

CARESEARCH[®]

palliative care knowledge network



Diversity

Find culturally appropriate information and resources in palliative care

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Culturally appropriate resources in palliative care

We all have different backgrounds and experiences which shape how we understand and interact with services in our community. People from other cultures or who speak another language, Aboriginal and Torres Strait Islander people, or people who identify as LGBTIQ+ can find it difficult to navigate the health system and find the support they need.

Here are some ways that the [CareSearch Community web pages for Diversity](#) can help you to help people from diverse backgrounds in your care

1. [For individuals - accessing palliative care](#) – a series of pages you can recommend to clients wanting to know who can help with palliative care support. There are also links to resources developed to help them address some of the known barriers to care.

You can introduce clients to palliative care in their own language using the [Resources in your language](#) page to connect with information in more than 50 languages.

2. [For Health Professionals](#) providing inclusive care begins with knowing your community. Here we make it easy for you to find out about the diversity within the community you care for and to use this to generate a Community Profile. Once you have done that check out some of the resources available to help address barriers to care that might be faced by some of your community members. Take time to reflect on your own background, beliefs, and practices.

Next learn about some of the [diverse populations](#) and how culture can influence palliative care. Start by learning more about underserved populations and why access to palliative care is important for them. Find out how identifying with more than one group can make access even harder – [intersectionality](#).

Use our [interactive world map](#) to explore and reflect on how cultural backgrounds can influence responses to pain and palliative care. Then reflect on your Community Profile and start to develop a plan for how you and your team can build a more [inclusive practice](#) environment. Your own cultural influences are also important to consider.

Where service or practice gaps are identified, create a workplace Diversity Plan.

Visit [CareSearch Diversity Hub](#)



To obtain further copies of this pack or other resource packs developed by CareSearch:

Download or order printed copies at caresearch.com.au/About-Us/Newsroom/CareSearch-Print-Resources

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My community profile and practice reflection

This is my community: _____

First, visit the [QuickStats map](#) in the CareSearch Diversity Hub pages for Health Professionals. Use the data from QuickStats to understand who is in your community. Enter your community postcode and then click 'GO'. This will show you age groups, languages spoken, country of birth, employment, and more for that suburb or area.



Use the form below to develop a profile and print or email this to yourself or move onto the reflection questions:

My Community Name _____ **Postcode** _____

Total number of people _____

Number unemployed _____

Number of Aboriginal and/or Torres Strait Islander people _____

Proportion of community members aged 65+ years _____

Country of birth outside Australia:

Country of birth _____ Number of people _____

Main religion/religious status:

Main religion _____ Number of people _____

Languages, other than English, spoken at home:

Language _____ Number of people _____

Reflect on what you have learnt about your community:

Does the diversity in your community match the people you see in your practice?

Does your care service meet the cultural needs of your community?

What barriers may be preventing people from accessing your care service?

How might the diversity in your team influence the palliative care your service provides?

Here are some steps you can take to improve access to care for diverse communities:

1. Read the [Aged Care Diversity Framework](#). This guidance relates to meeting the diverse needs of older people. Locate your organisations diversity plan.
2. If you are unable to find a Diversity Plan, the Australian Government Department of Health provide this [sample of a diversity plan \(161kb pdf\)](#) to use for guidance. Use this to suggest a workplace improvement with your organisation.
3. Record which languages you need resources in.



Hints:

Go to caresearch.com.au/HPDiversity to access ABS QuickStats.

CareSearch has a list of resources about palliative care including in other languages.

Intersectionality

People with palliative care needs are shaped by many backgrounds. This includes diverse cultures, languages, genders, experiences, and where and how we live.

Access to care is a human right.

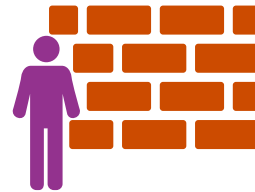


01

You have a right to be treated as an individual, and with dignity and respect. This includes recognition for your culture, identity, beliefs, and choices.

Sometimes you may experience discrimination or feel at a disadvantage.

You may face barriers to finding appropriate care.



02

This could mean that accessing palliative care services is harder. Different parts of your background might face different barriers. Services might help with some but not all.

The overlap or intersect of barriers is called 'intersectionality'. With intersectionality the barriers can become a wall.

Understanding intersectionality helps break down the barriers.



03

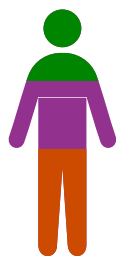
Understanding intersectionality can help us to build services appropriate for everyone. For health professionals knowing your community is a good place to start.

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Inclusive Practice

We are all shaped by many backgrounds. This includes culture, language, gender, where we live, our experiences and preferences.

We are all unique.

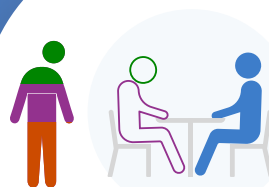


01

What makes you unique can also mean finding care that fits with you can be hard. There may be places that fit some of your needs. You might know some of these. Perhaps they provide care for older people or for people from a certain culture.

But do they consider all your needs and preferences?

We can often overlook the whole person.



02

When we consider only part of who you are then we overlook the whole person. Sometimes it can feel like leaving part of yourself outside.

Needing palliative care is already hard. Not feeling welcome or understood makes it even harder. It can stop you from getting the care you need and want.

Inclusive practice recognises and respects all of you when planning care.



03

Letting others know who you are is important. For health professionals, getting to know the person is where it starts.

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