

Transforming community advance care planning awareness to understanding and action

National communications, volunteers, advice and education

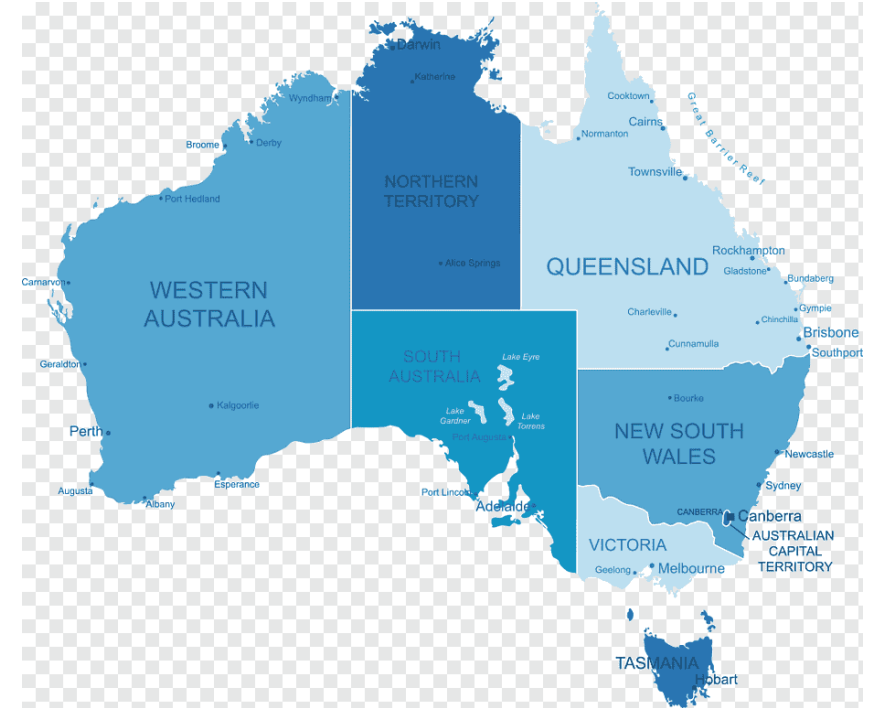
Ms Linda Nolte

Program Director, Advance Care Planning Australia

Linda.Nolte@austin.org.au

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National authority, expert advisor, and active in policy advocacy			
Communications program	ACP Volunteer Ambassadors	ACPA learning <u>hub</u>	ACP Improvement toolkit
National ACP week campaign	National ACP advice service	Education and training	Collaborations

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Evidence informing ACPA activities

- Only approximately half of the Australian community have heard of advance care planning.¹
- Of a cancer and support person population, only 3% did not want to discuss ACP at all.¹
- The Australian public have a low to moderate knowledge about the substitute decision-maker role; only 33% reported awareness.²
- Having ever discussed ACP with a doctor or someone else were both significant predictors of ACP documentation completion; making people 3 times more likely to complete an ACD.³
- Most ACP volunteer models involve facilitating conversations, education and advance care directive completion; none describe a framework for recruitment and involvement in ACP.⁴

Communications program

NEED ADVICE? 1300 208 582 OTHER LANGUAGES

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BE OPEN | BE READY | BE HEARD

Understand advance care planning Create your plan Law and ethics Training and education About us



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Advance care planning is thinking about and documenting your preferences for future health care.

It prepares you and others for a time when you may no longer be able to communicate those decisions.

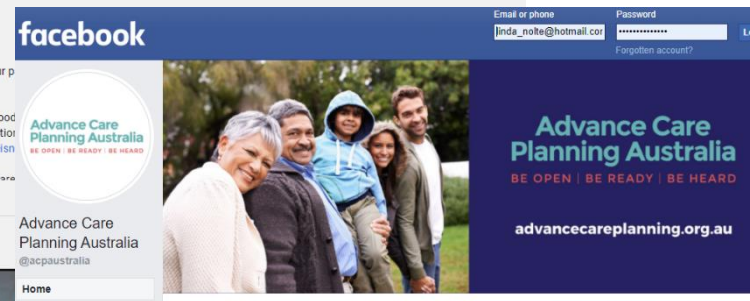
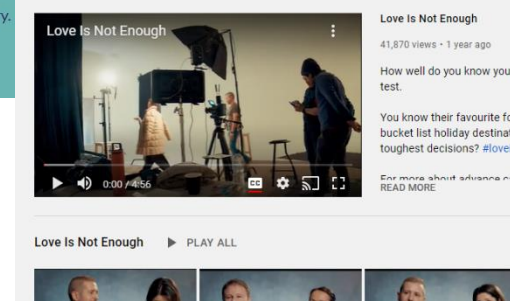
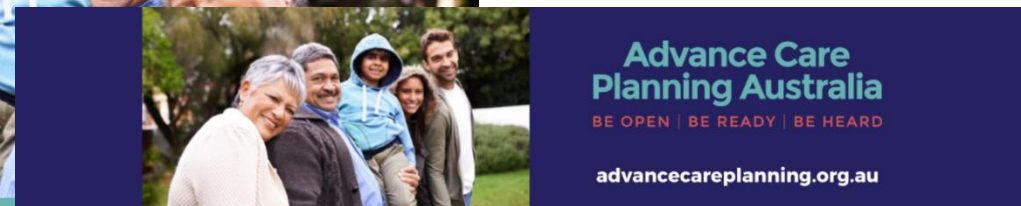
[Learn more about advance care planning](#)



Create your plan

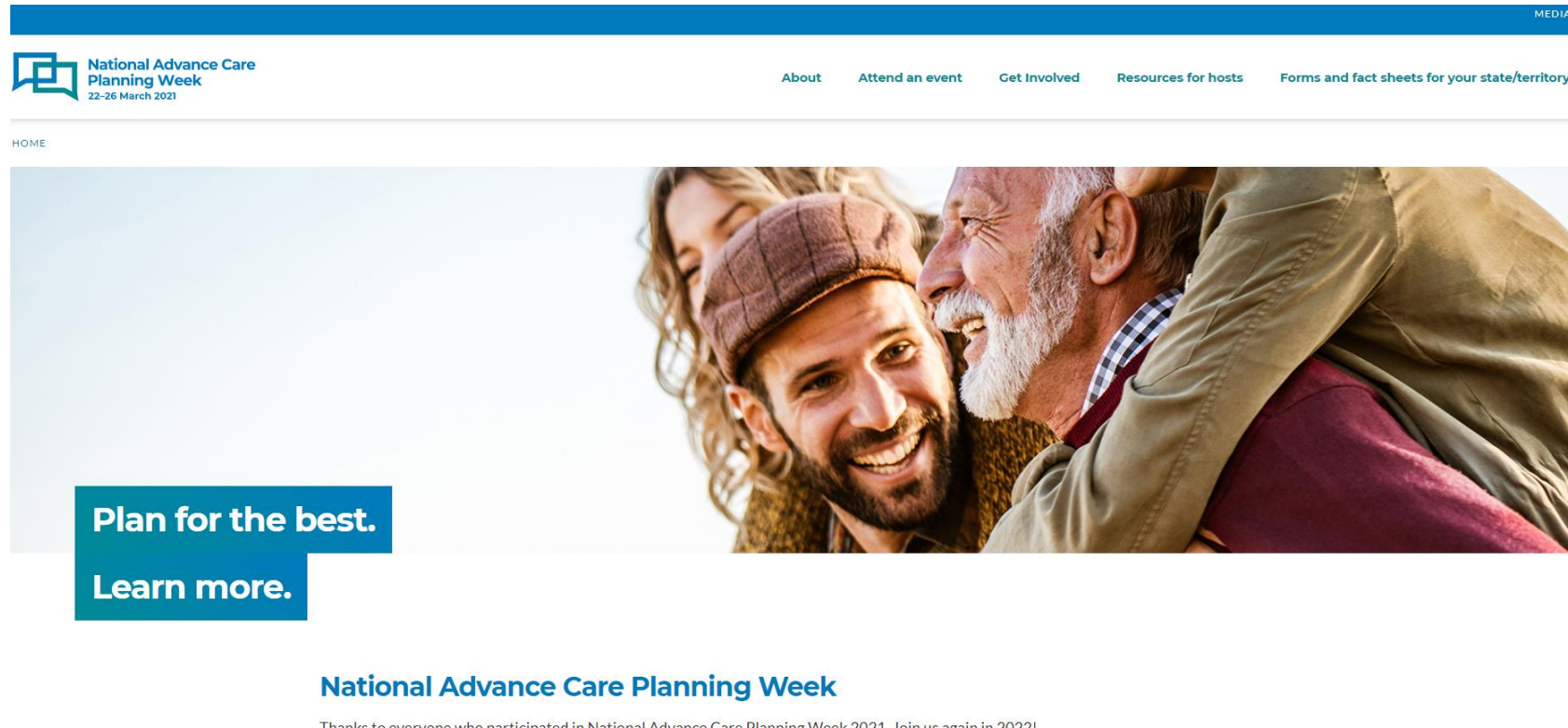
The process, forms and documents for advance care planning depend on your state or territory.

[Create your plan and find forms](#)



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National ACP week campaign



Activities:

- ACP week website
- Campaign Ambassadors
- Campaign creative
- Campaign videos
- Media, social media
- Advertising
- Events – host resources
- Information packs
- Consumer webinars
- Consumer eNews

Reaching 3.5M Australians in 2021

National ACP week campaign



National ACP week campaign

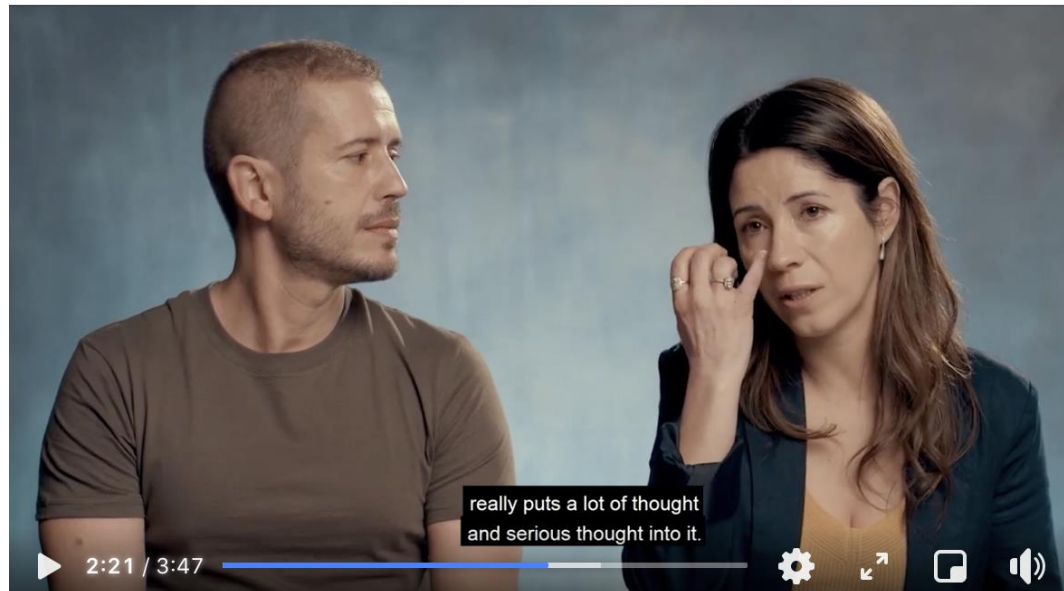


Advance Care Planning Australia

Published by Elizabeth Lauren · 22 February · 🌐

How well prepared is this couple to face the worst day of their lives? 😬

Plan for the best <https://zurl.co/8Y0t> #LoveIsNotEnough #acpweek21 #advancecareplanning



Advance Care Planning Australia

Published by Elizabeth Lauren · 22 March · 🌐

You and your partner are close, but are you 'Quevy and John' close?

Knowing each other well can sometimes come from the least romantic conversations.

Get involved in Advance Care Planning Week <https://www.acpweek.org.au>
#loveisnotenough #advancecareplanning #acpweek21



ACP Community Ambassadors



Activities:

- Recruit volunteers with experience in health care, willingness to learn about ACP, and capability to use a computer
- Provide a comprehensive ACP training program
- Establish mentor relationships between experienced and new volunteers
- Provide guidelines and resources to standardise high quality volunteer services
- Deliver a monthly eNewsletter and provide regular information updates
- Conduct monthly team meetings
- Conduct annual review and provide support
- Evaluate volunteer services and continuously improve

ACP Community Ambassadors

Advice service

- Deal with enquiries from consumers, family members/ loved ones, health professionals and service providers nationally
- Utilise the *Standard Operating Procedures*
- Provide resources and support

Community education

- Deliver ACP introductory education sessions to consumers, family members/ loved ones and/or care workers (via webinar)
- Utilise approved presentations and bring consumer experience
- Provide resources and support
- Promote ACPA learning hub

ACPA Community Ambassador Volunteers deliver community engagement and information support

ACP advice service



1300 208 582

9am - 5pm (AEST) Monday to Friday

Get advice

No matter your situation, our team can give you advice on all matters relating to advance care planning.

You might like advice on:

- the advance care planning process or documentation in your state or territory
- starting the conversation about advance care planning
- making sure your goals, values and preferences are heard
- choosing or being a substitute decision-maker
- the role and responsibilities of health professionals
- training and education
- advance care planning policy
- interpreting and understanding research and evidence

We're here to help. Call our advisory service on [1300 208 582](tel:1300208582). We're available 9am - 5pm (AEST) Monday to Friday.

If you would prefer to email, you can use the form below.

General enquiries

First Name*

Last Name*

Email*

Phone

ACP community education



Volunteer activity evaluation findings

Advice service

- 96% of respondents strongly agreed/agreed that they were satisfied with the service they received
- 95% of respondents strongly agreed/agreed that the operator was knowledgeable
- 99% of respondents strongly agreed/agreed that the operator was easy to understand
- 93% of respondents strongly agreed/agreed that the operator directed them to useful resources
- 88% of respondents strongly agreed/agreed that the resources they were directed to were useful (if applicable)
- 93% of respondents strongly agreed/agreed that the operator provided them with the advance care planning information that they required

Community education

Pre-education survey:

- 30% reported never having heard of ACP
- 20% reported having had ACP discussions
- 5% reported having completed an advance care directive

Post-education survey:

- 86% reported confidence in having conversations with loved ones
- 68% reported confidence in having conversations with clinicians
- 95% reported knowing what ACP is
- 72% reported knowing now how to complete an advance care directive

References

1. Rodi H, Detering K, Sellars M, MacLeod A, Todd J, Fullerton S, Waller A, Nolte L. Exploring advance care planning awareness, experiences, and preferences of people with cancer and support people: an Australian online cross-sectional study. *Supportive Care in Cancer*. 2021;29(7):3677-88.
2. Sellars M, Tran J, Nolte L, White B, Sinclair C, Fetherstonhaugh D, Detering K. Public knowledge, preferences and experiences about medical substitute decision-making: a national cross-sectional survey. *BMJ Supportive and Palliative Care* 2021 doi:10.1136/bmjspcare-2020-002619
3. Sellars M, Detering KM, Sinclair C, White BP, Buck K, Ruseckaite R, Clayton JM, Nolte L. Personal and interpersonal factors and their associations with advance care planning documentation: a cross-sectional survey of older adults in Australia. *Journal of Pain and Symptom Management*. 2020;59(6):1212-22.
4. Sellars M, Simpson J, Kelly H, et al. Volunteer involvement in advance care planning: a scoping review. *Journal of Pain and Symptom Management*. 2019;57(6):1166-1175.e1.

<https://www.advancecareplanning.org.au/about-us/our-research-and-publications>

Thank you