.</p>	
<p><b>Australian Health Minister's Advisory Group</b></p> <p><a href="http://www.health.gov.au/cultural-respect-framework-2016-2026">Cultural Respect Framework 2016-2026</a></p>		<p>Framework outlining 6 domains that underpin culturally respectful health service delivery.</p>	
<p><b>IPEPA</b></p>		<p>Kam Biman Project</p> <p>'Kam Biman', meaning cover in the local language of the Gubbi Gubbi people.</p> <p>Kam Biman covers are available to Aboriginal and Torres Strait Islander patients who are on their returning to Spirit (palliative care) journey. The covers aim to provide warmth and comfort when accessing palliative and end of life care. Upon the patient's return to Spirit,</p>	<p>Email: <a href="mailto:pepaql@health.qld.gov.au">pepaql@health.qld.gov.au</a></p>

Source	Resource	Summary	Link to Online Resource
		<p>families are encouraged to keep the cover as a symbolic token of their loved one.</p> <p>Additional covers will also be used to cloak Aboriginal and Torres Strait Islander patients who have returned to Spirit and are being viewed by families in hospital viewing rooms.</p> <p>The Kam Biman project aims to support cultural safety across Metro North Health facilities, decrease the effects of trauma and complicated grief and support the healing journey for Aboriginal and Torres Strait Islander families.</p>	
<p><b>IPEPA</b></p> <p><a href="#">IPEPA_AHP-LearningGuide Online.pdf (pepaeducation.com)</a></p>		<p>A Learning Guide that is Aboriginal and Torres Strait Islander centric. Covers all stages of Palliative Care.</p>	




Source	Resource	Summary	Link to Online Resource
<p><b>Torres and Cape HHS</b></p> <p><a href="#">Pop Up Palliative Service Model of Care   TCHHS-CLIN-5-MOC-2186   Torres and Cape Hospital and Health Service</a></p>		<p>Model of Care Pop Up Palliative Service</p>	
<p><b>Australian Government Department of Health</b></p> <p><a href="#">Exploratory Analysis of Barriers to Palliative Care - Issues Report on Aboriginal and Torres Strait Islander Peoples (health.gov.au)</a></p>		<p>Report outlining key barriers and provides approaches for improving Aboriginal and Torres Strait Islander peoples' access to palliative care in Australia.</p>	

### 1.5.1 Internal Training Opportunities

Check in with the [Metro North Medicine Stream](#) for internal training opportunities.

### 1.5.2 External Training Opportunities

Date and time	Topic	Target Group	Booking: click link or scan QR code to register.
Accessible in own time	Online modules provided by Gwandalan – all modules are approved for Continued Personal Development.	Nursing and Medical Officers	 <a href="http://gwandalanpalliativecare.com.au">eLearning Modules – National Palliative Care (gwandalanpalliativecare.com.au)</a>
Accessible in own time	Online modules provided by Cancer Australia, to be used in conjunction with the Tip Sheet on page 11 of this toolkit.	Nursing and Medical Officers	 <a href="#">Culturally safe communication skills – tips for non-Indigenous health professionals   Cancer Australia</a>
Calendar of events via link.	<p><b>PEPA / iPEPA Culture-centred Care Workshops</b></p> <p>The Culturally responsive Palliative care Workshops promote principles of person and culture-centred care of people with a life-limiting illness, their families and communities. Two separate workshops are offered under this category:</p> <p>Culturally responsive palliative care for Aboriginal and Torres Strait Islander Peoples workshop</p> <p>Culturally responsive palliative care for people from culturally and linguistically diverse backgrounds workshop</p>	Nursing, Allied Health and Medical Officers	 <a href="http://health.qld.gov.au">Palliative Care Education Calendar of Events: January - June 2023   Centre for Palliative Care Research and Education (health.qld.gov.au)</a>

<p>Accessible in own time</p>	<p><b>QUT – End of Life Law in Australia</b></p> <p>The module aims to help health professionals understand legal considerations when caring for Aboriginal and Torres Strait Islander people and their families at the end of life, and support delivery of high-quality, culturally safe and culturally responsive care.</p> <p>Free online modules but require registration</p>	<p>Nursing, Allied Health and Medical Officers</p>	 <p><a href="#">QUT - Home</a></p>
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## 1.6 2023 Key Aboriginal and Torres Strait Islander Cultural Dates

Significant Day	Background	Date
Anniversary of National Apology Day	On 13 February 2008, Prime Minister Kevin Rudd delivered the National Apology to Australia's Aboriginal peoples and Torres Strait Islander peoples for the injustices of past government policies, particularly to the Stolen Generations.	13 February 2023
National Close the Gap Day	National Close the Gap Day is an annual event that raises awareness and seeks to close the gap with respect to life expectancy, child mortality, educational and employment outcomes between Aboriginal peoples and Torres Strait Islander peoples, and non-Indigenous Australians.	16 March 2023
National Sorry Day	National Sorry Day provides an opportunity for people to come together and share the journey towards healing for the Stolen Generations, their families and communities.	26 May 2023
1967 Referendum	The 1967 Referendum was a landmark achievement following decades of activism by Aboriginal and Torres Strait Islander and non-Indigenous people, where more than 90 percent of Australians voted in favour of amending two sections of the Australian Constitution.	27 May 2023
Reconciliation Week	National Reconciliation Week celebrations commemorate two significant milestones in the reconciliation journey—the anniversaries of the successful 1967 Referendum and the High Court Mabo Decision.	27 May – 3 June 2023
Mabo Day	On 3 June 1992, the High Court of Australia overturned the principle of "terra nullius" or "nobody's land" as claimed by the British when they first arrived in this country. The decision has paved the way for Native Title legislation.	3 June 2023
Coming of the Light	The Coming of the Light is celebrated annually by Torres Strait Islander peoples. It marks the adoption of Christianity through island communities during the late nineteenth century.	1 July 2023
NAIDOC Week	NAIDOC Week celebrations are held across Australia to celebrate history, culture and achievements of Aboriginal peoples and Torres Strait Islander peoples.	2 – 9 July 2023
National Aboriginal and Torres Strait Islander Children's Day	National Aboriginal and Torres Strait Islander Children's Day is an opportunity for all Australians to learn about the crucial impact that community, culture and family play in the life of every Aboriginal and Torres Strait Islander child.	4 August 2023
Indigenous Literacy Day	Indigenous Literacy Day is a national celebration of culture, stories, language and literacy. This day raises awareness of the disadvantages experienced in remote communities and advocates for more access to literacy resources.	7 September 2023
Anniversary of the UN Declaration on the Rights of Indigenous People	The United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) was adopted by the General Assembly on Thursday, 13 September 2007.	13 September 2023

## 1.7 Contact List

Service	Contact Details
<b>Statewide Office of Advance Care Planning</b>	PO Box 2274, Runcorn, Qld 4113 Phone: 1300 007 227 Fax: 1300 008 227 Email: <a href="mailto:acp@health.qld.gov.au">acp@health.qld.gov.au</a>
<b>Palliative Care Queensland</b>	Suite 2, Level 5, 490 Upper Edward St, Spring Hill, Qld 4000 Phone: (07) 3842 3242
<b>Indigenous Program of Experience in the Palliative Approach (IPEPA)</b>	Phone: (07) 3646 6215 Email: <a href="mailto:pepaqld@health.qld.gov.au">pepaqld@health.qld.gov.au</a>
<b>Gwandalan National Palliative Care Project</b>	56 Edmonstone Rd, Bowen Hill, Qld 4006 Phone: 1300 362 111 Email: <a href="mailto:gwandalan@agpal.com.au">gwandalan@agpal.com.au</a>
<b>Queensland Aboriginal and Islander Health Council (QAIHC)</b>	36 Russell St, South Brisbane, Qld 4101 Phone: (07) 3328 8500
<b>The Institute for Urban Indigenous Health (UIIH)</b>	22 Cox Rd, Windsor, Qld 4030 Phone: (07) 3828 3600 Email: <a href="mailto:reception@iuih.org.au">reception@iuih.org.au</a>
<b>Centre for Palliative Care Research and Education (CPCRE)</b>	Royal Brisbane and Women's Hospital Level 7, Block 7, Herston Road, Herston, Qld 4029 Phone: (07) 3646_6938 Email: <a href="mailto:cpcre@health.qld.gov.au">cpcre@health.qld.gov.au</a>