



COMPASSIONATE COMMUNITIES CONVERSATION SERIES

Queensland 2019



Compassionate Communities Conversation Series project was administered by Palliative Care Queensland and in partnership with Health Consumers Queensland, Council on the Ageing Queensland and Carers Queensland



Project Lead:**Project Initiative:**

The Compassionate Communities Conversation Series project is an initiative of the Palliative Care Queensland program Queensland Compassionate Communities.

**Project Partners:****Project Funding:**

The Project Partners wish to acknowledge the generous funding from the Queensland Government in funding this project.



Acknowledgements

Palliative Care Queensland (PCQ) acknowledges the Traditional Custodians of the lands and seas on which we live and work, and pay our respects to Elders past, present and emerging.

PCQ would like to thank and acknowledge our partners for this project: Health Consumers Queensland, Council on the Ageing Queensland (COTA-Queensland) and Carers Queensland. The Compassionate Communities Conversations Series is an initiative of the community arm of PCQ, Queensland Compassionate Communities.

PCQ would also like to thank and acknowledge the Queensland Government Department of Communities, Disability Services and Seniors for funding this project through an Age-friendly grant.

PCQ wish to thank all the interested stakeholders who have taken the time and energy to help guide and participate in this project and the development of this report. We understand that time is precious, and life is busy, and we appreciate everyone who has contributed in sharing experience, knowledge and time with us.

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YOU'RE INVITED TO A
**COMPASSIONATE COMMUNITY
CONVERSATION & FREE MORNING TEA**

Join the conversation and discuss how we can build a compassionate community in your local community.

Compassionate communities are communities with networks of support for their local community members who are experiencing loss, ageing, dying and grief.

Location: 15 Towns across Queensland
Time: 10:30 - 12:30

Date: April - July 2019
Cost: FREE

Win

**ALL ATTENDEES GO IN THE DRAW TO WIN
A \$50 GIFT VOUCHER OR AN APPLE IPAD***

*Terms and conditions apply, \$50 gift voucher lucky raffle drawn at the conclusion of each event. Apple iPad drawn on the 17th July 2019.



LOCATION: Gold Coast
DATE: Wednesday 17th April 2019

LOCATION: Mackay
DATE: Tuesday 30th April 2019

LOCATION: Townsville
DATE: Wednesday 1st May 2019

LOCATION: Mt Isa
DATE: Thursday 2nd May 2019

LOCATION: Brisbane South (Logan)
DATE: Monday 20th May 2019

LOCATION: Torres and Cape (Thursday Island)
DATE: Thursday 23rd May 2019

LOCATION: Innisfail
DATE: Tuesday 4th June 2019

LOCATION: Sunshine Coast (Twin Waters)
DATE: Tuesday 18th June 2019

LOCATION: Hervey Bay
DATE: Wednesday 19th June 2019

LOCATION: Rockhampton
DATE: Thursday 20th June 2019

LOCATION: Toowoomba
DATE: Wednesday 26th June 2019

LOCATION: Ipswich
DATE: Thursday 27th June 2019

LOCATION: Roma
DATE: Tuesday 9th July 2019

LOCATION: Brisbane North (Kedron)
DATE: Monday 15th July 2019

LOCATION: Longreach
DATE: Wednesday 17th July 2019



EVERYONE IS INVITED. THIS IS AN IMPORTANT CONVERSATION FOR YOUR WHOLE COMMUNITY

You will receive information and participate in discussion about compassionate communities, including: how to become a more compassionate neighbour, what community services and supports are currently available and explore what a compassionate community would look like in your neighbourhood.

RSVP: www.palliativecareq.eventbrite.com.au or call 07 3145 0329 between 10:00 – 14:00

Seats limited to 100 | Book your seat today | Everyone's invited

PRIOR TO EACH MORNING TEA - Health Consumers Queensland (HCQ) will be holding focus groups for consumers on "What matters to you in relation to ageing, end-of-life care and dying". These focus groups will run from 09:00-10:00. Please visit the HCQ website for further information: <http://www.hcq.org.au/focus-groups-what-matters-to-you-in-relation-to-ageing-end-of-life-care-and-dying/>



COMPASSIONATE
COMMUNITIES
CONVERSATION
SERIES

www.palliativecareqld.org.au/cccs

The CCCS project is administered by Palliative Care Queensland, in partnership with



Funded by







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Compassionate Communities Conversation Series | Queensland 2019

Initiative Rationale and Executive Summary

Initiative Rationale

A message from Palliative Care Queensland's CEO

All around Australia and the world, countries are identifying that access to palliative care is a human right. Palliative care is a whole-person approach, providing care to people with a life-limiting illness and their families by addressing the four dimensions of needs: medical, social, cultural and spiritual, and emotional needs¹.

Yet when palliative care is funded, it tends to be a highly medicalised model that is often disconnected from the social networks and communities of the persons receiving care.

That is of course if people can actually access that care. Our members tell us that many Queenslanders struggle to access both generalist and specialist palliative care and often refer to it as a 'postcode lottery'. It's abundantly clear that many Queenslanders aren't able to access the services and supports they and their families desperately need.

More palliative care services are needed. We need to increase medical supports, but we also need to mobilise networks to provide the social, cultural and spiritual, and emotional needs of those Queenslanders who are experiencing loss, ageing, dying or grief.

The need is great, and so the question becomes – how can governments, services and communities partner² to meet the needs of Queenslanders?

Before answering that question, we first needed to investigate the current landscape in Queensland. Specifically,

- When it comes to loss, ageing, dying and grief, where exactly do Queenslanders go to for help?
- For Queenslanders, which of the four dimensions of needs (medical, social, cultural & spiritual, and emotional) are being met? Which aren't?

For this reason, Palliative Care Queensland initiated the Compassionate Communities Conversation Series, in partnership with Health Consumers Queensland, Council on the Ageing Queensland and Carers Queensland. The Compassionate Communities framework was chosen as it identifies that each one of us have a role to play in supporting one another in times of loss, ageing, dying and grief.

In this initiative, we met with people around Queensland to learn about their needs, to learn where they find support, and to identify how we can better care for one another – both in the health system, and in our communities.

This report shares those findings and suggests some ways forward.

Palliative care is everyone's business. At Palliative Care Queensland, we believe that living well is a daily choice, and that dying well takes planning and community support. It is our sincere hope that the Compassionate Communities Conversation Series can help point the way forward.



Shyla Mills,

Chief Executive Officer
Palliative Care Queensland

Executive Summary

The purpose of the Compassionate Communities Conversation Series (CCCS) was to:

Increase awareness of community members of what community supports and services are available to people in relation to loss, ageing, dying and grief

Increase the confidence of community members to start conversations about loss, ageing, dying and grief

Increase acceptance by all in the community that loss, ageing, dying and grief are a part of life

The Compassionate Communities Conversation Series (CCCS) project was a roadshow of 15 open community conversations throughout Queensland about life, ageing and death. One CCCS morning tea event was held in each Hospital and Health Service (HHS) region, excluding the Children's Health Network HHS. In total, 15 events were held across Queensland.

What are Compassionate Communities?

Compassionate Communities are communities where everybody recognises that we all have a role to play in supporting each other in times of loss, ageing, dying and grief. Compassionate Communities are a core part of public health approaches to palliative care and bereavement.

How did the Conversations seek to provide information and to bring about change?

1 To discuss individual change, we invited community members to participate in a "Compassionate neighbour reflection".

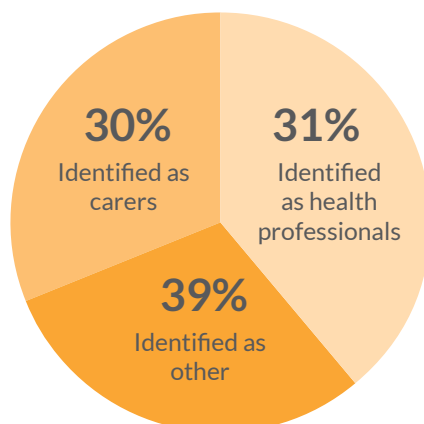
2 To bring about collective (group) change, we used the methodology of "Community asset mapping and collective planning".

3 To share relevant information and resources, we gave participants folders with details on "Available community supports and services".

Who participated?



514
Participants attended



15
CCCS events



444
People providing evaluation feedback

What Queenslanders told us:

Majority of attendees felt that when they are experiencing loss, ageing, dying or grief, existing information services and supports **do not meet their cultural, spiritual, social or emotional needs.**

People emphasised that their emotional needs were especially not met



The **top two places** Queenslanders look for information about loss, ageing, dying or grief are:

1. via community groups/ organisations
2. friends, family or neighbours.

Note: General Practitioners were identified as 6th



Current challenges to building local compassionate communities in Queensland are:

1. a lack of resources available to support people experiencing loss, ageing, dying or grief;
2. limited awareness of what supports and services are available in communities; and where to find information



To go forward, we would invite decision makers to focus on the following:

Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief



Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged



Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief



Initiatives to grow Compassionate Neighbours

Support individuals to become compassionate neighbours, by cultivating behaviour changes identified in this report to enable them to collectively foster their compassionate community



Initiatives to grow Compassionate Communities

Foster communities to grow their own compassionate communities through partnerships and initiatives in locations and with groups identified throughout this report



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Compassionate Communities Conversation Series | Queensland 2019

Project Background

About Palliative Care Queensland



Palliative Care Queensland (PCQ) is an independent not-for-profit peak body with charitable status representing the people who care for Queenslanders living with life-limiting conditions. Queensland Compassionate Communities (QCC) is the community arm of Palliative Care Queensland.

Our belief: The way we care for our dying is a significant indicator of our society's values

Our mission: Quality care at the end of life for all

Our vision: To hear Queensland community members say:



I live in a community where everybody recognises that we all have a role to play in supporting each other in times of loss, ageing, dying and grief. We are ready, willing and confident to have conversations about living, ageing, dying and grieving well, and to support each other in emotional and practical ways.



PCQ has been operating for over 30 years with more than 400 members and is a founding member of Palliative Care Australia. PCQ members include health professionals across all sectors of health, specialist and generalist palliative care services, aged care, disability care, peak bodies, as well as consumers and interested members of the Queensland community. Collectively, the PCQ membership body holds tremendous knowledge and wisdom about the challenges the sector faces and the opportunities those challenges can bring.

About the Queensland Compassionate Communities program



Queensland Compassionate Communities (QCC) three focus areas are:

- The development and implementation of a community awareness and engagement strategy and campaigns to promote better understanding of palliative care and compassionate community models and initiatives
- Conduct statewide community asset mapping and share the results via platforms which are accessible for community members and service providers
- Service providers to collaborate with community to ensure carers have appropriate support networks around them

About The Project Partners



Health Consumers Queensland

Health Consumers Queensland (HCQ) is the peak organisation representing the interests of health consumers and carers in the state. They are committed to a health system which delivers quality and safe health services and values the voice of consumers in how health services are designed and delivered. HCQ's priority focus is on consumer engagement that influences and leads improvements and delivers better health outcomes for all Queenslanders.



About Council on the Ageing Queensland

Council on the Ageing (COTA) Queensland is a state-wide not for profit organisation advancing the rights, interests and futures of people as we age.

For over 60 years COTA Queensland has worked with older people to influence decision making and create positive social change. They promote older people's rights and advocate to Government on issues that affect us all as we age.



About Carers Queensland

With one in every eight Australians caring for a family member or friend, Carers Queensland is committed to providing specialised carer, aged, and disability support services.

For 30 years, Carers Queensland has been working to advocate for equal rights, opportunities, and enhanced outcomes for families.

Carers Queensland works within, and values, local communities, responding to unmet need with care and respect, assisting those who are disconnected through high-quality personalised support.

Carers Queensland's objective is to ensure individuals achieve their goals, enhance their relationships, and can move forward with a life based on their own decisions and choices.



About Queensland Government's Age-Friendly Program

The CCCS project was funded by the Queensland Government, Department of Communities, Disability Services and Seniors through an Age-friendly grant.

Age-friendly grants fund innovative age-friendly community projects that will enable people of all ages to actively participate in community life. An age-friendly community is a community where older people are valued, respected and actively engages with their community⁶.

Queensland Government's vision is to build an age-friendly state in which all Queenslanders, regardless of their age, can stay active and connected, and contribute economically, socially and culturally.

About Compassionate Communities



A city is not merely a place to work and access services but equally a place to enjoy support in the safety and protection of each other's company, in schools, workplaces, places of worship and recreation, in cultural forums and social networks anywhere within the city's influence, even to the end of our days.

Compassionate city charter, A Kellehear⁴.



Compassionate Communities are communities where everybody recognises that we all have a role to play in supporting each other in times of loss, ageing, dying and grief. Everyone is ready, willing and confident to have respectful discussions to support each other in emotional and practical ways.

Compassionate Communities may be able to help their community members to

- Find the services and support they need
- Stay in touch with people they care about
- Be less socially isolated
- Communicate their wishes
- Care for their neighbours
- Offer transport assistance to their neighbours/friends
- Share their stories and legacies

Compassionate Communities are a core part of public health approaches to palliative care, end of life care and bereavement. Compassionate Communities are derived from the World Health Organisation concept of 'Healthy Cities' or 'Healthy Communities' and is based on the 'New' public health idea that health is more than mere absence of illness and that it is everyone's responsibility—not just their doctors and their health services⁵.

About the Compassionate Communities Conversation Series project

The Compassionate Communities Conversation Series (CCCS) project was a roadshow of 15 open community conversations throughout Queensland about life, ageing and death.

The CCCS project is administered by Palliative Care Queensland (PCQ) in partnership with Carers Queensland, Council on the Ageing (COTA) Queensland and Health Consumers Queensland (HCQ). The CCCS project travelled throughout Queensland in 2019 to each Hospital and Health Service (HHS) region (excluding Children's Health Network) and facilitated open discussions with community members, community groups, organisations and health professionals.

The CCCS events focused on the principles of Compassionate Communities and encouraged participants to consider individual and collective strategies for nurturing compassionate community activities. The CCCS events provided information and resources about local services and supports available to people who are experiencing loss, ageing, dying or grief and improved death and compassion literacy.



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Compassionate Communities Conversation Series | Queensland 2019

Project Strategies:

Engagement, Data Collection and Evaluation

Project Strategies

How did we organise the Compassionate Community Conversation Series?

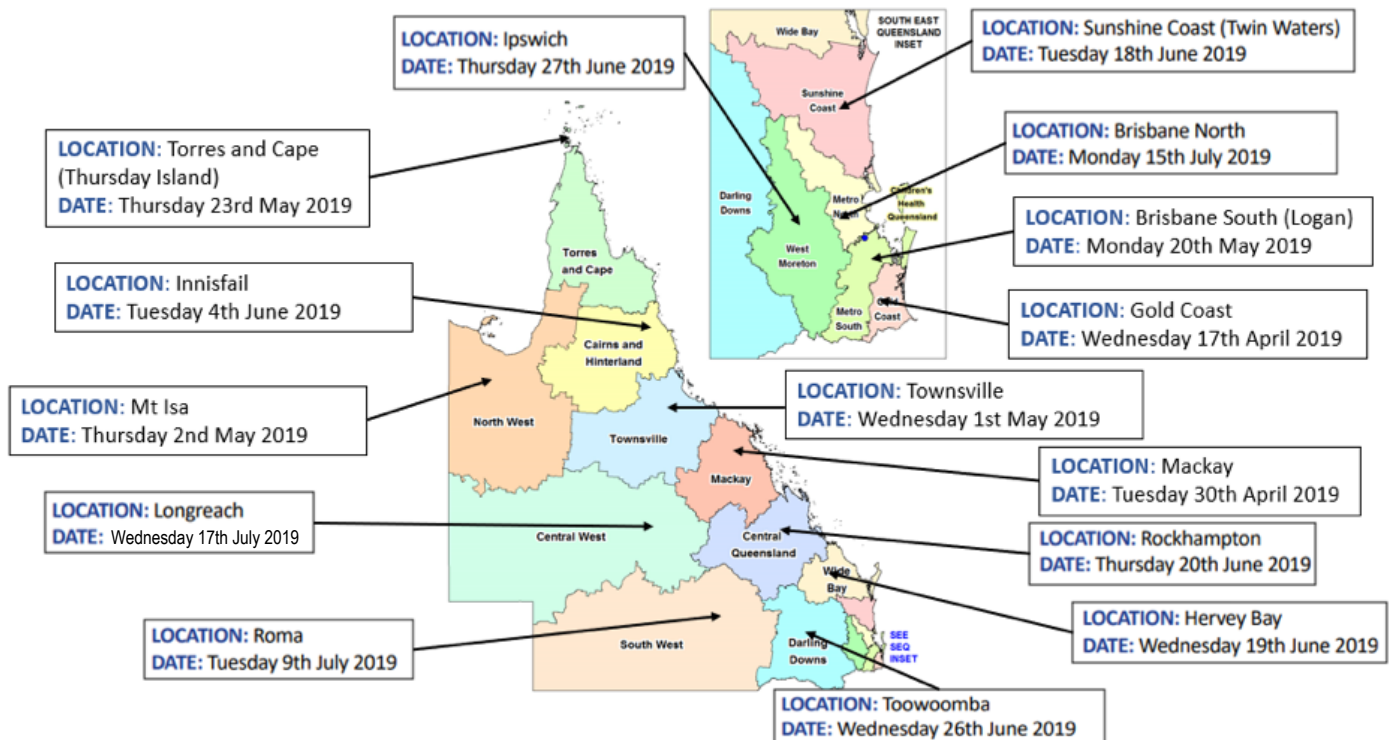
Target audience

We first defined our target audience, seeking participants in each community who were:

- Carers
- People who have experience with loss, ageing, dying and/or grief
- Local council staff
- Health and community professionals
- Community groups, organisations and supports
- Local elders
- Seniors
- Religious and cultural groups
- Business owners
- Teachers
- Children with elderly parents

Locations

Next, we identified that a CCCS event should be held in each Hospital Health Service (HHS) region. These included:



Project Promotion

To promote the CCCS events as widely as possible to community members, we used a variety of strategies including:

- Social media posts via Facebook, Twitter, LinkedIn and Instagram
- PCQ e-Newsletter
- Direct emails to identified key stakeholders
- Telephone contact with associated and partnered organisations
- Eventbrite event listings
- Online calendar including: My community diary and Local Council event pages
- Paid and donated newspaper and radio advertising
- Radio interviews
- Promotional flyers, distributed by local volunteers

In addition, our partner organisations promoted the events widely through their social media channels and networks.

Incentive

As an incentive to encourage attendance, we offered the opportunity for all participants per event to go into the draw to win a \$50 EFTPOS gift voucher. We also offered for one participant from all events to win an Apple iPad. In total \$1,279 worth prizes was offered over the 15 statewide events.



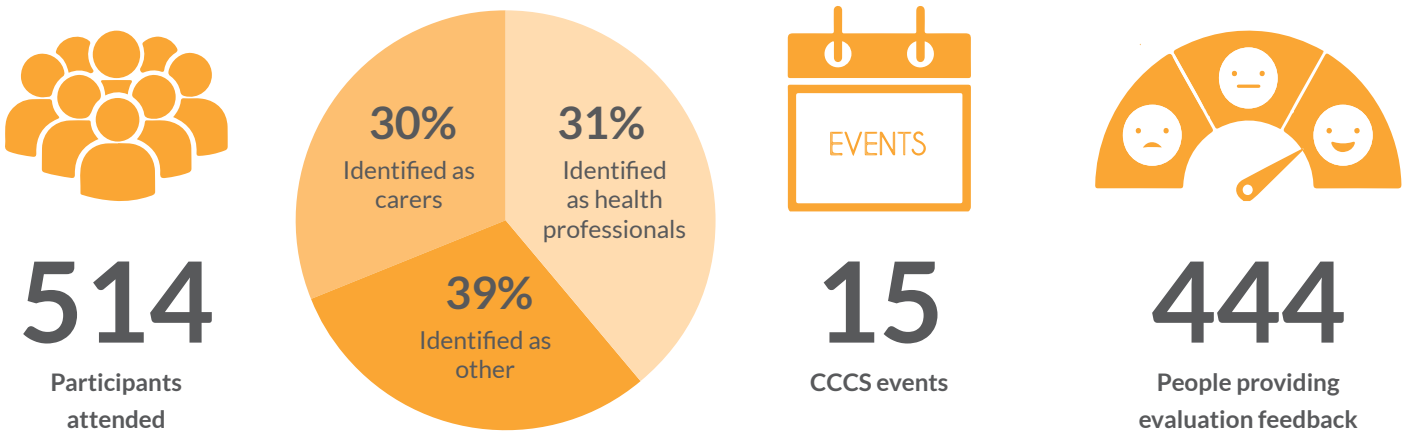
Demographics and Data Collection

The CCCS events were conducted across a three-month period. The first event was held on the 17th of April 2019 at the Gold Coast and the final CCCS event was held on the 17th of July 2019 in Longreach. All events were held in the morning from 10:30am until 12:30pm.

The respondents identified as carers (30%), health professionals (31%) and other (39%).

All data from the event was collected through worksheets completed individually, collectively by table groups as well as the final event evaluation at the end of the event. The data was then entered into SurveyMonkey by a PCQ Project Officer to be collated and summarised into local reports for each of the 15 Hospital and Health Service Areas as well as into the state-wide summary report.

All data was kept confidential and there is no personally identifiable information within the reports.



Townsville CCCS

Were the Events Successful?

Yes! Here is a quick summary of what participants told us:

- The majority of Queenslanders (72-86%) identified that the overall conversation, venue, opportunity to network/connect with others and the presentation packs and resources were excellent.
- A few people from all events found that there was not enough time and would have liked to have more time to network and hear about the other attendees' personal experiences.
- 94% indicated they would attend a similar event in the future.

Evaluation Responses (n=444)	
The purpose of the CCCS event was to:	Did the CCCS event achieve its purpose?
1. Increase awareness of community members of what community supports and services are available to community members in relation to loss, ageing, dying and grief.	81% of respondents agree/strongly agree that the event achieved this.
2. Increase confidence of community members to start conversation about loss, ageing, dying and grief.	81% of respondents agree/strongly agree that the event achieved this.
3. Increase acceptance by all in the community that loss, ageing, dying and grief are a part of life and that their acknowledgement that the reality of dying and death can help people to prepare for the end of life in ways that are meaningful to them.	78% of respondents agree/strongly agree that the event achieved this.



Compassionate communities are something we can 'all' be a part of. Palliative care is gaining more funding interest and acknowledgement in Australia; people are starting to communicate more openly about what matters to them. - Participant



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Compassionate Communities Conversation Series | Queensland 2019

Key Findings

How did we structure the 15 Conversations?

To encourage information sharing and to help change the mindset of participants, we focused on three main areas:

1. To assess needs, we asked Queenslanders what they needed and whether their support needs were met. After that assessment, we gave participants folders with relevant details on “Available community supports and services”.
2. To bring about individual change, we invited community members to participate in a “Compassionate neighbour reflection”.
3. To bring about collective (group) change, we used the methodology of “Community asset mapping and collective planning”.



Section 1: Assessment of Queenslanders' Information and Support Needs

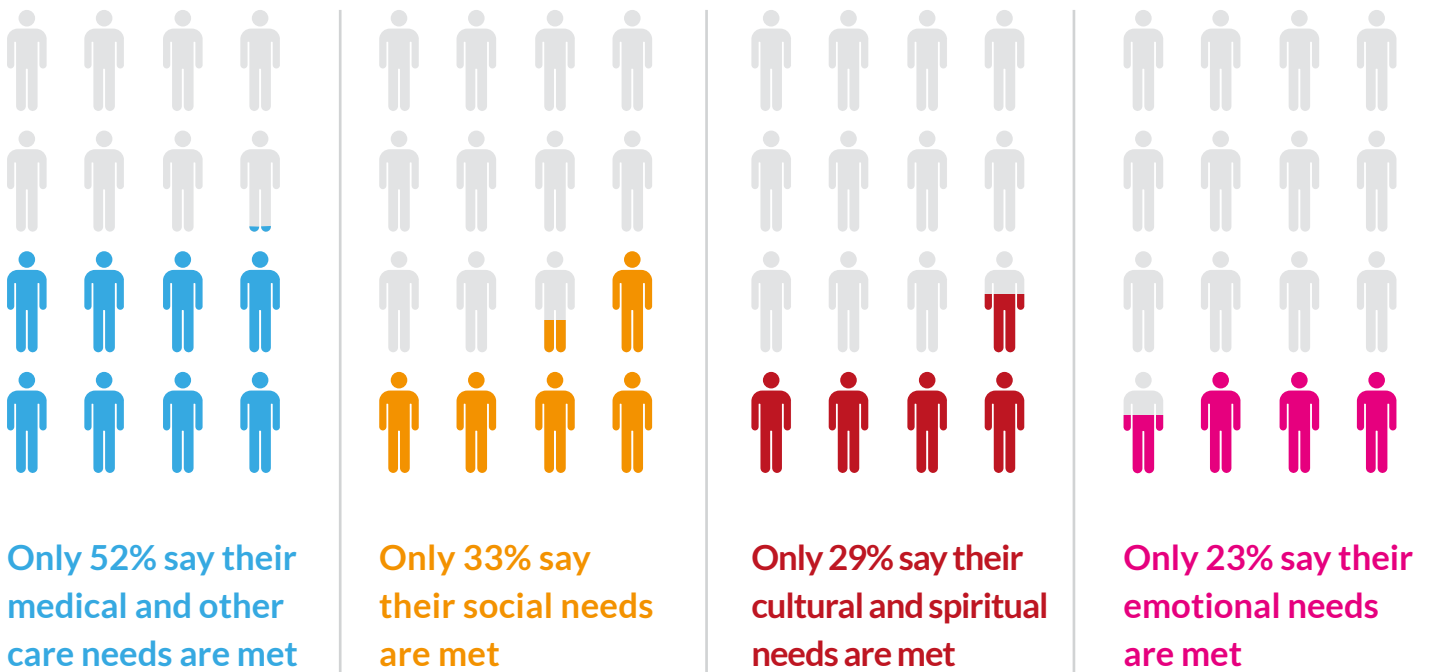
What we did:

We needed to learn which information Queenslanders already have, and whether their support needs are being met. We assessed their needs, and afterwards, provided each participant with an information folder with relevant local, state-wide and national resources selected by the project partners.

What we learned:

Are current supports and services meeting Queenslanders needs?

No. In fact, Queenslanders report that most of their needs are not met:



n=444

Majority of attendees felt that when they are experiencing loss, ageing, dying or grief, existing information services and supports do not meet their cultural, spiritual, social or emotional needs. People emphasized that their emotional needs were especially not met.

Where do Queenslanders look for information about Loss, Ageing, Dying or Grief?

Queenslanders look for information in the following six ways:

Note: people could choose more than 1 option



The top two places Queenslanders look for information about loss, ageing, dying or grief are via:

- community groups/organisations
- friends, family or neighbours

Challenges to be aware of

Queenslanders indicated that the current challenge to building a compassionate community is that there is a lack of resources available to support people experiencing loss, ageing, dying or grief.

There appears to be limited awareness of what supports and services are available in communities and where to find information, as well as limited availability of services and supports available to people.

Participants also noted the following challenges	
Lack of adequate and skilled healthcare professionals	Lack of GPs with good understanding of palliative care
Lack of service availability on My Aged Care portal	Lacking real support from friends
Lack of information services within the community	Limited volunteers
Limited respite and aged care facility beds for high care patients	



Services are there – but there is no single point of entry. It would be great if all the links and information were in one place, starting with the internet. - Participant



Have not had to use a local service yet but have not heard of anyone using them. Perhaps we need more visibility on what's available and communicate it in a common area. - Participant



Medical professionals are too busy; all professionals are too expensive. Majority of the community are non-religious. Aged care people only seem to want to talk about it when going through it. - Participant



Many folks are hit suddenly by loss and their coping skills are often poor. Because of this, needs are unintentionally not met, poor networks, family unable to help emotionally – Participant



Medical needs seem to be a priority, particularly community services (palliative) lack of resources that enable them to provide meaningful social/emotional/psychological support – Participant



Section 2: Compassionate Neighbours

What are Compassionate Neighbours?

Compassionate neighbours are community members who actively engage and support other citizens in their community who are experiencing loss, ageing, dying and grief.

The CCCS project recognised that compassionate communities are collective of compassionate neighbours, therefore it's important to build compassionate neighbours as the initial step to building compassionate communities. How can Queenslanders become more compassionate neighbours?

How can Queenslanders become more Compassionate Neighbours?

What we did:

To find out how Queenslanders could become more compassionate neighbours, we did an exercise using the individual change methodology called a "Compassionate neighbour reflection"

Participants were given an individual worksheet developed by PCQ and were asked to reflect on four key questions based on key concepts of compassionate actions:

- **Be compassionate** – How would you know if a neighbour (or friend from a community group) was experiencing loss, ageing, dying or grief?
- **Be accepting** – Why do you think many people don't accept help?
- **Be connected** – How do you know what supports and services are available for people who are experiencing loss, ageing, dying or grief?
- **Be neighbourly** – How would you start a conversation with a neighbour (or a friend from a community group) about dying or grief?

What we found:

How can Queenslanders be more compassionate to their neighbours?

Queenslanders suggested they could be more compassionate focusing on the following five actions:

Show your concern by asking your neighbour what is happening in their life
Be interested in their concerns
If you have a local community social media platform, follow it and offer support to people who ask for help
Be brave by taking the next step; when you see a problem, offer to help
Observe changes in their neighbours' behaviour such as withdrawing from social activities or appearance is unkempt from normal



Be open minded; have yarns – Participant



You might notice how quiet their home is – as if they're on their own. You could start talking to them, after a while – Participant



What prevents Queenslanders from accepting help from their neighbours?

Queenslanders highlighted the following five barriers which prevent people from accepting help from their neighbours:

Lack of trust
They don't want to be a burden
Don't want to be vulnerable
They're in denial about their situation
Pride – they don't want to admit they cannot cope/don't like asking for help/don't want to look weak by accepting help

Do Queenslanders want to connect their neighbours to information and supports?

Yes, definitely. Queenslanders in our conversations report that they are willing and able to connect their neighbours to information and supports.

How do Queenslanders initiate a relationship with their neighbours who are experiencing loss, ageing, dying or grief?

Queenslanders initiate relationships in many ways, including:

Being friendly and sharing your own experience
Starting conversations with your neighbours with a common topic
Sharing a cuppa or a meal
Offering practical help if it's useful
Asking your neighbour "how are you doing?"

Individual Strategies

Queenslanders were invited to list how they could, as an individual, help to grow a compassionate community. These included raising awareness of what supports and services are available, and to check up on neighbours.

Other recommendations collected by Queenslanders are to:

Start a targeted group	Have more conversation with medical professional and patients, carers and families
Get to know your neighbours	Attend community events
Become an advocate for people who cannot speak on their own behalf	Get involved with the community
Socialise with neighbours more	Share personal stories with others to raise awareness what they can do
Check in on people	Host 'Dying to know day' within the community
Welcome new neighbours	Create community events such as Christmas BBQ or Street parties
Attend group discussions on loss, ageing, dying and grief	Educate the younger generation to be more connected to the elderly - more intergenerational interaction
Be respectful of others	Keep in touch with people and be willing to help
Share information with people within the community	Maintain links with community groups



Communicate in own community, much more help out there than generally known. - Participant



The importance of speaking about loss, ageing, dying or grief. That more awareness needs to be spread about these issues to ensure all generations have knowledge. - Participant



Be compassionate with your neighbours. Be more active in your community. Educate yourself so you can offer appropriate support and information. - Participant



Section 3: Compassionate Communities

How can Queenslanders become a more Compassionate Community?

What we did:

To bring about collective (group) change, we used the methodology of “Community asset mapping and collective planning.”

Participants were given roundtable worksheets developed by the La Trobe University’s Healthy End of Life Program (HELP)⁸ public health framework approach. The initiative helps develop palliative and end-of-life strategies that draw upon the assets and address the needs of the community. Participants were invited to undertake a basic community asset mapping activity, by collectively brainstorming responses to the following questions:

- Where are the local community’s connector hubs/locations which bring people together?
 - Who, where and why are the community hubs a central point in connection in everyday life?
- What existing supports, services, resources and activities are working well/not working well?
 - Where are the gaps in existing supports, services and resources?
- What could individuals do to help grow a compassionate community?
- What could the community do as a collective to grow as a compassionate community?

What we found:

Where outside their home do Queenslanders spend their time?

We asked this question to figure out how services could partner with places where people spend their time. Queenslanders highlighted the following locations:

Church	Schools
Social media e.g. Facebook	Shopping centres
Dog parks	Bingo, craft and sporting associations
Walking groups	Gym
Workplaces	RSL
Pubs	Universities
Clubs	Neighbourhood centres
Library	

What community supports do Queenslanders already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Queenslanders highlighted the following trusted supports:

Palliative care services i.e. Hospices and outreach	Health professionals i.e. GPs, Nursing, Social workers and Allied Health
Carers support services i.e. Carers Queensland	Funeral parlours
Pastoral care	Men's Shed/Women's Shed
Home-based and respite support services	Royal Flying Doctor Services
Aged care facilities	Senior citizens club
Counselling supports	Phone helplines i.e. Lifeline, Beyond Blue
Disease specific support organisations i.e. Alzheimer's Australia and Cancer Care	Salvation Army
Meals on Wheels	Mental health services

Collective strategies

Queenslanders indicated to grow a compassionate community as a collective, communities must support one another, advocate for more education on loss, ageing, dying and grief within schools and create a newsletter for their community to circulate information of what is happening within the community.

Queenslanders also recommended the following strategies:

Information sessions in communities	Engage local cultural community groups
Create more support groups within the community	Address issues of empowerment networking and planning more advertisements of what is available within the community
Demystify illness, death and dying	Promote that it is okay to access support when needed to build community support
Promote better education for the general public about access to supports and services available	Attend local community events
Lobby local councillors to create more frequent events and promote events	Hold a compassionate community get together
Increase the general population's awareness of what is happening in the community	Support one another and be respectfully involved with each other's lives
Advocate for a newsletter for the local area	Raise awareness by being more public
Advocate for more education on loss, ageing, dying and grief within schools	Creating a centralised source of information for members of the public to find information more readily

“

We need more information on where to go to get help. Groups for emotional needs as not everyone can afford counselling. - Participant

”

“

Very limited support in this area of death, dying and loss, certainly not well advertised. - Participant

”

“

Getting access to palliative care services is sometimes difficult or time consuming. - Participant

”



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Compassionate Communities Conversation Series | Queensland 2019

Discussion: What Are The Results Telling Us?

What are the Results Telling Us?

These findings confirm our hypothesis that Queenslanders experience a high degree of unmet need when it comes to loss, ageing, dying or grief.

The need is critical. In our conversations, Queenslanders reported that current supports and services are only meeting their medical needs 52% of the time, their social needs 33% of the time, their cultural and spiritual needs 29% of the time, and their emotional needs are met just 23% of the time.

How can we change this? These conversations point to a way forward. Queenslanders provided clear information that funders and policy makers can use to transform how we provide care and enhance community support.

For example:

Current State: Palliative care in Queensland is mainly funded as a health service.

In these conversations we learned:

We need to support Queenslanders with a stronger focus on the emotional, spiritual and social aspects of care at end of life.

Current State: Much of our education and information is targeted to GPs and health professionals.

In these conversations we learned:

We need to look at strategies to give Queenslanders targeted information about loss, ageing, dying and grief, focusing on community groups and community members (families, neighbours etc.).

Current State: Patients and their carers are central to the care we provide.

In these conversations we learned:

We can go beyond seeing patients and their carers as more than consumers of health. They and our communities - are assets and we should focus on this, not just their needs.

Current State: Most Queenslanders want to die at home or close to their community.

In these conversations we learned:

Though we should aim to avoid hospital admissions where possible, we also need to work closely with community groups to make this possible. Queenslanders are willing and able to be compassionate neighbours.

Current State: Conversations about loss, ageing, dying and grief can be hard.

In these conversations we learned:

Queenslanders are ready to have these conversations. We need to develop innovative programs to help that happen.

Dying well takes planning and community support. Palliative care is everybody's business.

A decorative border at the top and bottom of the page features a variety of colorful circles in shades of blue, green, red, yellow, and purple. Many of these circles contain a stylized white handprint, symbolizing community and compassion. The background is a solid, warm orange color.

Compassionate Communities Conversation Series | Queensland 2019

Invitation to Action:
**How to Activate
Compassionate
Communities in Queensland**

How to Activate Compassionate Communities in Queensland?



As indicated throughout this report, palliative care requires investment in Queenslanders' medical needs, as well as their social, cultural and spiritual, and emotional needs.

To go forward, we would invite decision makers to:



Specifically, our conversations with Queenslanders suggest that governments and agencies could fund and enable initiatives that:



How can we Help Compassionate Communities Grow in Queensland?



To compassionately respond to the whole person, the 'new essentials of Palliative Care'⁴ suggest creating a new model of care that includes funding both specialist and generalist palliative care as well as compassionate communities.

In the conversations, Queenslanders identified that the challenges to building local compassionate communities throughout Queensland are due to:

- a lack of resources available to support people experiencing loss, ageing, dying or grief;
- limited awareness of what support and services are available in communities; and where to find information.

If investments could be directed to build compassionate communities in Queensland, the findings of this report suggest focusing on two areas:

Initiatives to grow Compassionate Neighbours

Support individuals to become compassionate neighbours, by cultivating behaviour changes identified in this report to enable them to collectively foster their compassionate community

Initiatives to grow Compassionate Communities

Foster communities to grow their own compassionate communities through partnerships and initiatives in locations and with groups identified throughout this report

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Compassionate Communities Conversation Series | Queensland 2019

Local Reports: Summary of Results Per Region

Chermside

(Brisbane /Metro North)

Compassionate Community

Conversation Series | Queensland 2019



COMPASSIONATE
COMMUNITIES
CONVERSATION
SERIES

The project is administered by Palliative Care Queensland and in partnership with Health Consumers Queensland, Council on the Ageing Queensland and Carers Queensland



About the Compassionate Communities Conversation Series project

The Compassionate Communities Conversation Series (CCCS) project was a roadshow of 15 open community conversations throughout Queensland about life, ageing and death.

The CCCS events focused on the principles of Compassionate Communities and encouraged participants to consider individual and collective strategies for nurturing compassionate community activities. The CCCS events provided information and resources about local services and supports available to people who are experiencing loss, ageing, dying or grief and improved death and compassion literacy.

About the CCCS Morning Tea in Brisbane North



53 participants attended



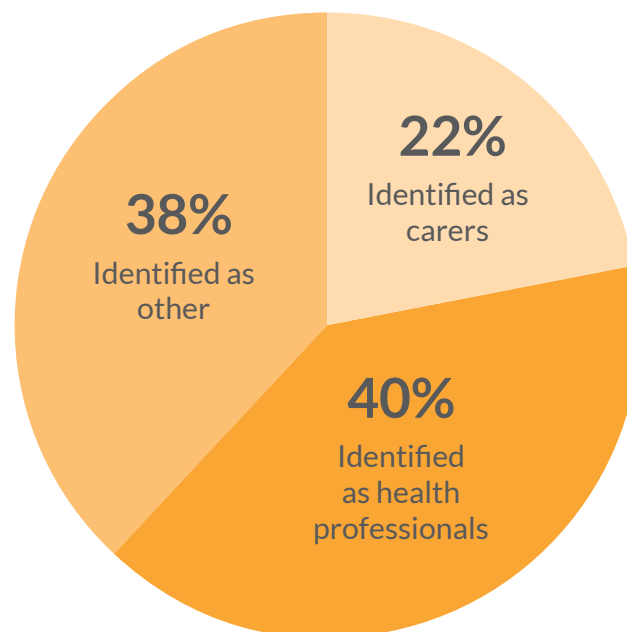
Monday
July 15, 2019



Kedron-Wavell
Services Club.



51 evaluations completed



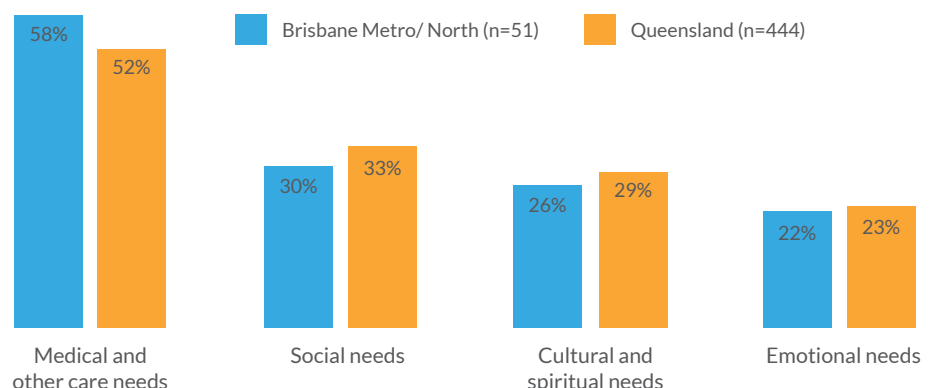
What we learnt

Are current supports and services meeting participants needs?

No. In fact, participants report that most of their needs are not met.

Q: Are current supports and services meeting your needs in the following areas?

A: The YES responses are represented on the right



Where do participants look for information about loss, ageing, dying or grief?

Participants look for information in the following six ways:

Brisbane North results (n=51)	State-wide results (n=444)
1. Google search (63%)	1. Community groups/organisations (56%)
2. Health care websites (57%)	2. Friends, family or neighbours (55%)
3. Community groups/organisations (57%)	3. Someone you know who has experienced loss, ageing, dying or grief (54%)
4. Friends, family or neighbours (53%)	4. Google search (53%)
5. Someone you know who has experienced loss, ageing, dying or grief (49%)	5. Health care websites (51%)
6. GP (35%)	6. GP (49%)

Note: people could choose more than 1 option

Where outside their home do people in Brisbane North spend their time?

We asked this question to figure out how services could partner with places where people spend their time.

Participants highlighted the following locations:

RSL & sporting clubs	Social media	Shopping centres
Social, Senior citizens and bowls clubs	Churches	Dog parks
Schools & play groups	Pubs	Gyms & Yoga studios
Libraries	Community centres and gardens	Play groups

What community supports do participants already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Participants highlighted the following trusted supports:

Dementia Advisory Service	Specific support group	Salvation Army
Bereavement support group	Make a wish/Starlight Community Care	Red Cross
Bribie Island Support network	Shopping/Housekeeping	Specialist Palliative Care service
PalAssist	Transport	Churches
Karuna Palliative Care Services	Hospital support	Grief counsellors
Respite care	Volunteer services	Anglicare
Social workers	Meals on Wheels	Carers Queensland
Transition Care Program Hospital to Home Aged Care Packages		

What are some strategies that individuals could do to help grow a local compassionate community?

A sample of recommendations shared by participants were:

Have more conversations within the community	Get to know your neighbours
Increase inter-generational conversations and connections	Attend community events
Share stories	Challenge the taboo 'death/dying/ageing'
Volunteer within the community	Be an advocate for Death Cafes
Improve own knowledge	

What are some strategies that your community as a collective could do to help grow a local compassionate community?

A sample of recommended strategies identified were to:

Information sessions in the community	Create more community events such as Street parties and Death Cafes
Library conversations discussing death and dying	Conduct community gatherings/sessions to spread the knowledge of information
Engage school community events like Bingo	Encourage the community to share their experiences and knowledge of available services and supports
Create a centralised source of information so that people are able to access easily readable information when needed	Encourage people to attend local community events to increase relationships with one another



To go forward, we would invite decision makers to focus on the following:



Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief

Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged

Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief



Work to meet the unmet medical, social, cultural and spiritual, and emotional needs of Queenslanders

Enhance information and supports to local community groups/organisations and individuals

- The conversations indicated that the top two places Queenslanders look for information about loss, ageing, dying or grief is via community groups/organisations and friends, family or neighbours. Let's invest here



Initiatives to grow Compassionate Neighbours

Support individuals to become compassionate neighbours, by cultivating behaviour changes identified in this report to enable them to collectively foster their compassionate community



Initiatives to grow Compassionate Communities

Foster communities to grow their own compassionate communities through partnerships and initiatives in locations and with groups identified throughout this report

Logan

(Brisbane South)

Compassionate Community

Conversation Series | Queensland 2019



COMPASSIONATE
COMMUNITIES
CONVERSATION
SERIES

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About the CCCS Morning Tea in Brisbane South



57 participants attended



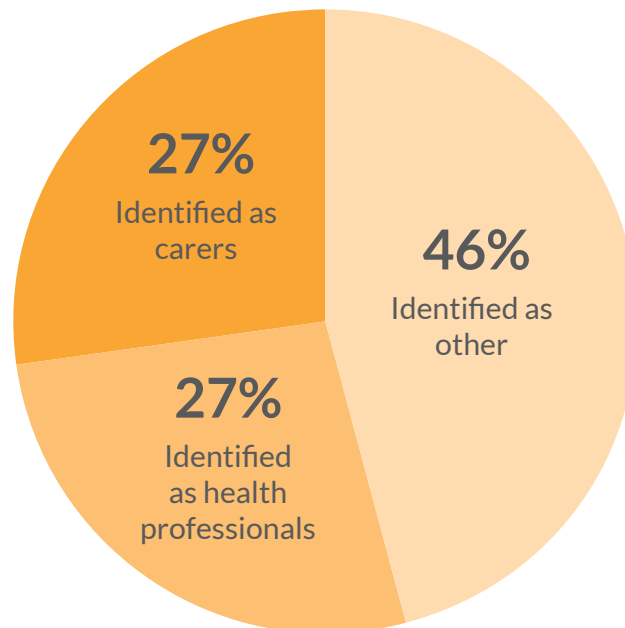
Monday
May 20, 2019



Diggers
Services Club



46 evaluations completed



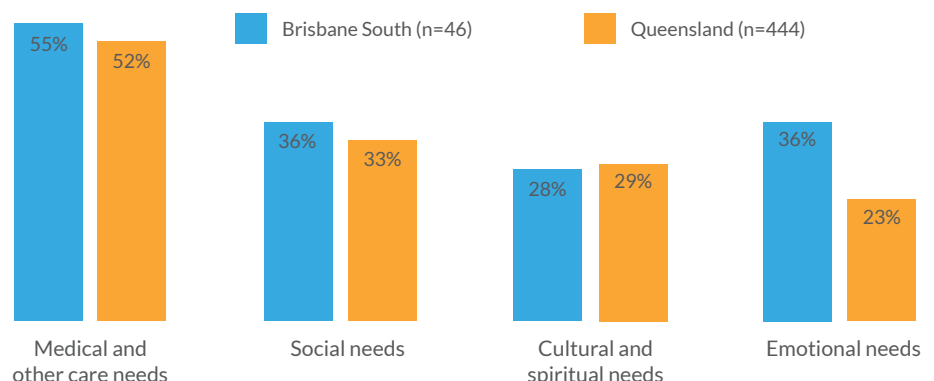
What we learnt

Are current supports and services meeting participants needs?

No. In fact, participants report that most of their needs are not met.

Q: Are current supports and services meeting your needs in the following areas?

A: The YES responses are represented on the right



Where do participants look for information about loss, ageing, dying or grief?

Participants look for information in the following six ways:

Brisbane South results (n=46)	State-wide results (n=444)
1. Friends, family or neighbours (56%)	1. Community groups/organisations (56%)
2. Community groups/organisations (53%)	2. Friends, family or neighbours (55%)
3. GP (51%)	3. Someone you know who has experienced loss, ageing, dying or grief (54%)
4. Google search (47%)	4. Google search (53%)
5. Health care websites (42%)	5. Health care websites (51%)
6. Someone you know who has experienced loss, ageing, dying or grief (42%)	6. GP (49%)

Note: people could choose more than 1 option

Where outside their home do people in Brisbane South spend their time?

We asked this question to figure out how services could partner with places where people spend their time.

Participants highlighted the following locations:

Library	Church	Sports club
Facebook	Women’s creative centre	Springwood community centre
Community house Inala	Neighbourhood centre Inala	Respite centres
Clubs	Logan Council	Community centres

What community supports do participants already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Participants highlighted the following trusted supports:

Anglicare	Dementia helpline	GP
Blue Care	Alzheimer’s Queensland	Allied health
Beyond Blue	Men’s Shed	Head space
Hospital Outreach	Australia centre for grief and bereavement	Pharmacies
Lifeline	U3A	Support workers
Salvation Army	Church	Leukemia Foundation
Council of the ageing	Centacare	PalAssist
PresCare	Church communities	Carers Queensland

What are some strategies that individuals could do to help grow a local compassionate community?

A sample of recommendations shared by participants were:

Stay connected to community	Start conversations with neighbours
Share personal experiences to encourage people to seek help	Promote community events and gatherings to increase community engagement and build stronger relationships among individuals and families
Increase awareness of services available through more advertising	Talk about loss, ageing, dying and grief within the community more

What are some strategies that your community as a collective could do to help grow a local compassionate community?

A sample of recommended strategies identified were to:

Get to know your neighbours	Teach empathetic skills in schools
Create more volunteering opportunities to increase community interactions and improve empathetic skills	Improve understanding of how to access relevant resources and funding for consumers
Promote available support services and clearly state what they offer	Increase awareness of current supports and services available within the community through more advertising via radio, television and ads
Advocate to host a Dying to Know Day within the community	



To go forward, we would invite decision makers to focus on the following:



Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief

Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged

Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief



Work to meet the unmet medical, social, cultural and spiritual, and emotional needs of Queenslanders

Enhance information and supports to local community groups/organisations and individuals

- The conversations indicated that the top two places Queenslanders look for information about loss, ageing, dying or grief is via community groups/organisations and friends, family or neighbours. Let's invest here



Initiatives to grow Compassionate Neighbours

Support individuals to become compassionate neighbours, by cultivating behaviour changes identified in this report to enable them to collectively foster their compassionate community



Initiatives to grow Compassionate Communities

Foster communities to grow their own compassionate communities through partnerships and initiatives in locations and with groups identified throughout this report

Gold Coast

Compassionate Community

Conversation Series | Queensland 2019



COMPASSIONATE
COMMUNITIES
CONVERSATION
SERIES

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About the CCCS Morning Tea in Gold Coast



58 participants
attended



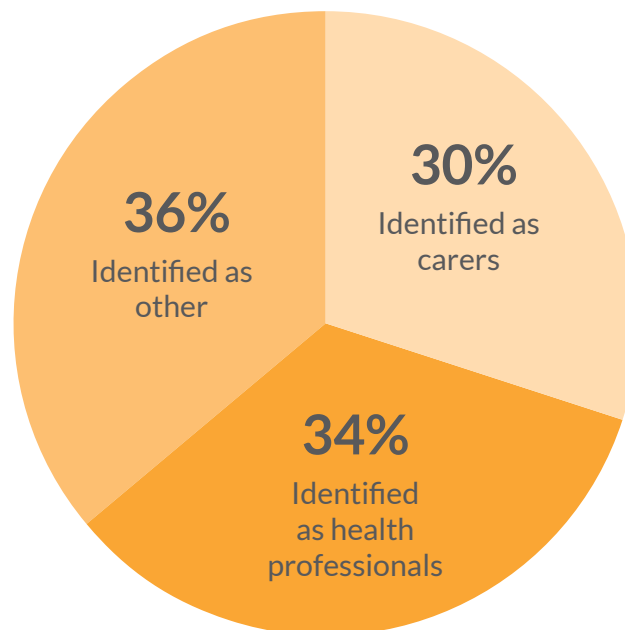
Wednesday
April 17, 2019



Southport
Sharks



46 evaluations
completed



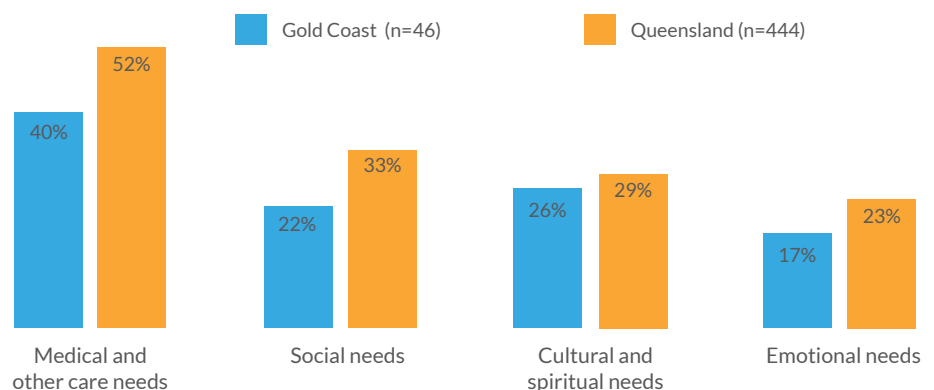
What we learnt

Are current supports and services meeting participants needs?

No. In fact, participants report that most of their needs are not met.

Q: Are current supports and services meeting your needs in the following areas?

A: The YES responses are represented on the right



Where do participants look for information about loss, ageing, dying or grief?

Participants look for information in the following six ways:

Gold Coast results (n=46)	State-wide results (n=444)
1. Google search (67%)	1. Community groups/organisations (56%)
2. Friends, family or neighbours (53%)	2. Friends, family or neighbours (55%)
3. Community groups/organisations (53%)	3. Someone you know who has experienced loss, ageing, dying or grief (54%)
4. Someone you know who has experienced loss, ageing, dying or grief (49%)	4. Google search (53%)
5. Health care websites (47%)	5. Health care websites (51%)
6. GP (33%)	6. GP (49%)

Note: people could choose more than 1 option

Where outside their home do people in Gold Coast spend their time?

We asked this question to figure out how services could partner with places where people spend their time.

Participants highlighted the following locations:

Social media	Library	Aquatic centres
Mothers groups	Volunteer groups	Dog parks
Retirement village	Church/place of worship	Facebook
Clubs	Local markets	Community centres

What community supports do participants already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Participants highlighted the following trusted supports:

60s and Better Senior Citizens	Paradise kids	Cedar House Mudgeeraba
Funeral director	Hospital chaplaincy	Hopewell Hospice
Dementia Australia	Hummingbird House	AA Book Club
Lifeline	Meals on wheels	Men's Shed
Beyond Blue	Kids helpline	Compassionate friends - Mount Tamborine
My Time Groups	My Health for Life Crisis lines	Carers Queensland
PBNC	U3A	Palliative care teams
Make a Wish	CALD	Bereavement services

What are some strategies that individuals could do to help grow a local compassionate community?

A sample of recommendations shared by participants were:

Talk to your neighbours	Start a Facebook group for your area/street
Befriend people within the community	Give support to people within the community
Be kind and caring	Discuss dying and good death more
Join a social club	Volunteer your time to help within the community

What are some strategies that your community as a collective could do to help grow a local compassionate community?

A sample of recommended strategies identified were to:

Normalise the topics of death and dying in conversations	Promote caring in all age groups
Talk about loss, ageing, dying and grief in the media	Become more community connected
Advocate to introduce Advance Health Directive in Year 12	Introduce death and dying education in schools
Get to know your neighbours	Organise more local community events to encourage community socialisation and build community collectiveness



To go forward, we would invite decision makers to focus on the following:



Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief

Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged

Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief



Work to meet the unmet medical, social, cultural and spiritual, and emotional needs of Queenslanders

Enhance information and supports to local community groups/organisations and individuals

- The conversations indicated that the top two places Queenslanders look for information about loss, ageing, dying or grief is via community groups/organisations and friends, family or neighbours. Let's invest here



Initiatives to grow Compassionate Neighbours

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Initiatives to grow Compassionate Communities

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Hervey Bay

(Wide Bay)

Compassionate Community

Conversation Series | Queensland 2019



COMPASSIONATE
COMMUNITIES
CONVERSATION
SERIES

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About the CCCS Morning Tea in Hervey Bay



36 participants attended



Wednesday
June 19, 2019



Hervey Bay
Golf Club



33 evaluations completed



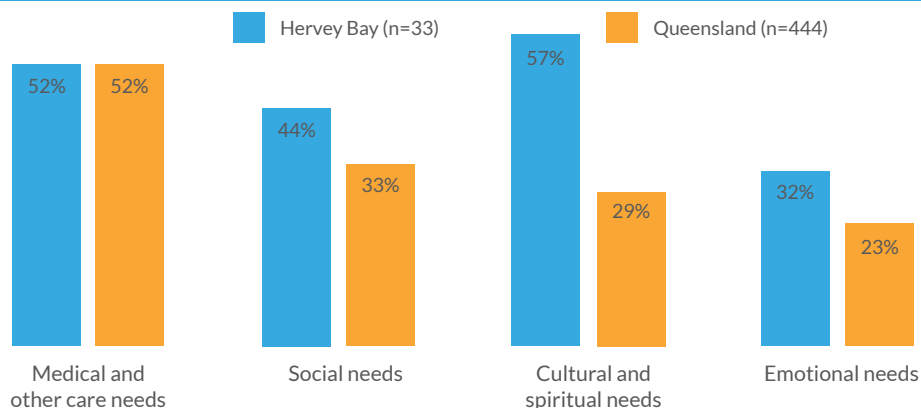
What we learnt

Are current supports and services meeting participants needs?

No. In fact, participants report that most of their needs are not met.

Q: Are current supports and services meeting your needs in the following areas?

A: The YES responses are represented on the right



Where do participants look for information about loss, ageing, dying or grief?

Participants look for information in the following six ways:

Hervey Bay results (n=33)	State-wide results (n=444)
1. Google search (55%)	1. Community groups/organisations (56%)
2. GP (55%)	2. Friends, family or neighbours (55%)
3. Health care websites (48%)	3. Someone you know who has experienced loss, ageing, dying or grief (54%)
4. Friends, family or neighbours (45%)	4. Google search (53%)
5. Community groups/organisations (42%)	5. Health care websites (51%)
6. Someone you know who has experienced loss, ageing, dying or grief (33%)	6. GP (49%)

Note: people could choose more than 1 option

Where outside their home do people in Hervey Bay spend their time?

We asked this question to figure out how services could partner with places where people spend their time.

Participants highlighted the following locations:

Neighbourhood centres	Walking/sporting groups	Churches
Library	Health Day respite	School
Social media	Coffee shops	Clubs
St Johns Health Centres	CALD group	Boat Club

What community supports do participants already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Participants highlighted the following trusted supports:

Centrelink Care team (Breast Cancer)	Allied health/client support	Social groups
Men's Shed	Older men unlimited	Neighbourhood centre
QLD Health Palliative Care team	Local Aged Care Facilities	Commonwealth Carers
Legacy Local	Interest groups	Community Nursing Counselling
Neighbourhood churches	Blue Care	Oz Care
Anglicare	Cancer Care team	Rotary
Tai Chi group	Centrelink	Lifeline
Pres Care		

What are some strategies that individuals could do to help grow a local compassionate community?

A sample of recommendations shared by participants were:

Have conversations with loved ones and be aware of their wishes	Attend network meetings and forums to keep up-to-date with available supports and services
Promote the use of empathetic communication techniques that can allow people who don't trust easily to become more open with conversations of death, dying, ageing, loss and grief	Offer to provide transport services to those within the community
Encourage people to be more open to talk about end of life measures and about death and dying	Connect with neighbours and be aware of patterns and changes in behaviour
Approach a neighbour if they seem to be struggling and offer support	Have a cup of tea or coffee with neighbours

What are some strategies that your community as a collective could do to help grow a local compassionate community?

A sample of recommended strategies identified were to:

Build relationships within the community	Create a central hub in the local community
Engage and connect with local groups	Appoint key people within the neighbourhood to facilitate networking opportunities
Raise awareness within the community about existing supports and services for people experiencing loss, dying, ageing or grief	Introduce education about death and dying in schools
Advocate to have paper-based Government information to ensure all age groups can find relevant information needed to help them through loss, dying, ageing or grief	Organise education sessions within the community to dissipate information about My Aged Care



To go forward, we would invite decision makers to focus on the following:



Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief

Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged

Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief



Work to meet the unmet medical, social, cultural and spiritual, and emotional needs of Queenslanders

Enhance information and supports to local community groups/organisations and individuals

- The conversations indicated that the top two places Queenslanders look for information about loss, ageing, dying or grief is via community groups/organisations and friends, family or neighbours. Let's invest here



Initiatives to grow Compassionate Neighbours

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Initiatives to grow Compassionate Communities

Foster communities to grow their own compassionate communities through partnerships and initiatives in locations and with groups identified throughout this report

Innisfail

(Cairns and Hinterland)

Compassionate Community

Conversation Series | Queensland 2019



COMPASSIONATE
COMMUNITIES
CONVERSATION
SERIES

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About the CCCS Morning Tea in Innisfail



22 participants
attended



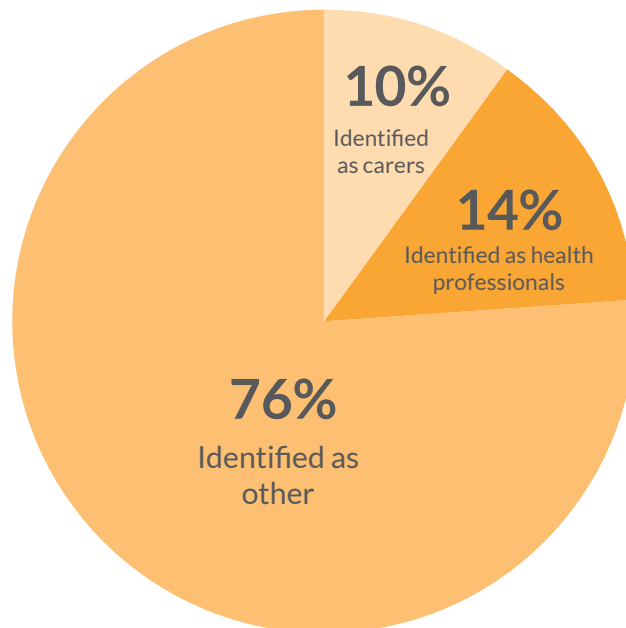
Tuesday
June 4, 2019



Innisfail RSL
Club



21 evaluations
completed



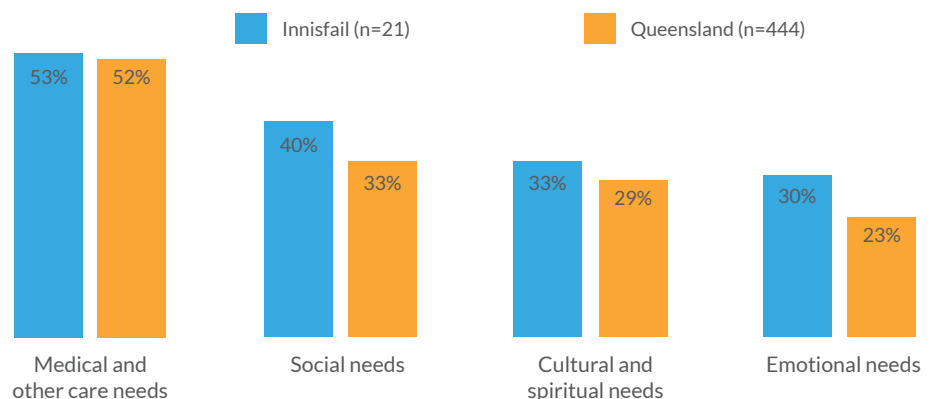
What we learnt

Are current supports and services meeting participants needs?

No. In fact, participants report that most of their needs are not met.

Q: Are current supports and services meeting your needs in the following areas?

A: The YES responses are represented on the right



Where do participants look for information about loss, ageing, dying or grief?

Participants look for information in the following six ways:

Innisfail results (n=21)	State-wide results (n=444)
1. Friends, family or neighbours (62%)	1. Community groups/organisations (56%)
2. Someone you know who has experienced loss, ageing, dying or grief (52%)	2. Friends, family or neighbours (55%)
3. Community groups/organisations (52%)	3. Someone you know who has experienced loss, ageing, dying or grief (54%)
4. Google search (52%)	4. Google search (53%)
5. GP (52%)	5. Health care websites (51%)
6. Health care websites (48%)	6. GP (49%)

Note: people could choose more than 1 option

Where outside their home do people in Innisfail spend their time?

We asked this question to figure out how services could partner with places where people spend their time.

Participants highlighted the following locations:

Rotary	Senior Citizens Centre	Library
Information centres	Churches	Doctors
Innisfail community support centre	St Johns Health Centres	Recreation centres

What community supports do participants already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Participants highlighted the following trusted supports:

Blue Care	Meals on Wheels	Mamu Health Services
Pastoral care from churches	Old friends	Mobile services to age care facilities
Innisfail community support centre	Community support centres	Doctors

What are some strategies that individuals could do to help grow a local compassionate community?

A sample of recommendations shared by participants were:

Talk to neighbours on a regular basis	Ask the person “how are you?”
Observe if community members have stopped attending regular group sessions and enquire about them	Share local knowledge about supports and services to those experiencing loss, dying, ageing or grief
Offer help and assistance	Listen and value the younger generation
Become a community ambassador	Organise social activities in the community that are inclusive of all generations


What are some strategies that your community as a collective could do to help grow a local compassionate community?

A sample of recommended strategies identified were to:

Centralising resource information in one place	Have one person to serve as a representative for all existing groups to higher services and government to link all services
Promote community events	Develop library activities bringing aged and youth together
Encourage community members to participate in community events	Share and spread information about supports and services to the community




To go forward, we would invite decision makers to focus on the following:



Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief

Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged



Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief

Work to meet the unmet medical, social, cultural and spiritual, and emotional needs of Queenslanders

Enhance information and supports to local community groups/organisations and individuals

- The conversations indicated that the top two places Queenslanders look for information about loss, ageing, dying or grief is via community groups/ organisations and friends, family or neighbours. Let's invest here



Initiatives to grow Compassionate Neighbours

Support individuals to become compassionate neighbours, by cultivating behaviour changes identified in this report to enable them to collectively foster their compassionate community

Initiatives to grow Compassionate Communities



Foster communities to grow their own compassionate communities through partnerships and initiatives in locations and with groups identified throughout this report

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About the CCCS Morning Tea in Ipswich



24 participants attended



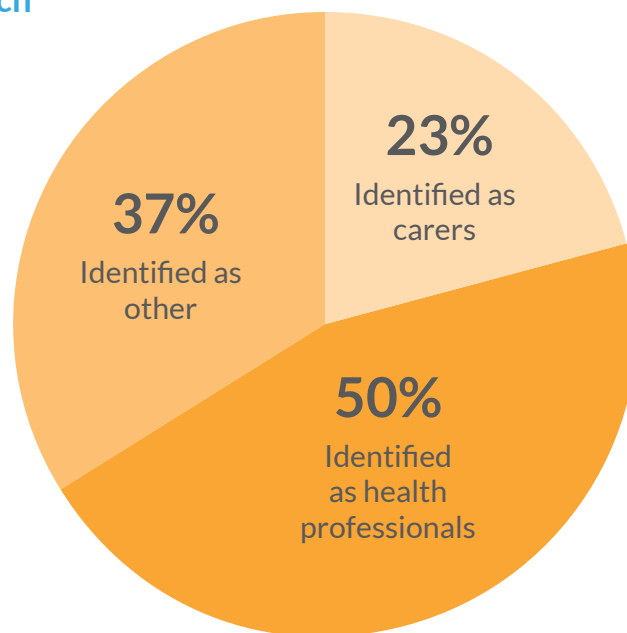
Tuesday
June 27, 2019



Ipswich Turf Club



22 evaluations completed



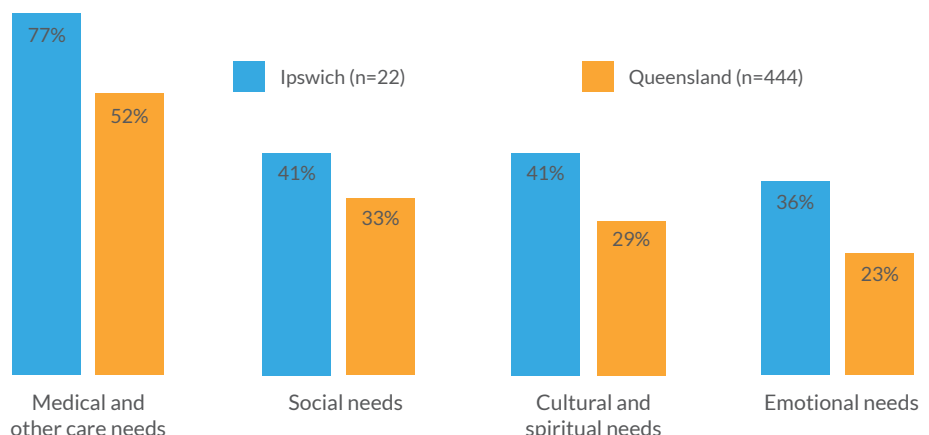
What we learnt

Are current supports and services meeting participants needs?

No. In fact, participants report that most of their needs are not met.

Q: Are current supports and services meeting your needs in the following areas?

A: The YES responses are represented on the right



Where do participants look for information about loss, ageing, dying or grief?

Participants look for information in the following six ways:

Ipswich results (n=22)	State-wide results (n=444)
1. Community groups/organisations (73%)	1. Community groups/organisations (56%)
2. Someone you know who has experienced loss, ageing, dying or grief (68%)	2. Friends, family or neighbours (55%)
3. Health care websites (59%)	3. Someone you know who has experienced loss, ageing, dying or grief (54%)
4. Friends, family or neighbours (55%)	4. Google search (53%)
5. GP (50%)	5. Health care websites (51%)
6. Google search (45%)	6. GP (49%)

Note: people could choose more than 1 option

Where outside their home do people in Ipswich spend their time?

We asked this question to figure out how services could partner with places where people spend their time.

Participants highlighted the following locations:

Church	Schools	Choirs
Service clubs	Sports clubs	Local cafes
Tea house	Nail shop	Library
Workplaces	Legacy club	Shopping centres

What community supports do participants already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Participants highlighted the following trusted supports:

Ipswich suicide prevention	Ipswich Hospital	Mental Health services
Meals on Wheels	Domiciliary services	Commonwealth respite services
Pastoral Care	Hilda's House	Blue Care
Hospice	Local Palliative Care services	Churches
Oz Care	CiMaS	Local GP
Anglicare		

What are some strategies that individuals could do to help grow a local compassionate community?

A sample of recommendations shared by participants were:

Be aware of cultural needs of others and be supportive	Know what is happening with people in the community and help
Talk to people within the community more	Attend community events
Share a personal experience	Be open to listening to people when they confide in you
Share food or drinks with community members	Let people know you are there and available if they need assistance

What are some strategies that your community as a collective could do to help grow a local compassionate community?

A sample of recommended strategies identified were to:

Elect people with integrity for council	Look at ways to reduce social isolation within the community
Collaborate mapping of services and supports within the community	Catch up with community members more often
Raise awareness of what supports and services are available within the community to increase public knowledge	



To go forward, we would invite decision makers to focus on the following:





Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief

Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged

Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief



Work to meet the unmet medical, social, cultural and spiritual, and emotional needs of Queenslanders

Enhance information and supports to local community groups/organisations and individuals

- The conversations indicated that the top two places Queenslanders look for information about loss, ageing, dying or grief is via community groups/organisations and friends, family or neighbours. Let's invest here



Initiatives to grow Compassionate Neighbours

Support individuals to become compassionate neighbours, by cultivating behaviour changes identified in this report to enable them to collectively foster their compassionate community



Initiatives to grow Compassionate Communities

Foster communities to grow their own compassionate communities through partnerships and initiatives in locations and with groups identified throughout this report

Longreach

(Central West)

Compassionate Community

Conversation Series | Queensland 2019



COMPASSIONATE
COMMUNITIES
CONVERSATION
SERIES

The project is administered by Palliative Care Queensland and in partnership with Health Consumers Queensland, Council on the Ageing Queensland and Carers Queensland



About the Compassionate Communities Conversation Series project

The Compassionate Communities Conversation Series (CCCS) project was a roadshow of 15 open community conversations throughout Queensland about life, ageing and death.

The CCCS events focused on the principles of Compassionate Communities and encouraged participants to consider individual and collective strategies for nurturing compassionate community activities. The CCCS events provided information and resources about local services and supports available to people who are experiencing loss, ageing, dying or grief and improved death and compassion literacy.

About the CCCS Morning Tea in Longreach



14 participants attended



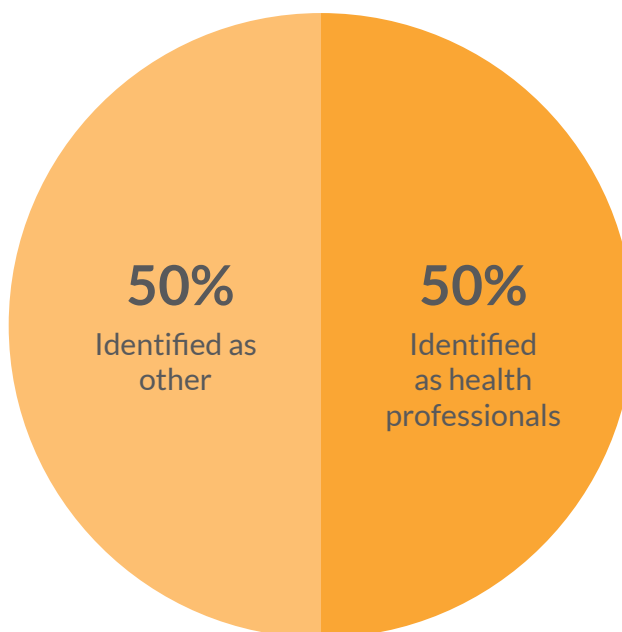
Wednesday
July 17, 2019



Longreach
Civic & Cultural
Centre



10 evaluations completed



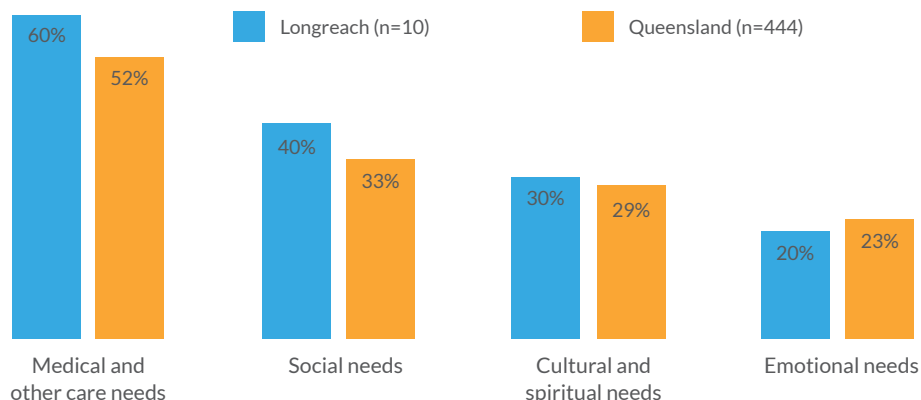
What we learnt

Are current supports and services meeting participants needs?

No. In fact, participants report that most of their needs are not met.

Q: Are current supports and services meeting your needs in the following areas?

A: The YES responses are represented on the right



Where do participants look for information about loss, ageing, dying or grief?

Participants look for information in the following six ways:

Longreach results (n=10)	State-wide results (n=444)
1. Friends, family or neighbours (80%)	1. Community groups/organisations (56%)
2. Someone you know who has experienced loss, ageing, dying or grief (70%)	2. Friends, family or neighbours (55%)
3. Google search (60%)	3. Someone you know who has experienced loss, ageing, dying or grief (54%)
4. Health care websites (60%)	4. Google search (53%)
5. GP (50%)	5. Health care websites (51%)
6. Community groups/organisations (40%)	6. GP (49%)

Note: people could choose more than 1 option

Where outside their home do people in Longreach spend their time?

We asked this question to figure out how services could partner with places where people spend their time.

Participants highlighted the following locations:

Supermarkets	Church	Hairdressers
Coffee shops	Arts/cultural centres	Sport groups
Dancing schools	Pubs	RSL
Library	Races	Hotels

What community supports do participants already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Participants highlighted the following trusted supports:

Religious leaders	Funeral directors	Shared isolation health services
Aged care community services	Men's Shed	Social workers
GPs	Royal Flying Doctors Service	60 and better group
Counsellors	Outback futures	Palliative Care Nurses
Community support Network	Diversional therapy	Garden group
Pastoral care	Psychologists	Longreach regional council
QAS		

What are some strategies that individuals could do to help grow a local compassionate community?

A sample of recommendations shared by participants were:

Spend time with your neighbours	Be present when listening to community members
Observe changes in mood, personality and behaviours of community members and enquire if they are OK?	Reach out and connect with community members
Offer ongoing support	Empower people to have a conversation about grief and dying

What are some strategies that your community as a collective could do to help grow a local compassionate community?

A sample of recommended strategies identified were to:

Hold community events	Encourage open conversations about death and dying to normalise these topics in everyday conversation
Help establish support groups	Create opportunities for school children to engage with older members of the community
Challenge the community to do “one good deed a day”	Set up a volunteer service at the hospital



To go forward, we would invite decision makers to focus on the following:



Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief

Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged

Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief



Work to meet the unmet medical, social, cultural and spiritual, and emotional needs of Queenslanders

Enhance information and supports to local community groups/organisations and individuals

- The conversations indicated that the top two places Queenslanders look for information about loss, ageing, dying or grief is via community groups/organisations and friends, family or neighbours. Let's invest here



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Initiatives to grow Compassionate Communities

Foster communities to grow their own compassionate communities through partnerships and initiatives in locations and with groups identified throughout this report



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About the CCCS Morning Tea in Mackay



25 participants attended



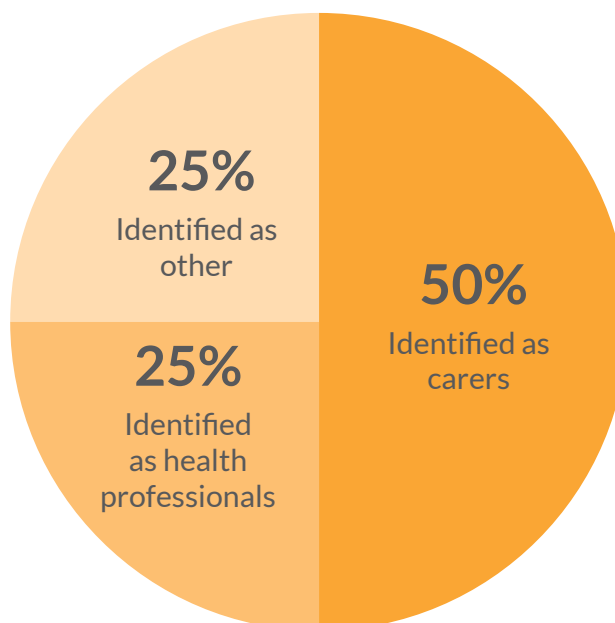
Tuesday
April 30, 2019



Souths Leagues Club



24 evaluations completed



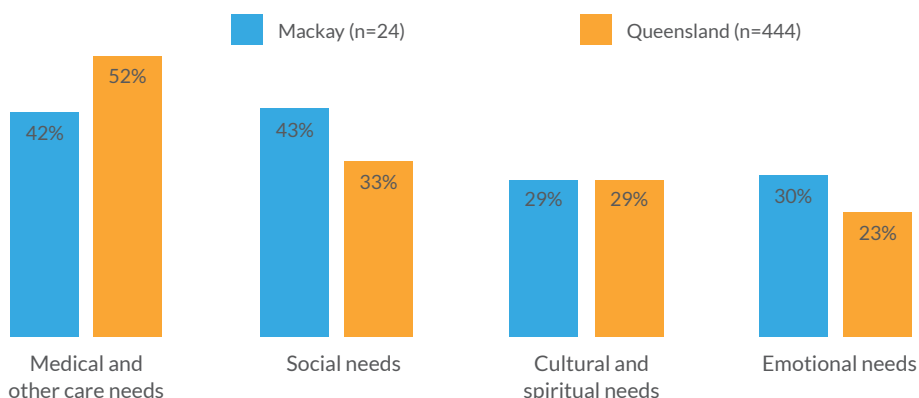
What we learnt

Are current supports and services meeting participants needs?

No. In fact, participants report that most of their needs are not met.

Q: Are current supports and services meeting your needs in the following areas?

A: The YES responses are represented on the right



Where do participants look for information about loss, ageing, dying or grief?

Participants look for information in the following six ways:

Mackay results (n=24)	State-wide results (n=444)
1. Someone you know who has experienced loss, ageing, dying or grief (67%)	1. Community groups/organisations (56%)
2. GP (63%)	2. Friends, family or neighbours (55%)
3. Community groups/organisations (63%)	3. Someone you know who has experienced loss, ageing, dying or grief (54%)
4. Friends, family or neighbours (54%)	4. Google search (53%)
5. Health care websites (54%)	5. Health care websites (51%)
6. Google search (50%)	6. GP (49%)

Note: people could choose more than 1 option

Where outside their home do people in Mackay spend their time?

We asked this question to figure out how services could partner with places where people spend their time.

Participants highlighted the following locations:

Clubs	CQ University	SES voluntary groups
Rotary	RSL	Lions Club
Bike groups	Diabetes support groups	Play groups

What community supports do participants already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Participants highlighted the following trusted supports:

Local stakeholder follow-up (pharmacist)	Neighbourhood centres	GPs
Blue Care	Meals on Wheels	Grapevine suicide support
Pres Care	Carers Queensland	Community Health and Therapy services
Community service providers	Council database - 'what's on and what's available'	Anglicare counselling services
Social workers	Religious agencies	Support groups
Cancer council		

What are some strategies that individuals could do to help grow a local compassionate community?

A sample of recommendations shared by participants were:

Be open minded	Have conversations with your neighbours and other community members
Be inclusive within the community and engage with community members regularly	Ask people if they need any help or support if you notice their behaviour has changed
Organise Neighbourhood morning events	Invite people over for tea or coffee
Share personal experiences to start a conversation	Share local knowledge of supports and services available

What are some strategies that your community as a collective could do to help grow a local compassionate community?

A sample of recommended strategies identified were to:

Teach self-care for the 'carers'	Increase community awareness of available supports and services within the community
Support those who are over-burdened with caring/ grief after death of a family member	Share experiences with other carers
Organise community events to encourage good community connection	Build and maintain relationships within the community



To go forward, we would invite decision makers to focus on the following:



Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief

Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged

Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief



Work to meet the unmet medical, social, cultural and spiritual, and emotional needs of Queenslanders

Enhance information and supports to local community groups/organisations and individuals

- The conversations indicated that the top two places Queenslanders look for information about loss, ageing, dying or grief is via community groups/organisations and friends, family or neighbours. Let's invest here



Initiatives to grow Compassionate Neighbours

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Initiatives to grow Compassionate Communities

Foster communities to grow their own compassionate communities through partnerships and initiatives in locations and with groups identified throughout this report

Mount Isa

(North West)

Compassionate Community

Conversation Series | Queensland 2019



COMPASSIONATE
COMMUNITIES
CONVERSATION
SERIES

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About the Compassionate Communities Conversation Series project

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About the CCCS Morning Tea in Mount Isa



22 participants attended



Thursday
May 2, 2019



The Buffs Club



17 evaluations completed



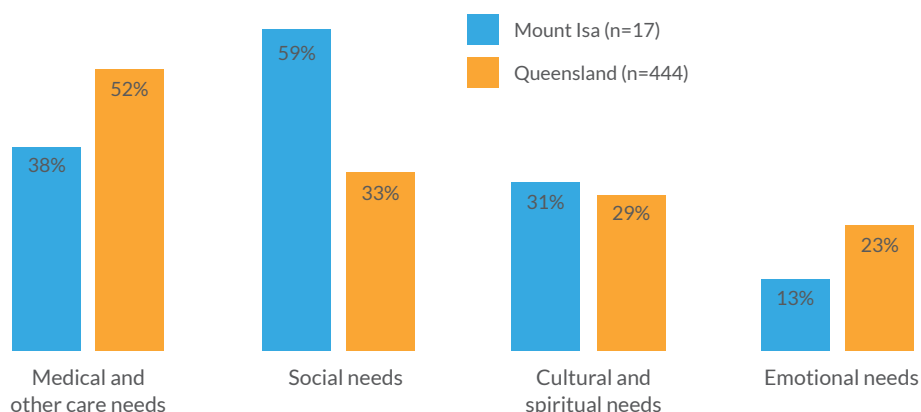
What we learnt

Are current supports and services meeting participants needs?

No. In fact, participants report that most of their needs are not met.

Q: Are current supports and services meeting your needs in the following areas?

A: The YES responses are represented on the right



Where do participants look for information about loss, ageing, dying or grief?

Participants look for information in the following six ways:

Mount Isa results (n=17)	State-wide results (n=444)
1. GP (82%)	1. Community groups/organisations (56%)
2. Friends, family or neighbours (71%)	2. Friends, family or neighbours (55%)
3. Community groups/organisations (71%)	3. Someone you know who has experienced loss, ageing, dying or grief (54%)
4. Google search (65%)	4. Google search (53%)
5. Someone you know who has experienced loss, ageing, dying or grief (59%)	5. Health care websites (51%)
6. Health care websites (53%)	6. GP (49%)

Note: people could choose more than 1 option

Where outside their home do people in Mount Isa spend their time?

We asked this question to figure out how services could partner with places where people spend their time.

Participants highlighted the following locations:

Church	GPs	Aged Care Facilities
Neighbourhood centres	Hospital	SES
Buff's Club	Salvation Army	Arthur Peterson Centre

What community supports do participants already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Participants highlighted the following trusted supports:

Services from church	Blue Care	Palliative Care Services
Cancer Care Centre	Palliative Care Nurses	Occupational Therapists
Men's Shed	Allied Health	

What are some strategies that individuals could do to help grow a local compassionate community?

A sample of recommendations shared by participants were:

Share own experiences and beliefs	Be friendly
Volunteer to do yard work or tasks for the community	Offer to help fundraise for community events
Express concern to community members if you notice their behaviour or appearance has changed and offer support	Start a conversation with community members and listen to their concerns

What are some strategies that your community as a collective could do to help grow a local compassionate community?

A sample of recommended strategies identified were to:

Promote community events to build trust and community engagement	Create more opportunities for volunteering
Attend support groups and build relationships with community members	



To go forward, we would invite decision makers to focus on the following:



Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief

Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged

Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief



Work to meet the unmet medical, social, cultural and spiritual, and emotional needs of Queenslanders

Enhance information and supports to local community groups/organisations and individuals

- The conversations indicated that the top two places Queenslanders look for information about loss, ageing, dying or grief is via community groups/organisations and friends, family or neighbours. Let's invest here



Initiatives to grow Compassionate Neighbours

Support individuals to become compassionate neighbours, by cultivating behaviour changes identified in this report to enable them to collectively foster their compassionate community



Initiatives to grow Compassionate Communities

Foster communities to grow their own compassionate communities through partnerships and initiatives in locations and with groups identified throughout this report

Rockhampton

(Central Queensland)

Compassionate Community

Conversation Series | Queensland 2019



COMPASSIONATE
COMMUNITIES
CONVERSATION
SERIES

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About the CCCS Morning Tea in Rockhampton



35 participants attended



Thursday
June 20, 2019



The Frenchville
Sports Club



34 evaluations completed



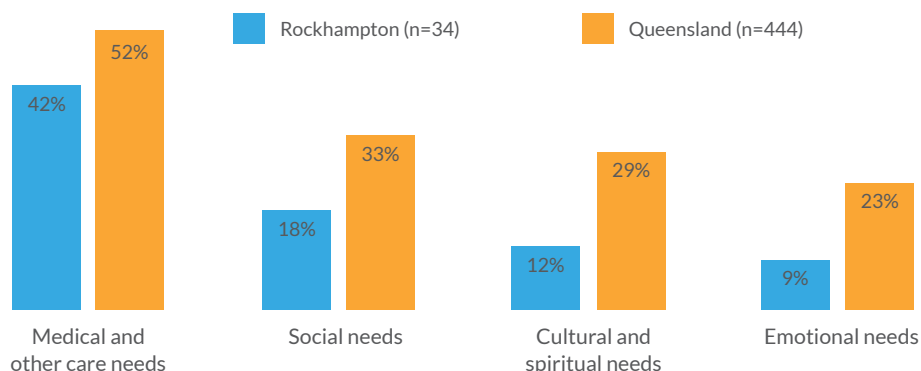
What we learnt

Are current supports and services meeting participants needs?

No. In fact, participants report that most of their needs are not met.

Q: Are current supports and services meeting your needs in the following areas?

A: The YES responses are represented on the right



Where do participants look for information about loss, ageing, dying or grief?

Participants look for information in the following six ways:

Rockhampton results (n=34)	State-wide results (n=444)
1. Health care websites (59%)	1. Community groups/organisations (56%)
2. Someone you know who has experienced loss, ageing, dying or grief (56%)	2. Friends, family or neighbours (55%)
3. Community groups/organisations (56%)	3. Someone you know who has experienced loss, ageing, dying or grief (54%)
4. Google search (53%)	4. Google search (53%)
5. Friends, family or neighbours (50%)	5. Health care websites (51%)
6. GP (47%)	6. GP (49%)

Note: people could choose more than 1 option

Where outside their home do people in Rockhampton spend their time?

We asked this question to figure out how services could partner with places where people spend their time.

Participants highlighted the following locations:

Rotary	Lions Club	Bohemia House
Community hubs	Facebook groups	Pubs
Library	Gym	Church

What community supports do participants already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Participants highlighted the following trusted supports:

Chamber of Commerce council organised events	Meals on Wheels	Red Cross
Counselling	Palliative Care Team – Outreach service	Rocky Choir
Indigenous youth centre	Medical centre	Community hubs
Library	Oz Care	Blue Care
Memorial Gardens	Palliative Care Nurse Practitioners	Lifeline
Pastoral Care	Support groups	Hospital in the Home
Arts and crafts groups	Senior citizens association	

What are some strategies that individuals could do to help grow a local compassionate community?

A sample of recommendations shared by participants were:

Help neighbours when you can	Be available when people need to talk to someone
Create discussion groups/carer support groups	Start conversations and say hello to people within your neighbourhood
Share knowledge of local support groups and services to people who are experiencing loss, ageing, dying or grief	Invite people over for a BBQ or coffee

What are some strategies that your community as a collective could do to help grow a local compassionate community?

A sample of recommended strategies identified were to:

Advocate for a hospice in the home within the community	Look out for one another within the community and know what is happening
Advocate for more funding for supports and services	Raise awareness of what supports and services are available within the community to increase the public's knowledge
Increase knowledge of multicultural supports for specific care for community members	



To go forward, we would invite decision makers to focus on the following:



Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief

Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged

Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief



Work to meet the unmet medical, social, cultural and spiritual, and emotional needs of Queenslanders

Enhance information and supports to local community groups/organisations and individuals

- The conversations indicated that the top two places Queenslanders look for information about loss, ageing, dying or grief is via community groups/organisations and friends, family or neighbours. Let's invest here



Initiatives to grow Compassionate Neighbours

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Initiatives to grow Compassionate Communities

Foster communities to grow their own compassionate communities through partnerships and initiatives in locations and with groups identified throughout this report

Roma

(South West)

Compassionate Community

Conversation Series | Queensland 2019



COMPASSIONATE
COMMUNITIES
CONVERSATION
SERIES

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About the CCCS Morning Tea in Roma



40 participants
attended



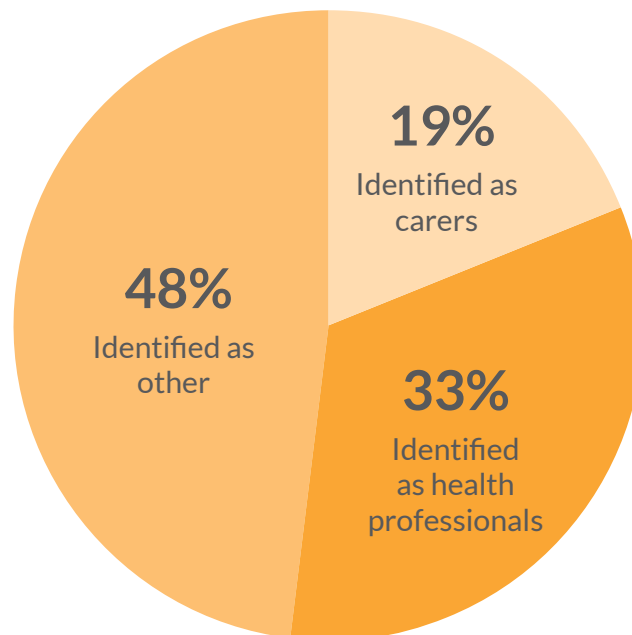
Tuesday
July 9, 2019



Roma Explorers Inn



36 evaluations
completed



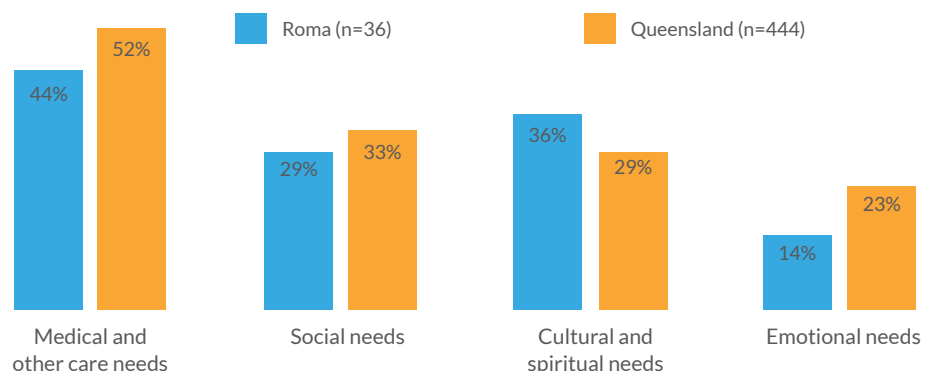
What we learnt

Are current supports and services meeting participants needs?

No. In fact, participants report that most of their needs are not met.

Q: Are current supports and services meeting your needs in the following areas?

A: The YES responses are represented on the right



Where do participants look for information about loss, ageing, dying or grief?

Participants look for information in the following six ways:

Roma results (n=36)	State-wide results (n=444)
1. Friends, family or neighbours (61%)	1. Community groups/organisations (56%)
2. GP (58%)	2. Friends, family or neighbours (55%)
3. Someone you know who has experienced loss, ageing, dying or grief (53%)	3. Someone you know who has experienced loss, ageing, dying or grief (54%)
4. Community groups/organisations (50%)	4. Google search (53%)
5. Health care websites (47%)	5. Health care websites (51%)
6. Google search (39%)	6. GP (49%)

Note: people could choose more than 1 option

Where outside their home do people in Roma spend their time?

We asked this question to figure out how services could partner with places where people spend their time.

Participants highlighted the following locations:

Shopping centres	Lions Club	GP
Churches	Senior Citizens	Town Library
Facebook groups	Sporting groups	Tuck shop

What community supports do participants already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Participants highlighted the following trusted supports:

Assisted living – Pinaroo and Westhaven	Lifeline	Telehealth
Palliative Care brochures for families	U3A	Church
Grief and loss counselling services	South West HHS	Aged Care Facilities
Allied Health workers	GPs	PEPA course
St Vincents De Paul	Carers Queensland	

What are some strategies that individuals could do to help grow a local compassionate community?

A sample of recommendations shared by participants were:

Be an advocate for people who can't speak on their own behalf	Spread the word about available supports and services
Take more time to listen to people and be aware of changes in people	Show empathy and be interested in what people are saying
Offer help and support to people within the community	Share personal experiences

What are some strategies that your community as a collective could do to help grow a local compassionate community?

A sample of recommended strategies identified were to:

Facilitate more discussions between government and services and volunteers	Support everyone in the community by offering to help out
Develop a centralised area for all supports and services to be found more easily	Share information about current supports and services to increase public awareness of existing supports and services



To go forward, we would invite decision makers to focus on the following:



Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief

Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged

Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief



Work to meet the unmet medical, social, cultural and spiritual, and emotional needs of Queenslanders

Enhance information and supports to local community groups/organisations and individuals

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Initiatives to grow Compassionate Neighbours

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Initiatives to grow Compassionate Communities

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Sunshine Coast

Compassionate Community

Conversation Series | Queensland 2019



COMPASSIONATE
COMMUNITIES
CONVERSATION
SERIES

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About the CCCS Morning Tea in Sunshine Coast



40 participants attended



Tuesday
June 18, 2019



Twin Waters Golf Club



40 evaluations completed



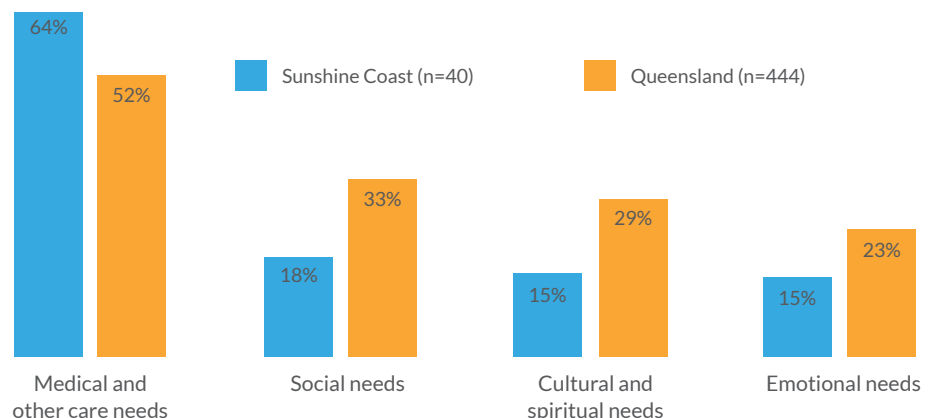
What we learnt

Are current supports and services meeting participants needs?

No. In fact, participants report that most of their needs are not met.

Q: Are current supports and services meeting your needs in the following areas?

A: The YES responses are represented on the right



Where do participants look for information about loss, ageing, dying or grief?

Participants look for information in the following six ways:

Sunshine Coast results (n=40)	State-wide results (n=444)
1. Someone you know who has experienced loss, ageing, dying or grief (68%)	1. Community groups/organisations (56%)
2. Google search (65%)	2. Friends, family or neighbours (55%)
3. Community groups/organisations (63%)	3. Someone you know who has experienced loss, ageing, dying or grief (54%)
4. GP (53%)	4. Google search (53%)
5. Friends, family or neighbours (48%)	5. Health care websites (51%)
6. Health care websites (45%)	6. GP (49%)

Note: people could choose more than 1 option

Where outside their home do people in Sunshine Coast spend their time?

We asked this question to figure out how services could partner with places where people spend their time.

Participants highlighted the following locations:

Markets	Schools	Sporting groups
Hobbies and craft groups	Pub	RSL
Libraries	Church	Dog Parks

What community supports do participants already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Participants highlighted the following trusted supports:

Retirement villages	Cittamani Palliative Care Services	Dove House
Katie Rose Cottage	Little Haven - Gympie	Counsellors
Blue Care	Oz Care	Anglicare
Churches	Pastoral care	Carers Queensland
Hospice services	GP	New Sunshine Coast Hospital
Coloundra	Bloomhill Cancer Care	Funeral Directors

What are some strategies that individuals could do to help grow a local compassionate community?

A sample of recommendations shared by participants were:

Have regular meet ups at a local hub with neighbours or community members	Encourage people to get to know their neighbours
Have a tea or coffee with your neighbours	Break down barriers and start a conversation with the people living around you

What are some strategies that your community as a collective could do to help grow a local compassionate community?

A sample of recommended strategies identified were to:

Actively participate in community groups	Increase general community awareness of supports and services by sharing knowledge within the community
List out existing supports and services and detail what they provide	Encourage 'death' conversations in schools to normalise the topic of death, dying, ageing, loss and grief
Create more volunteering opportunities within the community	Create a centralised place/area where information can be easily found



To go forward, we would invite decision makers to focus on the following:



Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief

Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged

Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief



Work to meet the unmet medical, social, cultural and spiritual, and emotional needs of Queenslanders

Enhance information and supports to local community groups/organisations and individuals

- The conversations indicated that the top two places Queenslanders look for information about loss, ageing, dying or grief is via community groups/organisations and friends, family or neighbours. Let's invest here



Initiatives to grow Compassionate Neighbours

Support individuals to become compassionate neighbours, by cultivating behaviour changes identified in this report to enable them to collectively foster their compassionate community



Initiatives to grow Compassionate Communities

Foster communities to grow their own compassionate communities through partnerships and initiatives in locations and with groups identified throughout this report

Thursday Island

(Torres and Cape)

Compassionate Community

Conversation Series | Queensland 2019



COMPASSIONATE
COMMUNITIES
CONVERSATION
SERIES

The project is administered by Palliative Care Queensland and in partnership with Health Consumers Queensland, Council on the Ageing Queensland and Carers Queensland



About the Compassionate Communities Conversation Series project

The Compassionate Communities Conversation Series (CCCS) project was a roadshow of 15 open community conversations throughout Queensland about life, ageing and death.

The CCCS events focused on the principles of Compassionate Communities and encouraged participants to consider individual and collective strategies for nurturing compassionate community activities. The CCCS events provided information and resources about local services and supports available to people who are experiencing loss, ageing, dying or grief and improved death and compassion literacy.

About the CCCS Morning Tea in Thursday Island



13 participants
attended



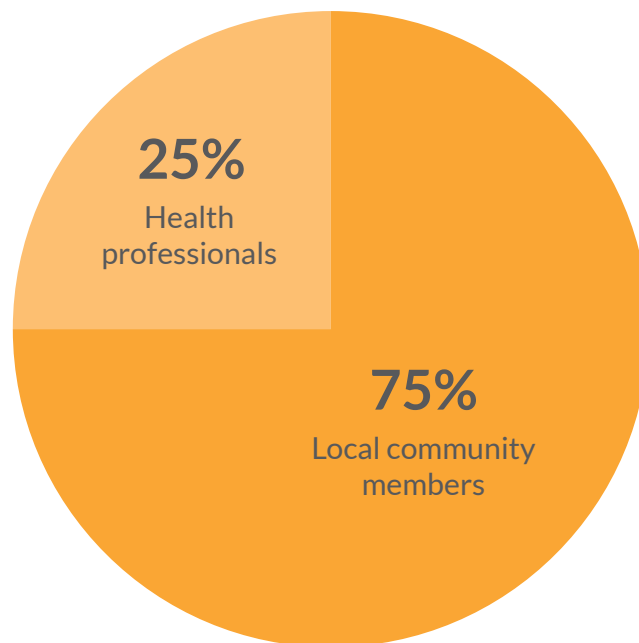
Thursday
May 23, 2019



The Grand
Hotel



*The Thursday Island event was run differently to the other CCCS events, allowing a more relaxed free-flowing conversation style, therefore results have been compiled differently. Notes were taken throughout the conversations and key themes were identified as per the following pages.



Key themes identified during the conversation

The important role of the Indigenous Liaison Officer (ILO)

The participants agreed that Indigenous health needed more advocacy and that ILO's are a very useful resource to assist with patients and families. The participants noted that people can be shy and language barriers can be an issue, therefore their health issues and concerns may not be fully addressed.

Resources and information

When developing resources for first Australians participants recommended that separate versions be created for Torres Strait Islanders and Aboriginals.

High costs and lack of access to supports and services close to home

Participants discussed the lack of medical and holistic resources including lack of staff, limited services and equipment, long distances and high costs for people to travel for medical service and funerals.

Community participation

Participants highlighted "we look after our own", however also noted for this to work, supports, services and equipment must be available when and where needed. In addition, respite for carers and community members is also needed.

Where do participants look for information about loss, ageing, dying or grief?

Participants look for information in the following six ways:

- Friends, family or neighbours
- Someone you know who has experienced loss, ageing, dying or grief
- Community groups/organisations
- GP
- Health care websites
- Google search

Where outside their home do people in Thursday Island spend their time?

We asked this question to figure out how services could partner with places where people spend their time. Participants highlighted the following locations:

Uncle Frankie's Café	Social media	Health Centres
Under the MeKow		

What community supports do participants already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Participants highlighted the following trusted supports:

St John's Community Care	Carers Queensland	Indigenous Health Workers
Primary Health workers	Paramedics	

What are some strategies that individuals could do to help grow a local compassionate community?

A sample of recommendations shared by participants were:

Share information with others in the community about supports and services available	Ask a doctor to sit down and educate families about current services and supports and how they can help
--	---

What are some strategies that your community as a collective could do to help grow a local compassionate community?

A sample of recommended strategies identified were to:

Create a centralised area where supports and services can be found and accessed easily by the public	Elect people to represent the community
--	---



To go forward, we would invite decision makers to focus on the following:



Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief

Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged

Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief



Work to meet the unmet medical, social, cultural and spiritual, and emotional needs of Queenslanders

Enhance information and supports to local community groups/organisations and individuals

- The conversations indicated that the top two places Queenslanders look for information about loss, ageing, dying or grief is via community groups/organisations and friends, family or neighbours. Let's invest here



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Initiatives to grow Compassionate Communities

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Toowoomba

(Darling Downs)

Compassionate Community

Conversation Series | Queensland 2019



COMPASSIONATE
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CONVERSATION
SERIES

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The CCCS events focused on the principles of Compassionate Communities and encouraged participants to consider individual and collective strategies for nurturing compassionate community activities. The CCCS events provided information and resources about local services and supports available to people who are experiencing loss, ageing, dying or grief and improved death and compassion literacy.

About the CCCS Morning Tea in Toowoomba



29 participants
attended



Wednesday
June 26, 2019



City Golf Club



28 evaluations
completed



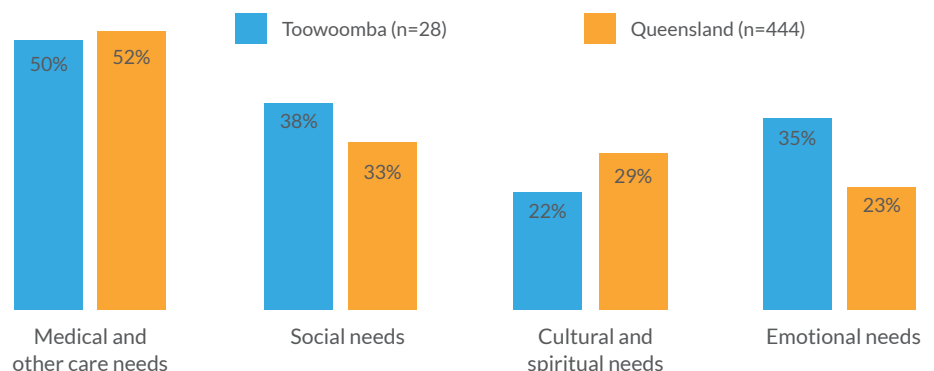
What we learnt

Are current supports and services meeting participants needs?

No. In fact, participants report that most of their needs are not met.

Q: Are current supports and services meeting your needs in the following areas?

A: The YES responses are represented on the right



Where do participants look for information about loss, ageing, dying or grief?

Participants look for information in the following six ways:

Toowoomba results (n=28)	State-wide results (n=444)
1. Community groups/organisations (73%)	1. Community groups/organisations (56%)
2. Friends, family or neighbours (69%)	2. Friends, family or neighbours (55%)
3. Someone you know who has experienced loss, ageing, dying or grief (69%)	3. Someone you know who has experienced loss, ageing, dying or grief (54%)
4. Health care websites (65%)	4. Google search (53%)
5. GP (46%)	5. Health care websites (51%)
6. Google search (42%)	6. GP (49%)

Note: people could choose more than 1 option

Where outside their home do people in Toowoomba spend their time?

We asked this question to figure out how services could partner with places where people spend their time.

Participants highlighted the following locations:

Community Garden	Church	Sunday Markets
Golf Club	Bowls Club	Bakery
Over 55 Retirement Villages	Facebook groups	RSL

What community supports do participants already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Participants highlighted the following trusted supports:

Men's Shed	Carers Queensland	Rotary Lions
Hotels/entertainment precincts	Meals on Wheels	Salvation Army
Probus	Housing Hub	West Creek Community Centre
Liberal Party	U3A	Lifeline

What are some strategies that individuals could do to help grow a local compassionate community?

A sample of recommendations shared by participants were:

Share a personal story to create common ground	Volunteer within the community and communicate with others to reduce social isolation
Share information on supports and services to people who are experiencing loss, ageing, dying or grief	Catch up with neighbours and community members over a cup of tea or coffee
Be non-judgemental and connect with community members	Host a Death Cafe

What are some strategies that your community as a collective could do to help grow a local compassionate community?

A sample of recommended strategies identified were to:

Be aware of who your neighbours are	Share information within the community about how to access supports and services to increase public awareness
Demystify illness, death and dying within the community by having open conversations	Organise community events and encourage participation to build community relationships



To go forward, we would invite decision makers to focus on the following:



Recognise the unmet needs of Queenslanders as it relates to loss, ageing, dying and grief

Consider using the Public Health Palliative Care framework³ as a way to align with local priorities for communities that are healthy and engaged

Determine new strategies to maximise the collective impact of working with community assets to support Queenslanders who experience loss, ageing, dying or grief



Work to meet the unmet medical, social, cultural and spiritual, and emotional needs of Queenslanders

Enhance information and supports to local community groups/organisations and individuals

- The conversations indicated that the top two places Queenslanders look for information about loss, ageing, dying or grief is via community groups/ organisations and friends, family or neighbours. Let's invest here



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Initiatives to grow Compassionate Communities

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Townsville

Compassionate Community

Conversation Series | Queensland 2019



COMPASSIONATE
COMMUNITIES
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SERIES

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About the CCCS Morning Tea in Townsville



46 participants attended



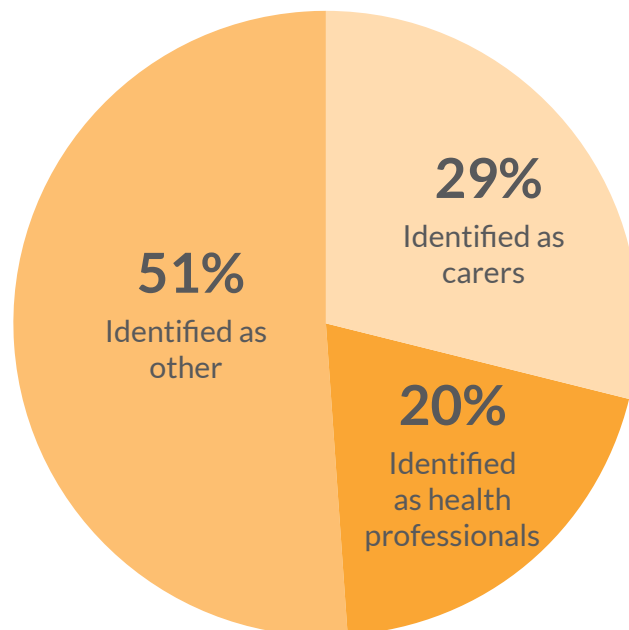
Wednesday
May 1, 2019



Carlyle Gardens



36 evaluations completed



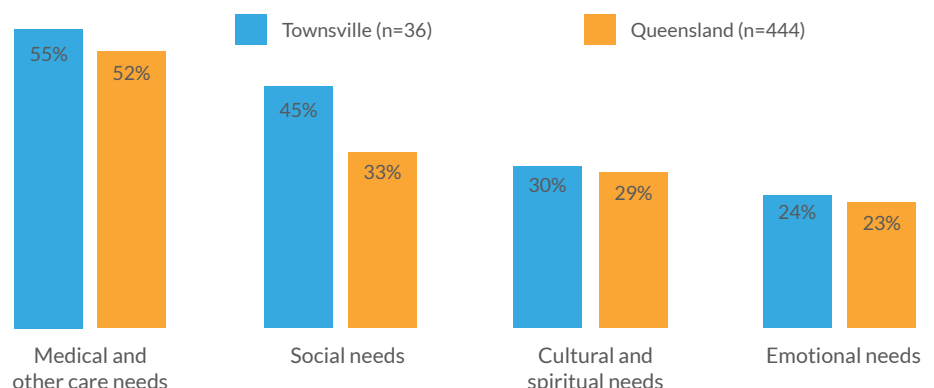
What we learnt

Are current supports and services meeting participants needs?

No. In fact, participants report that most of their needs are not met.

Q: Are current supports and services meeting your needs in the following areas?

A: The YES responses are represented on the right



Where do participants look for information about loss, ageing, dying or grief?

Participants look for information in the following six ways:

Townsville results (n=36)	State-wide results (n=444)
1. GP (47%)	1. Community groups/organisations (56%)
2. Someone you know who has experienced loss, ageing, dying or grief (47%)	2. Friends, family or neighbours (55%)
3. Health care websites (47%)	3. Someone you know who has experienced loss, ageing, dying or grief (54%)
4. Community groups/organisations (44%)	4. Google search (53%)
5. Friends, family or neighbours (42%)	5. Health care websites (51%)
6. Google search (39%)	6. GP (49%)

Note: people could choose more than 1 option

Where outside their home do people in Townsville spend their time?

We asked this question to figure out how services could partner with places where people spend their time. Participants highlighted the following locations:

Carlyle Gardens	Lions Club	Library
Workplaces	Churches	Local markets
Retirement villages	Sporting clubs	Schools

What community supports do participants already trust to help them navigate loss, ageing, dying and grief?

We asked this question to identify existing assets that could help build more compassionate communities specific to their location. Participants highlighted the following trusted supports:

Lifeline	Palliative Care Teams	Beyond Blue
Funeral Director	Hospice	Bereavement services
Counselling services	Local religious leaders	Churches
GPs	Meals on Wheels	Social workers
My Aged Care		

What are some strategies that individuals could do to help grow a local compassionate community?

A sample of recommendations shared by participants were:

Become more involved within the community	Invite community members over for a meal
Start a conversation with neighbours and get to know them	Offer to help if you notice someone is struggling or in need of help
Connect to people within the community and chat regularly	Organise a BBQ event in the neighbourhood or street
Volunteer your time in the community	Share personal experiences to those going through a similar experience

What are some strategies that your community as a collective could do to help grow a local compassionate community?

A sample of recommended strategies identified were to:

Have a centralised place where information about supports and services can be easily accessed by the public	Advertise existing supports and services to increase awareness
Create a monthly e-newsletter to keep people up-to-date with current information and events happening within the community	Create more community events to encourage relationship building



To go forward, we would invite decision makers to focus on the following:



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References

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Compassionate Communities Conversation Series | Queensland 2019

Appendices

Appendix A – Individual worksheets (Compassionate Neighbour)

Individual reflection worksheet

How would you know if a neighbour (or a friend from a community group) is experiencing loss, ageing, dying or grief? **and** how would you know what supports they might need?

How do you know what supports and services are available for people who are experiencing loss, ageing, dying or grief?



Why do you think many people don't accept help?

How would you start a conversation with a neighbor (or a friend from a community group) about dying or grief?

Appendix B – Tabletop discussions worksheet (Compassionate Community)

Tabletop discussions



The CCCS project is administered by Palliative Care Queensland, in partnership with



1. **What are the existing local community hubs/connectors?**
 - b. What are the local places where communities connect?
 - c. Where are the community hubs in your community?
 - d. What already brings people together? Both regular gatherings such as clubs or larger events such as sport.
 - e. Who and where are the social anchors in your community? Why are they central points of connection in everyday local life?

2. **What supports, services, resources & activities already exists for people experiencing loss, ageing, dying and grief in your local community?**
 - a. What's working well?
 - b. What's not working well?
 - c. Where are the gaps?

3. **What should happen in your local area to grow compassionate communities?**
 - a. What could YOU do?
 - b. What could WE as a collective do?



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