



End-of-Life Care For Diverse Populations Toolkit

CHECKLIST

- ☐ Consider asking all patients the following questions: 'What do I need to know about you to provide the best possible care?' and 'Who are the important people in your life?'
- ☐ When a patient speaks a language other than English, make sure that an [interpreter](#) is engaged for important conversations. Avoid asking family members to act as an interpreter. If eye contact is culturally appropriate, ensure you look at the patient while listening to the interpreter. Also consider translated written information.
- ☐ When caring for Aboriginal and Torres Strait Islander patients and families, work on building trust and connection from the beginning, through taking time to understand their cultural beliefs and values and recognising the impact of the past. Consider the importance of Country. Engage Aboriginal Health Workers if needed/where possible.
- ☐ Support the wishes of patients, families and carers who want to include religious or cultural practices in their care. Ask the patient if they would like to see a priest, minister, imam, rabbi or other. Discuss how their spiritual beliefs might impact upon their care preferences.
- ☐ Consider how your workplace can work towards adopting a [trauma-informed approach](#), by implementing the principles of safety, trustworthiness, patient choice, collaboration, empowerment, and respect for diversity and inclusion.

HELPFUL LINKS

- Australian Government. 2025. [Style Manual: Inclusive language](#)
- CareSearch. 2021. [Issues in palliative care for refugees and asylum seekers](#)
- Gwandalan. 2025. [Supporting Palliative Care for Aboriginal and Torres Strait Islander Communities](#)

VIDEOS, BLOGS, PODCASTS

- Agency for Clinical Innovation. 2023. [Palliative and culturally and linguistically diverse communities](#)
- End of Life Directions for Aged Care (ELDAC). 2022. [When your heart is in two places at once – End-of-life care for older first-generation migrants](#)
- LGBTIQ+ Health Australia. 2024. [Enablers to providing palliative care to LGBTIQ+ people](#)
- Palliative Care Australia. 2025. [Final Footprints: My Culture, My Kinship, My Country](#)

FURTHER READING

- Couzner L, Spence N, Fausto K, et al. Delivering Trauma-Informed Care in a Hospital Ward for Older Adults With Dementia: An Illustrative Case Series. Front Rehabil Sci. 2022;3:934099. [doi:10.3389/fresc.2022.934099](#)
- Leonard R, Paton J, Hinton P, Greenaway S, Thomson J. The end-of-life needs of Aboriginal and immigrant communities: a challenge to conventional medical models. Front Public Health. 2023;11:1161267. [doi:10.3389/fpubh.2023.1161267](#)
- Lauwers EDL, Vandecasteele R, McMahon M, De Maesschalck S, Willems S. The patient perspective on diversity-sensitive care: a systematic review. Int J Equity Health. 2024;23:117. [doi:10.1186/s12939-024-02189-1](#)