

Recommended questions to ask an End-of-life Doula



PalliativeCare
AUSTRALIA

The Australian Palliative Care Peak Bodies Network understand that end-of-life doula roles are emerging throughout Australia. As this a relatively new role in the Australian context, the network hosted a roundtable to increase its understanding of the role and to establish resources to support person-centred and quality palliative care.

These questions have been developed to support people experiencing a serious or life-limiting illness and their carers and communities who may be considering engaging an end-of-life doula.

The following are recommended questions to ask an end-of-life doula when considering engaging them or purchasing services:

What can and can't you do in your role?

Each end-of-life doula offers different supports and it is important to know what services are provided.

Questions we recommend

- » What activities/tasks do you do in a typical day in your role as an end-of-life doula?
- » Are there activities/tasks that you will not be involved in?
- » How can you help with paperwork? For example, Advance Care Planning (ACP), wills, powers of attorney etc.
- » How can you help after my loved one or I die? For example, cooling equipment, notifying family/friends, funeral arrangements, memorialisation etc.
- » Can I choose what supports from you I do or don't want? And what if I change my mind?
- » Are you regulated by a Code of Conduct?

Tell me more about your background?

Each end-of-life doula comes from a different background and there is currently no registration process for an end-of-life doula. It is important to understand the background of the individual.

Questions we recommend

- » How do I know that you have the qualifications and experience to support me/my family?
- » What relationship do you have with local services such as my GP or community nurse including palliative care services?
- » Do you support people who are considering voluntary assisted dying (VAD)?

Other important areas to discuss

Questions we recommend

- » How much do you charge? And how is this paid? (i.e. up front or in instalments)
- » How much time will you spend with me?
- » Is there a period in my illness when you would recommend allocating more time for services? Are there additional costs for these e.g. after hours supports?
- » What times/days are you available? What if I need you and you are away? For example, on holiday or a weekend away. Do you have a backup doula or do you work in a team? If so, can I meet other team members so that I have a chance to build trust with them too?
- » How can I contact you? Do you provide phone or email support if I have any questions?
- » What's the difference between your service and a social worker at the hospital?
- » What do you offer that is different to a palliative care volunteer?
- » Do you have insurance to cover your services?

For more information about palliative care, please visit your relevant website below:

- » **Palliative Care NSW**
www.palliativecarensw.org.au
- » **Palliative Care Queensland**
www.palliativecareqld.org.au
- » **Palliative Care SA**
www.palliativecaresa.org.au
- » **Palliative Care Tasmania Limited**
www.pallcaretas.org.au
- » **Palliative Care Victoria**
www.pallcarevic.asn.au
- » **Palliative Care WA**
www.palliativecarewa.asn.au
- » **Palliative Care ACT**
www.pallcareact.org.au
- » **Palliative Care NT**
www.pallcarent.org.au

Palliative care peak bodies from all Australian states and territories as well as Flinders University have developed this document:



Palliative Care Australia

P: 02 6232 0700
E: pca@palliativecare.org.au

8/113 Canberra Ave
Griffith ACT 2603

PO Box 124
Fyshwick ACT 2609

palliativecare.org.au

