



Multicultural Perspectives on End of Life Care

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NSW&ACT

Acknowledgement of Country





MULTICULTURAL COMMUNITIES
COUNCIL OF ILLAWARRA

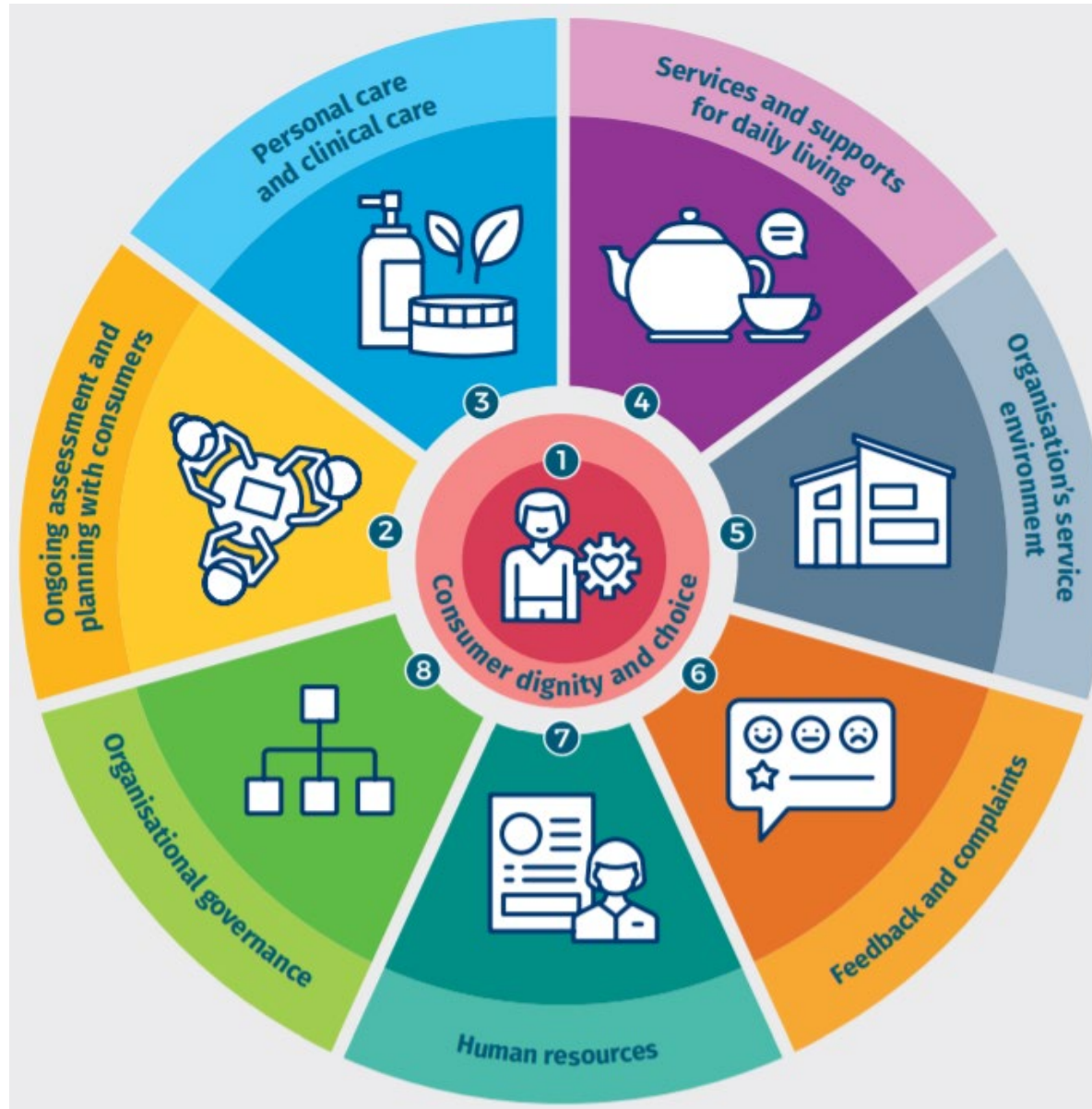
**Partners In Culturally Appropriate Care
(PICAC) NSW & ACT**

DIVERSITY | INCLUSION | RESPECT

Overview

- Multicultural perspectives on end of life care
- Resources

Aged Care Quality Standards



The Australian Context



**24.4m
POPULATION**

**120
COUNTRIES &
300
LANGUAGES**

**NSW 7.69m
ACT 395,790**

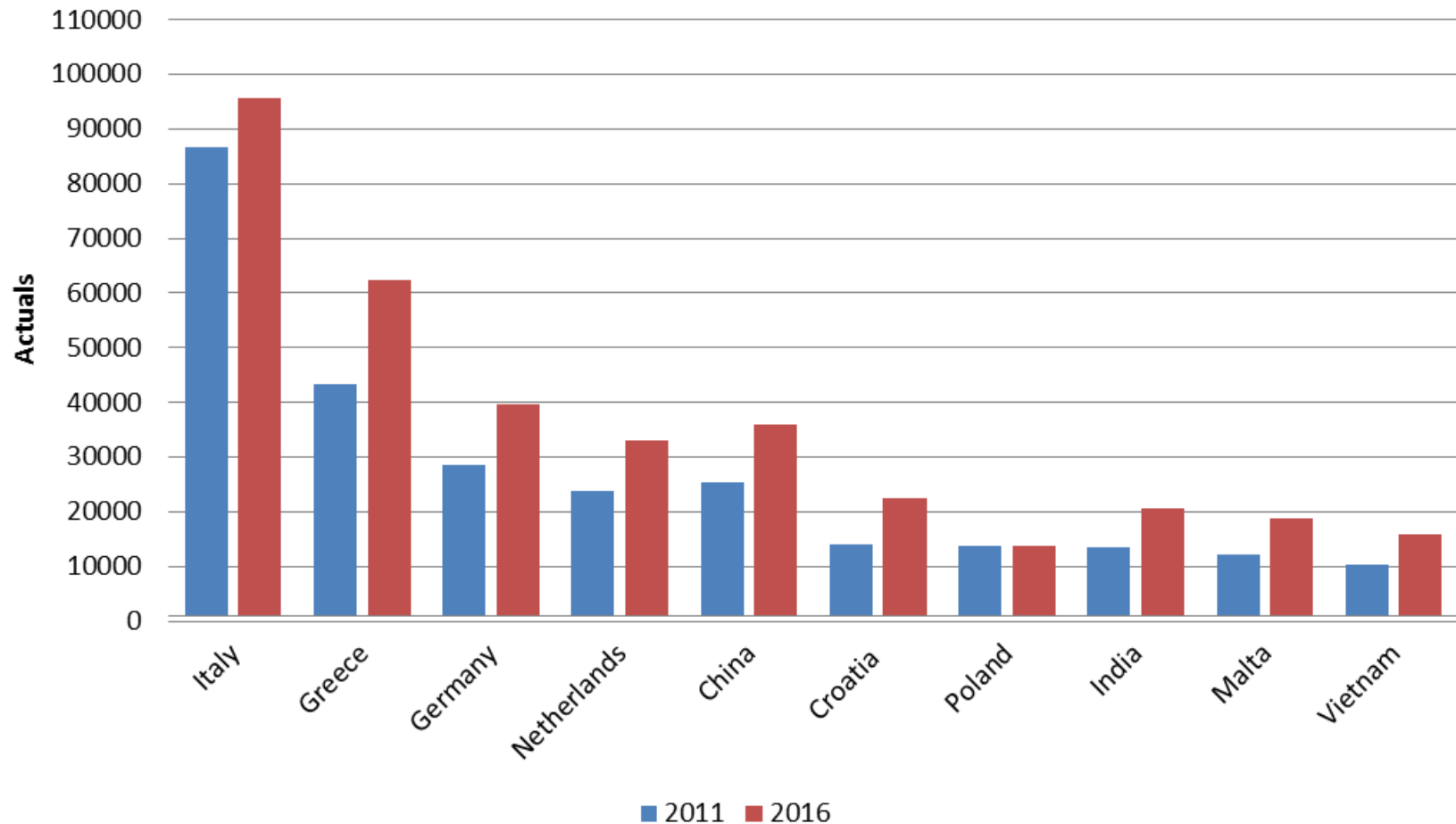
**ABORIGINAL &
TORRES STRAIT
ISLANDER
649,173**

**150
INDIGENOUS
LANGUAGES**

**33% BORN
OVERSEAS
(49% ONE
PARENT BORN
OVERSEAS)**

Countries of birth 70+ years

Australia



Top 10 CALD Population Groups excluding Australia

Source: ABS 2011 & 2016 Census data



Cultural Attitudes

- Cultural diversity
- Individualised care
- Religions

Skills and Knowledge

- Empathy
- Reflection
- Validation
- Negotiation





Decision-Making

- Who?
- When?
- How?
- Autonomy?
- Informed Consent?



End of life care

- Family values
- Pain relief
- Communication of diagnosis
- Interpreter Use

End of life care

- Discussing terminal illness
- Stages
- End of life plans
- Advance care directives



Key Points End of Life Care

Quality of life

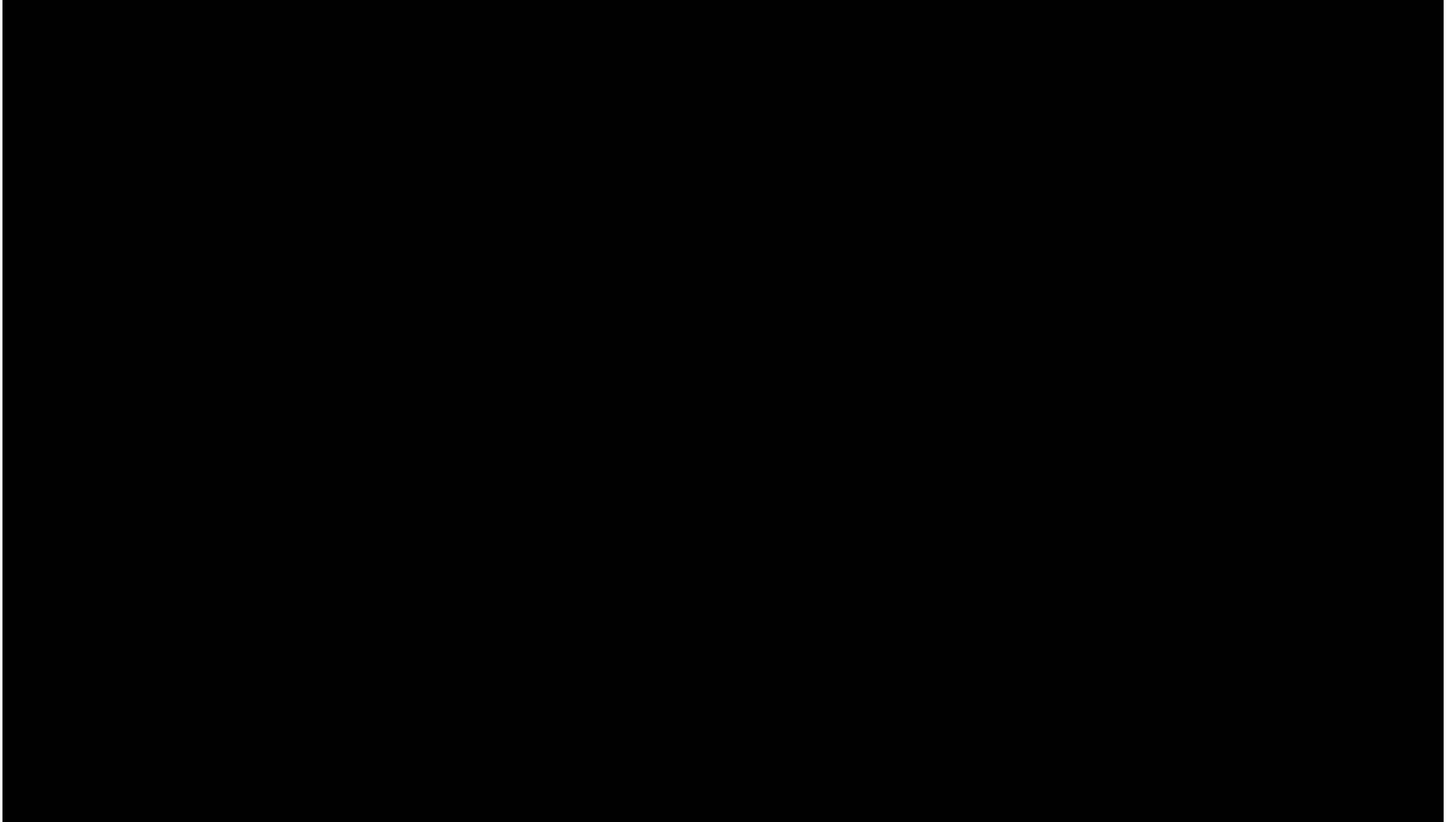
Person-centred care

Emotional and practical support

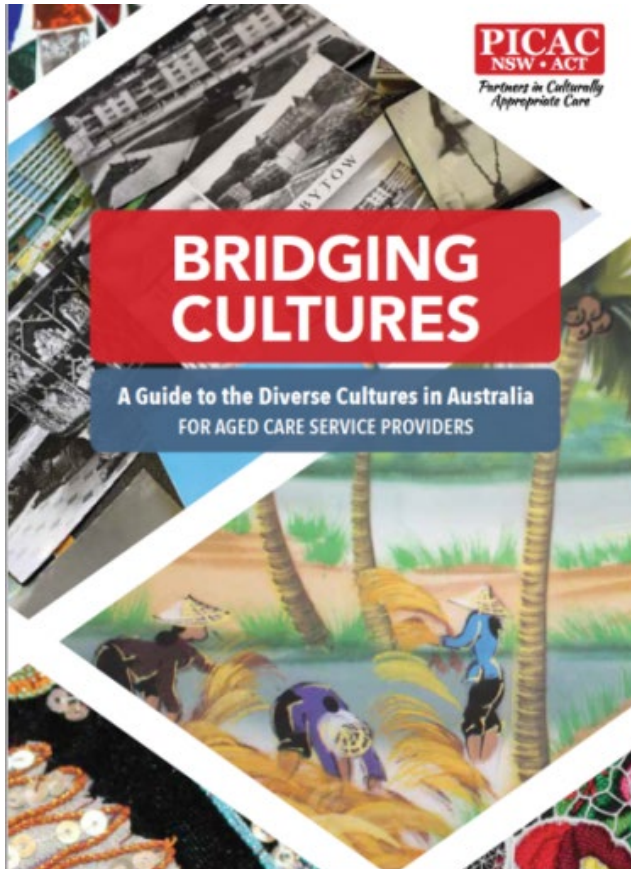
Everyone benefits

Multiple treatment

We can look at it Together



Useful Resources for Providers



CROSS-CULTURAL COMMUNICATION

- tips for your workplace

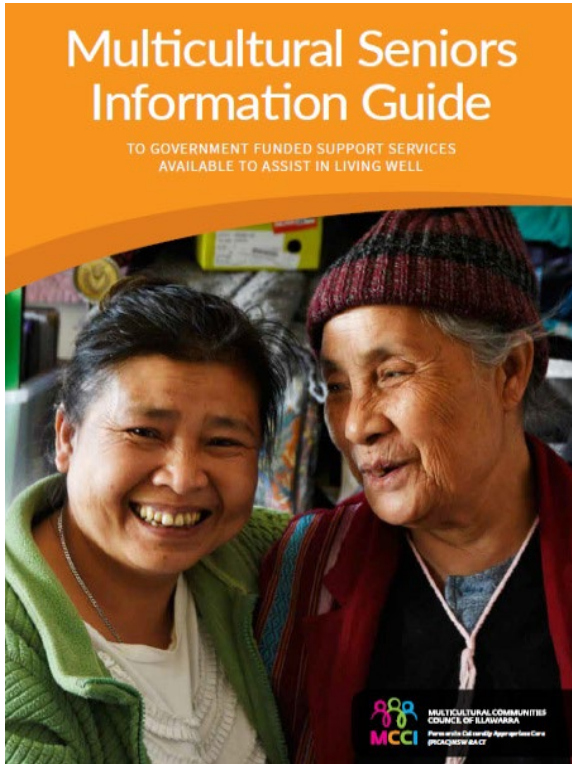
Having a diverse workforce is essential to the success of an organisation, let's start by improving how we communicate with each other

- R** **RECOGNISE** that we are human beings first and cultural beings second. There are many complexities which make us who we are even if we share the same gender, country of birth or the same religion. So don't judge people by their race, gender, sexuality, religion or religious beliefs or make jokes about these. This kind of behaviour could amount to discrimination and get you into trouble.
- E** **ENGAGE** your work colleagues in your conversation at every opportunity, they will really appreciate your effort. Regular conversations are the best way to improve your verbal communication skills in English or if you are learning another language. If you don't use it, you lose it.
- S** **SMILE** often, it takes no effort to produce and is good exercise for your face muscles too, helping you stay young and healthy. Also remember that non-verbal communication plays a significant role in how you communicate across all cultures. Did you know that almost 90% of all human communication is actually non-verbal?
- P** **PERSONAL** space should be respected. Being friendly is great, but being too friendly is not so good as it could make the other person feel uncomfortable. For example invading their personal space by standing too close when speaking with them or talking about matters which may be very personal. It could potentially be offensive to the other person.
- E** **ENCOURAGE** sharing of knowledge and culture amongst your work colleagues and across your organisation, you may be surprised by how much you have in common and how much you can learn from each other. Never waste an opportunity to learn something new or re-learn something old. If not, there is no guarantee that you will become older and wiser, just older.
- C** **CELEBRATE** diversity, it makes things so much more fun and interesting. Imagine if everyone in your workplace was just like you, how long could you really handle that? Be honest. Open your mind to the possibilities.
- T** **TALK** it out. Don't be afraid to seek clarification and ask questions if you're unsure or don't understand something. It is better to ask a few more questions than to say or do something you may regret later or start something that you may have to fix or do again.
- F** **FUN** is for everybody and it's great to share. Whether you're celebrating workplace achievements, employee birthdays and special occasions or cultural events such as Christmas, Chinese New Year, Ramadan or Deepavali, there is always a reason to celebrate and have fun. After all, in Australia we are known for finding any excuse to have a party.
- U** **UNDERSTANDING** is a great skill to have, and means you are able to see things from another person's point of view. It requires a lot of practice and you will need to do it often if you want to be really good at it.
- L** **LISTEN** twice as often, that is why you have two ears and one mouth. By listening to what others have to say, you reduce the likelihood of misunderstandings and your work colleagues may be encouraged to share their stories and ideas.

Interactive experience: Planning Ahead



Useful Resources for Consumers



MY AGED CARE
MAGNETS available
in;
-English
-Vietnamese
-Turkish
-Hindi
-Chinese
-Nepalese
-Polish
-Arabic

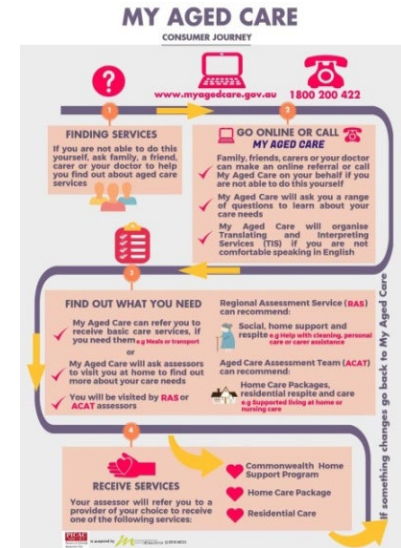
Call 131 450 to ask for an interpreter in your language

Mental Health Support for Seniors

Symptoms	Support	Recovery
<ul style="list-style-type: none">I am feeling sadI don't enjoy anything anymoreI am feeling aloneI can't sleep, I sleep too much or I frequently have nightmaresI am not interested in eatingI feel like my life is out of controlI don't want to see anyoneMy memory is worse than usualI think about hurting myself or ending my life	<ul style="list-style-type: none"> Your Doctor Family and Friends Support Services Community or Religious Leader Mental Health Services	

If this is how you feel, talk to someone

If someone is at risk of harming themselves or others call triple zero (000) immediately.



CALD consumers' concerns about My Aged Care

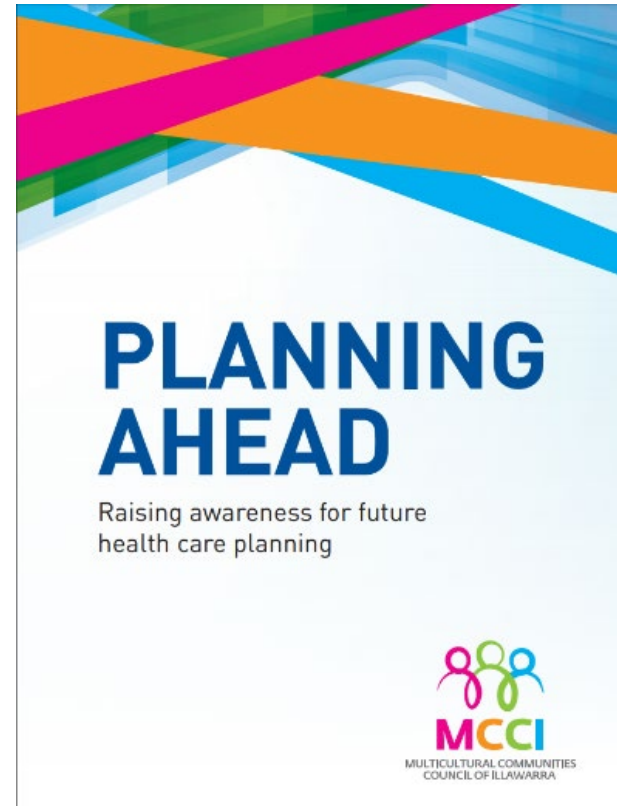


DIVERSITY FRAMEWORK - ACTION PLANS FOR CONSUMERS

Resource

MCCI Website

<https://www.mcci.org.au/cultural-expertise/resources/>



Useful Links

- www.mcci.org.au
- www.culturaldiversity.com.au
- www.diversicare.com.au
- www.mac.org.au
- www.mrctas.org.au
- www.cotant.org.au
- www.fortisconsulting.com.au
- www.fecca.org.au
- www.mhcs.health.nsw.gov.au

THANK YOU

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mcci.org.au

DIVERSITY | INCLUSION | RESPECT

Supporting Multicultural Communities For Over 45 Years