


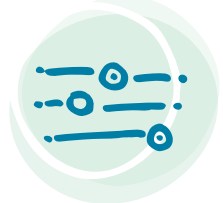




# WHAT DO PEOPLE WITH SERIOUS ILLNESS NEED?

How do we support our people to change a harmful experience of serious illness to a healing experience, that is grounded in sovereignty, dignity and self-determination?

Harmful experience	Changing the experience	Healing experience
<p><b>REACTIVE</b></p>	 <p>The ability to swim the river – hoping for the best and being prepared for the different currents - outcomes that may require you to adjust your swimming style.</p> <p>Realise that if you are still swimming, you have hope and this hope changes throughout the illness journey, but it never needs to be lost.</p>	<p><b>HOPEFUL</b></p>
<p><b>UNAWARE</b></p>	 <p>Understand the typical pattern or storyline of your illness.</p> <p>Knowing what to expect about how the illness will affect your life as things progress.</p>	<p><b>INFORMED</b></p>
<p><b>UNSURE</b></p>	 <p>Know your usual strategies for coping and facing challenges in life, so that you can better understand how you will cope with this challenge.</p>	<p><b>CONFIDENT</b></p>
<p><b>GENERIC NON-INDIGENOUS APPROACH</b></p>	 <p>Be aware that you don't have to accept the care and treatment options that are offered as standard care.</p> <p>You can customise a holistic plan that meets your own needs, beliefs and preferences.</p>	<p><b>CULTURALLY SAFE AND RESPECTED</b></p>
<p><b>OVERWHELMED</b></p>	 <p>Expect that your illness will have ripple effects on your family and community.</p> <p>Ensure that your family, carers and community are supported so that you and your support system stay strong.</p>	<p><b>SUPPORTED</b></p>
<p><b>FRUSTRATED AND SCARED</b></p>	 <p>Start conversations with healthcare staff about what to expect, rather than waiting for them to tell you.</p> <p>You have a right to know about anything that involves you.</p>	<p><b>PREPARED</b></p>