

Title	Improving culturally and linguistically diverse communities' knowledge of and access to palliative care services
Number	34
Authors	Mike Kennedy, Palliative Care Victoria
Abstract	<p>In July 2013 Palliative Care Victoria and the Ethnic Communities' Council of Victoria initiated a two-year project with 10 ethnic communities in Melbourne (Arabic-speaking background, Chinese, Croatian, Greek, Italian, Macedonian, Maltese, Polish, Turkish and Vietnamese communities) to deliver peer education sessions about palliative care in community languages. Adjunct activities included community engagement, relationship-building, media, cultural responsiveness education for palliative care services, and evaluation. Since February 2014, the project has delivered more than 76 community education sessions to around 2000 members of eight CALD communities. The project evaluation reveals that 64% did not know about palliative care before the session, 91% had learnt new information, 94% had an intention to tell friends and family about palliative care and 97% thought palliative care was a good idea. Updated results will be provided. Participatory and engagement strategies are needed to improve awareness of palliative care among CALD communities. The participation of CALD communities in tailoring education and information to meet specific cultural, spiritual and linguistic needs is essential. The participation of palliative care services in project activities is valued and strengthens relationships of trust and understanding. Long term commitment and relationship development are the necessary building blocks to ensure community engagement and ownership.</p>