

A quick guide to your first conversation about palliative care



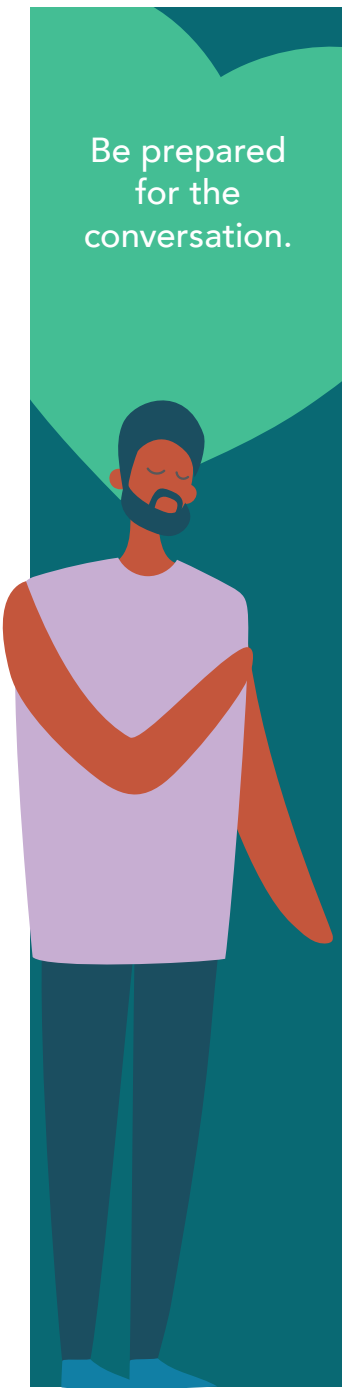

Does the person or family you are about to talk to come from one of these groups or backgrounds?

- Aboriginal and Torres Strait Islander peoples
- CALD background
- LGBTIQ+
- Aged or frail
- Disability
- Mental health concerns
- Social isolation
- Economic disadvantage
- History of trauma

If so, they are likely to experience barriers to accessing palliative care. We know that how you approach this conversation makes a difference.

Take a moment to think about these questions...





Be prepared
for the
conversation.

How do they like
to be addressed?

What kinds
of spiritual
practices are
important
to them?

Is showing
respect for
elders important
to them?

Do we think of
time in the same
way?

What do they
believe about
preventative
health and the
causes of serious
illness?

Are there gender
preferences
that I should
be sensitive to?

How are their
past experiences
of health and
care systems
influencing their
choices now?

What behaviours
or actions might
seem impolite
to them?

Always ask,



Can I talk openly about serious illness, dying and death? What words should I use?

What will I share about myself to make a personal connection and build trust?

Is the language I'm using inclusive of people of all sexualities and gender identities?

Who would the person like to be present for the conversation?

What aspects of nonverbal communication do I need to be mindful of—personal space, body language, silences, touch and gestures?

Do we need interpreter assistance for this conversation?

Are my clothing and appearance demonstrating respect?

What can I do to help them feel safe, listened to and cared for?

Read the PEPA/IPEPA communication guide to find ways to have a more effective conversation...

never assume.



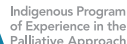
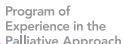
Find the *PEPA/IPEPA Communication Guide* and other education
resources online at www.pepaeducation.com

Further resources are available from these partner organisations:



Talking End of Life
...with people with intellectual disability

PALLIATIVE CARE EDUCATION & TRAINING COLLABORATIVE



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