

# “You can ask for what you need from aged care services” Consumer Voice Film Discussion Guide

## Overview

The “You can ask for what you need from aged care services” film was created by the Centre for Cultural Diversity in Ageing completed in November 2021. The Centre for Cultural Diversity in Ageing is funded by the Australian Department of Health under the Partners in Culturally Appropriate Care (PICAC) program. The Centre provides expertise in culturally inclusive policy and practices for the aged services sector.

The aim of the film is to raise awareness to consumers from culturally diverse backgrounds about their right to give feedback to an aged care service. It also aims to raise awareness of the importance of culturally appropriate feedback by promoting discussion amongst the aged care sector around some of the barriers facing aged care providers in reaching out and seeking valuable feedback from older people from diverse backgrounds.

The film involves five actors who are older people from culturally diverse backgrounds living in Australia. The actors ask the audience a series of questions about what their cultural needs are when accessing an aged care sector. The film was produced and directed by Red Hat Films with special guest, Arati Vidyasagar, Advocate for Diversity and Inclusion at Elder Rights Advocacy with funding by the Department of Health through the Partners in Culturally Appropriate Care (PICAC) program.

The film is available in 16 languages, including new and emerging languages.

## Key Themes

The questions are set upon three key themes:

1. Making a complaint to an aged care service
2. Giving a complement to an aged care service
3. Giving feedback to an aged care service
4. The right to give feedback

## Accessing the films

All 16 films are uploaded onto the Centre for Cultural Diversity in Ageing’s website via the following link:

[You can ask for what you need from Aged Care Services - YouTube](#)

The films are also available via the Centre for Cultural Diversity in Ageing’s YouTube channel under CCDAUS. You also have permission to embed the films into your training programs. To do this, click the *SHARE* button on the YouTube video page, and select *Embed*. Copy the Embed code and paste into your Learning Management Systems

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## How to use the film to support older people

The film can be used in a range of settings and situations to support older people accessing aged care services. They can be shown directly to an older person or shown in a social support group setting, resident committees, senior citizen clubs or focus group.

The film aims to promote discussion amongst older people about their experiences of giving feedback to an aged care service and their thoughts around giving feedback. Some discussion questions may include:

1. Have you ever given feedback to an aged care service? If yes, what was it like for you?
2. What can an aged care service do to include your feedback? For example forms, surveys, asking you directly, phoning you, sending you a letter, group feedback sessions, other?
3. Do you think feedback should be multilingual? For example multilingual surveys, interpreters in focus groups, multilingual workers asking you questions
4. How do you think an aged care service can get feedback from an older person who cannot read or write?
5. How do you think an aged care service can get feedback from an older person who cannot use the Internet?

## Useful links and further reading

### Red Hat Films

Red Hat Films is a professional, full-service video production company based in Melbourne, Australia. Red Hat Films makes videos for health, non-profit, community and government organisations.

### Culturally Inclusive Feedback Practice guide

This practice guide supports aged care providers by giving on key considerations on how to apply culturally inclusive feedback processes and procedures to embed within their organisational culture.

### Elder Rights Advocacy

Elder Rights Advocacy supports older people, their families and representatives in Victoria address issues related to Commonwealth funded aged care services.

### Centre for Cultural Diversity in Ageing website

The Centre for Cultural Diversity in Ageing’s website is for a national audience and has practice guides, learning modules, multilingual resources and links to diversity training, webinars and professional development.

### 10 Questions

10 Questions is a series of leaflets written by nurses, doctors and experts with experience in aged care. Each leaflet focuses on an individual aspect of care to increase consumer knowledge and make the journey into residential aged care easier.

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