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A new tool helps empower seniors from culturally and linguistically diverse backgrounds

COTA NT has released a Checklist for seniors signing aged care service contracts. Developed through the PICAC NT program, the Client Checklist is available in multiple languages. This initiative aims to bridge the communication gap for seniors from culturally and linguistically diverse (CALD) backgrounds.

Following the successful launch of the *Service Provider Checklist*, the *Aged Care Contract Checklist* empowers clients, ensuring they fully understand their rights, responsibilities and the details of their aged care contracts.

Key Highlights of the Aged Care Contract Checklist:

1. **Practical Guide**: An easy-to-use tool simplifying contract details for providers and clients and aiding family members and caregivers in supporting their loved ones effectively.
2. **Preferred Language Support**: Encourages communication in the client's preferred language, promoting cultural sensitivity. The checklist addresses the linguistic needs of CALD seniors, making complex contract details understandable and accessible.
3. **Client Empowerment**: Enables clients to actively engage, ask questions and make informed decisions during contract signing. By outlining what to look for and what questions to ask, the checklist empowers seniors to take an active role in their aged care arrangements.

"By providing resources in multiple languages, COTA NT is addressing the critical need for accessible information, ensuring that all seniors can make informed decisions about their care " says Cecilia Chiolero, Manager of the Partners in Culturally Appropriate Care (PICAC) at COTA NT. "We encourage all members of the community to utilise this checklist to navigate the aged care contract process with ease and confidence."

The *Aged care contract checklist* is free and available to download in the following languages: Chinese, Greek, Hakha Chin, Hindi, Indonesian, Italian, Portuguese, Sinhalese, Swahili, Tagalog, Tamil, Thai and Vietnamese, at

https://www.cotant.org.au/picac/aged-care-contract-checklist/

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COTA Northern Territory is the peak advocacy and representation organisation for senior Territorians advocating for and working towards an age-friendly, just, inclusive and equitable society since 1969