



MultiLink Community Services Inc.



Community care



Logan Central,
Queensland

Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Multidisciplinary Team Structures and Processes



Designated Linkage Workers



Knowledge Exchange and Upskilling



Continuous Quality Improvement



MultiLink Community Services Inc. (MultiLink) is a government-funded neighbourhood centre supporting migrant, refugee and mainstream communities. The organisation supports diverse communities across seven local government areas with programs designed to meet and respond to client needs.

Seventy per cent of the organisation's clients are from culturally and linguistically diverse backgrounds and most have limited English or don't speak English at all. As a result, communications can be difficult and residents may not understand the support available for palliative care and end-of-life decisions. People from various cultures are also reluctant to discuss end-of-life and prefer to keep these matters private.

The ELDAC Working Together program facilitated MultiLink's assessment of its palliative care approach and identified five priority areas. These were clinical care, education and workforce development, policies and procedures, information systems and continuous improvement.

With the support and guidance from the dedicated ELDAC facilitator professional networks have been expanded through a partnership with local health services across the sector which have resulted in the sector working more collaboratively to deliver palliative care for multicultural clients. All support workers have completed training in advance care planning and end-of-life care through ELDAC champions are embedding these new practices into staff induction processes.

"The ELDAC facilitator was invaluable in supporting us to implement the program. Her guidance and linkages to resources and services helped transform our approach to palliative care."

MultiLink's revised approach to palliative care is supported with new end-of-life directions, a care policy and related procedures. Clients are supported to complete the Statement of Choice and other advance care plan documentation as part of their end-of-life documentation. This information is also incorporated into MultiLink's systems to ensure client wishes are met.

Benefits

- More guidance, resources and assistance for clients.
- Increased capacity within the organisation's workforce.
- Increased knowledge regarding attitude to end-of-life processes from diverse communities.
- New processes incorporated into routine processes to inform continuous improvement.

"helped transform

our approach

to palliative care"

"the ELDAC facilitator

was invaluable"

There is a high need for increased awareness for clients and communities from non-English speaking backgrounds in regard to end-of-life decisions. We need to raise their awareness about advance care planning and the palliative care services available to them in Australia. Since undertaking the ELDAC Working Together program and continuing to work with our individual clients, we recognise the importance of continuing to implement the policies and procedures and embedding this into everything we do.

Home Care Services Co-ordinator † Aged Care and Disability Services

