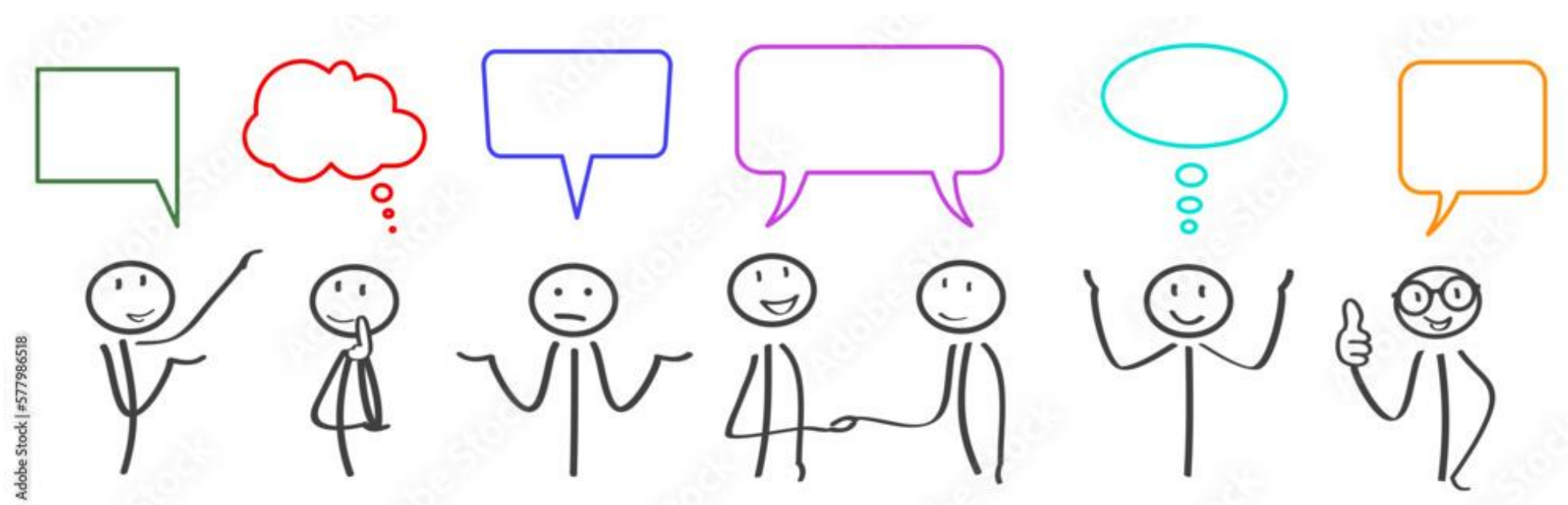




# Acknowledgement of Country

We acknowledge the Traditional Custodians of this land. We acknowledge the waterways, the land, the sky and all who inhabit this place, Country. We acknowledge their ancestors, and Elders and recognise those who continue to protect and promote Aboriginal and Torres Strait Islander cultures. We acknowledge the past and stand together for our future.



# I Want my Voice to be Heard

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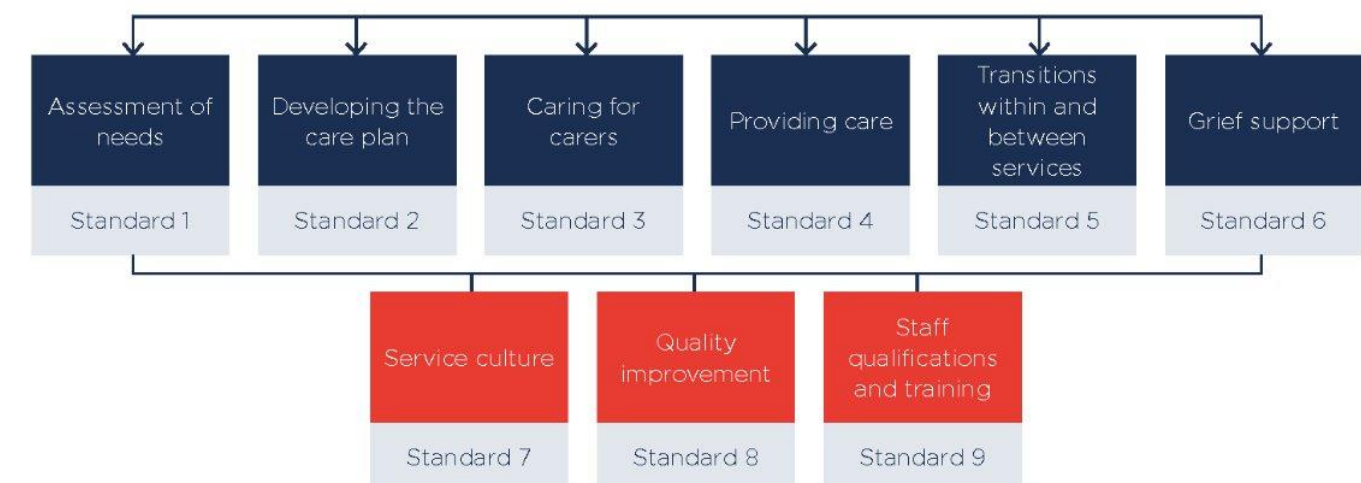


# Australian Commission on Safety and Quality in Health Care: Standard 5 Comprehensive Care at the End of Life

## National Palliative Care Standards



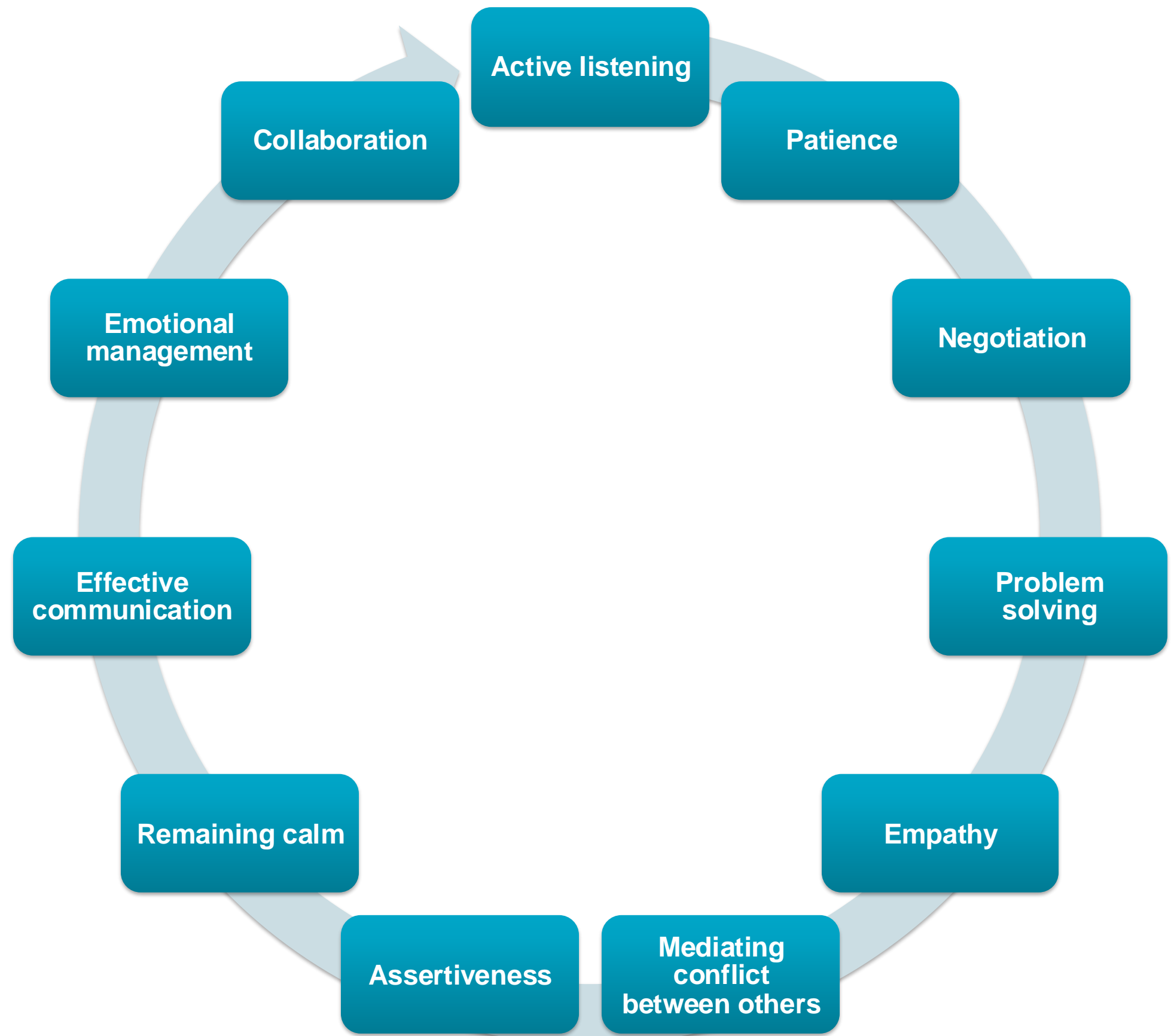
Figure 1: The National Palliative Care Standards



Conflict can  
be like a  
pressure  
cooker



# Conflict Resolution





Communication

Advance Care Planning

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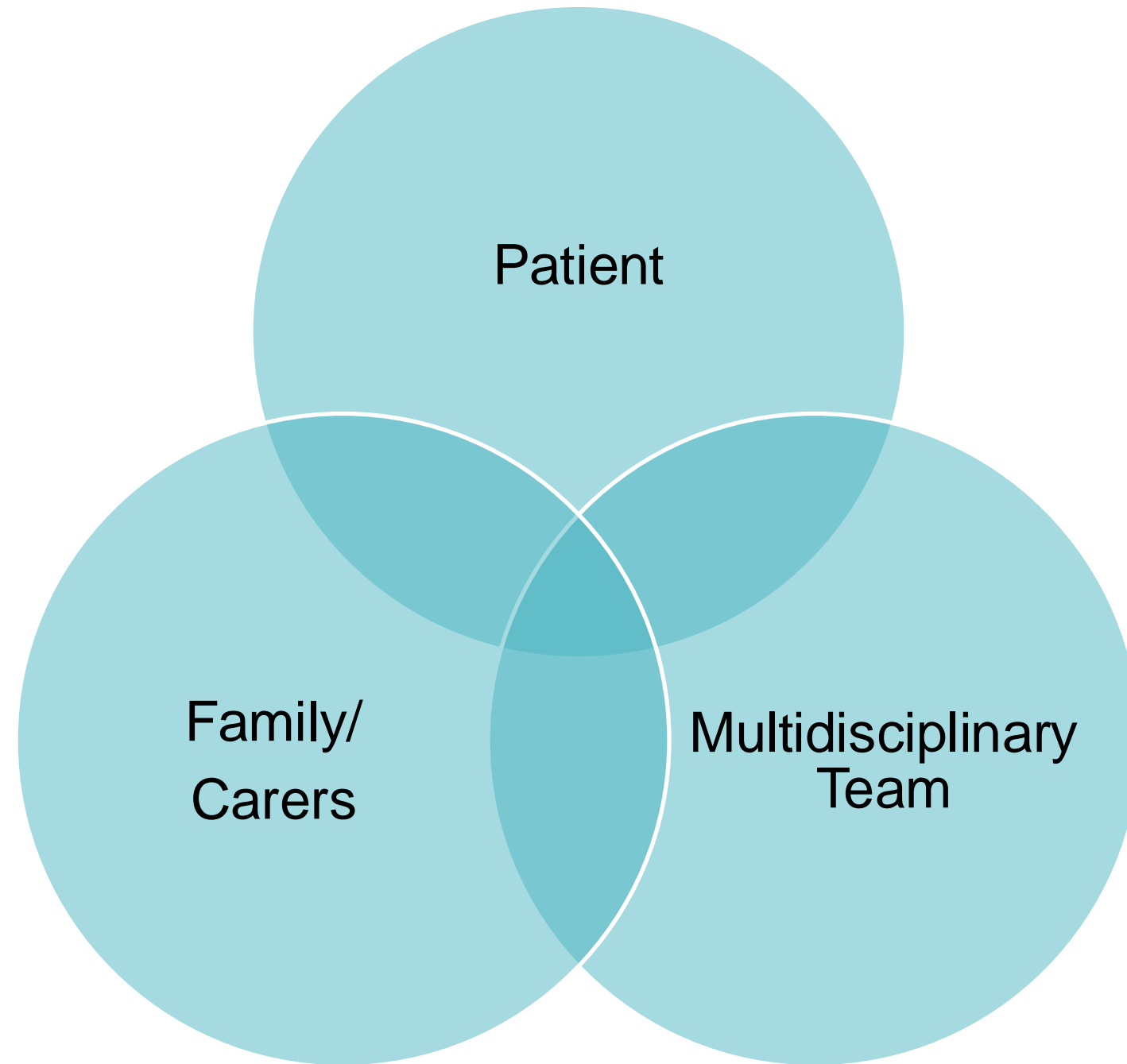


# Advance Care Planning Australia

BE OPEN | BE READY | BE HEARD

# Family Meeting

Connect and  
Communicate





Prepare

Facilitate

Outcome/Plan

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## **Recommendations/Goals**

Early intervention – Identification of potential risk for conflict

Education for medical, nursing and allied health in facilitation and participation in family meetings

Questions?

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# References

CareSearch palliative care knowledge network – [www.caresearch.com.au](http://www.caresearch.com.au)

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