



Victoria's end of life and palliative care framework

This is a summary of the framework for high-quality end of life care for all Victorian Aboriginal and/or Torres Strait Islander people

Vision

All Victorians and their families receive the best possible end of life care that places them at the centre where preferences, values, dignity and comfort are respected and quality of life matters most.



Health
and Human
Services



The Victorian Aboriginal Community Controlled Health Organisation is the peak body for Aboriginal health in Victoria

Overview

Victoria's *end of life and palliative care framework* is a guide for improving end of life and palliative care services.

The Andrews Labor Government wants all Victorians to receive the very best end of life care. This guide aims to help relieve pain and suffering for people, their family, friends and carers.

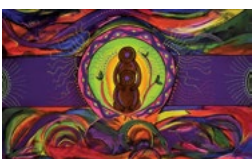
Changes to Victorian laws will make it easier for people to make decisions about how they want to receive care. The new laws give people more control over making treatment decisions.

Our population is growing and ageing. Soon, many more people will need end of life and palliative care. Many people would like to receive care in their own home. Other services will need to help palliative care services to provide end of life care for everyone.

Consultation

In early 2016, Aboriginal and Torres Strait Islander people contributed to consultations about Victoria's end of life and palliative care framework.

- People want more information, including legal issues. Many said end of life and palliative care can be confusing and we need to use the right language, have support for 'sorry business,' bereavement and maintain cultural and emotional support.
- End of life care needs to be culturally and spiritually sensitive. Some hospital policies and regulations were inconsistent with traditions and customs.
- People want their choices and needs respected. This includes listening to people and their families. Healthcare workers must have a culturally appropriate understanding of Aboriginal culture, kinship and men's and women's issues.
- People want to return home, be on Country with family and have access to services and activities in their area, to provide the best quality of life.
- The workforce needs more cultural training, genuine staff and more Aboriginal nurses or staff, ensuring clients feel comfortable that their needs will be met and understood.
- More support for workers and carers would assist culturally appropriate services. Aboriginal workers may need support to manage competing personal and professional demands.
- Training, support and standards for interpreters is important and non-Aboriginal services need to work better together.



Artwork: "Supporting Our Journey" symbolises the strong support given by family and community, helping us through our journey that we are travelling. The lines symbolise our path as well as the journey of others. The dots represent the many people who help us or who are on the same path". - Kahli Luttrell, Yorta Yorta descendant and artist

Key points of the framework

- The person is valued and individual preferences and wishes are respected for end of life care.
- Information about end of life care and services will be improved for people from Aboriginal and Torres Strait Islander communities
- Communities and groups that have not had good access to services will be helped to get more involved with services.
- All workers in the healthcare, human service, social and community sectors need to provide high-quality end of life care for their clients.
- Services will be helped to become more connected and organised. The aim is for services to respond to the needs of people and their carers.
- The framework aims for improved support from specialist palliative care services, including more access to care in people's homes.
- Consumers will be asked for feedback about service changes and improvements.

For more information

End of life and palliative care information
www.betterhealth.vic.gov.au/palliative

Victoria's end of life and palliative care framework
www2.health.vic.gov.au/palliative-care

Information for the Aboriginal and/or Torres Strait Islander community and Aboriginal Health Workers
www.vaccho.org.au/wd/vapcp