



How Diversity impacts on End of Life care: updated resources

Dr Lenore de la Perrelle

SA Link Nurses education session- April 2026



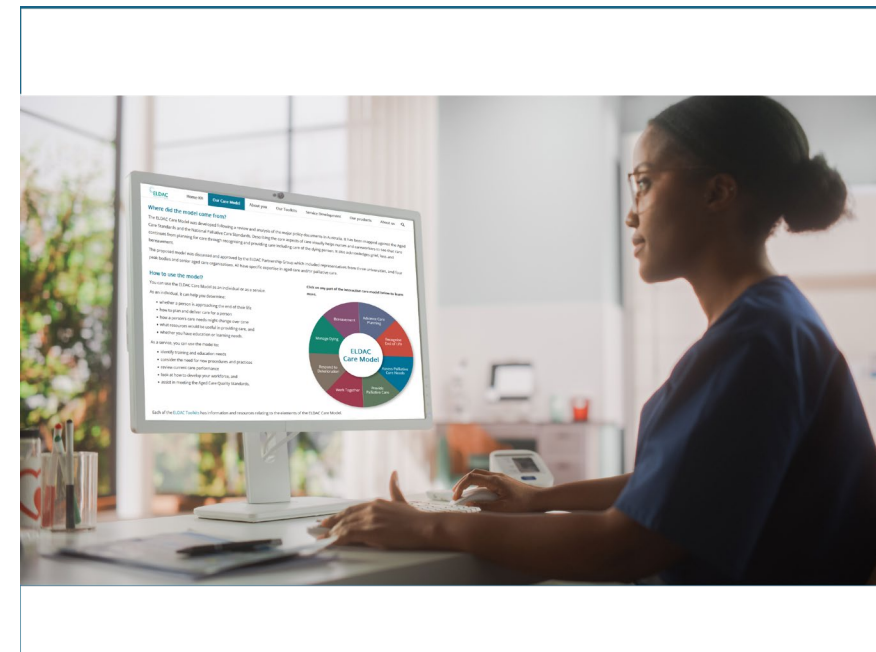
Acknowledgement of Country

ELDAC acknowledges the Kurna people, the Traditional Custodians of the land on which we meet and the many custodians of ancestral lands and waters throughout Australia. We recognise the knowledge, strength and resilience of Aboriginal and Torres Strait Islander Peoples, and their continuing spiritual and cultural connections to land, water and community.

ELDAC pays respect to Elders past and present

Overview of Session

- ELDAC's role in Aged Care
- Evidence-based resources
- Updated Diversity resources
- How to use them
- Q&A session



What is ELDAC?

- National free online resource for aged care staff and health professionals
- Care for older people at the end of life
- Consortium of 3 universities and 4 peak bodies

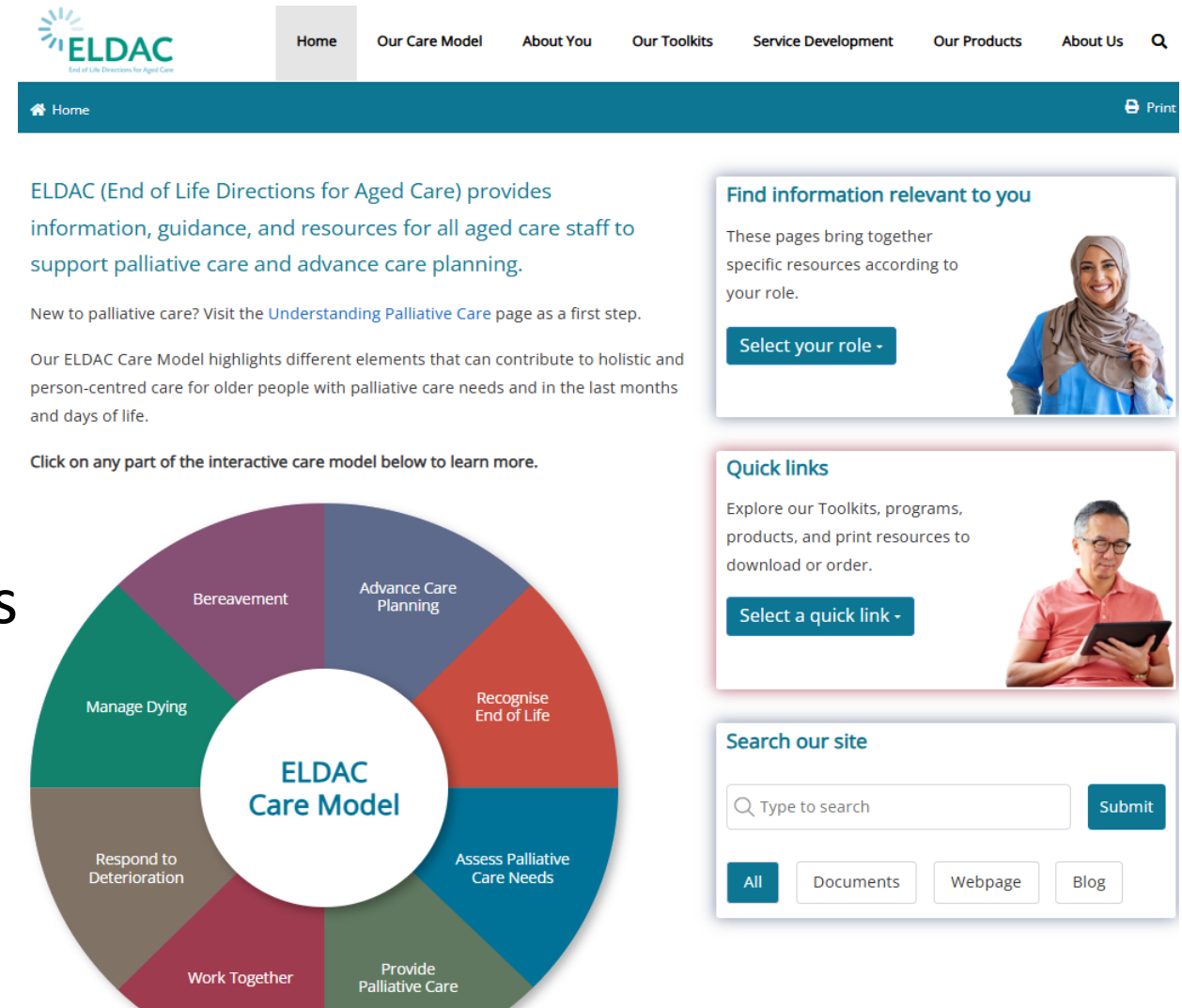


ELDAC is funded by the Australian Government Department of Health, Disability and Ageing

To Educate, inform, improve quality of care, aligned with quality standards

How to engage with ELDAC?

- Explore the website
<https://www.eldac.com.au>
- Relevant to roles
- Quick links
- Search function
- Education modules and videos
- Equip and PaCE
- Linkages program



The screenshot shows the ELDAC website homepage. At the top is a navigation menu with links: Home, Our Care Model, About You, Our Toolkits, Service Development, Our Products, About Us, and a search icon. Below the menu is a dark teal header bar with a home icon and a print icon. The main content area includes a paragraph about ELDAC's purpose, a link for new palliative care staff, a description of the Care Model, and a call to action to click on the interactive care model. The ELDAC Care Model is a circular diagram with eight segments: Advance Care Planning, Recognise End of Life, Assess Palliative Care Needs, Provide Palliative Care, Work Together, Respond to Deterioration, Manage Dying, and Bereavement. To the right of the main content are three widgets: 'Find information relevant to you' with a 'Select your role -' button and a photo of a woman; 'Quick links' with a 'Select a quick link -' button and a photo of a man; and 'Search our site' with a search bar and filters for All, Documents, Webpage, and Blog.

ELDAC (End of Life Directions for Aged Care) provides information, guidance, and resources for all aged care staff to support palliative care and advance care planning.

New to palliative care? Visit the [Understanding Palliative Care](#) page as a first step.

Our ELDAC Care Model highlights different elements that can contribute to holistic and person-centred care for older people with palliative care needs and in the last months and days of life.

Click on any part of the interactive care model below to learn more.

ELDAC Care Model

- Advance Care Planning
- Recognise End of Life
- Assess Palliative Care Needs
- Provide Palliative Care
- Work Together
- Respond to Deterioration
- Manage Dying
- Bereavement

Find information relevant to you

These pages bring together specific resources according to your role.

Select your role -

Quick links

Explore our Toolkits, programs, products, and print resources to download or order.

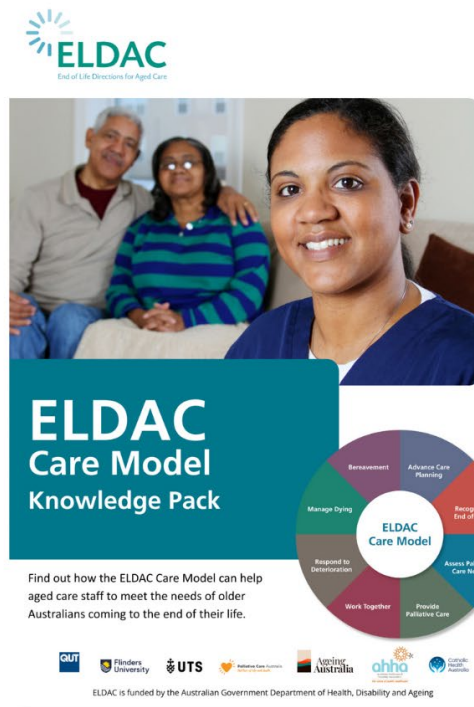
Select a quick link -

Search our site

Type to search

All Documents Webpage Blog

A framework for End-of-Life care

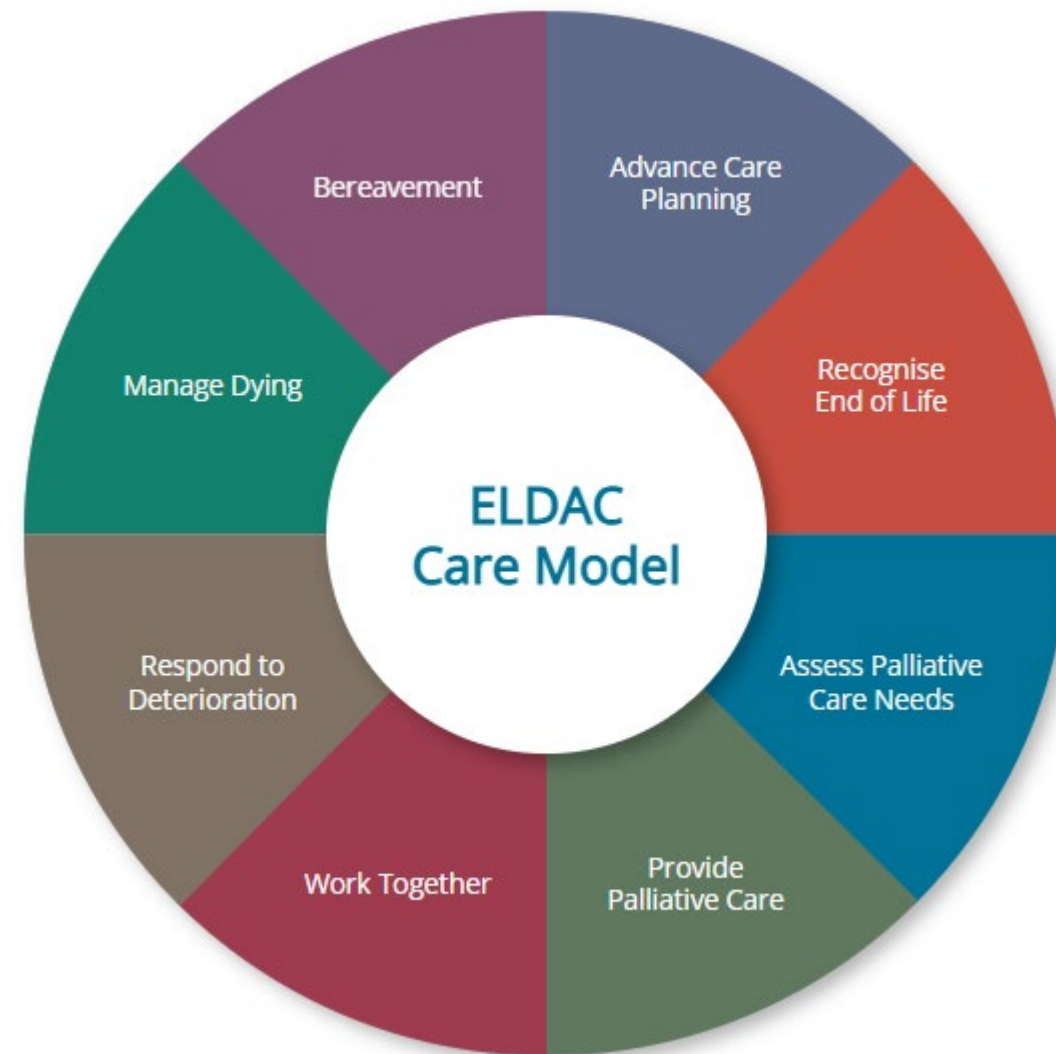
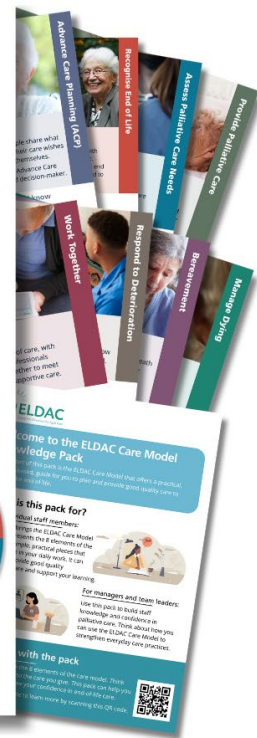


ELDAC
End of Life Directions for Aged Care

ELDAC Care Model Knowledge Pack

Find out how the ELDAC Care Model can help aged care staff to meet the needs of older Australians coming to the end of their life.

Logos for CLUT, Flinders University, UTS, Aged Care Quality Standards, and ahho are visible at the bottom.



Evidence-based toolkits

ELDAC Toolkits

The ELDAC toolkits provide information, resources, and tools to help you provide palliative care and support advance care planning.

They are evidence based and designed for use in Australian aged care services.



Toolkits are a collection of information, resources and tools around a particular topic or practice area. They provide users with meaningful and practical materials to care for older Australians at end of life. They can help users to develop a plan and organise their efforts to follow evidence-based recommendations or practices.



Primary Care

Evidence-based resource for people working in primary care.



Home Care

Information to support clients and families.



Residential Aged Care

Information to support residents and families.



End of Life Law

The law at end of life for the aged care sector.



Linkages

Linkages between aged, primary and palliative care services.



Dementia

Information to support people with dementia and their families.



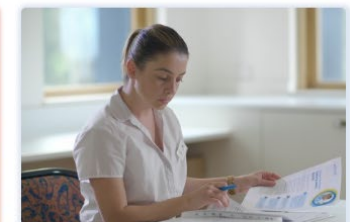
Allied Health

Practical resources and information to support allied health professionals.



Managing Risk

Information and guidance on effective governance and risk management.



Toolkit Educational Videos

Improve your skills in end-of-life care by learning from palliative care experts and clinicians.

ELDAC products

Our Products

The ELDAC Project aims to support palliative care and advance care planning in the aged care sector.

As well as our ELDAC Toolkits and the Linkages Program, we have responded to identified needs in the sector with specific products and initiatives.

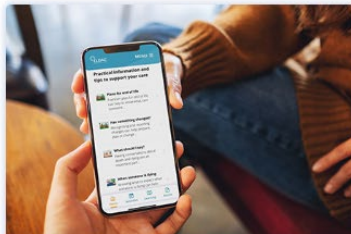


We use multiple practical strategies to build national capability in the palliative, primary and aged care sectors to support older people with palliative care needs and those who are coming to the end of their life. ELDAC initiatives cover awareness raising options, digital solutions, resources for project and quality improvement activities, and practical resources for residential aged care and home care services. All are free to access and to use.



Addressing the Standards

3 key steps to support aged care services prepare for and address Outcome 5.7: Palliative care and end-of-life care.



Home Care App

An app for care workers dealing with care issues at the end of life.



Self-care Room

Resources and ideas to support the wellbeing of aged care staff.



Talking with Families

Supports staff to have end of life conversations with families.



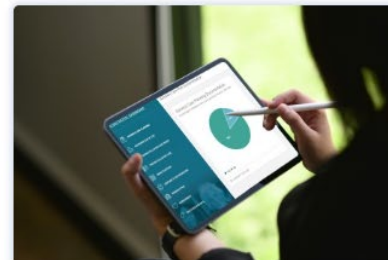
Understanding Diversity

Understanding diversity in older people and specific end of life care needs.



My Care Matters

Resources for aged care services highlighting the value of their care.



Digital Dashboard

A systems approach to tracking end of life care and reporting.



Home Care Search

One click PubMed searching that finds articles relating to home based aged care.



ProSeek

Database of palliative care projects and reports relevant to aged care.

Context for a focus on diversity in aged care

- Older Australians are diverse:
 - 37% born in another country
 - 18% speak a language other than English at home
 - Key languages Italian, Greek, Cantonese, with Indian and Vietnamese
- Aged Care workforce is diverse:
 - 35% of direct care workers are from diverse backgrounds
 - 2.5% Aboriginal and Torres Strait Islanders
 - Key languages: Mandarin, Vietnamese, Tagalog, Hindi, Arabic, and African languages

Context for a focus on diversity in aged care

- Older Australians are diverse:
 - Life experiences: migration, adaptation to a new culture and language, trauma, disadvantage, impact of social policies
 - Culture, faith, and rituals from the past or other countries
- Aged Care workforce is diverse:
 - Life experiences: migration, adaptation to a new culture and language, trauma, disadvantage, impact of social policies
 - Culture, faith and rituals from the past or other countries

A Rights-Based Aged Care Act 2024

Part 3 (1) equitable aged care for all Part 3 (4) culturally safe trauma-informed Part 3 (6) value of diverse workforce

Aged Care Quality and Safety Commission
Quality standards 5.7
palliative care

Department of Health Disability and Aged Care
Diversity Framework



Aged Care Services End of life care Aged Care workforce
Diverse Australian Population

Gaps in understanding

- Older people:
 - Nature of aged care
 - Palliative care may be confused with VAD
 - Expectations of medical treatment at the end of life

- Aged Care workforce:
 - Expectations of family responsibility
 - Confusing palliative care with terminal care
 - Confidence in discussing end-of-life care
 - Understanding of different rituals

Updated Diversity Resources

- Information about each of the 13 identified population groups
- Additional information about intersectionality and carers
- Downloadable sheets
- Fact sheet for staff to ask about what matters most
- Service development resources



Examples

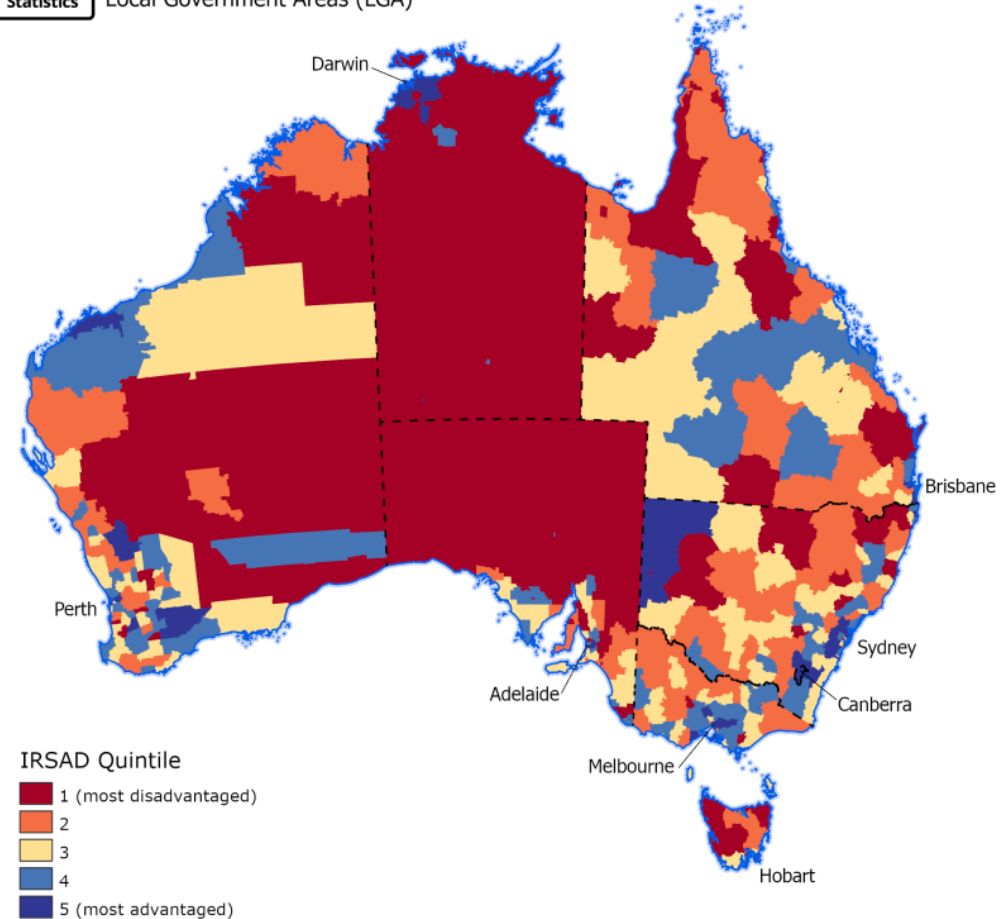
Financial and social disadvantage mapped by ABS

intersects with:
Rural and remote locations
Aboriginal and Torres Strait Islanders
Experiences of forced removal, lack of educational opportunity, jobs and low-paid employment
Poor health
Limited access to services

<https://www.eldac.com.au/Our-Products/Our-Diversity/Diverse-Needs-of-Older-People>



Index of Relative Socio-economic Advantage and Disadvantage (IRSAD) - Australia
Local Government Areas (LGA)



Source: Census of Population and Housing: Socio-Economic Indexes for Areas (SEIFA), 2021
Australian Statistical Geography Standard (ASGS), 2021
Geocentric Datum of Australia, Australia Albers, 1994
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People who are neurodivergent



- Older people and workforce experiences
- Older people may not have had a diagnosis or support and struggle with sensory sensitivities and anxiety
- Noisy environments, bright lights may be overwhelming
- Adapting the environment helps to reduce stimulation
- People with dementia also benefit from less noise, soft lighting and textures.

<https://www.eldac.com.au/Our-Products/Our-Diversity/Diverse-Needs-of-Older-People>

People who are deaf, deafblind, vision-impaired or hard of hearing

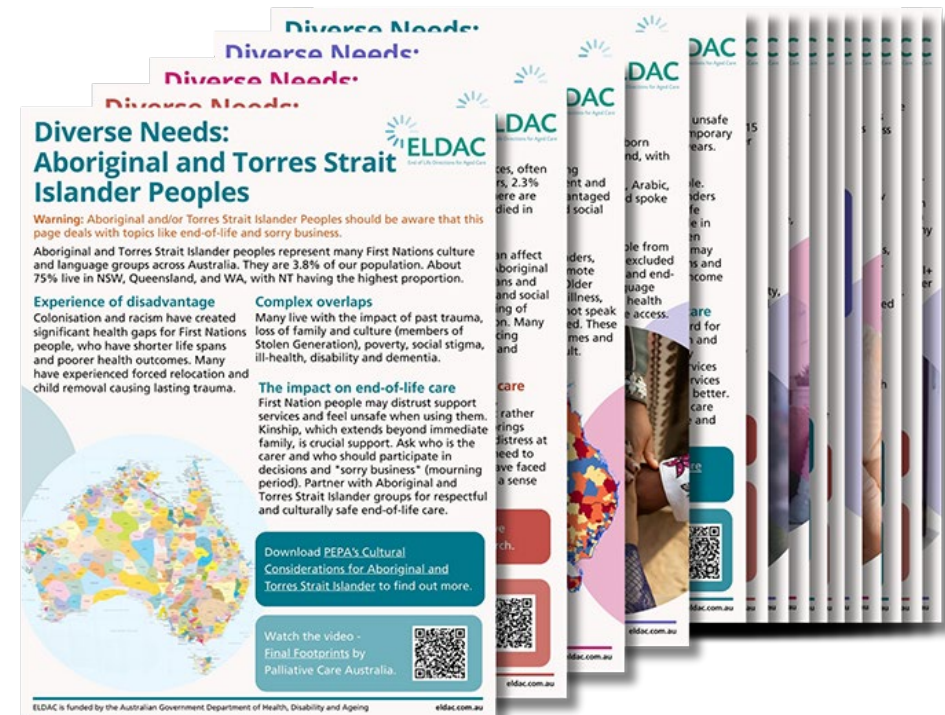
- 1 in 3 older people has vision problems or hearing loss
- 2% are deafblind
- Impact on communication and withdrawal from social situations
- Struggle to discuss complex end-of-life needs
- Interpreters, assistive technology and cultural support helps



<https://www.eldac.com.au/Our-Products/Our-Diversity/Diverse-Needs-of-Older-People>

Understanding the life experiences of older people and the workforce

- Identify the groups you may encounter in your setting
- Read the sheets and explore the links to raise awareness
- ASK the person or their family what matters most to them
- ASK the person or the family what would help them feel safe and supported
- <https://www.eldac.com.au/Our-Products/Our-Diversity/Diverse-Needs-of-Older-People>



How life experiences impact the end of life

It's a deeply emotional and significant time for us all

- Intrusive memories
 - Despair over losses
 - Fear of abuse
 - Lack of trust in institutions or people in authority
 - Distress when identity or culture is not recognised
 - Communication difficulties
-
- Older people may withdraw, avoid or refuse help
 - Or
 - They may become agitated, distressed and disruptive



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<https://www.eldac.com.au/Our-Products/Our-Diversity/Diversity-at-End-of-Life-Matters>

So what can we do?



Rethink palliative care: the last 12 months of life



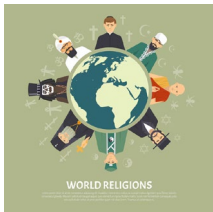
Ask about life experiences that affect how older people feel about and experience care



Use **respectful curiosity** to ask what matters most, what helps them cope, and what needs to change for them to feel safe



Use interpreters, don't only rely on family



Connect with various faith groups and cultural leaders for advice and support



Collaborate with other advocacy and cultural groups, allied health, and psychosocial support

Talking with families resources

- Slow, gradual pattern of decline in frailty and dementia
- Complicated by acute episodes of illness, traumatic injuries, diagnosis of life-limiting disease
- Recognising changes in abilities
- Recognising and treating pain and distress
- Talking with families

Conversation starters for care workers

Conversation starters for aged care staff/advisors/nurses

Conversation starters for advisors/nurses

LOOKING AHEAD:
A guide for families to support talking about end-of-life care

By reviewing care at key times, you can identify your loved one's changing needs and preferences for care as they near the end of life.

1 On starting aged care services
Ask at this time what can be done to maintain wellbeing.

KEY TURNING POINTS
Starting the conversation with family members early and at key times of change helps prepare for end of life.

Noticing decline and need for more support
Restorative care

After an illness, fall, diagnosis or cognitive decline
Adapting care to support wellbeing

Decline in abilities, infections, falls, hospital stays
Palliative care for comfort and wellbeing

Not recovering
End of life care

Loss of appetite, sleeping more, deterioration and approaching death
Dying and Death

GOALS OF CARE

Information for Families:
ELDAC is funded by the Australian Government Department of Health and Aged Care

Adapted from ELDAC Care Model, <https://pathwayscare.org.au/rep-content/uploads/2019/04/ELDAC-Care-Model-Flowchart-PC-Aged-Care-101-102.pdf>
<https://www.health.nsw.gov.au/medialibrary/Content/generals/eldac/End-of-Life/PCER-The-End-of-Life-Flowchart.pdf>

Self-Care room

- Emotional labour
- Impact on aged care staff
- Pause and reflect
- Taking time
- Support from others
- Supporting the team
- What can your organization do?



Get started with supporting your staff to cope with death and dying

Caring for people who are dying can impact aged care workers' mental, emotional and physical health. Self-care is an important practice that can help to protect care workers from burnout and support them to recover from the emotional toll that caring for people at the end of life can take.

Feedback to ELDAC

Brief anonymous survey

QR code

or



<https://tinyurl.com/ELDAC-diversity-survey>



Any questions?




Stay Connected with ELDAC

Visit us: www.eldac.com.au

Email us: eldac.project@flinders.edu.au

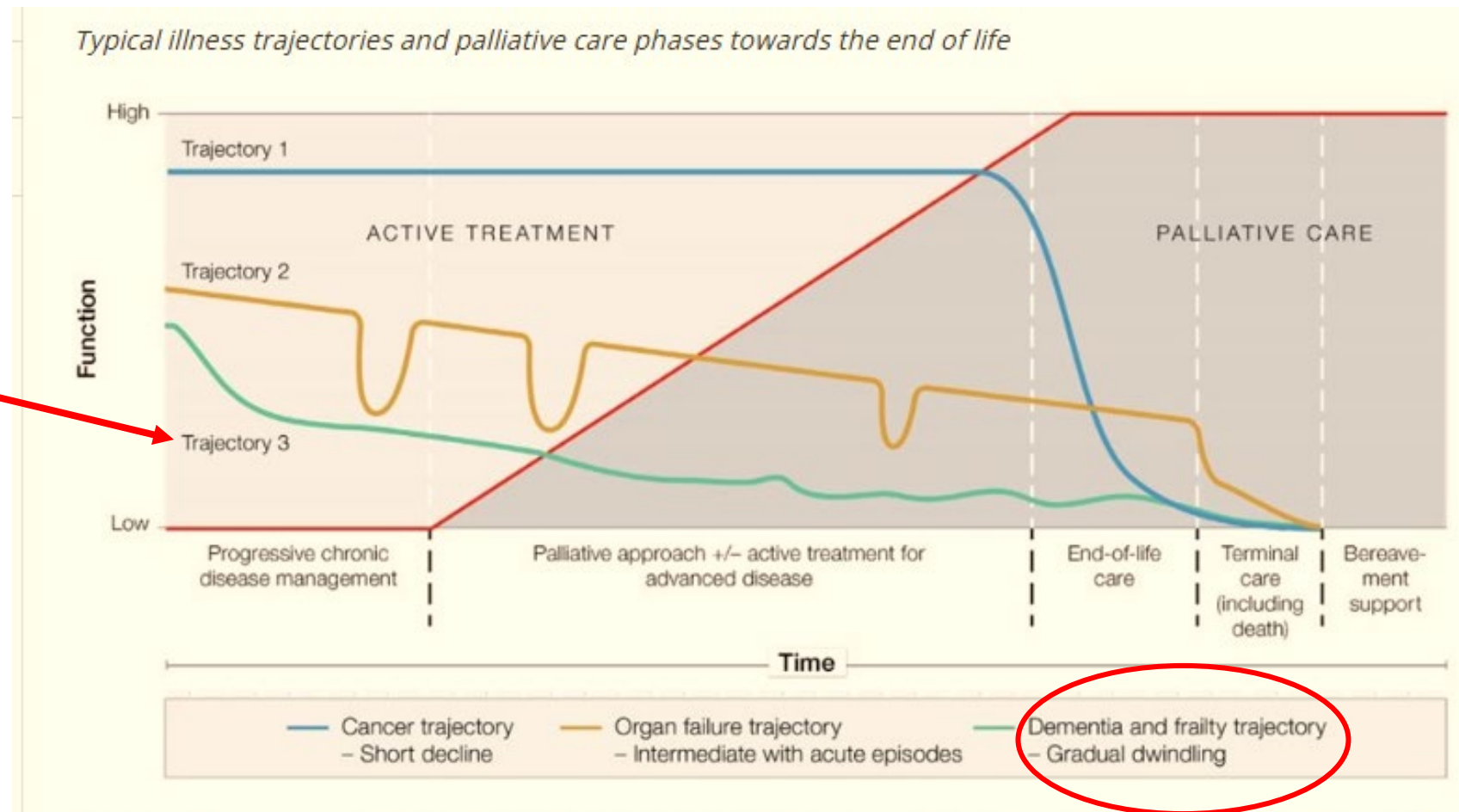
Sign up to [ELDAC News](#) or connect with us on social media:

 ELDAC.agedcare

 eldac-aged-care/

Current research: Frailty

- 4 trajectories of decline
- Frailty and dementia require longest time in palliative care
- Acute deterioration and sudden death complicate trajectories



Ref: Cohen-Mansfield et. al., 2018;
Covinsky et. al., 2003