

PEPA

Program of Experience in the Palliative Approach

Funded by the Australian Government
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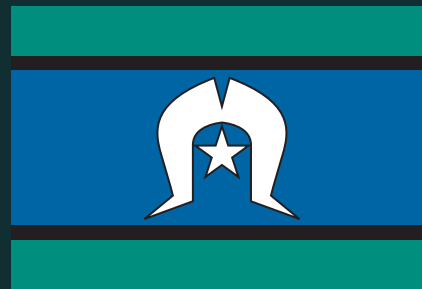
THE NATIONAL
PALLIATIVE CARE
PROGRAM



A Program for Aboriginal and Torres Strait Islander Health Workers Mentor's Guidelines



Aboriginal Flag



Torres Strait Islander Flag

Cover Artwork

The Beginning of our Journey: Spiritually, Emotionally & Culturally Entering into the Dreaming



This particular piece of Aboriginal artwork has been titled by the artist: **Kahli Luttrell, Yorta Yorta descendent of Northern Country Victoria** and has been designed for use in Victorian Aboriginal Palliative Care.

"The Beginning of Our Journey"

As you twirl a piece of ribbon you don't know which way it will go and this, of course, applies to the paths and Journeys we can take in our lives, and how these paths can change as we go along in our life.

The Road travelled together is easier than the road travelled alone, that's why the people in the art symbolise the support of our family, friends and community support services.

The cycles also symbolise that many people have travelled in and out of our lives and these people are taking the same path into our Journey of the Dreaming and the auras in the background are our ancestor & family members guiding us to the dreaming.

The Aboriginal and Torres Strait Islander Flags have been used with permission.

The Torres Strait Islander Flag



Designed in 1992 by the late Bernard Namok from Thursday Island.

Description and Meaning:

Green represents the land

Blue represents the sea

White represents peace

The Dhari (headdress) represents Torres Strait Island people and the five pointed star represents the five major island groups. The star also symbolises navigation to represent the seafaring culture of the Torres Straits.

www.dreamtime.net.au

The Aboriginal flag



Designed by Harold Joseph Thomas, a Luritja man and was first flown in 1971 from Central Australia.

Description and Meaning:

Black represents the Aboriginal people

Yellow circle represents the sun-the constant re-newer of life.

Red represents the earth and Aboriginal people's relationship with the land. Red also represents ochre which is used by Aboriginal people in ceremonies.

Acknowledgements

All personnel involved in PEPA wish to acknowledge the Aboriginal and Torres Strait Islander peoples as First Nation peoples of Australia. Aboriginal and Torres Strait Islander peoples have survived and adapted despite a history of past negative policies. We acknowledge and give respect to Aboriginal and Torres Strait Islander culture and peoples.

A Working Party comprising the project coordinator, PEPA Managers, Indigenous project officers and the National PEPA team developed Mentor's Guidelines. Development of all learning materials related to PEPA for Aboriginal and Torres Strait Islander Health Workers has been overseen by a Reference Group of representatives from health, education and policy sectors of the Aboriginal and Torres Strait Islander community.

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Disclaimer

This resource has been developed and reviewed by palliative care specialists, and is based on best evidence at the time of writing. It is not the responsibility of, nor does it necessarily reflect the views of the organisations to which individual team members may be affiliated or that of the funding body, the Australian Government Department of Health and Ageing.

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Table of Contents

	Page
Introduction	4
Aims & Objectives	5
Program Delivery	6
Participants	6
Structure	6
Suggested learning activities	7
Workshop planning	8
Workshop Outline	9
Suggested Workshop Outline	9
Objectives for clinical placement	10
Resources	11

1. Introduction

PEPA for Aboriginal and Torres Strait Islander Health Workers

The Program of Experience in the Palliative Approach (PEPA), commenced in 2003 as an initiative of the Australian Government Department of Health and Ageing. The overall aim of PEPA is to improve the quality, availability and access to palliative care for people who are dying, and their families, by improving the skills and expertise of health practitioners, enhancing collaboration between service providers, and increasing professional exposure to and experience in the palliative approach.

Providing adequate support and culturally appropriate opportunities for Aboriginal and Torres Strait Islander Health Workers to undertake PEPA placements has been identified as a priority for the 2007-2010 period. PEPA for Aboriginal and Torres Strait Islander Health Workers has been developed with respect of the principles of the National Strategic Framework for Aboriginal and Torres Strait Islander Health¹ and the Cultural Respect Framework 2004-2009.²

Strategies for achieving the aims of PEPA for Aboriginal and Torres Strait Islander Health Workers include:

- Enabling Aboriginal and Torres Strait Islander Health Workers to gain culturally appropriate educational experiences relating to the principles and practice of a palliative approach
- Providing clinical observation visits (placements) with palliative care specialist services in hospital and community settings
- Establishing a post PEPA support network for participants
- Providing ongoing educational opportunities that build on the abilities of Aboriginal and Torres Strait Islander Health Workers to implement a palliative approach.

¹ National Aboriginal and Torres Strait Islander Health Council (2003). *National Strategic Framework for Aboriginal and Torres Strait Islander Health: Framework for action by Governments*, NATSIHC, Canberra.

² Australia Health Ministers' Advisory Council's (AHMAC) Standing Committee on Aboriginal and Torres Strait Islander Health Working Party. *Cultural Respect Framework for Aboriginal and Torres Strait Islander Health 2004-2009* Department of Health South Australia March 2004

2. Aims & Objectives

The aim of PEPA for Aboriginal and Torres Strait Islander Health Workers is to develop knowledge and skills for providing palliative and supportive care for individuals and their families dealing with advanced or chronic illness.

PEPA aims to provide a culturally appropriate educational experience that will increase the confidence of Aboriginal and Torres Strait Islander Health Workers in applying a palliative approach in various care settings, which may include a hospital, a person's home, the general community or residential aged care facilities.

On completion of PEPA, Aboriginal and Torres Strait Islander Health Workers should be able to:

- Explain the philosophy and principles of a palliative approach for individuals and families dealing with advanced or chronic illness
- Identify common symptoms associated with advanced and chronic illnesses
- Explain the role of Aboriginal and Torres Strait Islander Health Workers in managing common worries and needs of individuals and their families dealing with advanced disease or chronic illness
- Contribute to assessment procedures appropriate for palliative care
- Identify behavioural and emotional responses to loss, grief and bereavement
- Understand communication strategies for supporting individuals and families
- Utilise relevant community and hospital resources to accommodate the needs of individuals and families
- Utilise supportive networks with specialist palliative care services for the benefit of individuals and families
- Advance personal knowledge and skills in the palliative approach

3. Program Delivery

3.1 Participants

PEPA is offered to Aboriginal and Torres Strait Islander Health Workers working in a health related role including:

- Health Workers, Generalist
- Advanced Health Workers
- Hospital Liaison Officers
- Health Managers
- Program Coordinators
- Interpreters and cultural brokers

3.2 Structure

The format and duration of PEPA may vary depending on state or territory plans and resources. In general, PEPA for Aboriginal and Torres Strait Islander Health Workers consists of workshop(s) with options of a placement in the form of clinical observation visits with a specialist palliative care service. While the format and duration of PEPA may vary, the program offered in each state and territory addresses the national objectives and evaluation criteria.

Learning and teaching strategies

The participants are likely to have a diversity of backgrounds and educational experience. The educational level of Aboriginal and Torres Strait Islander Health Worker ranges from Certificate II while in training, to Advanced Diploma. It is important to liaise with the local registered training organisation (RTO) in your state or territory to determine the career structure for the Health Workers in your jurisdiction.

Adult learning principles apply and opportunities to draw from participant's experience are encouraged. Workshops should include activities that encourage participant-mentor interaction, such as story telling, sharing experiences from practice areas and role-playing.

Cultural safety principles should underpin the design and implementation of PEPA workshops and clinical placements. Cultural safety principles relevant to PEPA include:

- **Emotional safety:** Appropriate Aboriginal or Torres Strait Islander health care professionals should be on hand to support participants as required
- **Cultural respect:** PEPA participants, mentors and educators will adhere to local and national protocols relating to cultural practices
- **Space and time:** The optimal learning environment will provide adequate time for dealing with emotional, personal or cultural concerns that may arise as a consequence of exploring topics relating to palliative care. Mentors will ensure there is sufficient and appropriate space for participants to use for reflection, discussion, sharing or taking time-out.

3.3 Preparing the workshop venue

To enable optimal space for interaction and movement, and to ensure there is opportunity for all to contribute, it is recommended that a workshop group should not exceed 15 participants.

Where possible the layout of the workshop room should create an ambience of being a culturally safe space. For example, tables should be positioned in a way that enables participants to face forward and be in groups. In addition, local Aboriginal or Torres Strait Islander artifacts may be sourced, in consultation with local groups, to enhance the cultural feel of the room.

Suggested learning activities:

Facilitated discussion

The presenter draws on the experiences of participants and also provides case studies and stories of participant's experience to develop a problem based approach for identifying learning needs.

Small group work

Participants are provided with a problem or issue to discuss, and to suggest interventions that may resolve or manage the problems.

Lectures

Speakers may use power-point slides to present key concepts and principles, for example, symptoms, treatment, or a list of services.

Clinical observations

Participants may be assisted in small groups or as individuals to attend clinical palliative care settings for observing clinical interventions and assessment techniques. The clinical visits provide participants an opportunity to ask questions and raise discussion topic with the specialist staff. The clinical visit also enables participants to observe the facilities and physical environment of a palliative care service and establish links with the services.

Teaching resources

Where possible existing resources developed by local Aboriginal and Torres Strait Islander health organisations that are relevant to PEPA should be included. A list of resources is included on page 11-12 of this document.

Learning guide for participants

A PEPA learning guide is a resource for participants that enables them to have a record of learning experiences and personal reflections.

3.4 Workshop Planning

When planning the PEPA workshop and placements, it is important that you consult with the local Aboriginal and Torres Strait Islander health care service providers, liaison officers, and registered training organisations (RTO). It is recommended that where possible, local Aboriginal and Torres Strait Islander peoples and palliative care specialists be engaged to present or facilitate sessions relating to their area of knowledge and expertise.

4. Workshop Outline

4.1 SUGGESTED WORKSHOP OUTLINE

Session	Topic Objectives	Suggested presenters
Welcome to Country ³ Acknowledgement of Country	Cultural respect and awareness of local language/ nation groups	Local Aboriginal or Torres Strait Islander representative (refer to cultural protocols in your state or territory)
Pre-workshop questionnaire	Data collection	PEPA Manager or mentor
Introduction to a culture-centred palliative approach: When is it appropriate?	Examine the meaning of a palliative approach and end-of-life care Discuss the principles of a culture-centred approach in palliative care Identify people's worries related to the transition from curative to a palliative approach	Palliative care specialist
Principles and practice of a palliative approach for advanced and chronic illness	Identify the stage of the palliative care journey Examine the components of holistic care Explore the primary concerns of individuals, families and service providers	Palliative care specialist
Common symptoms and clinical care	Identify common symptoms of advanced or chronic illness Develop awareness of interventions for people experiencing pain and other symptoms Discuss culturally appropriate information relating to symptoms	Palliative care medical or nursing clinical specialist
Methods for assessing and observing signs & symptoms	Discuss assessment methods and observation skills relevant to palliative care Identify the role of health workers in helping individuals and families dealing with symptoms	Nurse or Health Worker with palliative care expertise
Community nursing care and resources for individuals and families at home	Identify the scope of community nursing services for supporting individuals and families at home Gather information about other resources and services relevant to palliative care	Community nurse representative

³ A fee may be charged by the local Indigenous representative to undertake the official 'Welcome to Country'

The experience of loss, grief and bereavement	Understand people's response to loss, grief and bereavement Discuss interventions for supporting people experiencing grief	Psychologist, social worker, grief counsellor, healer or person with similar skills base
Holistic culture-centred care	Examine helping and communication skills for supporting spiritual, emotional and social concerns	Health Worker, social worker or similar
Respecting people's choices: Advanced Care Planning (ACP)	Identify the relevant legislation Discuss cultural consideration related to ACP Identify communication strategies for assisting individuals and families to state their Advanced Care Plans	Social worker, or other with appropriate skill/knowledge base
Self-care strategies	Discuss methods of self-care and organisational support	Counsellor
Reflection, evaluation and close	Review of workshop experience Identify new learning objectives	Indigenous PEPA Manager/ Project Officer and/or PEPA Manager.

Where possible, Aboriginal or Torres Strait Islander health care professionals should present the workshop topics

4.2 Objectives for placement or clinical observation visit

Participants will have the opportunity to:

- Discuss with palliative care specialist staff the clinical management of a person's symptoms and their family's concerns
- Explore the facilities of a palliative care service
- Witness clinical procedures and techniques
- Observe assessment procedures and documentation
- Discuss clinical pathways and discharge planning
- Pursue own objectives relevant to palliative care

Further strategies for integrating cultural respect principles in PEPA are detailed in the accompanying PEPA Communication Guidelines.

5. Resources

Title	Format	Publisher	Available
1. Providing Culturally Appropriate Palliative Care to Aboriginal and Torres Strait Islander Peoples - Resource Kit 2004	A4 folder including CD	Prepared for DoHA by Mungabareena Aboriginal Corporation, Wodonga Institute of TAFE and Mercy Health Service Albury	Available free of charge by using the publications order form at www.palliativecare.gov.au
2. Providing Culturally Appropriate Palliative Care to Aboriginal People in South Australia - Resource Kit 2005	Yellow folder includes: Practice Principles, Companion Guide Pamphlet - Palliative Care: Some questions answered	Supplement to national resource kit by South Australian DoHA	Department of Health PO Box 287 Rundle Mall Adelaide SA 5000 Phone: 08 8226 6482 Fax: 08 8226 6633 Website: www.pallcare.asn.au/aboriginalcaresa
3. Providing Culturally Appropriate Palliative Care to Aboriginal People in WA 2006	Booklet + CD	Supplement to national resource kit by The Cancer Council WA	Cancer Council WA 46 Ventnor Avenue West Perth WA 6005 Phone: 08 9212 4333 Fax: 08 9212 4334 Website: www.cancerwa.asn.au
4. Bessie's story: Palliative Care in Remote Aboriginal Communities 1998, Reprint 2008	Booklet	North West Regional Palliative Care Committee Kimberley Palliative Care Service	Nunzio Pindan Printing, Broome pindan@wn.com.au Mobile phone: 0418 587 166 or Palliative care Service Broome, WA Ph.(08) 9192 2022 Fax. 9193 6280
5. Cultural protocols (Aboriginal people) 2006	A4 Chart	Western Adelaide Palliative Care, The Queen Elizabeth Hospital (DoHA funded)	Unspecified
6. The 'Living Model': A resource manual for Indigenous Palliative Care Service Delivery 2006	Resource Manual	Authors: Pam McGrath and Hamish Holewa Publisher: Researchman PO Box 796 Toowong Qld 4067	Unspecified
7. Relieving Your Grieving: Palliative Care and Illness Counselling	A4 Brochure + A5 Pamphlet	ACT Health	ACT Health, Communications and Marketing GPO Box 825 Canberra ACT 2601 Publication No 06/0302
8. Relieving Your Grieving: Palliative Care and Illness Counselling – for kids		ACT Health for Kids	
9. Grieving our Way: Telling our Stories, 2006	Pamphlet	ACT Health – Idea for pamphlet from 'The Rainbow Project – Helping with Grief and Trauma' Aboriginal Drug and Alcohol Council SA	Winnunga Nimmityjah Aboriginal Health Service
10. The Northern Territory Aboriginal Palliative Care Model	Poster – A2	Northern Territory Government – Department of Health and Families (Model design by Bev Derschow)	Unspecified Website: www.nt.gov.au/health
11. Loss and Grief: Helping Aboriginal People Cope – where to go for help	Booklet	Social Emotional Wellbeing Team at Central Australian Aboriginal Congress	Central Australian Aboriginal Congress, Social Emotional Wellbeing Branch Phone: (08) 8951 4457 Website: www.caac.org.au

Title	Format	Publisher	Available
12. Victorian Indigenous Palliative Care Project 2005	Booklet	Department of Human Services Victoria (funded by DoHA). Contracted with VACCHO.	
13. Palliative Care for Aboriginal and Torres Strait Islander People. 2004	Magazine	Kate Sullivan and Associates Pty Ltd on behalf of DoHA	Available free of charge by using the publications order form at www.palliativecare.gov.au
14. Caring for Elizabeth	DVD		Kimberly Palliative Care 08 9192 9295 Email: kpcs@health.wa.gov.au
15. Aboriginal and Torres Strait Islander Carers. Caring for our People 2008	Booklet	National Respite for Carers Program, Australian Government	Commonwealth Respite and Carelink Centre 1800 059 059 and 1800 636 242
16. Now What? Understanding Grief	Brochure	Palliative Care Australia (PCA)	ph. 02 6232 4433 fax. 02 6232 4434 www.palliativecare.org.au
17. Sorry business- Grief and Loss	Brochure	Indigenous substance misuse health promotion, South Australia	ph. 08 8362 0395 fax. 08. 83620327 (Cost approx. 0.75c per leaflet) www.adac.org.au
18. Telling your story. Getting over grief	Brochure	Indigenous substance misuse health promotion, South Australia	ph. 08 8362 0395 fax. 08. 83620327 www.adac.org.au
19. When someone dies: What do we tell the children?			
20. Understanding Morphine (Creole version available)	Booklet	The Cancer Council Qld	The Cancer Council Qld
21. Going Home	CD	VACCHO Kutch Edwards	ph.02 6232 4433 fax. 02 6232 4434 www.palliativecare.org.au

Other related resources

Title	Format	Year	Publisher	Available
1. Therapeutic Guidelines: Palliative Care, Version 2 2005	Manual	Second version 2005 Reprinted 2006	Therapeutic Guidelines Limited	Therapeutic Guidelines Limited Ground Floor, 23-47 Villiers Street North Melbourne, Victoria, 3051 Phone: 03 9329 1566 Or 1800 061 260 Fax: 03 9326 5632 Email: sales@tg.com.au Website: http://www.tg.com.au
2. Palliative and End of Life Care, Glossary of Terms, Edition 1, 2008	Booklet	2008	Palliative Care Australia	Palliative Care Australia PO Box 24 Deakin West ACT 2600 Phone: 02 6232 4433 Fax: 02 6232 4434 Website: www.palliativecare.org.au
3. CareSearch	Online palliative care knowledge network,	2008	Flinders University SA Healthinsite	www.caresearch.com.au
4. Australian Palliative Residential Aged Care Guidelines (APRAC)	Manual. Guidelines for a palliative approach in residential aged care facilities.	2006	National Health and Medical Research Council	http://www.nhmrc.gov.au
5. Palliative care dementia resource kit	Online resource, information for patients and families	2009	ACH Group, South Australia	www.ach.org.au
6. Australian Indigenous Health InfoNet	Online Indigenous Health knowledge network includes links to research and resources and provides yarning places.			http://www.healthinfonet.ecu.edu.au/