



Australian Indigenous  
**HealthInfoNet**  
healthinfonet.ecu.edu.au

# **Palliative Care and End-of-Life Care Portal on the Australian Indigenous HealthInfoNet**

## **User Survey Report 4 August – 21 October 2025**

**Submitted to: Palliative Care Australia (PCA)**

**Submitted: November 2025**

*The Australian Indigenous HealthInfoNet acknowledges the Traditional Custodians of the lands and waters of Australia and the Torres Strait. We respect all Aboriginal and Torres Strait Islander people—their customs and their beliefs. We also pay our respects to Elders past, present and emerging, with particular acknowledgement to the Whadjuk people of the Noongar nation, the Traditional Custodians of the lands where our offices are located.*

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## Background

The Australian Indigenous Health/InfoNet (Health/InfoNet) was funded by Palliative Care Australia (PCA) in 2018 to create a new Palliative Care and End-of-Life Care Portal (Portal), Yarning Places and a regular newsletter for a national health care audience to promote these resources. The Portal provides timely, relevant and easily accessible resources about Aboriginal and Torres Strait Islander palliative care and end-of-life care. The target audience includes, but is not limited to, health service providers and other health professionals including Aboriginal and Torres Strait Islander Health Workers; clinicians; allied health workers, community workers and lay helpers.

The first contract between the Health/InfoNet and PCA commenced on 1 July 2018 and concluded on 31 December 2019. A second contract was for the period 1 January to 30 June 2020, and this was then extended by variation to 30 June 2023. The current contract commenced on 1 July 2023 and will conclude on 30 June 2026.

The Portal's direct URL is: <https://healthinfolnet.ecu.edu.au/learn/health-system/palliative-care/>

The current contract required the Health/InfoNet, in partnership with PCA, to design and conduct a stakeholder online survey in the period July to October 2025 and present a report outlining the findings by 30 November 2025.

## Summary

A brief pop-up survey to gauge the opinions of users of the Health/InfoNet's Palliative Care and End-of-Life Care Portal was conducted over 11 weeks in August - October 2025. There were 87 responses to the survey. Results show that 39% of respondents identified as Aboriginal, and 87% of respondents strongly agreed or agreed that the resources on the Portal were useful.

## About this report

This report contains:

- background information about the development of the Portal and the survey
- an infographic summarising key findings from the survey
- complete survey data, as an appendix.

Questions or comments about this report can be directed to:

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## Survey design

A cross-sectional online survey was developed to collect demographic information and user feedback about the Portal. The survey comprised six questions, including five closed-ended and one open-ended item. Its primary aims were to build a profile of Portal users, identify reasons for Portal use, assess perceived usefulness, and capture additional feedback. All survey items were reviewed and approved by PCA.

The survey instrument was modelled on a tool previously developed and tested on a comparably sized *HealthInfoNet* portal to ensure consistency and usability. The question set differed from that used in the 2021 Palliative Care Portal user survey; therefore, results from the two surveys are not directly comparable.

## **Data collection**

The survey was deployed on the Portal homepage, where it appeared as a pop-up for each new visitor. Data collection commenced on Monday 4 August 2025 and remained open until the morning of Tuesday 21 October 2025.

A strategy to minimise spam responses, developed following issues identified in the 2021 survey, was implemented prior to launch. As a result, no responses were identified as spam in the 2025 dataset.

## **Palliative Care and End-of-Life Care Portal survey promotion**

The survey was promoted on the launch date via a special edition of the Palliative Care and End-of-Life Care Newsletter. Additionally, it was promoted in the September edition of the Palliative Care and End-of-Life Care Newsletter, and also through PCA's eNews. An email blast from the *HealthInfoNet* to palliative care organisations further promoted the survey. In adherence to the *HealthInfoNet*'s strategy for reducing spam responses, the survey was not promoted via social media channels.

## **Palliative Care and End-of-Life Care Portal survey results**

A total of 87 responses were collected.

While keeping in mind that the sample size (n=87) was relatively small, key survey results included:

- 39% of respondents identified as Aboriginal
- 'Nurse' was the most frequently reported occupation (25% of respondents)
- The majority of respondents (63%) visited the Portal for work purposes
- 87% strongly agreed or agreed that the resources on the Portal were useful
- The majority of respondents (25%) selected NSW as their location
- No respondents considered that the resources on the Portal were not useful
- Qualitative responses showed that respondents found the Portal informative, helpful, useful and supportive for Aboriginal and Torres Strait Islander people, and indicated that there need to be more resources like this.

Appendix 1 contains complete survey results for the 87 respondents. The infographic visually summarises key results from the survey.

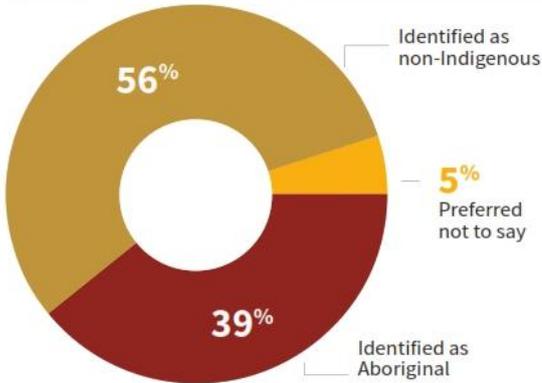
## **Closing statement**

The findings from this survey provide a snapshot of how users are engaging with the Palliative Care and End-of-Life Care Portal and their perceptions of its usefulness. These results will help inform ongoing maintenance and development activities as part of the current contract period.



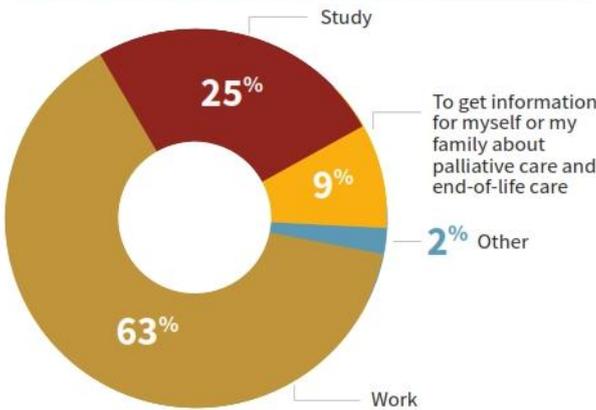
RESULTS AT A GLANCE

Indigeneity

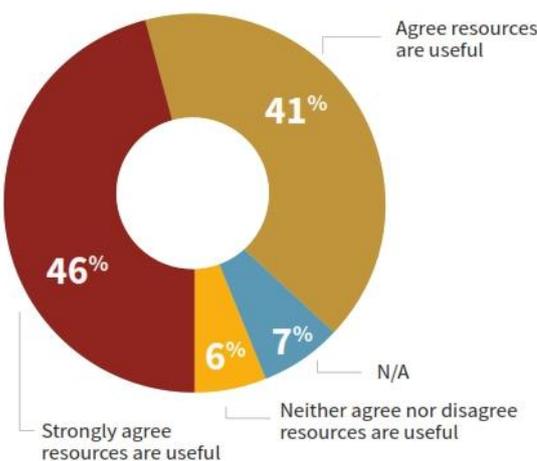


Note: No respondents selected Torres Strait Islander, or Aboriginal and Torres Strait Islander

Main reason for visiting the Portal

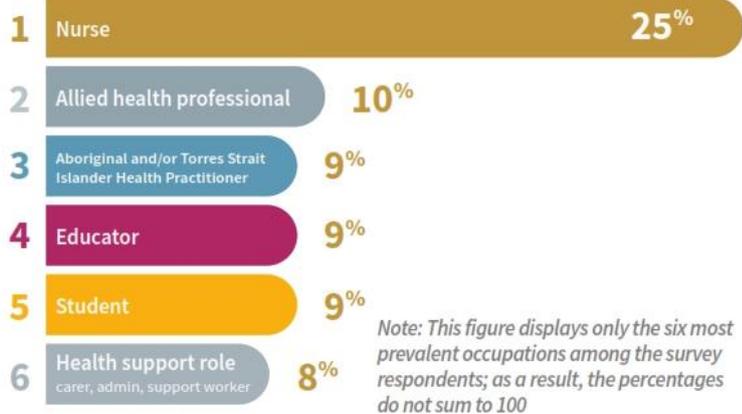


Usefulness of resources on the Portal



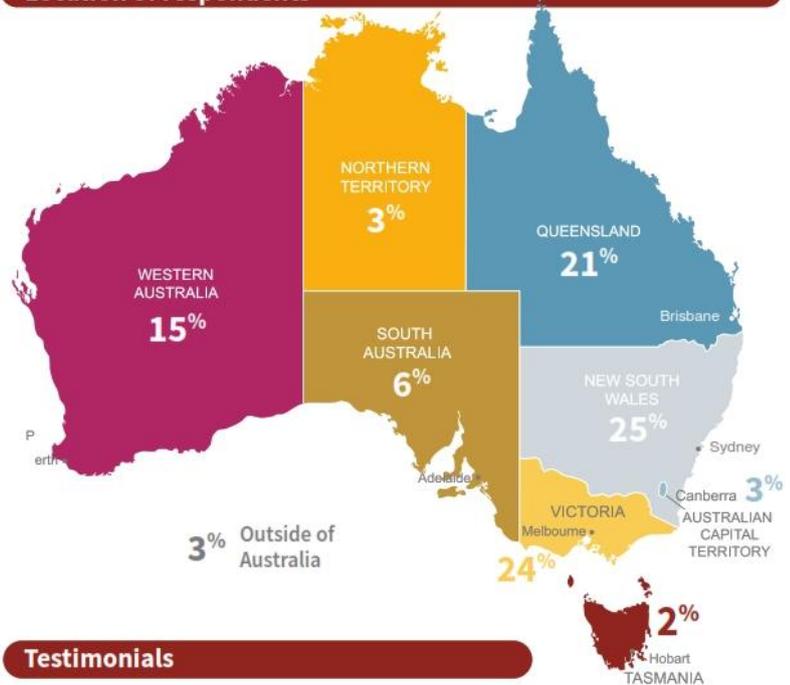
Note: N/A option was provided for those respondents who had accessed the Portal homepage but had not yet explored its contents. No respondents disagreed the resources were useful.

Occupation: Top 6 responses



Note: This figure displays only the six most prevalent occupations among the survey respondents; as a result, the percentages do not sum to 100

Location of respondents



Testimonials

- “ I think (the Portal) is a great idea as our families don't talk about planning for end of life. *Aboriginal Health Practitioner, Victoria* ”
- “ This is very useful for our mob as there (are) hard conversations our mob need to have while the palliative care patient is still alive. *Aboriginal community member, NSW* ”
- “ Very informative (website) to enrich my cultural learning and utilise in my own profession. *Aboriginal paramedic, Queensland* ”

The 2025 Australian Indigenous HealthInfoNet Palliative Care and End-Of-Life Care Portal User Survey was created to gauge user opinion of the Portal and to report this information to the Portal's funders (Palliative Care Australia). The survey launched on 4 August 2025 and closed the morning of 21 October 2025. There were 87 valid responses. Data have been rounded. This survey formed part of the HealthInfoNet's Impact and Evaluation Project, which has been approved by the ECU Human Research Ethics Committee (Project number: 18408).



## Appendix 1

### Complete Palliative Care and End-of-Life Care Portal Survey Dataset, Monday 4 August 2025 – the morning of Tuesday 21 October 2025

A pop-up survey was developed to gather user demographic information and assess user feedback on the Palliative Care and End-of-Life Care Portal. The survey was launched on Monday 4 August 2025 and remained open until the morning of Tuesday 21 October 2025. The survey, which comprised 6 questions, appeared each time a new visitor accessed the Portal homepage. A total of 87 responses were collected from the pop-up survey.

Below is the complete dataset for the survey.

**Table 1. My main reason for visiting the Palliative Care and End-of-Life Care Portal is:**

	Frequency	Percent
For my work	55	63.2
For my study	22	25.3
To get information for myself or my family about palliative care and end-of-life care	8	9.2
Other	2	2.3
Total	87	100.0

**Table 2. Other reason for visiting the Portal (please describe):**

And work also. Especially for carers to be better informed
Expanding my knowledge and understanding
Finding out more about what's important for elders
For my research
Looking at applying for work in Palliative care and end of life care
Recent discussion point at conference
research availability of resources in community for mob
Sharing information through my network
So my study can inform my nursing practice allowing for enhanced culturally appropriate care
study is related to work

**Table 3. Are you of Aboriginal and/or Torres Strait Islander origin?**

	Frequency	Percent
No	49	56.3
Yes, Aboriginal	34	39.1
Prefer not to say	4	4.6
Total	87	100.0

Note: There were no respondents who selected 'Yes, Torres Strait Islander' or 'Yes, both Aboriginal and Torres Strait Islander'.

**Table 4. My main occupation is:**

	Frequency	Percent
Nurse	22	25.3
Allied health professional	9	10.3
Aboriginal and/or Torres Strait Islander Health Practitioner	8	9.2
Educator	8	9.2
Student	8	9.2
Health support role (e.g. carer, administrator, support worker)	7	8.0
(no response)	5	5.7
Aboriginal and/or Torres Strait Islander Health Worker	5	5.7
Other (please specify)	5	5.7
Program manager or officer	4	4.6
General Practitioner	3	3.4
Researcher (e.g. academic, policy advisor)	3	3.4
Total	87	100.0

Note: Percentages may not total 100.0 due to rounding.

**Table 5. 'Other' occupations:**

Aboriginal Service Delivery Specialist for Seniors Aged Care
Aboriginal Liaison Officer in Mental health, justice health and alcohol & other drugs
Community Aged Care Manager
MPHN Palliative Care Project Officer
ALO

**Table 6. In which state or territory are you located?**

	Frequency	Percent
New South Wales	22	25.3
Victoria	21	24.1
Queensland	18	20.7
Western Australia	13	14.9
South Australia	5	5.7
Australian Capital Territory	3	3.4
Outside of Australia	3	3.4
Tasmania	2	2.3
Total	87	100.0

Note: Percentages may not total 100.0 due to rounding.

**Table 7. The information I have accessed on the Palliative Care and End-of-Life Care Portal was useful:**

		Frequency	Percent
Valid	Strongly agree	40	46.0
	Agree	36	41.4
	N/A	6	6.9
	Neither agree nor disagree	5	5.7
	Total	87	100.0

**Table 8. Please provide any additional feedback on the Palliative Care and End-of-Life Care Portal below:**

Beautiful art work on the site
Free information forums
Haven't read it yet
I hadn't had a chance to review the webpage before this pop-up arose. Oh, helloooo from Indigenous Canada!! :-)
I think its a great idea as our families don't talk about planning for end of life
I've always been able to locate what I need to
It would be good to have links from other Palliative Care organisations to your website for cross-sector information because not everyone in Palliative Care would know you exist
This is very useful for our mob as there needs to be there hard conversations OUR MOB NEED TO HAVE WHILE THE PALLIATIVE CARE PATIENT IS STILL ALIV3, so there is no disagreements and arguments within the family after they (the PALLIATIVE patient) is crossing over into the dreamlike!
very informative to enrich my cultural learning & utilise this in my own profession.
We need more resources such as this as an Aboriginal person my i understand how different these beliefs are for each nation/tribe. I am so proud that these resources continue to support our people and Elders.