

The Right to Communicate

Supporting Linguistic Diversity
as a Right in Aged Care

February 2025



Centre for
Cultural Diversity
in Ageing

Supported by Benetas







Housekeeping

- Keep your camera on when you can – makes working together easier
- Change your Zoom display name to your full name & organisation
- Keep yourself on mute when you're not speaking
- This session is being recorded. If you don't want to appear in the on-demand video let us know
- The slides & on-demand video will be on our website in around 3 weeks time



OUR VISION

All aged care consumers in Australia experience inclusive and accessible care

OUR PURPOSE

To build the capacity and capabilities of Australian aged care providers to deliver services that are welcoming, inclusive and accessible

OUR SERVICE AREAS



Inclusive practice
training and workshops



Capacity building to
promote cultural inclusion
and equity



Diversity advice and
consulting

The Centre for Cultural Diversity in Ageing is supported by Benetas & funded by the Australian Department of Health and Aged Care through the Partners in Culturally Appropriate Care (PICAC) program.



Menti Poll

Go to bit.ly/p-feb

Or scan the QR code



SCAN ME

Fiona Nixon



Fiona leads Think HQ's strategy and insights team providing guidance and expertise in inclusive communications planning stakeholder engagement to clients and across the agency. She currently provides executive oversight to the establishment and operation of the Department of Health and Aged Care, Aged Care Translation Service within Think HQ.

A passionate communications and sustainability leader, Fiona's career spans the private sector, consultancy and the public sector where she managed communications for social policy portfolios including community development and multicultural affairs. For the past 7 years she has served as a member of the Australia's Committee of Human Rights Watch.



The Right to Communicate – Supporting Diversity as a Right in Aged Care

Aged Care Translation Service

Department of Health and Aged Care



V 1.0
February 2025

THINK-HQ.COM.AU

THINKHQ



Acknowledgement of Country

We acknowledge the Traditional Owners of the land on which our offices stand, the Gadigal people of the Eora Nation, and the Yaluk-ut Weelam Clan of the Boon Wurrung people. We recognise their continuing connection to land, waters and culture.

We pay our respects to their Elders, past and present.

Artist: ENOKi, a proud Dja Dja Wurrung and Yorta Yorta Blak Fulla (They/Them) based in Wurundjeri Country (Melbourne). ENOKi explores the themes of Blakness and Queer Identity in their practice and is heavily inspired by '80s, '90s, and early 2000s artists, rap, hip-hop, and pop culture.



DIFFERENT LANGUAGES, SAME AGED CARE

The Department of Health and Aged Care is working with Think HQ to provide a free translation service across Australia.

The aim is to help to provide culturally safe, appropriate and inclusive care, in line with the Aged Care Quality Standards.



WHY IN LANGUAGE MATERIALS ARE SO IMPORTANT

- The Census data from 2021 recorded **723,073 people** from multicultural backgrounds aged **65 and over**
- Generally, levels of English proficiency are lower amongst older people – and levels drop for people in older age groups.
- As an aged care provider, it is important that people in your care have information they need, delivered in a way they can understand.

Translated materials:

- Help older people make informed choices that suit their needs.
- Help families who may have higher English proficiency to communicate with and support older people.

	Language group	Over 65	% Low EPL
1	Mandarin	60,336	73%
2	Cantonese	58,781	51%
3	Greek	75,828	38%
4	Vietnamese	32,975	72%
5	Italian	97,638	23%
6	Arabic	38,297	38%
7	Spanish	25,588	30%
8	Macedonian	19,000	41%
9	Korean	7,862	71%
10	Croatian	21,125	26%
11	Serbian	13,222	41%
12	Turkish	8,451	56%
13	Russian	9,964	41%
14	Punjabi	7,894	51%
15	Khmer	4,510	75%
16	Polish	15,265	19%
17	Assyrian	4,744	59%
18	Portuguese	6,601	38%
19	Hindi	11,422	21%
20	Persian (excluding Dari)	5,034	42%

Australian Bureau of Statistics: Census 2021: Top 20 recorded multicultural communities of people aged 65 and over / low English proficiency

ELIGIBLE ORGANISATIONS

An Australian Government-subsidised **aged care provider** delivering care under one or more of the following programs:

- Commonwealth Home Support Programme (CHSP)
- Home Care Packages (HCP)
- Residential aged care
- Short Term Restorative Care (STRC)
- Respite care
- Transition care program (TCP)
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program
- Multi-Purpose Services (MPS)
- Disability Support for Older Australians (formerly Continuity of Support program)

A **peak body** such as the Aged & Community Care Providers Association (ACCPA), Council on the Ageing (COTA) or LGBTIQ+ Health Australia (LHA)

A member of the Partners in Culturally Appropriate Care (**PICAC**) program

Care Finders and EnCOMPASS Multicultural Aged Care Connectors

WHAT MATERIALS CAN BE TRANSLATED?

- Welcome material such as how your service operates
- Factsheets and information materials about available services and how to access them
- Form templates such as registration, service agreement and feedback forms
- In-facility wayfinding signage to assist people in getting to rooms and activities
- Audio and video messages that assist people to better understand or participate in your service.
- Disaster plan information

Uwaga, mieszkańcy i ich rodziny

Cenimy sobie waszą opinię!

Aby ułatwić przekazywanie opinii, przygotowaliśmy specjalne stoisko w pobliżu recepcji.

Niezależnie od tego, czy chcesz przekazać pochwałę, skargę lub sugestię dotyczącą jakości usług, możesz z łatwością powiadomić nas o tym online. Twój głos pomaga nam poprawić jakość naszych usług.

English Language Communication Cards
Kat 80000 80000 80000 80000 80000 80000

Water
Wara

Juice
Wara blong prut

Tea
Ti

Sugar
Suga

Croatian - Hrvatski



COTA (Council on the Ageing) Tasmania
COTA (Vijeće za pitanja u vezi starenja) Tasmanija

Care Finder
[Tražilica skrbi]

Imate li poteškoća prilikom pristupa uslugama skrbi za starije osobe i nemate nikoga tko može pomoći?

COTA Tasmanian program Care Finder je besplatna i prijateljska društvena služba. Nudimo pomoć putem sustava skrbi za starije osobe za one koji se suočavaju s izazovima i okolnostima koje otežavaju samostalno snalaženje. Radit ćemo zajedno s vama, kako biste ostvarili pristup uslugama skrbi za starije osobe i drugim uslugama podrške.

Povežite se s nama na:

COTA TASMANIA
Ova program finansira organizacija Primary Health Tasmania (Pravna ustanova zdravlja Tasmanije) (Tasmanian Primary Health Networks Program) (Program zdravstvenih ustanova mreže) Australijske Vlade.

PROCEDURA DI EMERGENZA
EMERGENCY PROCEDURES

Mantieni la calma e segui queste istruzioni

Se senti un allarme

1. Rimani nella tua stanza: Il capo degli addetti alle emergenze sta investigando l'allarme.
2. Aspetta di ricevere istruzioni.
3. Preparati a evacuare se necessario.

In caso di incendio

1. Non cercare di estinguere l'incendio.
2. Chiudi le porte se è sicuro farlo per contenere il fumo e le fiamme.
3. I soccorsi stanno arrivando.

Per domande o preoccupazioni riguardo a queste procedure, rivolgiti a un membro del personale.

PICAC NT
Partners in Culturally Appropriate Care

တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါ
တၢ်က့ၢ်ထွဲ ကတုကဟ် တၢ်လါ
ဟံၣ်အ တၢ်မၤစၢၤတဖၣ် အဂီၢ်

တၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါ
တၢ်က့ၢ်ထွဲ ကတုကဟ် တၢ်လါ
ဟံၣ်အ တၢ်မၤစၢၤတဖၣ် အဂီၢ်

တၢ်လၢကတုကဟ်တၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါ

တၢ်လၢကတုကဟ်တၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါ	မ့ၢ်	တဖၣ်
1. မ့ၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါ	<input type="checkbox"/>	<input type="checkbox"/>
2. မ့ၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါ	<input type="checkbox"/>	<input type="checkbox"/>
3. မ့ၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါ	<input type="checkbox"/>	<input type="checkbox"/>
4. မ့ၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါ	<input type="checkbox"/>	<input type="checkbox"/>
5. မ့ၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါ	<input type="checkbox"/>	<input type="checkbox"/>
6. မ့ၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါ	<input type="checkbox"/>	<input type="checkbox"/>
7. မ့ၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါ	<input type="checkbox"/>	<input type="checkbox"/>
8. မ့ၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါ	<input type="checkbox"/>	<input type="checkbox"/>
9. မ့ၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါ	<input type="checkbox"/>	<input type="checkbox"/>

မ့ၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါ
တၢ်က့ၢ်ထွဲ ကတုကဟ် တၢ်လါဟံၣ်အ တၢ်မၤစၢၤတဖၣ် အဂီၢ်

မ့ၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါတၢ်တၢ်ဆဲးလိၤလၢ်ဖးဖးတၢ်တၢ်လါ



记得关灶台

WHAT MATERIALS CANNOT BE TRANSLATED?

- Personal or individual content of care plans or documents
- Marketing materials (including website copy and special offers) prepared for the primary purpose of attracting new people to your services
- Frequently changing material (such as newsletters, activity schedules or weekly menus)
- Any material created by the Department of Health and Aged Care. The department continues to build a library of translated materials available on its website.
- If you can't find what you need there, please let us know via diversityagedcare@health.gov.au and we can let the department know.

YOU OWN THE COPYRIGHT TO THE MATERIALS

Materials are any printed or digital (including photography and/or video) assets aged care providers may use for administrative purposes. A copyright is a type of intellectual property that gives its owner the exclusive right to copy and distribute materials.

- ✔ New materials - they don't currently exist and you're looking to create them (like a printed brochure made into an audio file). This is available where direct translation and/or interpretation of an existing resource is not appropriate for communicating with the older person.
- ✔ Existing materials mean they do exist and you're looking to translate them into languages other than English.
- ✘ Materials that are produced by other agencies or businesses are protected by their copyright and therefore cannot be translated under this service unless requested directly by the original owner.

HOW WE WILL WORK WITH YOU

1. Request

- Fill in the online form
- The online form takes two minutes
- Or, give us a call –1800 271 034 Monday to Friday 9am-5pm

2. Eligibility assessment

- We will respond within 48 hours – Monday to Friday
- We will ask you for the information we need to assess eligibility and develop a clear brief:
 - Organisation details
 - Working files and copy of English materials
 - Purpose and audience - who will it benefit
 - Languages required
 - Material format – for printing / digital / audio

3. Getting the brief right

HOW WE WILL WORK WITH YOU

4. Translation



Brief translators - network of more than 200 NAATI-accredited translators.

Translations are checked by a second translator and back translated into English if the information is complex or technical.

The turnaround time depends on the complexity of the material and the relative rareness of the languages

5. Layout and design



The translated material is formatted into the required design and files produced as agreed in the brief.

6. Provide materials

We send you an email with a link to our platform to download your documents

We will ask for your feedback on the service

MAKING THE BEST USE OF THE SERVICE

- ✓ Think about your translation needs for the coming period rather than a single document – it will be more efficient
- ✓ Identify who will benefit – who, which languages, how many people
- ✓ Gather the English materials – working / editable files if possible
- ✓ Give us a call – we can provide advice and help you think about what will work best for the people under your care

WHAT WE'VE SEEN THIS PAST YEAR

Materials

- Handbooks
- Registration Forms
- Welcome information
- Posters (safety)
- Communication cards
- Consent forms
- Services brochure
- Factsheet
- Service agreements
- Pricing schedules

Top languages

- ❖ Italian
- ❖ Chinese (Simplified) [Mandarin]
- ❖ Greek
- ❖ Vietnamese
- ❖ Spanish
- ❖ Chinese (Traditional) [Cantonese]
- ❖ Arabic
- ❖ Croatian
- ❖ Macedonian
- ❖ Polish
- ❖ Hindi
- ❖ Serbian
- ❖ German

Motivation to contact the service

56% voted as part of a plan to strengthen culturally appropriate care in their organisation

Heard about the service from

25% voted word of mouth from a colleague or networks

QUESTIONS?



- Call [1800 271 034](tel:1800271034)
- Email diversityagedcare@health.gov.au
- Visit <https://diversityagedcare.health.gov.au> and lodge a request in 2 minutes

Thank you

THINK-HQ.COM.AU
HELLO@THINK-HQ.COM.AU

Jen Sharpe
Founder & Managing Director
jen@think-hq.com.au
T 03 9682 0259
M 0407 606 562

Jane Emery
Chief Client Services Officer
jane@think-hq.com.au
T 03 9682 0259
M 0414 541 854



THINKHQ 20

Q & A Session

Use the chat to ask questions





Resources

Cultural Diversity in Ageing Webinar Series 2024-25



July - The Centre's Resources to Support Aged Care Organisations

Aug - Culturally Appropriate Responses to Elder Abuse

Sep - Understanding How to Become a Specialist CALD Provider

Oct - Delivering Culturally Inclusive Home Care

Nov - Addressing Racism and Discrimination Experienced by the Culturally and Linguistically Diverse Workforce

Jan - Good Practice, Assertive Outreach and Navigation to Support Culturally and Linguistically Diverse Seniors Falling through the Gaps

Feb - The Right to Communicate - Supporting Linguistic Diversity as a Right in Aged Care

Mar - Supporting Carers from Culturally and Linguistically Diverse Backgrounds

Apr - Providing a Culturally Inclusive Lens to the Strengthened Aged Care Quality Standards

May - New and Emerging Communities and their Aged Care Needs

June - Intergenerational Intercultural Initiatives

Book at bit.ly/DWS-24-25



Good Practice Story

Connecto

A spiritual screening tool for use in a range of settings including residential aged care, community care and palliative care. It was developed by Dr Julie Fletcher during her PhD research.

It was adapted by Meaningful Ageing Australia, and trialled in four aged care organisations (NSW, Vic, QLD and WA).

The 50 page, Leader's Guide includes:

- key questions to consider before implementation
- a full training program to equip staff in using the tool
- copies of the tool in three formats, and
- background information on the development of the tool, and more

<https://meaningfulageing.org.au/connecto/>



Communication Cards & Aged Care Signage

Bilingual Communication Cards, Phrases & Signage depict a wide range of daily activities & situations. They can be used to prompt discussion, assist with directions & clarify a senior's needs.

The Cards cover themes such as:

- Food, Drink
- Personal Care
- Feelings, Pain
- Religion, Spirituality
- Medical & Health Specialists.

They're available in 71 languages & free to download from our website.

Go to Multilingual Resources on the home page
culturaldiversity.com.au



Everyone has a story – free learning module



Everyone has a story: Delivering culturally inclusive care module by the Aged Care Quality and Safety Commission was created in partnership with the Centre for Cultural Diversity in Ageing.

To learn more visit:

culturaldiversity.com.au/training-development/everyone-has-a-story



Cultural Care Plan

Why does your aged care organisation need a Cultural Care Plan?

Cultural Care Plans help:

- ✓ Staff take care of seniors in a way that respects their culture, language and faith
- ✓ Staff discover what people's individual needs are
- ✓ Clarify what the staff will do to make seniors feel comfortable
- ✓ Explain the role of others such as family members or friends

By recording the needs of culturally and linguistically diverse seniors your aged care organisation can demonstrate that they can cater for seniors' culturally, linguistically and spiritually diverse needs.

Visit our website to download the Cultural Care Plan

bit.ly/cultural-care-plan

Download the easy English version

bit.ly/ccp-plain-eng

Cultural Care Plan

Consumer Culturally, Linguistically and Spiritually Appropriate Care Plan

About this form

This form is a care plan. The care plan:

- Helps staff take care of people in a way that respects their culture, language, and faith.
- Has questions to help staff find out what each person needs to feel included and respected.
- Explains what the staff will do to make the person feel comfortable.
- Explains who else will help, for example family or friends.

Name of consumer/client:

*This form refers to consumers who are not yet assessed for aged care. All consumers, whether aged or not, are able to use this form.

Name of organisation the consumer receives services from:

Today's date:

Name and role/title of staff member completing the plan:

Consumer Culturally, Linguistically and Spiritually Appropriate Care Plan

1. Does this consumer need to talk to someone of their culture or faith? This includes their friends and family overseas.

1. What does the consumer need to feel more included?

2. What will we do to make this consumer feel more included?

3. Who will be the staff to do this?

4. Who are the other people who will be helping? For example, friends, family, multicultural organisations.

5. Is there anything else that is important?



Consumer Culturally, Linguistically and Spiritually Appropriate Care Plan

2. Does this consumer have any cultural or spiritual rituals, significant days or events that are important to them?

1. What does the consumer need to feel more included?

2. What will we do to make this consumer feel more included?

3. Who will be the staff to do this?

4. Who are the other people who will be helping? For example, friends, family, and cultural organisations.

5. Is there anything else that is important?



Multilingual Health and Aged Care Information

The Centre has collated multilingual resources to assist in your work with consumers who speak languages other than English. The resources can be downloaded from our website.

Multilingual health and aged care information for providers

Below is a list of multilingual resources which you can access to assist you in your work with consumers who speak languages other than English. The resources can be downloaded by following the links provided.

You can find information under the following topics:

- [Aged Care Services](#)
- [Health and Wellbeing](#)
- [Disability and NDIS](#)
- [Mental Health](#)
- [Dementia Support](#)
- [Financial Issues](#)
- [Safety](#)
- [Communication tools](#)
- [Directories and Search Engines](#)
- [Resources on our website](#)

Myagedcare (Australian Government Department of Health)

Numerous resources and booklets regarding aged care services.

Languages available: Arabic, Croatian, Dutch, German, Greek, Hindi, Hungarian, Italian, Korean, Macedonian, Maltese, Polish, Russian, Simplified Chinese (Mandarin), Serbian, Spanish, Traditional Chinese (Cantonese), Vietnamese, Arrernte, Pitjantjatjara, Torres Strait Creole (Yumplatok) and Warlpiri

Aged Care Quality and Safety Commission (Australian Government Department of Health)

Languages available: Various resources available in other languages

Aged Care Diversity Framework

The Framework works to embed diversity in the design and delivery of aged care services.

Linked to the Diversity Framework are different action plans for diverse groups, including a CALD Action Plan.

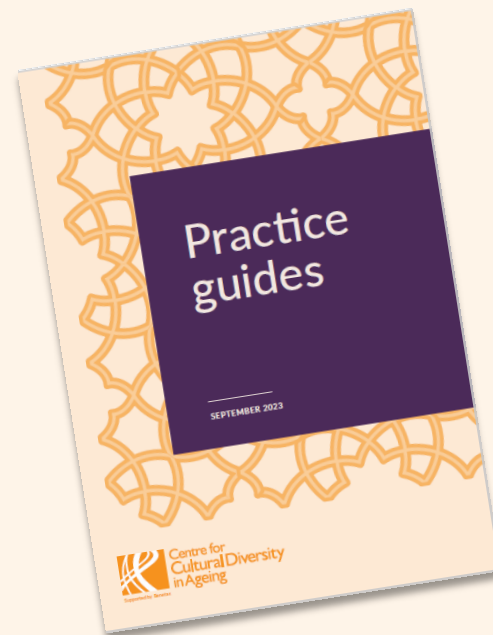
For more information please visit:

<https://www.health.gov.au/our-work/aged-care-diversity-framework-initiative>



Practice Guides

- Culturally Inclusive Feedback
- End-of-Life Care
- Food and Nutrition
- Living Environment
- Ten Steps to Developing a Diversity, Equity and Inclusion Plan in Aged Care
- Working with Bilingual Staff
- Interpreters Policies
- Accessing Diverse Media
- Digital Inclusion
- Accessing Interpreter Services
- Effective Co-design with Consumers from Culturally and Linguistically Diverse Backgrounds
- Empowering and Supporting a Culturally Diverse Workforce



Practice guides are available at culturaldiversity.com.au



Training Programs from Across the Sector

The Centre provide training resources from across the sector to enhance the capabilities and capacity of aged care providers. To learn more about the training opportunities, visit our website:

culturaldiversity.com.au/training-development/sector-training-resources

Training programs from across the sector

See below links to training programs and professional development available across the sector

[Cross-Cultural Care Program for Aged Care Staff](#)

This online training program was developed by Flinders University, Resthaven Inc. and AnglicareSA Inc. and funded through the Department of Health.

The aim of this program is to support staff in residential aged care homes to provide high-quality cross-cultural care for residents and to improve team cohesion. This program includes five learning modules and Work related English Language Resources for Staff.

Facilitator manual PDF >

Workbook for staff PDF >



You Can Ask For What You Need From Aged Care Services Consumer Voice Film

This short video encourages older people from culturally and linguistically diverse backgrounds to ask for what they need from aged care services.

The video is available in 45 languages.

It was produced by The Centre for Cultural Diversity in Ageing and [Red Hat Films](#) with support from Australian Multicultural Community Services and Elder Rights Advocacy.

To access the videos visit the Centre for Cultural Diversity in Ageing's website:
culturaldiversity.com.au/resources/multilingual-resources/consumer-voice-film

Or The Centre's YouTube channel:
[youtube.com/user/CCDAAUS](https://www.youtube.com/user/CCDAAUS)

You can ask for what you need from Aged Care Services

English Version



Supported by Benetas

Centre for
Cultural Diversity
in Ageing



Supported by Benetas

inAgeing

ty

One Size Does Not Fit All Podcast

The Centre for Cultural Diversity in Ageing noticed a gap in storytelling relating to seniors from diverse cultural, linguistic and faith backgrounds in the Australian landscape and this podcast seeks to address that gap.

The “One size does not fit all” podcast aims to promote discussions around diversity in aged care and supports the needs of culturally and linguistically diverse older people and their families and carers. It asks the question: "How can we create a more inclusive aged care system for them so that everyone has a fair go!?" As one size does not fit all... does it?!

The podcast shares the insights of experts and industry leaders working in aged care, practical advice around diversity and inclusion and stories to inspire. The guests on the podcast have significant experience in aged care, diversity and leadership.

Podcast

S3 Ep2: Responding to Racism

**One size
does not
fit all**

The Centre for
Cultural Diversity
in Ageing Podcast



Ultimately, staff must be safe at work.



Centre for
Cultural Diversity
in Ageing

Supported by Benetas

Podcast



To listen visit:

culturaldiversity.com.au/news-and-events/podcasts



Listen on Spotify



Listen on Google



Listen on Apple



Centre for
Cultural Diversity
in Ageing

Supported by Benetas

Poster



SUPPORTING YOUR ORGANISATION TO BECOME CULTURALLY INCLUSIVE

The Centre for Cultural Diversity in Ageing

WE CAN SUPPORT YOU WITH

- How to apply culturally inclusive care for your consumers and their families
- Diversity and inclusion training and tailored consultation
- Inclusion and engagement and health related resources

Funded by the Department of Health through the Research and Innovation Applications Development Program

 **PICAC**
alliance
Partners in Cultural Ageing Support

 **Centre for Cultural Diversity in Ageing**
1800 000 000

Co-ord. by
KATHY BULLOCK
HEALTH AND CULTURE
Phone: (03) 922 7929
Or visit culturaldiversity.com.au
VIA 1 SURF DRIVE WILLOWBROOK

Download from

culturaldiversity.com.au/about/promotional-posters



Resources Partnership Program

The Resources Partnership Program supports aged care organisations to embed key diversity resources into their learning management systems, learning and development programs, and internal communication campaigns.

How to join the program:

- Review the 10 resources.
- Use the form on our website to select the resources you'd like to use.
- Complete the form and agree to our terms and conditions.
- We'll contact you to discuss your needs.
- We'll supply you with links, images, text and SCORM files.

The Resources Partnership Program is open to Australian Government funded and subsidised aged care organisations.

Visit: culturaldiversity.com.au/resources/resources-partnership-program



Different languages, same aged care

One of the 2021 Aged Care Royal Commission's key recommendations was to ensure that diversity is core business in aged care. **Different languages, same aged care** is funded by the Department of Health and Aged Care in partnership with Think HQ and aims to:

- Enhance the ability of senior Australians to access information through the timely and targeted provision of translating and interpreting services
- Produce and translate information to allow aged care providers to communicate key written messages to their care recipients in languages other than English and other accessible formats

Aged care providers can request in-language materials for free through a dedicated website

by registering their request + any additional materials they want translated at

diversityagedcare.health.gov.au



My Aged Care Provider Specialisation Verification

- The Royal Commission into Aged Care Quality and Safety recommended that providers' diverse needs specialisation claims are verified to improve accuracy and reliability of providers' profiles on My Aged Care.
- As part of its response to Recommendation 30 a(iii) – Designing for diversity, difference, complexity and individuality, the Government implemented the My Aged Care Provider Specialisation Verification initiative on 27 June 2022.
 - The initiative puts in place a mechanism to check the accuracy of claims made by providers to deliver specialist care for older people with diverse backgrounds and life experiences.
- Prior to this date, providers could indicate that they provide specialised care without verification of these claims.

Objective

- Ensure more reliable information is available to older people with diverse backgrounds and life experiences, as well as their loved ones and representatives, when they are making decisions about their care providers.
 - The initiative helps people find the care that is right for them on My Aged Care and identify providers that are going above and beyond to specialise in the care of specific groups.



Specialisation Verification, My Aged Care

- Aged care providers may choose to offer specialised services for people:
 - with diverse experiences, backgrounds, and characteristics
 - who identify with one or more of the groups defined as having special needs in the Aged Care Act 1997.
- To claim specialisation through My Aged Care, providers must deliver care that:
 - is sensitive to the needs of these individuals
 - goes beyond the baseline obligations of the Aged Care Quality Standards.
- Applying to have specialisation claims verified is voluntary, however if a provider wishes to claim on My Aged Care to specialise in providing care to one or more diverse needs groups, they need to satisfy the criteria set out in the Specialisation Verification Framework.
- Only claims that have been verified through this initiative are visible to consumer My Aged Care.
 - Other specialisations are also published on My Aged Care, such as languages and health conditions. These are not a part of this initiative, and at present there is no plan to verify these.

Multi-faith Calendar 2025

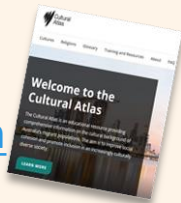
SPIRITUAL HEALTH ASSOCIATION 2025 CALENDAR												Spiritual Health Association			
JANUARY	6 JAN	6 JAN	7 JAN	13 JAN	14-16 JAN	19 JAN	26 JAN	27 JAN	29 JAN	FEBRUARY	1-7 FEB	13 FEB	13 FEB	14 FEB	
	Birthday of Guru Gobind Singh Ji (10th)	Epiphany of the Lord	Nativity	Maghi	Mahayana New Year	Feast of Epiphany	Australia/ Survival Day	Lailat al Miraj	Chinese New Year / Lunar New Year		UN World Interfaith Harmony Week	Anniversary of National Apology Day	Magha Puja Day	Lailat al Bara'ah	
15 FEB	26 FEB	28 FEB	2 MAR	1-30 MAR	3 MAR	5 MAR	14 MAR	14 MAR	14-16 MAR	17-23 MAR	20 MAR	20 MAR	21 MAR	25 MAR	
Nirvana Day (Mahayana)	Maha Shivaratri	Losar (Tibetan New Year)	MARCH	Ramadan	Great Lent	Lent	Holi	Purim	Hola Mohalla	Cultural Diversity Week	National Close the Gap Day (Reconciliation Australia)	Naw Ruz	Harmony Day	Annunciation	
25 MAR	27 MAR	31 MAR	APRIL	6 APR	7 APR	13-15 APR	13-19 APR	13-20 APR	14 APR	18 APR	20 APR	20 APR	20 APR	24 APR	
Annunciation	Lailat al Qadr	Eid ul Fitr		Rama Navami	World Health Day	Theravada New Year	Holy Week	Pesach	Baisakhi	Good/Holy Friday	Easter	Easter/ Pascha	Ridvan	Yom HaDrosh / Holocaust Remembrance Day	
25 APR	28 APR	MAY	11-17 MAY	12 MAY	12 MAY	23 MAY	26 MAY	27 MAY	28 MAY	JUNE	2-3 JUN	3 JUN	5 JUN	7 JUN	
ANZAC Day	Ninth Day of Ridvan		National Palliative Care Week	International Nurses Day	Vesak/ Buddha Day	Declaration of the Bab	National Sorry Day	National Reconciliation Week	Ascension of Baha'u'llah		Shavuot	Mabo Day	Ascension	Eid Al Adha	
8 JUN	8 JUN	11 JUN	16 JUN	21 JUN	27 JUN	JULY	1 JUL	5 JUL	6-13 JUL	9 JUL	10 JUL	AUGUST	3 AUG	6 AUG	
Pentecost	Pentecost	Saga Dawa Duchan	Martyrdom of Guru Arjan Dev Ji	Winter Solstice	Hijra		Torres Strait Islander 'Covenant' Ceremony of the Light	Day of Ashura (Muharram)	NAIDOC Week	Martyrdom of the Bab		(Theravada) Asalha Puja	Tisha B'Av	Transfiguration	
9 AUG	9 AUG	15 AUG	15 AUG	15 AUG	18 AUG	21-28 AUG	27 AUG	SEPTEMBER	5 SEP	6 SEP	11 SEP	22 SEP	23-24 SEP	2 OCT	
International Day of the World's Indigenous Peoples	Rakshas Bandhan	Assumption of the Blessed Virgin Mary	Dormition of Mary	Krishna Janmashtami	Paryushana	Ganesh Chaturthi			Milad un Nabi	Ullambana	R U OK? Day	Navaratri	Rosh Hashanah	Dussehra	
2 OCT	7 OCT	7-13 OCT	10 OCT	14 OCT	15 OCT	19-25 OCT	20 OCT	21 OCT	21 OCT	21 OCT	21 OCT	22 OCT	23 OCT	1 NOV	
Yom Kippur	Kathina	Sukkot	UN World Mental Health Day	International Allied Health Professionals Day	Simchat Torah	International Spiritual Care Week	Conferment of Gurmat by Guru Granth Sahib	Bandi Chhor Divas (Diwali)	Diwali	Mahavir Nirvana	Birth of the Bab	Birth of Baha'u'llah	NOVEMBER	All Saints Day	
5 NOV	24 NOV	25 NOV	27 NOV	30 NOV	24 DEC	DECEMBER	3 DEC	10 DEC	15-22 DEC	22 DEC	25 DEC	KEY		Aboriginal & Torres Strait Islander	
Birth of Guru Nanak Dev Sahib Ji	Martyrdom of Guru Tegh Bahadur Ji	Day of the Covenant	Ascension of Abdu'l-Baha	Advent			UN International Day of Persons with Disabilities	UN Human Rights Day	Hanukkah	Summer Solstice	Christmas				
<p>SIGNIFICANT DATES FOR SHA MEMBERS AND NETWORKS</p> <p>Spiritual Health Association acknowledges that this calendar was put together on the lands of the Wurundjeri and Barwarrung people of the Kulin Nation. We honour all Aboriginal and Torres Strait Islander ancestors and Elders past and present.</p> <p>Islamic, Buddhist and Sikh festival dates are estimated and may vary depending on sighting of the lunar crescent moon, and are sometimes decided during the year. Only major religious and cultural dates are included in this calendar. There may be others of importance to individuals of particular faiths or communities. It is recommended that personal explanations and memories of traditions are sought and shared.</p>												<p>CONTACT US:</p> <p>office@spiritualhealth.org.au www.spiritualhealth.org.au</p>			
<p>Health</p> <p> Jainism</p> <p>Orthodox Christianity</p>												<p>Buddhism</p> <p>Judaism</p> <p>Sikhism</p>		<p>Christianity</p> <p>Mental Health and Wellbeing</p> <p>Spiritual Care</p>	

<https://spiritualhealth.org.au/sha-calendar/>

Further Resources

SBS Cultural Atlas

[culturalatlas.sbs.com
.au](http://culturalatlas.sbs.com.au)



Golden Years – ECCV
eMagazine

eccv.org.au/golden-years



Information Booklet for Multicultural
Communities

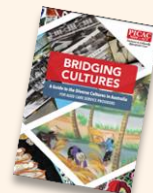
bit.ly/mas-booklet



Bridging Cultures – A Guide to the Diverse Cultures in
Australia

FOR AGED CARE SERVICE PROVIDERS

<http://www.bit.ly/bridge-cultures>





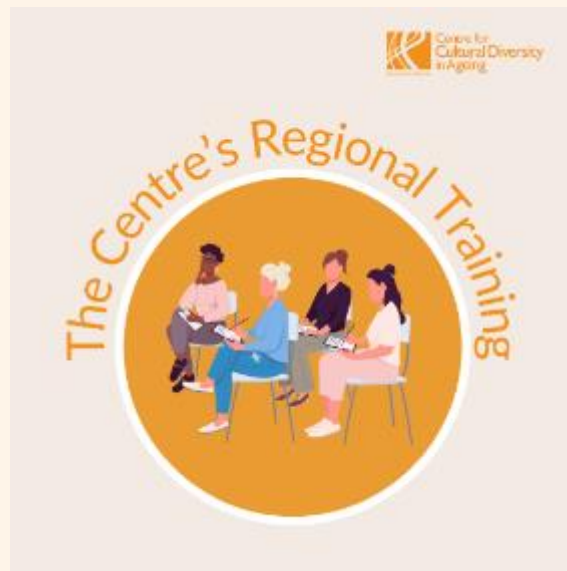
Regional Training

The Centre for Cultural Diversity in Ageing, supported by Benetas, is funded by the Australian Department of Health and Aged Care to provide training on culturally inclusive care to the aged care sector. Based on previous consultations by The Centre for Cultural Diversity in Ageing (The Centre), we identified a significant need for more culturally appropriate aged care training in regional Victoria.

As a result, we are offering training on culturally appropriate care to Government funded and subsidised aged care organisations in regional Victoria. The training will be delivered in the 2024-25 Financial Year.

To find out more visit our website:

<https://www.culturaldiversity.com.au/training-development/regional-training>



<http://bit.ly/499jN8s>



Feedback



**For more information,
good practice stories
and resources visit**

culturaldiversity.com.au

[Centre for Cultural Diversity in Ageing](#)

[CCDAAUS](#)

info@culturaldiversity.com.au

