

# Storyboard

**Document Objectives:**

- This document (storyboard) gives the “instructional” representation of the page level content and its representation.
- This document also contains the reference layouts to understand the screen treatment/presentation.
- It also gives the page level audio transcript (wherever applicable). The same would be used to record the audio.
- Terminal learning objectives show the objectives of the module/topic.
- The general comments area poses queries that require comments from customers, reviewers and/or SMEs.

|                              |  |  |
|------------------------------|--|--|
| Customer Name: NSW Ambulance | Project/Course Name: End of Life & Palliative Care | Module Name: Cultural Considerations for First Nations Peoples |
| El Project Manager: Rashida  | Instructional Designer: Majid                      | SME: NSW Ambulance Team  |

| Version History |                |                 |                           |
|-----------------|----------------|-----------------|---------------------------|
| Date            | Version number | Author/Reviewer | Description               |
| 05-07-2023      | 1.0            | Majid           | First Draft               |
| 19-07-2023      | 2.0            | Majid           | SME Feedback Incorporated |
|                 |                |                 |                           |
|                 |                |                 |                           |

# Storyboard

---

## Project Brief/Requirement

- Seat time: 20 mins ; Language: UK/Aus English
- Interaction levels: Level 2
- Input documents for creating this document: Peer Support Network Session 1 Introduction.pptx
- Audio: Yes
- Number of VO artists: 1
- Assessment - number of questions: NA
- Assessment - Passing score: 70%
- Authoring Tool: Storyline
- List with names of Characters/Cast required in the module: NA
- Diversity in characters used: NA
- Overall approach note:
  - This course contains standard and accessible versions.
- All images referred here are from getty images
- Colour code used for updates: Alpha Edits; Beta Edits; Final Edits

Welcome to the training on

# End of Life and Palliative Care for First Nations People

START



This course contains audio. Make sure that your headphones or speakers are connected.



A transcript is also available on every audio screen.



## Audio Transcript:

Hello and welcome to the training on End of Life and Palliative Care for First Nations People. This training module provides a comprehensive understanding of cultural considerations that health care providers need to know in order to deliver the best end-of-life care for Aboriginal and Torres Strait Islander peoples.

**Select the Start button to begin the course.**

## Graphic Notes and Image IDs:

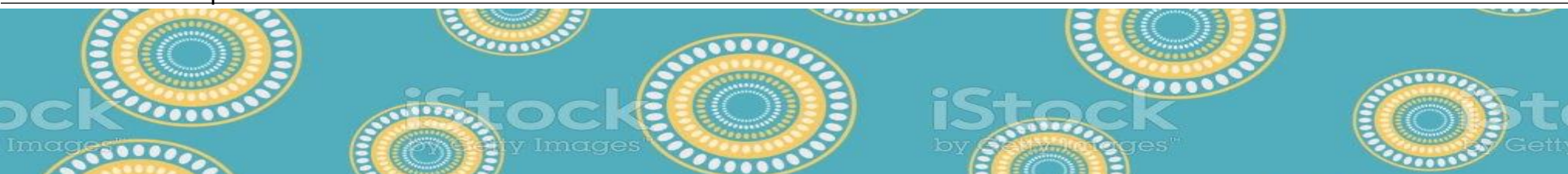
Welcome Screen  
Getty id : 1058803976

Bring the on-screen text for each para one by one in animation.

Art image Istock id: 1424623773

Play the BG Aboriginal music in lower volume - link:

<https://elements.envato.com/australian-sunset-K3T72D4>



*NSW Ambulance acknowledges and pays our deepest respect to the past, present, and future Traditional Custodians and Elders of the many lands on which we work and live, and the continuation of cultural, spiritual, and educational practices of Aboriginal and/or Torres Strait Islander peoples.*

*NSW Ambulance respectfully acknowledges the cultural sensitivities surrounding Sorry Business, Sad News and Finishing Up. Aboriginal and/or Torres Strait Islander peoples are advised that this Module and the resources linked may contain images, videos and voices of people who have passed away.*



## Audio Transcript:

Let's begin with the story of Uncle Paul. Uncle Paul was a proud Wiradjuri man who has been living in his community for his entire life. He is now in his late 80s and has been diagnosed with a terminal illness.

## Graphic Notes and Image IDs:

Animation Video.

Bring on-screen text and images in synch with the voice over.

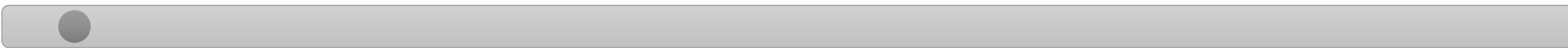
Image getty id: 911034682

## The Story of Uncle Paul



Uncle Paul was a proud Wiradjuri man, living in his community for his entire life..

He is now in his late 80s and has been diagnosed with a terminal illness.





## The Story of Uncle Paul



His family has been caring for him at home, but he has recently become increasingly unresponsive.

They have called an ambulance.

### Audio Transcript:

His family has been caring for him at home, but he has recently become increasingly unresponsive, and they have called an ambulance.

### Graphic Notes and Image IDs:

Animation Video.

Bring on-screen text and images in synch with the voice over.

Image from NSW image library



## Audio Transcript:

When the paramedics arrive, they are greeted by the family and the elder's community members. The elder is lying in his bed, surrounded by his loved ones.

## Graphic Notes and Image IDs:

Animation Video.

Bring on-screen text and images in synch with the voice over.

Getty image id: 682661356

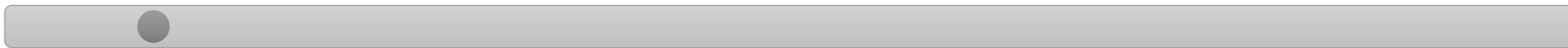
Give some shading effect to the image

## The Story of Uncle Paul



The paramedics are greeted by the family and the elder's community members.

The elder is lying in his bed, surrounded by his loved ones.



## Audio Transcript:

They explain the sad news to the family and offer to transport to the hospital for continuing supportive and end of life care, but the family declines. They want him to finish up at home surrounded by his community.

## Graphic Notes and Image IDs:

Animation Video.

Bring on-screen text and images in synch with the voice over.

Getty image id: 1035317726

## The Story of Uncle Paul



The paramedics explain the sad news to the family and offer to transport to the hospital.

But the family declines. They want him to finish up at home.





## The Story of Uncle Paul



The paramedics respect the family's wishes and provide supportive care to the elder and his family..

They remain on scene to provide support to Uncle Paul's family until he passes on peacefully.

### Audio Transcript:

The paramedics respect the family's wishes and provide supportive care to the elder and his family. They remain on scene to provide support to Uncle Paul's family until he passes on peacefully, surrounded by his loved ones and his community.

### Graphic Notes and Image IDs:

Animation Video.

Bring on-screen text and images in synch with the voice over.

Getty image id: 1219136359



## The Story of Uncle Paul



The crew observe the beginning of Sorry Business and ensure they approach the situation with cultural sensitivity.

### Audio Transcript:

The crew now observe the beginning of Sorry Business and want to be sure they approach the situation with cultural sensitivity and understanding as the family is grieving and following traditional customs to honour Uncle Paul.

### Graphic Notes and Image IDs:

Animation Video.

Bring on-screen text and images in synch with the voice over.

Getty image id: 1126579962



## Learning Objectives

Upon completion of this session, you will be able to:



Describe the cultural and spiritual beliefs of Aboriginal and Torres Strait Islander peoples



Build a safe and comfortable environment for Aboriginal and/or Torres Strait Islander sick people and their families



Demonstrate culturally appropriate communication while interacting with Aboriginal and Torres Strait Islander peoples



Describe Sad News and Sorry Business



Describe yarning and things involved in it

### Audio Transcript:

Upon completion of this session, you will be able to:

- Describe the cultural and spiritual beliefs of Aboriginal and Torres Strait Islander peoples
- Build a safe and comfortable environment for Aboriginal and/or Torres Strait Islander sick people and their families
- Demonstrate culturally appropriate communication while interacting with Aboriginal and Torres Strait Islander peoples
- Describe Sad News and Sorry Business
- Describe yarning and things involved in it

### Graphic Notes and Image IDs:

Noun project Icon ids for objectives:  
4559764, 2725782, 1873919, 3303453,  
3518022

## Your Learning Journey

 **Select a topic to proceed.**



**Aboriginal and  
Torres Strait  
Islander  
Peoples**

**Creating a  
Welcoming,  
Safe and  
Comfortable  
Environment**




**Respecting the  
Spiritual and  
Cultural Beliefs**

**Considerations  
for Effective  
Communication**

**Kinship  
Responsibilities**

**Yarning**

**Death and Sorry  
Business**

-  COMPLETED
-  IN-PROGRESS
-  NOT STARTED

Audio Transcript:

Here are the topics covered in this training module. Attempt each topic in the given sequence starting with the first one. Completing a topic brings you back to this screen and allows you to choose the next topic.

**Select a topic to proceed.**

Graphic Notes and Image IDs:

Nounproject.com icon id:  
3148930

- **Make a roadmap kind of learning journey.**
- **Place and move the ambulance icon to the topic the learner moves to.**

#### Audio Transcript:

What do you know about Aboriginal and Torres Strait Islander peoples? Who are they and what are their cultural practices? Aboriginal and Torres Strait Islander peoples are the original inhabitants and the Traditional Custodians of Australia, making up approximately 3% of the total Australian population.

#### Graphic Notes and Image IDs:

- Getty Image 1 id: 498503626
- Getty Image 2 id: 652388222
- Bring the first image with the screen title and the first VO
- Bring the second image in synch with the second VO.
- Then bring the OST with the third VO

## Who Are Aboriginal peoples and Torres Strait Islander peoples?



Aboriginal and Torres Strait Islander peoples are the original inhabitants and the Traditional Custodians of Australia, making up approximately 3% of the total Australian population.<sup>1</sup>

<sup>1</sup> Australian Bureau of Statistics. Cultural Diversity in Australia. 2016 Census Data Summary. 2017 April 2018]; Available from: <http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/2071.0~2016~Main%20Features~Cultural%20Diversity%20Data%20Summary~30>.



## Audio Transcript:

Aboriginal peoples and Torres Strait Islander peoples belong to two distinct cultural groups. Their traditional or contemporary practices do vary, although there are common threads between them. Select each tab to learn about the differences between each group.

## Graphic Notes and Image IDs:

Tab Interaction

Getty image id:173949097

## Who Are Aboriginal peoples and Torres Strait Islander peoples?

The traditional or contemporary practices of Aboriginal and Torres Strait Islander peoples do vary, although there are common threads between them.



Select each tab to learn about the differences between  
Aboriginal and Torres Strait Islander groups.

### Aboriginal Peoples

### Torres Strait Islander Peoples

Aboriginal peoples:

- are associated with the land, mountains, deserts, rain forests and coastal areas
- refer to maternal or paternal families traditional land areas as Country
- self-identify by language group and traditional land area (also known as nation, clan)
- have knowledge tied to the environment, constellations, plants and animal life.



## Who Are Aboriginal peoples and Torres Strait Islander peoples?

The traditional or contemporary practices of Aboriginal and Torres Strait Islander peoples do vary, although there are common threads between them.



Select each tab to learn about the differences between each group.

### Aboriginal Peoples

### Torres Strait Islander Peoples

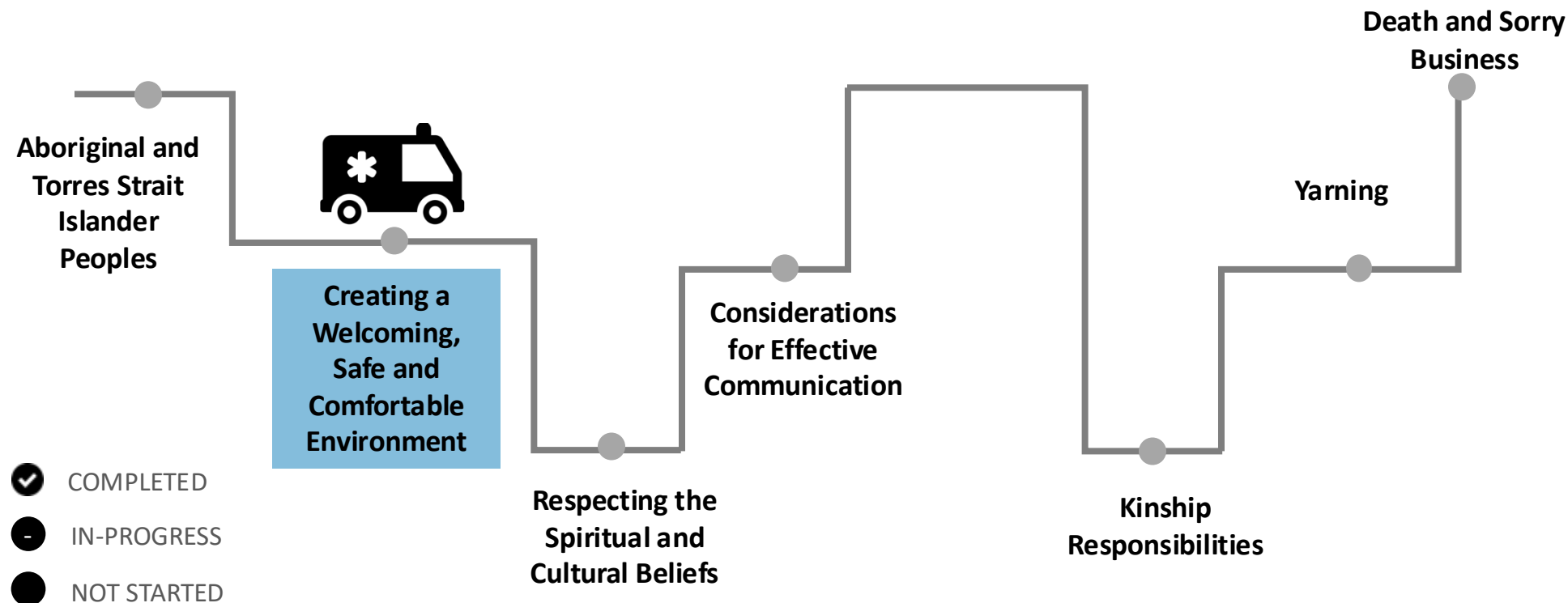
Torres Strait Islander peoples:

- have a land and marine culture
- have five island clusters which identify
- language groups
- have beliefs connected to the constellations, seas and winds



## Your Learning Journey

 **Select a topic to proceed.**



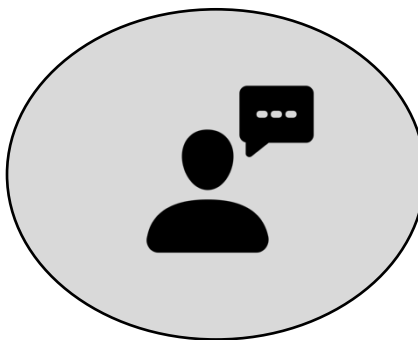
## How Can We Provide Caring and Respectful Service?

The service offered by healthcare providers play a critical role in creating a welcoming, safe, comfortable environment.

**Select each icon to learn how you can offer the most caring and respectful service.**



**Simple Things To Do**



**Language to Use**

### Audio Transcript:

We have learned about the cultures of Aboriginal and Torres Strait Islander peoples. Let's now learn how we can offer the healthcare service respecting their cultures. The service offered by healthcare providers play a critical role in creating a welcoming, safe, comfortable environment for Aboriginal and/or Torres Strait Islander sick people and their families. Select each icon to learn how you can offer the most caring and respectful service.

### Graphic Notes and Image IDs:

Icon Click and Reveal

Icon id from nounproject.com: 4393378,  
2412248



## How Can We Provide Caring and Respectful Service?

### Simple Things To Do

[CLOSE](#)

- be open and welcoming with a smile
- introduce staff by name and work title
- use a positive tone of voice and listen to what the sick person and the family have to say
- be polite, honest, sincere and helpful
- advise that palliative care is holistic care that supports quality of life, assessment and treatment for pain relief
- explain that to achieve quality of life, the care team listens to the sick person's concerns, beliefs, needs and choices and will seek to address concerns and needs by supporting choices
- try not to rush or bombard with questions

Graphic Notes and Image IDs:

Icon Click and Reveal

Pop-up for 'Simple Things to Do'





Audio Transcript:

Graphic Notes and Image IDs:

Icon Click and Reveal  
Pop-up for 'Language to Use'

## How Can We Provide Caring and Respectful Service?

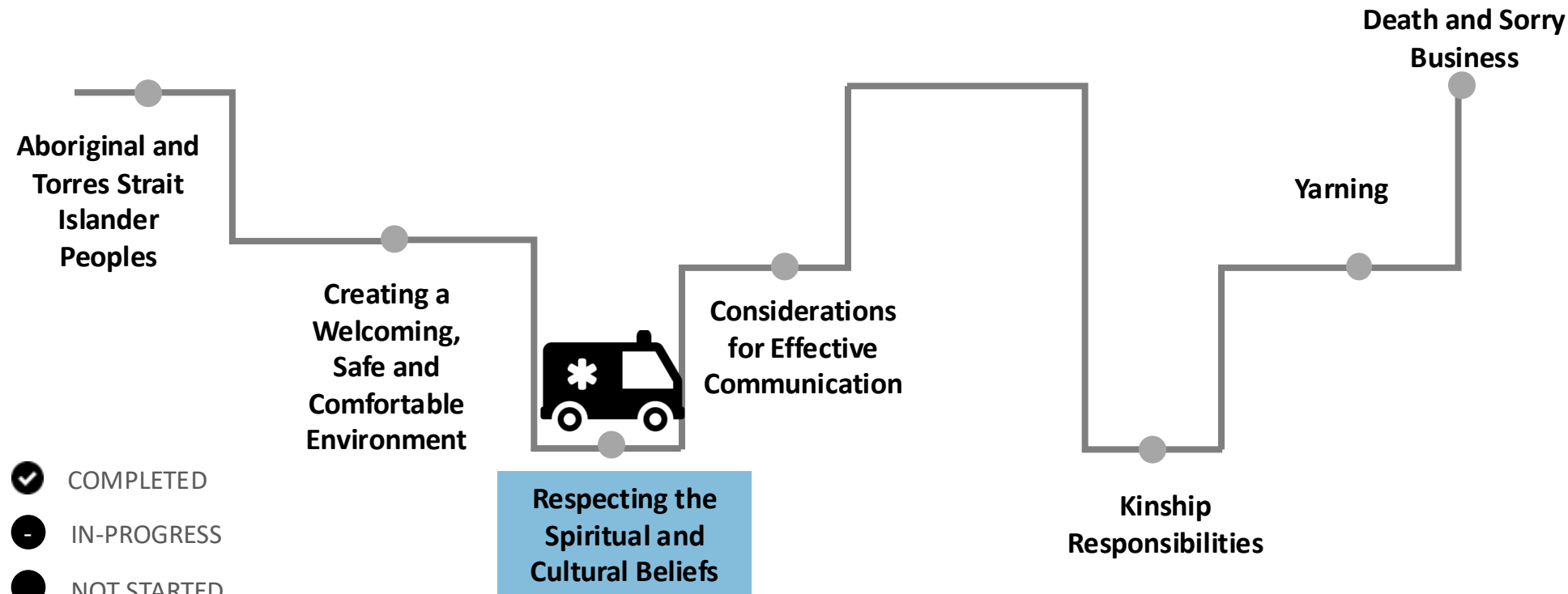
### Language to Use

CLOSE

- avoid medical or nursing jargon unless necessary and explained
- clarify meanings of any unfamiliar terms
- explain the service processes and routines e.g., mealtimes, doctor's visits, allied health professional visits, visiting times and rest times, if applicable
- address queries or concerns when raised and keep informed on progress
- allow time to process information and for considering implications when responding to questions

## Your Learning Journey

 **Select a topic to proceed.**



## Why We Must Respect the Cultural and Spiritual Beliefs of the Patient?

The strong spiritual and cultural beliefs of Aboriginal and Torres Strait Islander peoples may conflict with the medical explanation.



By demonstrating respect for diversity in the sick person's cultural and spiritual beliefs, relationship of trust and rapport can be built.

### Audio Transcript:

The strong spiritual and cultural beliefs of Aboriginal and Torres Strait Islander peoples may conflict with the medical explanation. By demonstrating respect for diversity in the sick person's cultural and spiritual beliefs, relationship of trust and rapport can be built.

### Graphic Notes and Image IDs:

Text and Image

Getty image ids: 1484768277,  
1397246906

## Audio Transcript:

So, what are the common beliefs about life and death among Aboriginal and Torres Strait Islander peoples? The cultural belief that life is a continuum, Life-Death-Life, is common among Aboriginal peoples and Torres Strait Islander peoples. Select the arrows to navigate and learn more about their cultural beliefs.

## Graphic Notes and Image IDs:

Carousel Interactivity

BG Image id: 652388428

Reference template:

**Learning Participation to a Productive Learning Culture: The Transformation**

To continue with the learning culture, HCL has transformed from a culture of learning participation to productive learning where each of our employees is involved.

Select the arrows to navigate and learn more about the transformation.



Increasing Choice to Directing Choice

High volume and variety of learning

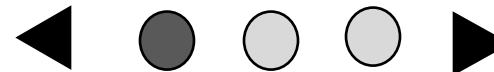
## Knowing Cultural Beliefs of Aboriginal and Torres Strait Islander Peoples

The cultural belief that life is a continuum, Life-Death-Life, is common among Aboriginal peoples and Torres Strait Islander peoples.

Select the arrows to navigate and learn more about their cultural beliefs.



The underlying belief is that all living things (people, animals and plants) have a spirit; spirits are the continuum that connects the living to the past, present and future.





**Learning Participation to a  
Productive Learning Culture:  
The Transformation**

To continue with the learning culture, HCL has transformed from a culture of learning participation to productive learning where each of our employees is involved.

Select the arrows to navigate and learn more about the transformation.



Increasing Choice to Directing Choice

High volume and variety of learning

## Knowing Cultural Beliefs of Aboriginal and Torres Strait Islander Peoples

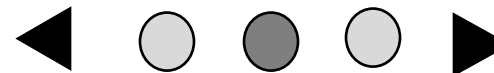
The cultural belief that life is a continuum, Life-Death-Life, is common among Aboriginal peoples and Torres Strait Islander peoples.

Select the arrows to navigate and learn more about their cultural beliefs.



At the time of death, the spirit leaves the body to return to the Ancestors' country.

After the finishing up/death, responsibility of family continues with ensuring the safe passage of the spirit to the ancestors and returning the body to country.





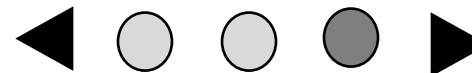
## Knowing Cultural Beliefs of Aboriginal and Torres Strait Islander Peoples

The cultural belief that life is a continuum, Life-Death-Life, is common among Aboriginal peoples and Torres Strait Islander peoples.

Select the arrows to navigate and learn more about their cultural beliefs.



It may be culturally unacceptable for Aboriginal people and/or Torres Strait Islander people to finish up/die alone.



## Audio Transcript:

You are doing a great job so far in learning about the cultures of Aboriginal peoples and Torres Strait Islander peoples. It's time to check your understanding of what you have learned so far.

## Graphic Notes and Image IDs:

Correct answers are given in green colour.

## Knowledge Check 1

Matt is a paramedic who is providing medical care to Joshua who suffered a heart attack. Joshua's nephew, Nigel is alongside him in the ambulance. Matt needs to ask some questions to Nigel regarding Joshua's medical history. What approach should Matt follow while communicating with Nigel?



**Select the correct options and Submit.**

☐

Ask as many questions as possible quickly to get more information

☐

Avoid medical or nursing jargon unless necessary and explained

☐

Avoid addressing queries or concerns raised by patient's family member

☐

Allow time to process information and for considering implications when responding to questions

**Submit**



Audio Transcript:

Here's another challenge for you.  
Complete this statement.

Graphic Notes and Image IDs:

Correct answer is given in green colour  
.

## Knowledge Check 2

It may be culturally unacceptable for Aboriginal people and/or Torres Strait Islander people to \_\_\_\_\_.

 **Select the correct option and Submit.**

☐ receive medical care in a hospital

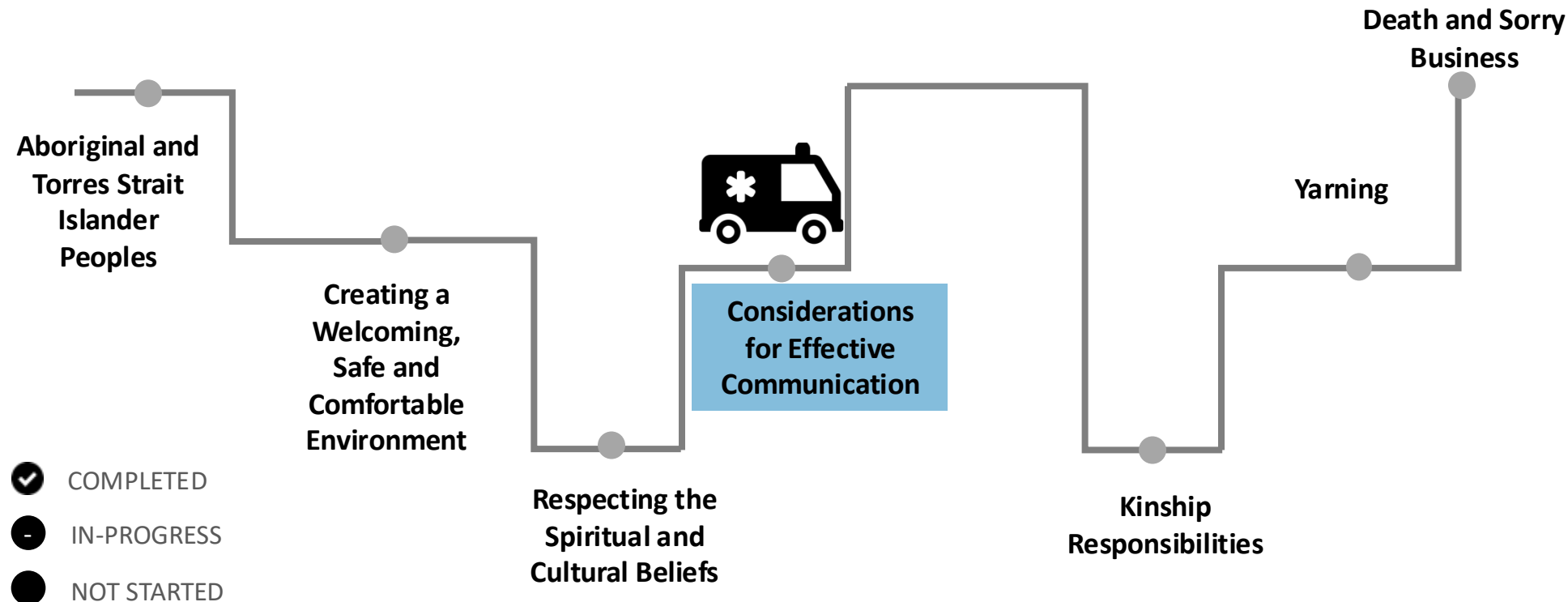
✓ ☒ **finish up/~~die~~ alone**

☐ live alone

**Submit**

## Your Learning Journey

 **Select a topic to proceed.**



## Audio Transcript:

The first interaction often sets the standard for ongoing communication. You should always allow two-way interaction to become the standard. You should always allow two-way interaction to become the standard. Select the arrows to learn about some more important considerations while communicating.

Graphic Notes and Image IDs:  
Carousel Activity

## Important Considerations While Communicating

The first interaction often sets the standard for ongoing communication. You should always allow two-way interaction to become the standard.

 **Select the arrows to learn about some important considerations while communicating.**

### **‘Men’s Business’ and ‘Women’s Business’**

Be aware that Aboriginal culture has strong gender roles expressed through ‘Men’s Business’ and ‘Women’s Business’:

- Women address women’s matters
- Men address men’s matters
- However, remember that some people may be comfortable with western ways of relating to men and women.



## Important Considerations While Communicating

The first interaction often sets the standard for ongoing communication. You should always allow two-way interaction to become the standard.

 **Select the arrows to learn about some important considerations while communicating.**

### Structured and Formal Culture

Aboriginal and Torres Strait Islander culture is structured and formal:

- Addressing people by their proper title, for example as Mr or Mrs (name), Fr, Dr. is considered respectful and important when commencing a new relationship
- Sometimes a person's documented name is not the name used, there are many reasons for this. If this occurs, ask the person, "I've noticed that your visitors call you by another name; is there another name you would prefer we use?"
- Advise that the name preference will be recorded in the person's health record.

## Important Considerations While Communicating

The first interaction often sets the standard for ongoing communication. You should always allow two-way interaction to become the standard.

 **Select the arrows to learn about some important considerations while communicating.**

### Sharing Formal and Personal Information

It is customary for Aboriginal people and Torres Strait Islander people when meeting with strangers to share both formal and personal information as a way of establishing a connection to each other. This forms the basis of the relationship:

Healthcare providers should introduce themselves by name, their position and something personal (e.g., how long you have worked in healthcare, where you come from).

## Important Considerations While Communicating

The first interaction often sets the standard for ongoing communication. You should always allow two-way interaction to become the standard.

 **Select the arrows to learn about some important considerations while communicating.**

### Continuity and Consistency in Staff Allocation

Aim to provide continuity and consistency in staff allocated to care for the sick person as this helps to build rapport:

Being introduced daily to new staff can disempower the sick person, lead to disengagement, difficulties with communication and may also have an impact on the pain levels of the sick person.

## Important Considerations While Communicating

The first interaction often sets the standard for ongoing communication. You should always allow two-way interaction to become the standard.

 **Select the arrows to learn about some important considerations while communicating.**

### Avoiding Eye Contact

Some, but not all, Aboriginal people and Torres Strait Islander people avoid eye contact when communicating. Avoiding eye contact is a respectful act:

- with respected persons
- with someone of opposite gender
- if there is a difference in ages



Your actions should be guided by the Aboriginal person and/or Torres Strait Islander person, if they avoid eye contact, it would be respectful for you to practise the same.

## Important Considerations While Communicating

The first interaction often sets the standard for ongoing communication. You should always allow two-way interaction to become the standard.



**Select the arrows to learn about some important considerations while communicating.**

### Silence During Discussions

Some Aboriginal people and Torres Strait Islander people are comfortable with silence during discussions:

- If this occurs, there is no need to talk through or rush silences
- Take a minute to be contemplative about ongoing discussions
- Allow time for silence – for some, it is customary to wait for a period of silence before speaking,
- If no silences occur people may never speak
- Allow time for processing information and for considering implications when responding to questions.



Interactions have a tendency to occur and flow when one person puts themselves beside the other person, rather than directly in front of the other person.



## Audio Transcript:

Aboriginal peoples and Torres Strait Islander peoples come from collective societies. There may be a family spokesperson or decision-makers that are not the sick person. Select each number to learn how to identify and consult the family spokesperson or decision-makers.

## Graphic Notes and Image IDs:

Click number activity  
BG image id:1294582610

## Identifying the Family Spokesperson or Decision-Makers

There may be a family spokesperson or decision-makers that are not the sick person.

 **Select each number to learn how to identify and consult the family spokesperson or decision-makers.**

Often decision-making is the responsibility of the family and not the individual (sick person). Ask the sick person, “Can you tell me the right person to talk to about your health matters?”

1

2

3

4

## Identifying the Family Spokesperson or Decision-Makers

There may be a family spokesperson or decision-makers that are not the sick person.

 **Select each number to learn how to identify and consult the family spokesperson or decision-makers.**

Ask the sick person and family spokesperson if there are other decision-makers to involve in discussions about personal and health-related information.

1

2

3

4

## Identifying the Family Spokesperson or Decision-Makers

There may be a family spokesperson or decision-makers that are not the sick person.

 **Select each number to learn how to identify and consult the family spokesperson or decision-makers.**

The sick person may choose not to discuss death or dying with healthcare providers or some families may request that death and dying not be discussed with the sick person opting for the family spokesperson or decision-makers to be the ones to receive information, make decisions, act and speak on behalf of the sick person.

1

2

3

4

## Identifying the Family Spokesperson or Decision-Makers

There may be a family spokesperson or decision-makers that are not the sick person.

 **Select each number to learn how to identify and consult the family spokesperson or decision-makers.**

Ensure that the family spokesperson or decision-makers are consulted on all matters relating to the healthcare of the sick person and are present for any sensitive conversations with the sick person. Alternatively, the sick person may choose to become an active participant in the end-of-life carepath.

Clearly document all key people and their contact details in the sick person's chart.

1

2

3

4

## Audio Transcript:

The communication styles of Aboriginal and Torres Strait Islander peoples vary depending on their cultures. You need to learn to adapt to their communication styles.

Select each upward and downward buttons to learn more.

## Graphic Notes and Image IDs:

Carousel

Getty id: 1019899156

Template Ref:

LOGO Introduction: Unconscious Bias Training

Unconscious Bias and DE&amp;I - Business Case

Read through the business case for educating yourself on Unconscious Bias at Avantor.

 Select each upward and downward buttons to go through the case.

## Adapting to Different Communication Styles

The communication styles of Aboriginal and Torres Strait Islander peoples vary depending on their cultures.

 Select each upward and downward buttons to learn more.

### Non-Confrontational

Aboriginal culture is generally not confrontational. In traditional Aboriginal culture there is no obligation to answer questions:

- Asking someone lots of questions may be considered as a rude and ineffective way of finding information
- However, asking open-ended questions allows participation in the interaction



▲ Up

Down ▼



## Adapting to Different Communication Styles

The communication styles of Aboriginal and Torres Strait Islander peoples vary depending on their cultures.

 Select each upward and downward buttons to learn more.

### Indirect Communicator

Aboriginal people and Torres Strait Islander people frequently use indirect methods of communication. This reflects the value of respect for others:

- Cultural avoidance behaviours in relationships are respectful
- Avoidance may be practiced within families e.g, sister and brother; son-in-law and mother-in-law; daughter-in-law and father-in-law.

 UpDown 

## Adapting to Different Communication Styles

The communication styles of Aboriginal and Torres Strait Islander peoples vary depending on their cultures.

 Select each upward and downward buttons to learn more.

### Perceptive About Body Language:

Many Aboriginal people and Torres Strait Islander people may be very perceptive about body language:

- This observation of non-verbal signals forms part of any communication
- Gestures or facial expressions may be used between family members instead of talking
- Be reflective about your speech and body gestures
- Encourage interaction by allowing time for people
- Slow down if the sick person or family look disengaged or disinterested

 UpDown 

## Adapting to Different Communication Styles

The communication styles of Aboriginal and Torres Strait Islander peoples vary depending on their cultures.

 Select each upward and downward buttons to learn more.

### Open Communicator

People's culture often defines their communication style. An open communicator will:

- Be aware of body language (theirs and other person(s))
- Speak in a clear tone, at a steady pace
- Recognise known cultural matters
- Engage the other party to give feedback and ask questions
- Do not interrupt when the other person is speaking.

 UpDown 

## Audio Transcript:

Let's now learn how to communicate when respecting a sick person's personal space and exchanging information. Select each button to learn about the communication styles to be used in these scenarios.

## Graphic Notes and Image IDs:

Click Button Interactivity

Getty id: 1294582525

Reference template:

## Communication Styles – Respecting Personal Space and Exchanging Information

Let's learn how to communicate when respecting a sick person's personal space and exchanging information

**Select each button to learn about the communication styles to be used in these scenarios.**

Respecting Sick Person's  
Personal Space

Exchanging Information  
for Relationship Building





## Communication Styles – Respecting Personal Space and Exchanging Information

Let's learn how to communicate when respecting a sick person's personal space and exchanging information

Select each button to learn about the communication styles to be used in these

CLOSE

### Respecting Sick Person's Personal Space

- Ensure that the personal space of the sick person being cared for is respected
- Advise when clinical observations are going to be performed
- Talk people through the experience





## Communication Styles – Respecting Personal Space and Exchanging Information

Let's learn how to communicate when respecting a sick person's personal space and

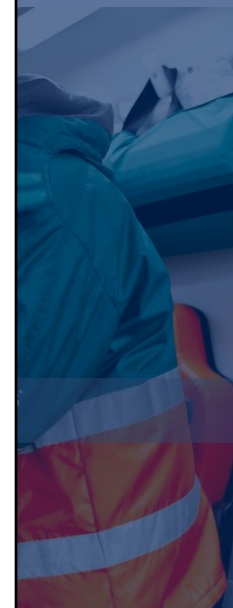
CLOSE

### Exchanging Information for Relationship Building

Exchanging information will be part of the relationship with Aboriginal people and Torres Strait Islander people.

- Like introductions, participants exchange formal and personal information
- Often, you may need specific information, but the right person (spokesperson or key person) may not be there to give it to you
- It is necessary to allow for the right person to provide information
- Expect that it may take quite a few exchanges before you are provided all the information you want
- Be aware that any person may use their right to withhold information.

ese



## Audio Transcript:

A culturally appropriate communication also includes using the right terminology. You should provide plain language explanations in an open manner to the sick person and the family spokesperson will help to limit misunderstandings. Select the PDF icon to download the terminology to be used while communicating with the sick person and their family.

## Graphic Notes and Image IDs:

Click Button Interactivity

Getty id: 162572508

PDF content given below in the Nptes section of this slide.

## Terminology

Provide plain language explanations in an open manner to the sick person and the family spokesperson will help to limit misunderstandings.

**Select the PDF icon to download the terminology to be used while communicating with the sick person and their family.**



**Terminology**





Audio Transcript:

It's time again to check your understanding with some questions.

Graphic Notes and Image IDs:

Correct answer are given in green colour  
.

## Knowledge Check 3

Avoiding eye-contact is a respectful act when communicating with which of the following persons?

 **Select the correct options and Submit.**

- ✓ ☒ With respected persons
- ✓ ☒ With someone of opposite gender
- ☐ With every family member of the sick person
- ✓ ☒ With someone older than you

**Submit**



Audio Transcript:

Graphic Notes and Image IDs:

Feedback for Correct answer

.

## Knowledge Check 3

Avoiding eye-contact is a respectful act when communicating with which of the following persons?



Select the correct options and Submit.

- ✓ ☐ With respected persons
- ✓ ☐ With someone of opposite gender
- ☐ With everyone
- ✓ ☐ With someone of a different age

### Feedback

**That's correct.**

Avoiding eye contact is a respectful act:

- with respected persons
- with someone of opposite gender
- if there is a difference in ages

Submit



Audio Transcript:

Graphic Notes and Image IDs:

Feedback for Incorrect answer

.

## Knowledge Check 3

Avoiding eye-contact is a respectful act when communicating with which of the following persons?



Select the correct options and Submit.

- ✓ ☐ With respected persons
- ✓ ☐ With someone of opposite gender
- ☐ With everyone
- ✓ ☐ With someone of a different age

### Feedback

**That's not correct.**

Avoiding eye contact is a respectful act:

- with respected persons
- with someone of opposite gender
- if there is a difference in ages

Submit





Audio Transcript:

It's time again to check your understanding with some questions.

Graphic Notes and Image IDs:

Correct answer are given in green colour

.

## Knowledge Check 3

What questions can you ask the sick person to identify the family spokesperson or decision-makers?

 **Select the correct options and Submit.**

✓ ☐ Can you tell me the right person to talk to about your health matters?

☐ Are there people in your family who can better understand medical terminology?

✓ ☐ Are there other decision-makers to involve in discussions about you personal and health-related information?

**Submit**



Audio Transcript:

It's time again to check your understanding with some questions.

Graphic Notes and Image IDs:

Feedback for correct answer

.

## Knowledge Check 3

What questions can you ask the sick person to identify the family spokesperson or decision-makers?



Select the

☐

Can you

☐

Are the

☐Are the  
health-

### Feedback

**That's correct.**

Here are the questions you can ask the sick person to identify the family spokesperson or decision-makers

- Can you tell me the right person to talk to about your health matters?
- Are there other decision-makers to involve in discussions about you personal and health-related information?

**Submit**



Audio Transcript:

It's time again to check your understanding with some questions.

Graphic Notes and Image IDs:

Feedback for incorrect answer

.

## Knowledge Check 3

What questions can you ask the sick person to identify the family spokesperson or decision-makers?



Select the

☐

Can you

☐

Are the

☐Are the  
health-

### Feedback

**That's not correct.**

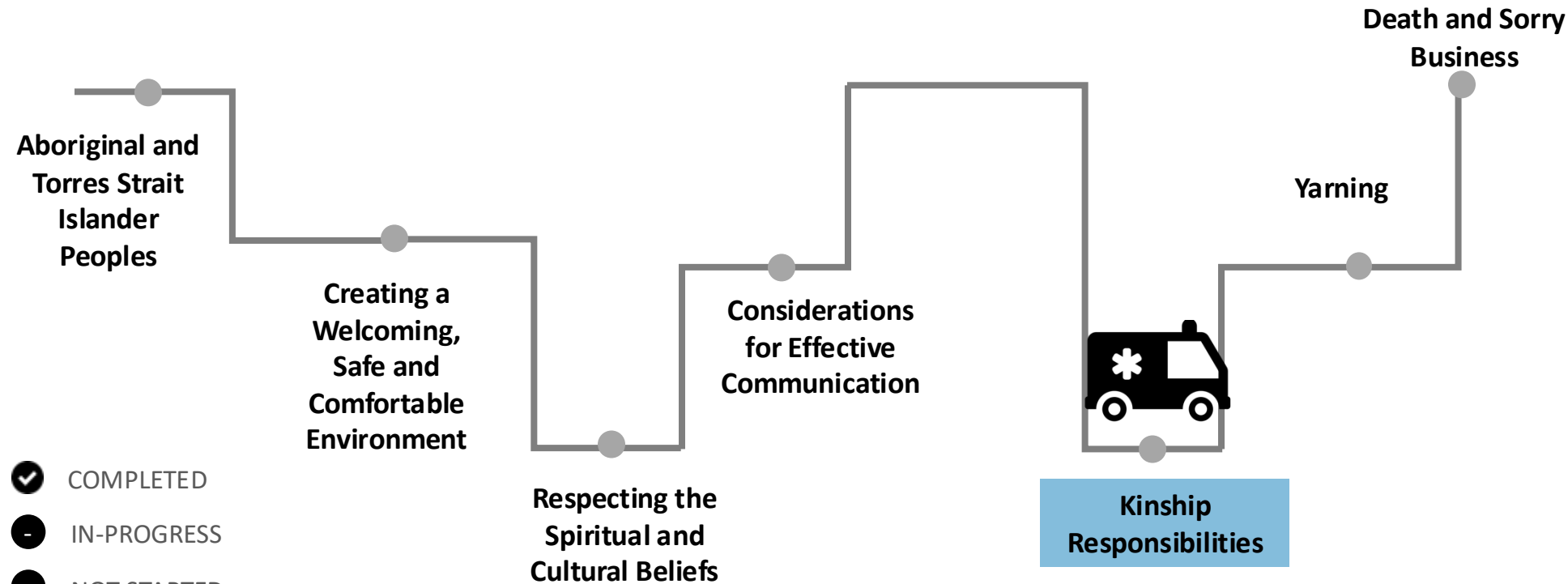
Here are the questions you can ask the sick person to identify the family spokesperson or decision-makers

- Can you tell me the right person to talk to about your health matters?
- Are there other decision-makers to involve in discussions about you personal and health-related information?

**Submit**

## Your Learning Journey

 **Select a topic to proceed.**



## Audio Transcript:

Aboriginal culture and Torres Strait Islander culture has a classificatory system of kinship that extends beyond family to the community. Select each number to learn more about kinship responsibility.

## Graphic Notes and Image IDs:

Click number interactivity

## Understanding Kinship Responsibilities

Aboriginal culture and Torres Strait Islander culture has a classificatory system of kinship that extends beyond family to the community

 **Select each number to learn more about kinship responsibility.**

Kinship permeates every aspect of social organisation and structure, forming a framework for each person's identity, defining connectedness, roles, responsibilities, obligations and interactions with others. Kinship is the basis for all social interactions.

**1****2****3**

## Understanding Kinship Responsibilities

Aboriginal culture and Torres Strait Islander culture has a classificatory system of kinship that extends beyond family to the community

 **Select each number to learn more about kinship responsibility.**

The classificatory kinship system has many different types of relationships under one term. E.g, Mother refers to maternal mother and her sisters; Brothers and Sisters refer to all your mothers, fathers, aunts and uncles' children (providing large family groups). Be aware that kinship connections are deeply rooted and multi layered, all relationships have roles and reciprocal responsibilities.

1

2

3



## Understanding Kinship Responsibilities

Aboriginal culture and Torres Strait Islander culture has a classificatory system of kinship that extends beyond family to the community

 **Select each number to learn more about kinship responsibility.**

This interaction aligns within some kinship structures and may have specific roles and responsibilities. Everyone has a role within the family and maybe the community, it includes the responsibility to care for all living things, for Country and a responsibility for someone else in the family.

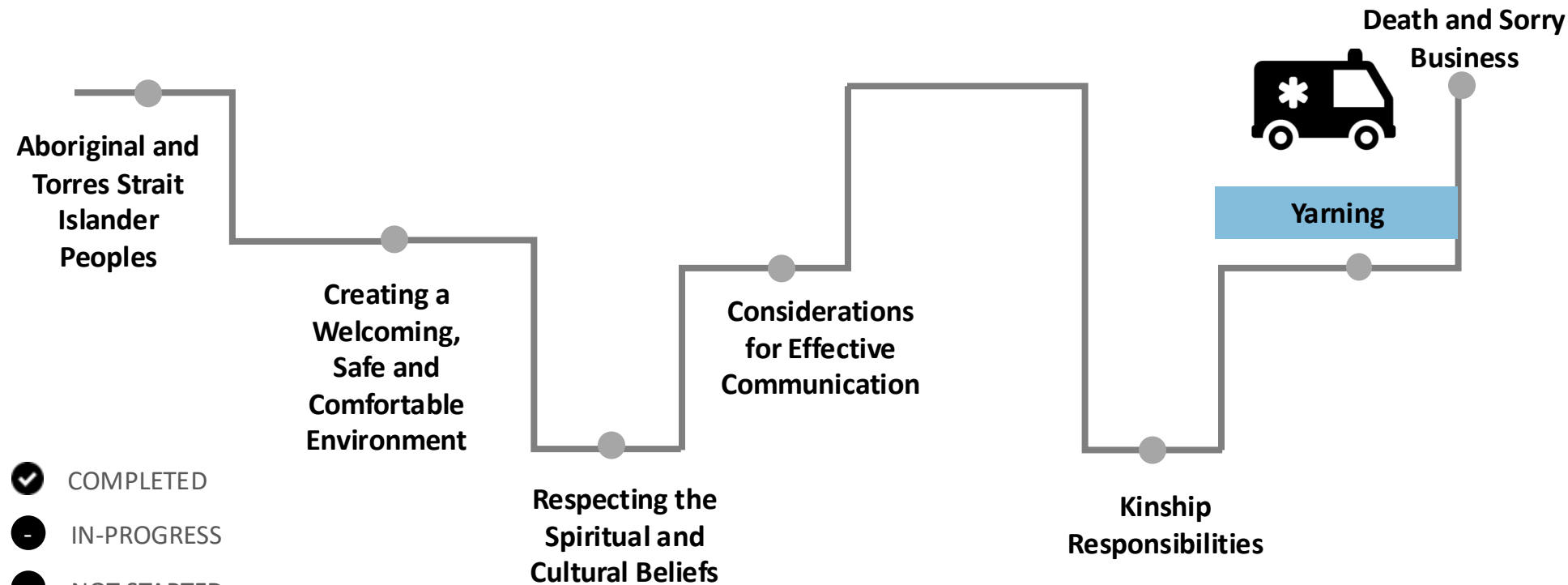
1

2

3

## Your Learning Journey

 **Select a topic to proceed.**



## What is Yarning?

Yarning' means communicating about what is important, passing on knowledge, and telling stories.

End-of-life care yarning involves yarning about things that matter to the sick person, their choices and values to friends and family and making a document (called an Advance Care Directive) to record their choices.



### Audio Transcript:

So, what do you understand by the term 'yarning'?

Yarning' means communicating about what is important, passing on knowledge, and telling stories. When it comes to end-of-life discussions, it's important to talk about yarning and to do it. It involves yarning about things that matter to the sick person, their choices and values to friends and family and making a document (called an Advance Care Directive) to record their choices.

### Graphic Notes and Image IDs:

Click Button Interactivity

Getty id: 1294582525

Reference template:



## Audio Transcript:

Now that you know what yarning is, let's learn what information you need to gather during this process. Here are some questions to consider asking during yarning.

## Graphic Notes and Image IDs:

Infographic screen

BG Image Getty id: 1219136359

## Questions to Consider Asking During Yarning

'Where are you from? What (Aboriginal) country?' Although a client may come to a South Western Sydney service, it is possible they are off country.

'Who is your mob? Where are their families residing?' This will lead to knowledge around family support at home or whether family is somewhere else.

'Have you discussed with anyone your wishes around your health as your needs change? It is important to let your loved ones and doctor know your wishes.'

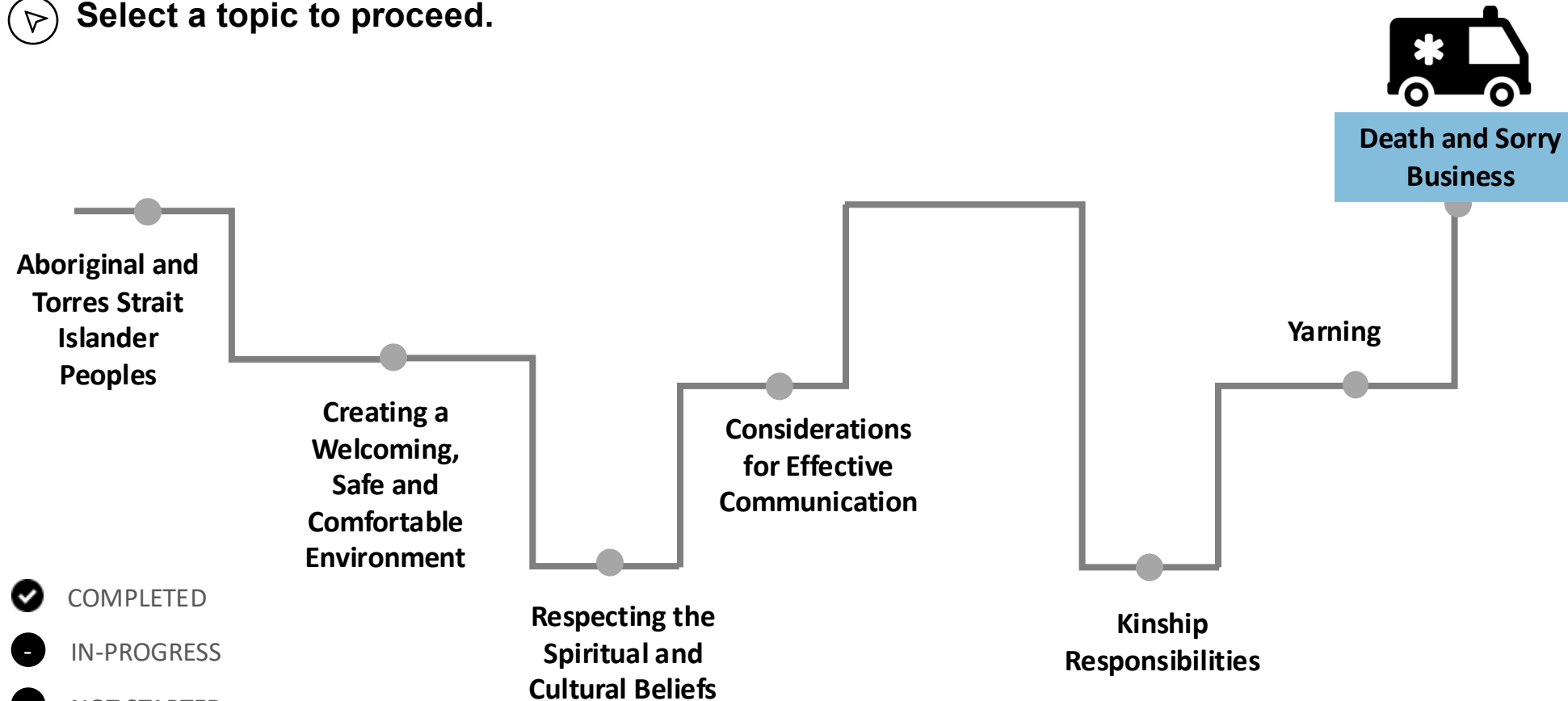
'What is important to you? Do you want to be cared for at home or at the hospital? If at home, what support is already there?

How can we better support your carers and family members? Is there someone you'd like to make medical decisions for you if you're unable to?'

'Have you thought about your wishes of where you would like your body to be after death? Where would you like your body to go? Would you like to be buried, cremated or something else?'

## Your Learning Journey

 **Select a topic to proceed.**



## Post Finishing Up Process

Let's learn how to communicate when respecting a sick person's personal space and exchanging information

**Select each button to learn about the cultural considerations relating to death and sorry business.**

Death

Sorry Business



Audio Transcript:

After the sick person dies, there are certain factors you need to consider. Let's learn about them. Select each button to learn about the cultural considerations relating to death and Sorry business.

Graphic Notes and Image IDs:

Click Button Interactivity  
Getty id: 891597818



## Post Finishing Up Process

Let's learn how to communicate when respecting a sick person's personal space and exchanging information

Select each button to learn about the cultural considerations relating to death and

### Death

CLOSE

The time of the sick person finishing up/ dying will be experienced differently for every person.

A number of factors impact a person's reaction to finishing up/ death:

- Cultural norms
- Beliefs of family and the community
- If people have experienced finishing up/ death before
- If experiences have been positive or negative
- Were people prepared or was it a shock

Graphic Notes and Image IDs:  
Pop-up for 'Death'

## Post Finishing Up Process

Let's learn how to communicate when respecting a sick person's personal space and exchanging information

Select each button to learn about the cultural considerations relating to death and

### Sorry Business

[CLOSE](#)

As the sick person finishes up, the sense of loss and grief immediately confronts most. Now, Sorry Business commences.

Until the whole family ceases all communication with the service, it would be respectful that:

- The deceased person's name is not mentioned nor are photos openly displayed in respect for the belief that to do so will call the spirit back preventing safe passage to the spirit world of ancestors
- For some families name calling is not a concern.



This is not a good time to introduce new people or services to the grieving family. Utilise current networks to respond to any concerns you may have for the family.

## Audio Transcript:

You have reached the end of this session. Here are the key takeaways from the session.

## Graphic Notes and Image IDs:

# Summary

Here are the key takeaways from the session.

Aboriginal and Torres Strait Islander peoples are the original inhabitants and the Traditional Custodians of Australia.

While communicating with the sick person or their family avoid medical or nursing jargon unless necessary and explained.

By demonstrating respect for diversity in the sick person's cultural and spiritual beliefs, relationship of trust and rapport can be built.

The cultural belief that life is a continuum, Life-Death-Life, is common among Aboriginal peoples and Torres Strait Islander peoples.

End-of-life care yarning involves yarning about things that matter to the sick person, their choices and values to friends and family and making a document (called an Advance Care Directive) to record their choices.

Audio Transcript:

Thank you and congratulations on completing this training on Cultural Considerations for First Nations Peoples  
You can select the 'Menu' button to revisit any topic or the 'Exit' button to close the session.

Graphic Notes and Image IDs:

This is the conclusion screen.



Thank you and congratulations  
on completing this training on  
**Cultural Considerations for  
First Nations Peoples**

Select 'Menu' to revisit any topic or 'Exit'  
to close the session.