



PICAC NT

Partners in Culturally
Appropriate Care



fortispicacwa
Diversity · Capability · Culture

Caring for CaLD Seniors Toolkit

Resources and tools to help
care for seniors from cultural
and linguistically diverse
backgrounds

Table of Contents

Contents	2
1 Aged Care Information in Language	3
1.1 Department of Health and Aged Care	3
1.2 DoHAC - Ageing and Aged Care	4
1.2.1 New Charter of Aged Care Rights	5
1.2.2 Aged Care Diversity Framework and Action Plans	6
1.2.3 Specialised Care and the Specialisation Framework	6
1.2.4 The Aged Care Quality Standards	7
1.2.5 My Aged Care	8
1.2.6 DSS Information in Languages	9
2 Resources for Service providers	10
2.1 Communication cards, Bilingual Phrase Cards, Aged Care Signage, Consumer feedback forms, Interpreter cards	10
2.2 Contract Checklist for Providers	12
2.3 Community Profiles (Department of Immigration and Citizenship)	13
2.4 Knowing your Community	14
2.5 Cultural and Religious Guidelines for Service Providers	15
2.5.1 Calendar of multifaith, religious and cultural calendar	17
2.6 Catering for Culturally and Linguistically Diverse Seniors	18
2.7 Ethnic Media	19
2.8 Cross-Cultural Communication	20
2.9 Cultural Competence	20
3 Translating and Interpreting Service	21
3.1 TIS National	21
3.2 ITSNT	22
3.3 AUSIT Guidelines for Health Professionals Working with Interpreters	23
3.4 Free Translations – Different languages, same aged care	24
4 Care Information in Language	25
4.1 Incontinence Care Information in Other Languages	25
4.2 Translated Mental Health Information	26
4.3 Information to raise dementia awareness in CaLD Communities	27
4.3.1 Moving Pictures - resources about dementia	28
4.4 Information on Advance Personal Planning	29
4.5 Information on Palliative Care	30

This Resource Kit for WA Providers is a collaboration between COTA PICAC (NT) and Fortis Consulting PICAC (WA). This a PICAC Alliance collaboration. Thanks to PICAC (NT) for their excellent framework, layout and content, allowing this resource to be available in WA.

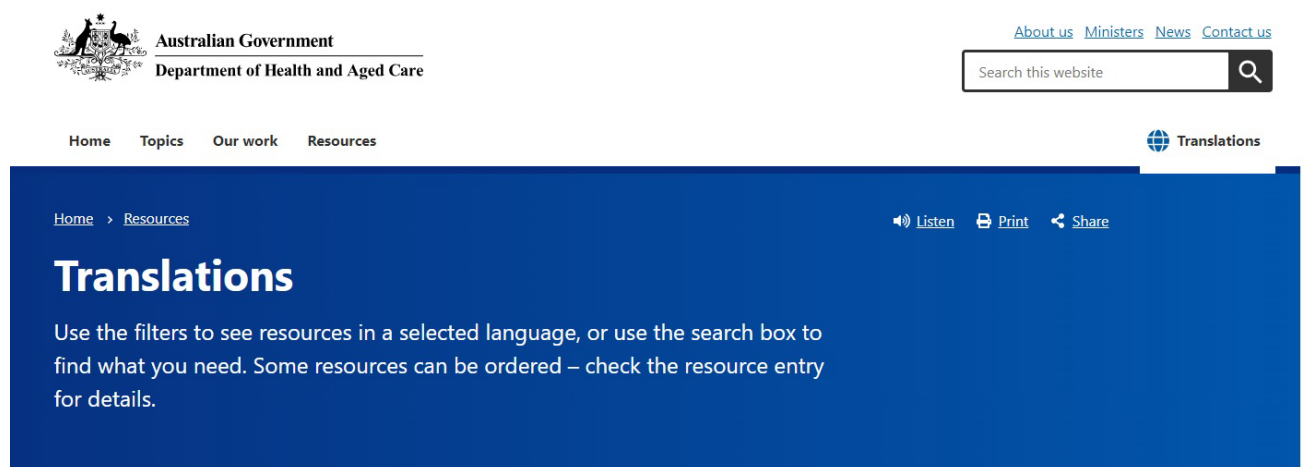
1 Aged Care Information in Language

1.1 Department of Health and Aged Care

The Department of Health and Aged Care (DoHAC) produces a range of in-language resources for senior Australians.

The resources are available to download and print by accessing the following link:

<https://www.health.gov.au/resources/translated>



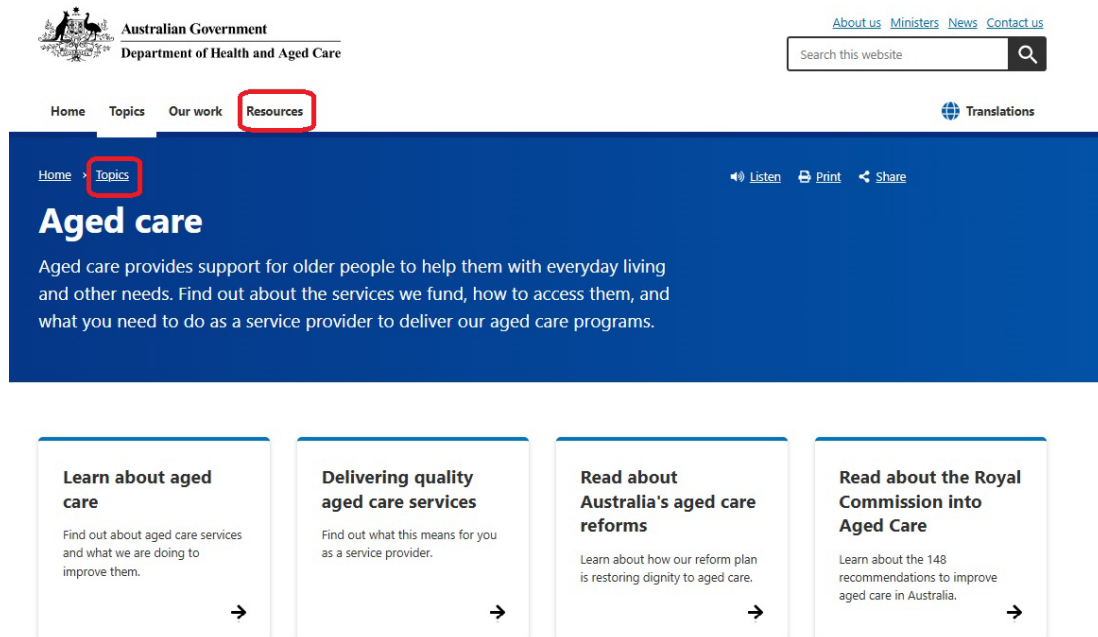
The screenshot shows the Australian Government Department of Health and Aged Care website. The header includes the Australian Government crest, the text 'Australian Government Department of Health and Aged Care', and navigation links: 'About us', 'Ministers', 'News', 'Contact us'. A search bar is present with the text 'Search this website'. Below the header, a navigation menu shows 'Home', 'Topics', 'Our work', and 'Resources'. The 'Translations' section is highlighted. The main content area has a blue background with the title 'Translations' and a sub-header 'Home > Resources'. It includes icons for 'Listen', 'Print', and 'Share'. The text reads: 'Use the filters to see resources in a selected language, or use the search box to find what you need. Some resources can be ordered – check the resource entry for details.'

Use the filters to see resources in a selected language or use the search box to find what you need.

1.2 DoHAC - Ageing and Aged Care

This website provides information, tools and resources to support the aged care sector

<https://www.health.gov.au/health-topics/aged-care>



Visit

>Resources

Browse resources in [other languages](#)



To read or download brochures and printed materials.

In particular you will be able to download/print:

1.2.1 New Charter of Aged Care Rights

The below links will get you to the pages where the Charter is explained to providers
<https://www.agedcarequality.gov.au/providers/provider-information>

and to consumers

<https://www.agedcarequality.gov.au/consumers/consumer-rights>

The A5 charter booklet is available in 18 languages

<https://www.agedcarequality.gov.au/resources/charter-aged-care-rights-a5-booklet>



Charter of Aged Care Rights A5 booklet

Charter of Aged Care Rights Template for Signing

This template is available in 36 languages,

<https://www.agedcarequality.gov.au/resources/charter-aged-care-rights-templates>

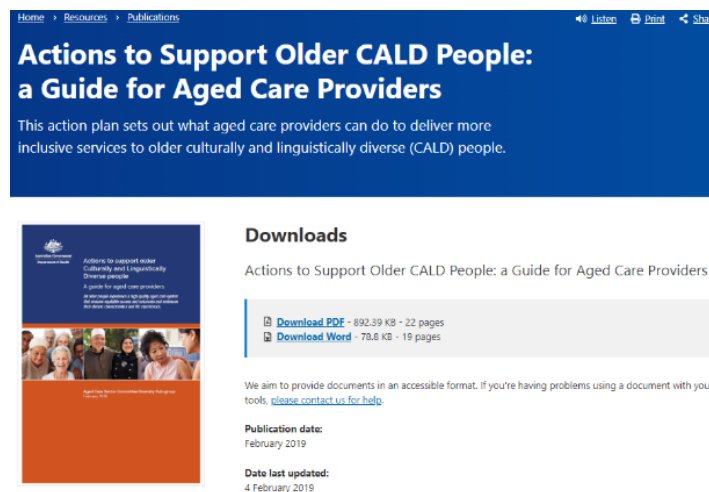


1.2.2 Aged Care Diversity Framework and Action Plans

The [Aged Care Diversity Framework](#) supports aged care providers deliver inclusive, respectful, and person-centered care to all older people. This framework encourages providers to understand and respond to the unique needs of diverse groups, such as those from culturally and linguistically diverse (CALD) backgrounds, LGBTQI+ individuals, Indigenous communities and people with disabilities.

To support older people from CaLD backgrounds use this link

<https://www.health.gov.au/resources/publications/actions-to-support-older-cald-people-a-guide-for-aged-care-providers?language=en>



1.2.3 Specialised Care and the Specialisation Framework

The Specialisation Verification helps older people find providers who offer or aim to provide specialised services for individuals:

- With diverse backgrounds and characteristics
- Who identify with one or more vulnerable groups.

This framework helps providers ensure their services are inclusive and meet the specific needs of diverse communities.

Below are useful links to resources for further guidance:

- o About Specialisation Verification
- o Understanding SV Framework
- o Provider guidance manual
- o SV Framework General Information

1.2.4 The Aged Care Quality Standards

Standard 1 of the [Aged Care Quality Standards](https://www.agedcarequality.gov.au/resources/quality-standards-consumer-outcomes-poster-english) requires providers to treat all aged care recipients with dignity and respect, and value their identity, culture and diversity. <https://www.agedcarequality.gov.au/resources/quality-standards-consumer-outcomes-poster-english>

The poster of the Quality Standards is available in 25 languages

Aged Care Quality Standards Consumer Outcomes A2 poster

Attachments:

[acqsc_quality_standards-consumer-outcomes-a2-poster_new.pdf](#) (260.38 KB)

Click on the link above to download the A2 poster. Note: this resource is not available to order.

This resource available in 25 languages including Arabic, Armenian, Chinese (simplified and traditional), Croatian, Dutch, French, German, Greek, Hindi, Hungarian, Italian, Korean, Latvian, Macedonian, Maltese, Polish, Portuguese, Russian, Serbian, Spanish, Tagalog, Turkish, Ukrainian, and Vietnamese.

To access translated versions of this poster, see [Translated Quality Standards Consumer Outcomes A3 Poster](#).



A short video, available now in 25 languages, explains aged care consumers, their families and representatives, what the Aged Care Quality Standards mean in practice.

<https://www.agedcarequality.gov.au/resources/translated-standards-consumer-video>

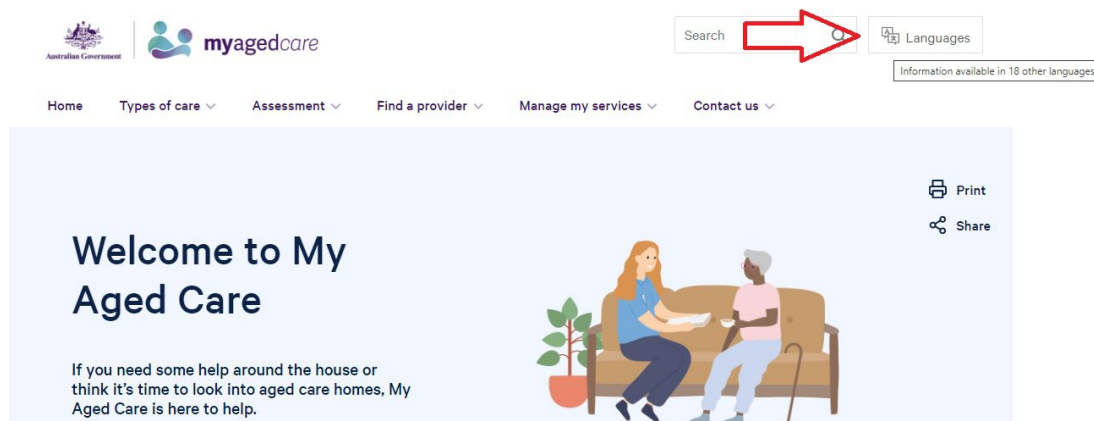
The Aged Care Standards are changing in July 2025. The Standards have been strengthened and compliance obligations for Aged Care Providers increased. Respecting and responding to identity, culture and diversity will be required.”

1.2.5 My Aged Care

My Aged Care is the go-to site for access to Australian Government funded Aged Care Services

To access information and services in your language go to

<https://www.myagedcare.gov.au> > Languages



Australia is a multicultural and diverse country. My Aged Care is Accessible for all

More translated resources are also available at the following links:

<https://www.myagedcare.gov.au/resources>

This section gives you easy access to all the My Aged Care brochures, forms, checklists and other documents that are located within this website. Some are also available in [other languages](#).

Information available in 22 other languages

- Arabic / عربي
- Hrvatski / Croatian
- Nederlands / Dutch
- Deutsch / German
- Ελληνικά / Greek
- हिन्दी / Hindi
- Magyar / Hungarian
- Italiano / Italian
- 한국어 / Korean
- македонски / Macedonian
- Malti / Maltese
- Polski / Polish
- русский / Russian
- српски / Serbian
- 普通话 / Simplified Chinese (Mandarin)
- Español / Spanish
- 廣東話 / Traditional Chinese (Cantonese)
- Tiếng Việt / Vietnamese
- Arrernte, Pitjantjatjara, Torres Strait Creole (Yumplatok) and Warlpiri

1.2.6 DSS Information in Languages

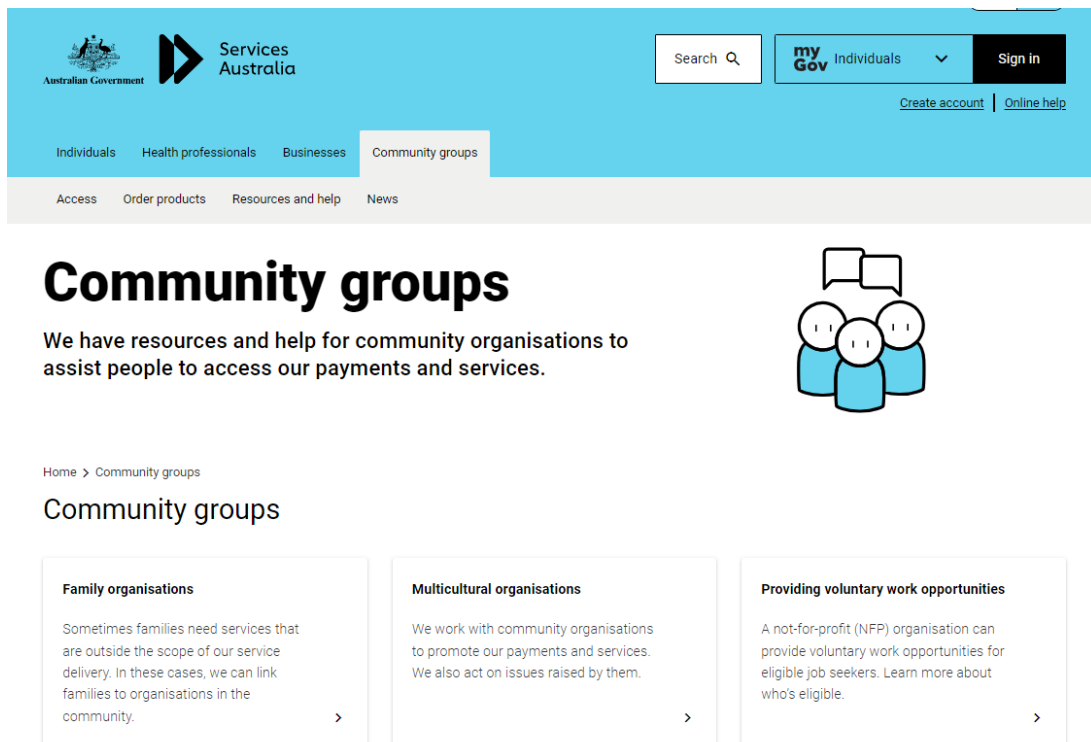
Department of Social Services information in different languages can be downloaded from the DSS website

<https://www.servicesaustralia.gov.au/individuals/information-in-your-language>

<https://www.servicesaustralia.gov.au/individuals/information-in-your-language/products>

These translated publications help community groups to support their customers. Medicare, Centrelink and Child Support payments and services information is included. Publications are translated into over 70 languages.

<https://www.servicesaustralia.gov.au/community-groups>



The screenshot shows the Services Australia website. The header includes the Australian Government logo, the Services Australia name, a search bar, and a 'myGov' dropdown menu with 'Individuals' selected. Below the header is a navigation bar with links for 'Individuals', 'Health professionals', 'Businesses', and 'Community groups' (which is highlighted). A secondary navigation bar contains 'Access', 'Order products', 'Resources and help', and 'News'. The main content area has a large heading 'Community groups' and a subheading 'We have resources and help for community organisations to assist people to access our payments and services.' To the right is an icon of three people. Below this is a breadcrumb trail 'Home > Community groups'. The 'Community groups' section features three cards: 'Family organisations' (describing services for families outside the scope of service delivery), 'Multicultural organisations' (describing work with community organisations to promote payments and services), and 'Providing voluntary work opportunities' (describing NFP organisations providing voluntary work opportunities for eligible job seekers).

Community groups

We have resources and help for community organisations to assist people to access our payments and services.

Home > Community groups

Community groups

Family organisations

Sometimes families need services that are outside the scope of our service delivery. In these cases, we can link families to organisations in the community.

Multicultural organisations

We work with community organisations to promote our payments and services. We also act on issues raised by them.

Providing voluntary work opportunities

A not-for-profit (NFP) organisation can provide voluntary work opportunities for eligible job seekers. Learn more about who's eligible.



PICAC NT



2 Resources for Service providers

2.1 [Communication cards](#), [Bilingual Phrase Cards](#), [Aged Care Signage](#), [Consumer feedback forms](#), [Interpreter cards](#)

The [PICAC Victoria](#) website hosts tools and information in a wide range of languages that has also been compiled by various organisations around the country. The Cue cards are now available in 72 languages.

New to this area are the *Bilingual Phrase Cards*, that can help with a wide range of basic situations. Available in 69 languages for the moment, they depict a wide range of daily activities and situations and can be used to prompt discussion, assist with directions, clarify a client's needs, etc.. Now, both the Communication cards and the Phrase cards also list the pronunciation. A very useful addition.

Go to: **Multilingual Resources > and select the area/tools you need to access.**

Multilingual resources

[Home](#) > [Resources](#)

Communication Cards

The Communication Cards depict a wide range of daily activities and situations and can be used to prompt discussion, assist with directions, clarify a client's needs, etc.

[More about Communication Cards >](#)

Bilingual Phrase Cards

The Bilingual Phrase cards complement the Communication Cards, offering simple phrases to prompt discussion, assist with directions, clarify a client's needs, etc.

[More about Bilingual Phrase Cards >](#)

Aged Care Signage

The Aged Care Signage will assist residents in aged care facilities navigate their way around their home or service. Signs such as 'kitchen', 'dining room', 'keep out', 'danger', and 'this way to the garden', will help improve communication with residents/clients and minimise confusion.

[More about Aged Care Signage >](#)

Interpreter Cards

Multilingual wallet-sized cards to assist people with requesting interpreter services.

[More about Interpreter Cards >](#)

Consumer Feedback Forms

The Consumer Feedback Form can be used by service providers to provide an easy and accessible way for consumers, family members, representatives and others to provide feedback to the service. It is available in 20 languages.

[More about Consumer Feedback Forms >](#)

Consumer Voice Film

A short video that encourages older people from culturally & linguistically diverse backgrounds to ask for what they need from Aged Care Services. Available in several languages.

[Watch the video >](#)

Multilingual health & aged care information

Useful multilingual aged care and health resources produced by other organisations.

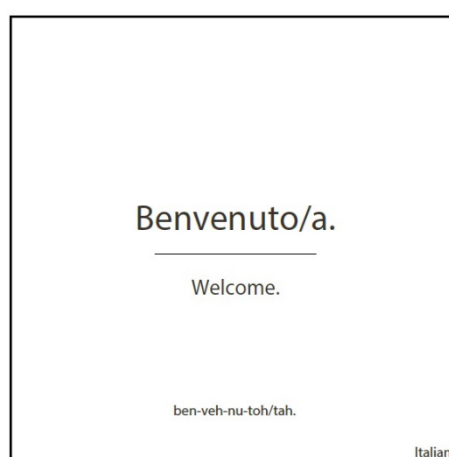
This site contains a wealth of other useful information related to cultural diversity. Also includes a section on dementia. Hot links to other websites and resources available in different languages.



Greek/English Bilingual Communication Cards



Italian/English Bilingual Phrase Cards



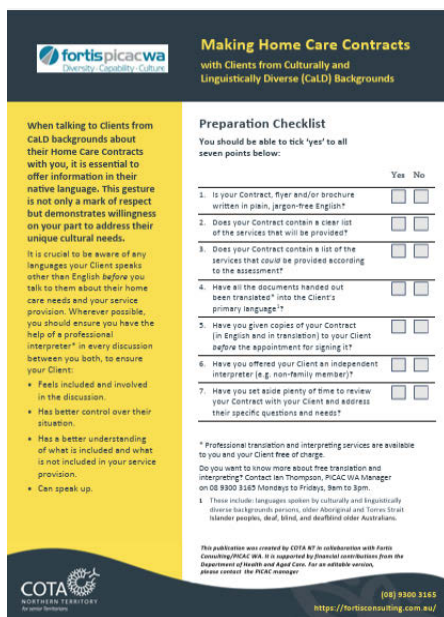
2.2 Contract Checklist for Providers

PICAC NT has developed two essential checklists aimed at improving communication and understanding when making contracts with clients from Culturally and Linguistically Diverse (CaLD) backgrounds. These checklists are designed to assist service providers in ensuring that all contractual agreements are clear and culturally appropriate.

PICAC WA has collaborated with PICAC NT to make these resources available to WA Providers

Provider Checklist: Tailored for service providers to guide them through the key considerations when drafting contracts for clients from CaLD backgrounds.

Client Checklist: Designed for clients, this checklist helps them understand their rights and responsibilities within the contract, promoting a clear and transparent relationship between the service provider and the client. The checklist is available in [58 different languages](#).



fortispicacwa
Diversity · Capability · Culture

Making Home Care Contracts

with Clients from Culturally and Linguistically Diverse (CaLD) Backgrounds

When talking to clients from CaLD backgrounds about their Home Care Contracts with you, it is essential to offer information in their native language. This gesture is not only a mark of respect but demonstrates willingness on your part to address their unique cultural needs.

It is crucial to be aware of any languages your Client speaks other than English before you talk to them about their home care needs and your service provision. Wherever possible, you should ensure you have the help of a professional interpreter* in every discussion between you both, to ensure your Client:

- Feels included and involved in the discussion.
- Has better control over their situation.
- Has a better understanding of what is included and what is not included in your service provision.
- Can speak up.

Preparation Checklist

You should be able to tick 'yes' to all seven points below:

	Yes	No
1. Is your Contract, flyer and/or brochure written in plain, jargon-free English?	<input type="checkbox"/>	<input type="checkbox"/>
2. Does your Contract contain a clear list of the services that will be provided?	<input type="checkbox"/>	<input type="checkbox"/>
3. Does your Contract contain a list of the services that could be provided according to the assessment?	<input type="checkbox"/>	<input type="checkbox"/>
4. Have all the documents handed out been translated* into the Client's primary language?	<input type="checkbox"/>	<input type="checkbox"/>
5. Have you given copies of your Contract (in English and in translation) to your Client before the appointment for signing it?	<input type="checkbox"/>	<input type="checkbox"/>
6. Have you offered your Client an independent interpreter* (e.g. non-family member)?	<input type="checkbox"/>	<input type="checkbox"/>
7. Have you set aside plenty of time to review your Contract with your Client and address their specific questions and needs?	<input type="checkbox"/>	<input type="checkbox"/>

* Professional translation and interpreting services are available to you and your Client free of charge. Do you want to know more about free translation and interpreting? Contact Ian Thompson, PICAC WA Manager on 08 9300 3165 Mondays to Fridays, 9am to 3pm.

† These include languages spoken by culturally and linguistically diverse backgrounds persons, older Aboriginal and Torres Strait Islander peoples, deaf, blind, and deafblind older Australians.

This publication was created by COTA NT in collaboration with Fortis Consulting/PICAC WA. It is supported by financial contributions from the Department of Health and Aged Care. For an editable version, please contact the PICAC manager.

COTA
NORTHERN TERRITORY
Ageing Services

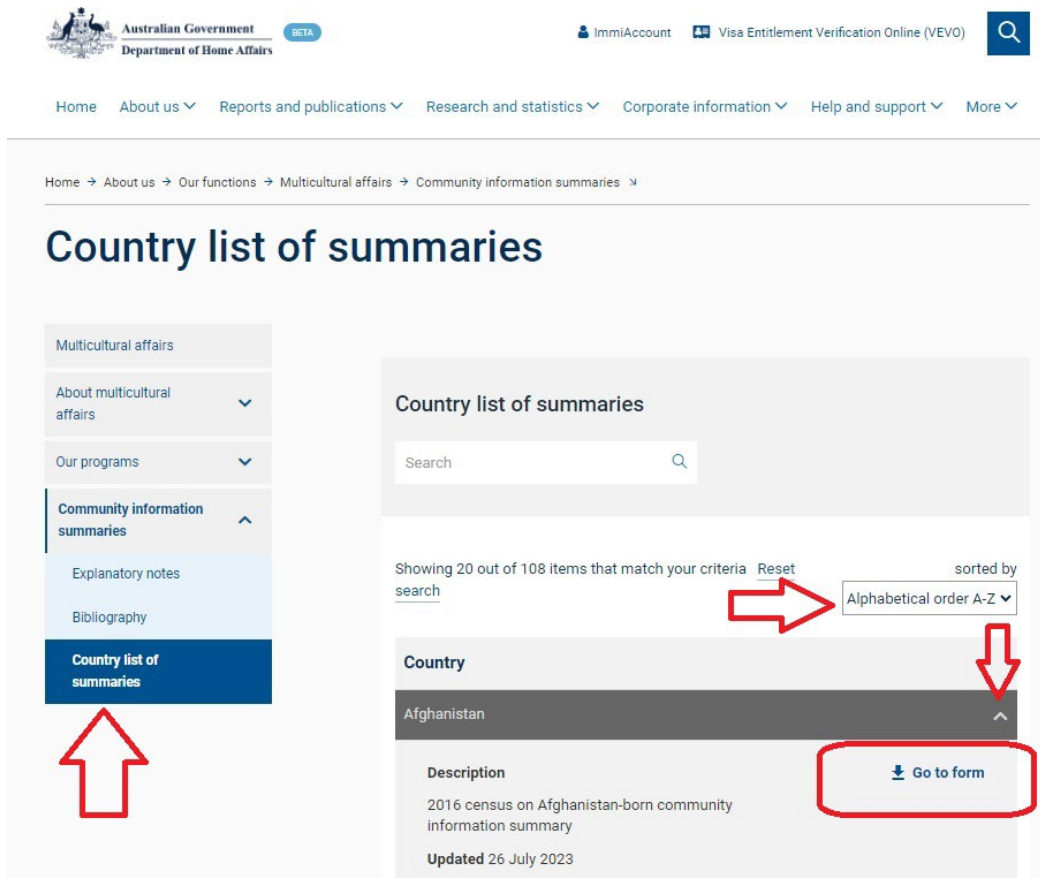
(08) 9300 3165
<https://fortisconsulting.com.au/>

Professional translation and interpreting services are free for you and Service Providers. Call PICAC WA on 08 93003165

2.3 Community Profiles (Department of Immigration and Citizenship)

Background information on most of the CaLD communities settled in Australia. Via the below link you may access a broad range of statistical data from the last Australian Census of Population and Housing, for people born in up to 108 countries.

Go to: <https://www.homeaffairs.gov.au/about-us/our-portfolios/multicultural-affairs/community-information-summaries/country-list-of-summaries>



The screenshot shows the Australian Government Department of Home Affairs website. The main heading is "Country list of summaries". On the left, there is a sidebar with navigation links: "Multicultural affairs", "About multicultural affairs", "Our programs", "Community information summaries" (highlighted with a red arrow), "Explanatory notes", and "Bibliography". The main content area shows a search bar and a list of countries. The first country listed is "Afghanistan". Below the country name, there is a "Description" section: "2016 census on Afghanistan-born community information summary" and an "Updated" date of "26 July 2023". A red arrow points to the "Go to form" button next to the "Afghanistan" entry.

Other websites provide thorough information about history, people and geography.

From Wikipedia to the World factbook

<https://en.wikipedia.org/wiki/Portal:Geography>

2.4 Knowing your Community

Understanding your community means being aware of the backgrounds and life stories of the older people your organisation supports. This ensures that the services provided are not only appropriate but also inclusive and person-centered.

In doing so, you will be able to plan ahead:

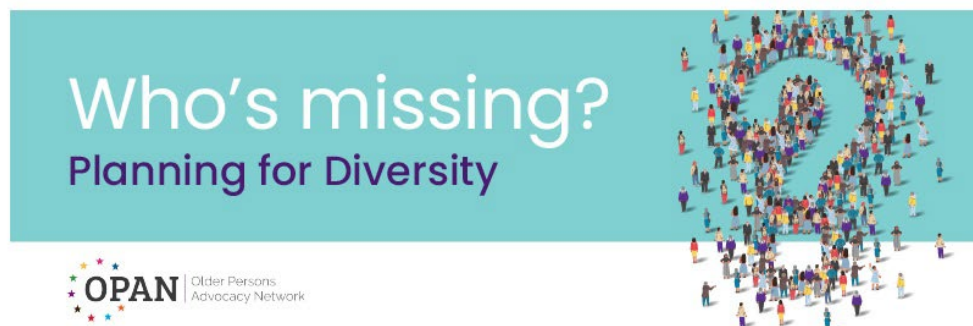
- Identify emerging population trends to better anticipate the groups likely to access aged care services.
- Implement strategies to serve these groups effectively, such as employing bilingual staff and tailoring services to meet their cultural needs.

Older Persons Advocacy Network (OPAN) offers an online course, [Who's missing? Planning for Diversity](#), which provides strategies for delivering inclusive services. This course is a valuable tool that guides you in understanding your community's demographics and teaches you how to access and interpret census data.

With this knowledge, your services will evolve with the changing needs of the community, while maintaining inclusivity and person-centered care at the forefront.

[Home](#) > Diversity eLearning

Diversity eLearning



Who's missing from your aged care service?

OPANs' free Planning for Diversity eLearning course offers strategies, insights, and tools to support providers to deliver safe and inclusive services for older people.

2.5 Cultural and Religious Guidelines for Service Providers

Information sheets for different faiths and religions is available through the Office of Multicultural Interests (OMI). Developed as a means of raising awareness of different religious and cultural practices amongst government and community service providers. Religions covered include

- :
- Baha'i Faith
 - Buddhism
 - Christianity
 - Hinduism,
 - Islam
 - Judaism
 - Sikhism.

Available at: <https://www.omi.wa.gov.au/resources-and-statistics/publications/publication/culture-and-religion-information-sheets>



CULTURE AND RELIGION



Buddhism

Seating

The following sensitivity needs to be observed in seating arrangements for interview purposes or hosting official functions:

- Some Buddhist monks and nuns may not sit next to or in close proximity to members of the opposite sex. There may also be other requirements in relation to seniority and/or authority. This should be checked beforehand.

Lay Buddhists tend not to be regulated in this way although this also may vary according to context including the situation, Buddhist tradition and cultural background.

Dress

- Buddhist monks shave their heads and wear a robe that is usually brown/tan, orange, red, maroon, grey or black. Buddhist nuns also shave their heads and wear a robe which is usually brown, maroon, white, grey or pink.
- Lay Buddhists dress as they like and are indistinguishable from the majority.
- The appropriate dress for visiting a Buddhist temple or monastery is similar to that you would observe in any religious place i.e. dress modestly (avoid revealing clothes) and behave mindfully.

Body Language and Behaviour

Non-verbal communication has a powerful effect on relationships and effective service provision and practices/signals acceptable in one culture may be completely unacceptable or even offensive in another.

- On entering a temple or monastic building, and in many cases a Buddhist home, shoes and any head covering should be removed.
- At monasteries, temples and shrines in homes, Buddhists will usually bow three times before a statue of the Buddha, as a means of paying respect to the example of the Buddha, to his teachings, and to the Enlightened monks and nuns. Non-Buddhists are not expected to bow.
- Lay Buddhists will often bow as a mark of respect to monks, nuns, and in some cultures to elders.
- Buddhist monks and nuns are generally circumspect with members of the opposite gender, avoiding any direct physical contact.
- When sitting on the floor do not sit with feet pointed towards statues of the Buddha, monks, nuns, or people in general, this is considered very impolite.
- Touching the head of a person is also impolite. The only exceptions relate to special

Language and Communication

- It is the policy of the Northern Territory Government to provide an interpreter where clients require assistance in English. Agency staff can contact the Translating and Interpreting Service (TIS) on telephone number 13 14 50.

Counselling/interviews

- Refer to the sections on 'Body Language and Behavior', 'Language and Communication' and 'Seating'.
- Buddhist monks, nuns and some lay spiritual leaders are highly regarded by their communities and are often called upon for counseling and advice.

Food, Drink and Fasting

When hosting people from diverse religious and cultural backgrounds, as a matter of good practice, always serve a selection of vegetarian and meat on separate trays. A variety of non-alcoholic drinks should also be available at any official function.

- Buddhist traditions and Buddhist practitioners themselves vary in regard to eating meat and vegetarianism. Because the Buddhist code of ethics includes compassion to all living beings, many Buddhists are vegetarian, however they do not take offence at others eating meat.
- Similarly, some monks and nuns are vegetarian others are not.
- Some Buddhist practitioners have strictly regulated meal times, particularly monks and nuns of the Theravada traditions, who have one main meal per day before midday; they do not eat again until dawn of the next day.

Family and Marriage

- Most Buddhist monks and nuns do not perform marriage ceremonies but often give a blessing after the civil ceremony.

Medical

- Where possible, doctors, nurses, and other medical service providers treating Buddhist monks or nuns should be of the same gender.
- A Buddhist hospital patient may also request a visit from a monk or nun; if possible ask whether the patient requires a particular tradition and/or gender.

2.5.1 Calendar of multifaith, religious and cultural calendar

A comprehensive overview of cultural, religious and national days and events through the year.

<https://www.homeaffairs.gov.au/about-us/our-portfolios/multicultural-affairs/about-multicultural-affairs/calendar-of-cultural-and-religious-dates>

Or go to: <https://mac.org.au/resources/>

And then click on

Multicultural Calendar 2025

Legend: ■ National public holidays ■ State and Territory public holidays

* Some Jewish and Muslim events start at sunset the previous evening
* Dates may vary from what is listed
Information current as of the time of publication

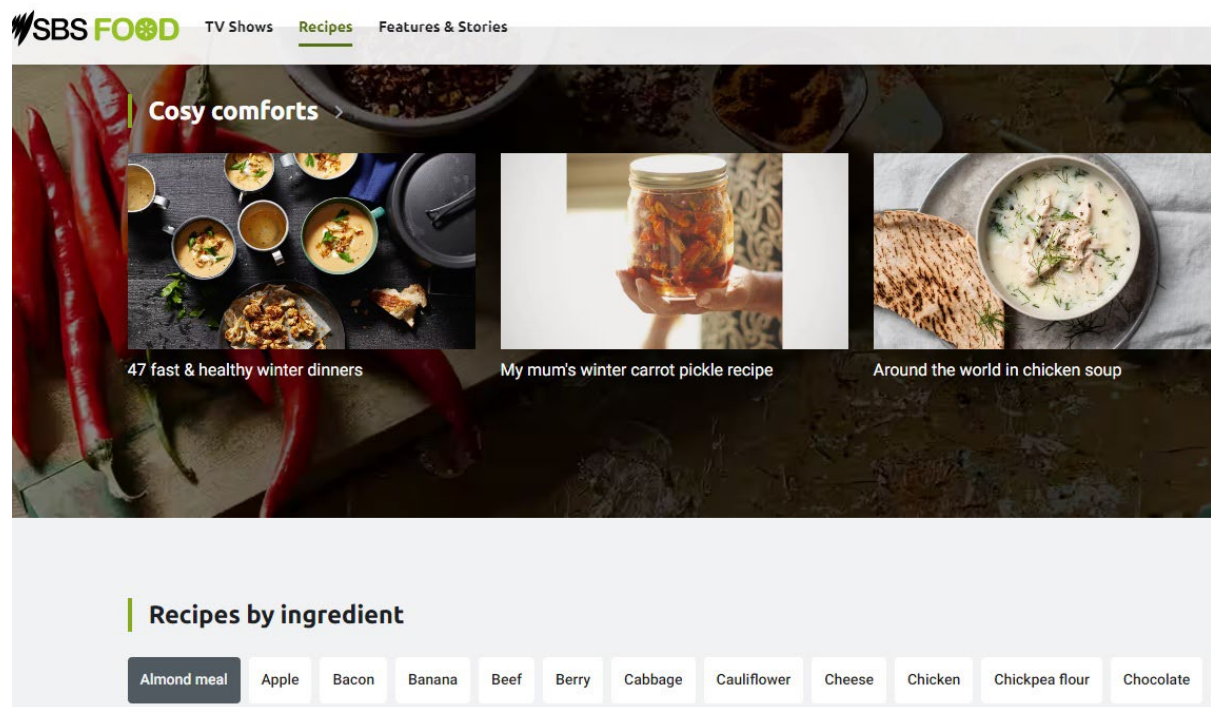
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
January						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				
February						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					
March						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				
April						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					
May						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				
June						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					
July						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				
August						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				
September						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					
October						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				
November						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					
December						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Centre of Excellence in Cultural Diversity and Inclusion

2.6 Catering for Culturally and Linguistically Diverse Seniors

The SBS > Food area takes you to a huge database of recipes from all over the world

<https://www.sbs.com.au/food/topic/recipes>

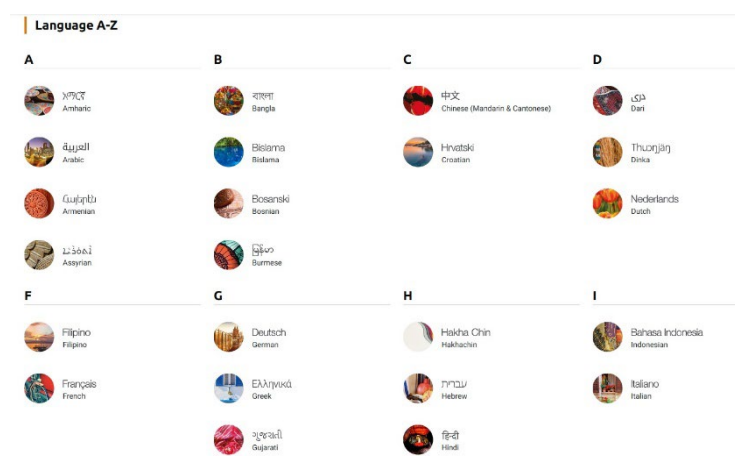


2.7 Ethnic Media

A list of all radio stations across Australia including ethnic and multicultural radio stations can be found at <http://en.wikipedia.org>. Search for: [Australian radio stations](#).

SBS: Radio and television program schedules for different language/cultural groups can be accessed via the SBS website www.sbs.com.au.

Select languages and then scroll down until you get to the A-Z list



Channel 31: TV programs in a number of community languages. Go to <www.c31.org.au>. Further information, and information about written material (newspapers, etc.) can be accessed via local Migrant Resource/Information Centres, local ethnic/cultural community organisations, etc.

Logos Library: <http://www.logoslibrary.eu/>

Get access to entire publications across 110 languages, searching by author or title.



2.8 Cross-Cultural Communication

The website of the [Centre for Culture, Ethnicity & Health](http://www.ceh.org.au) contains links to various articles, reports and working tools associated with communication and language services for clients/residents from CaLD backgrounds.

www.ceh.org.au

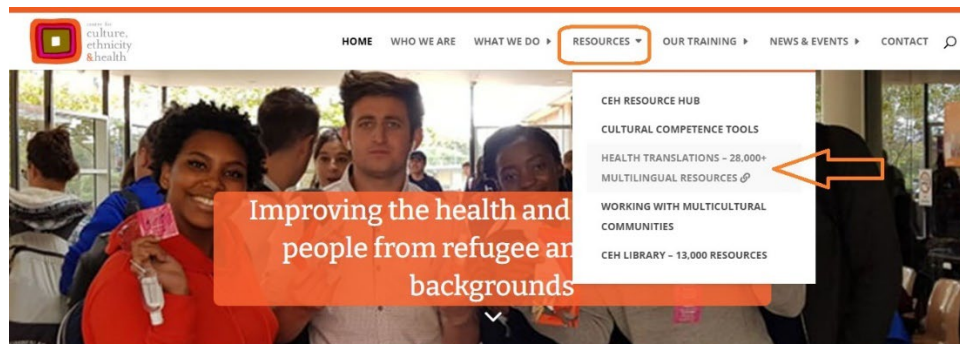
Go to: **Home > Resources > CEH RESOURCE HUB**

Or go to: **Home > Resources > Multilingual Resources**

Glossaries of terms and documents in seven Asian and Middle Eastern languages are available to assist with the provision of different services

See also the tip sheet *Speaking with clients who have low English proficiency*.

Go to: <https://www.ceh.org.au/speaking-clients-low-english-proficiency/>

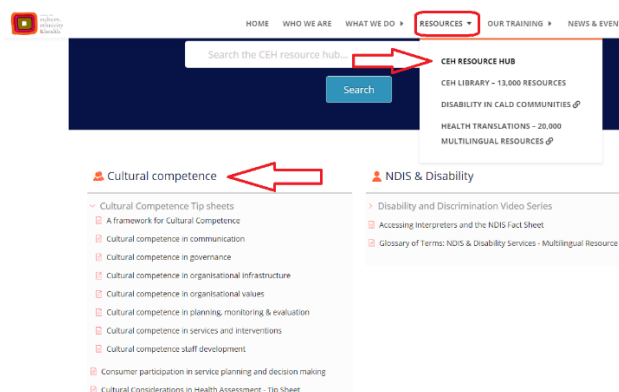


2.9 Cultural Competence

A range of useful tip sheets prepared by the Centre for Culture, Ethnicity & Health. Various online resources also identified.

Available at www.ceh.org.au.

Go to: **Resource > CEH Resource Hub** and click on the **Cultural Competence** to select the *Tip Sheet* that you need.



3 Translating and Interpreting Service

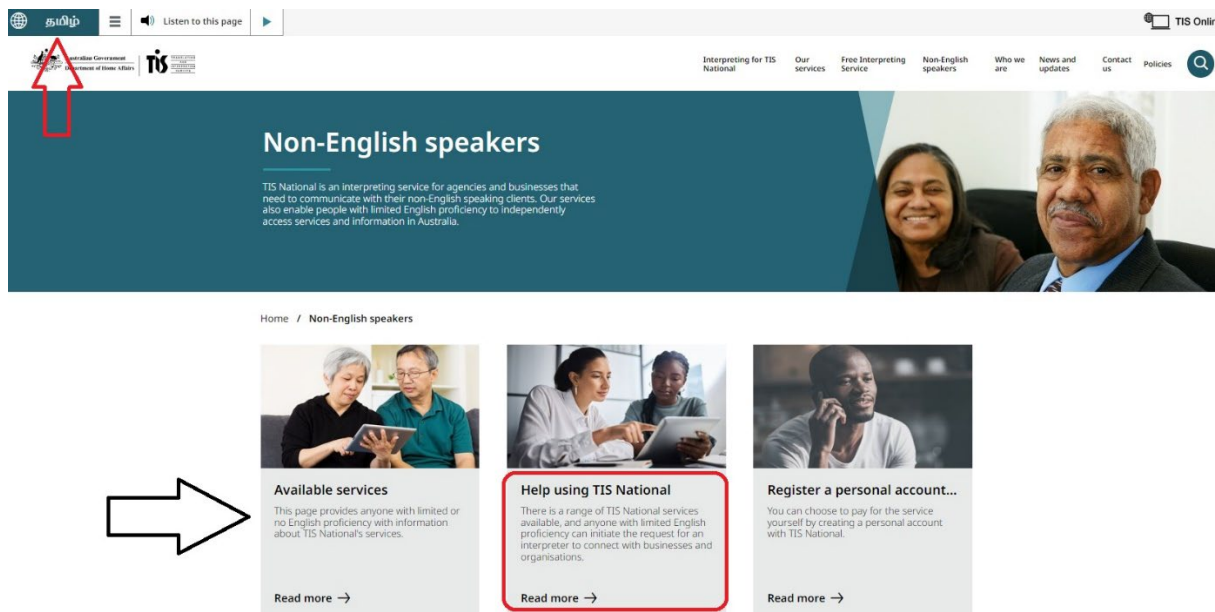
3.1 TIS National

The Australian Federal Government allocates funds to enable aged care service providers to utilize interpreting services. Operated by the Department of Immigration and Citizenship, the Translating and Interpreting Service (TIS National) offers round-the-clock interpreting assistance, available 24/7, including both telephone and onsite services.

The website has been updated and now includes a feature that allows users to access versions in multiple languages, catering to diverse linguistic need.

More information is available by contacting TIS National on 131 450 or on the website <https://www.tisnational.gov.au/>

And then choosing Non-English Speakers > [Help Using TIS National Services](#)



The screenshot shows the TIS National website. At the top, there is a navigation bar with a language selection menu (currently set to Tamil) and a 'Listen to this page' button. The main header features the TIS National logo and a navigation menu with links: 'Interpreting for TIS National', 'Our services', 'Free Interpreting Service', 'Non-English speakers', 'Who we are', 'News and updates', 'Contact us', and 'Policies'. The main content area is titled 'Non-English speakers' and includes a sub-header 'Non-English speakers' and a paragraph: 'TIS National is an interpreting service for agencies and businesses that need to communicate with their non-English speaking clients. Our services also enable people with limited English proficiency to independently access services and information in Australia.' Below this, there are three columns of content: 'Available services', 'Help using TIS National' (highlighted with a red box and a large white arrow), and 'Register a personal account...'. Each column has a 'Read more' link.

3.2 ITSNT

Translation service support for Aboriginal languages is available in WA

<https://aiwaac.org.au/>



The screenshot shows the homepage of the Aboriginal Interpreting WA website. The header is dark blue with a logo on the left and navigation links in the center. The main content area features a large portrait of an Indigenous Australian man with a white beard and a brown hat, set against a red and blue background. Below the portrait, the text 'Aboriginal Interpreting WA' is displayed in white. At the bottom, a paragraph describes the service as the only dedicated Aboriginal Interpreting Service across WA, providing registered, trained, and supported interpreters in over 40 WA Aboriginal languages, committed to the AUSIT code of ethics and Aboriginal cultural protocols.

ABORIGINAL INTERPRETING WA
ABORIGINAL CORPORATION

Home About Services ▾ Bookings Questions Contact

1800 330 331
bookings@aiwaac.org.au

Aboriginal Interpreting WA

The only dedicated Aboriginal Interpreting Service across WA. Proudly delivering services since 2000 (previously Kimberley Interpreting Service) Aboriginal Interpreting WA provides registered, trained and supported interpreters in over 40 WA Aboriginal languages who are strongly committed to the profession's AUSIT code of ethics and Aboriginal cultural protocols.

3.3 AUSIT Guidelines for Health Professionals Working with Interpreters

Published by the Australian Institute of Interpreters and Translators Inc (AUSIT).

Available from AUSIT <http://ausit.org> or email admin@ausit.org.



We are the national association for the translating and interpreting profession.

We stand for ethical, competent and informed practice. We do this by promoting our Code of Ethics, organising quality professional development, endorsing research and supporting adequate remuneration and working conditions for our members.

Want to read our code of ethics?

Learn more

Directory of Translators and Interpreters

Learn more



Member Sign-In

Contact Us

MENU



Become a Member



About Us

Who we are, what we do
Organisational Structure
Advertising & Corporate
Legal Disclaimer



Looking for a Translator/Interpreter?

Find a Translator
Find an Interpreter



AUSIT National Conference (annual)

General Information
Current Conference: Sponsorship Prospectus
Past Conferences
The annual Jill Blewett Memorial Lecture



For Members of the Public, Professionals and Organisations working with Interpreters and/or Translators

General Guidelines and Recommendations
FAQs
Risks of Not Working with Qualified Practitioners
Guidelines for Legal Settings
Guidelines for Health Care Settings
Guidelines for Community Translations
Guidelines for Cultural Institutions using Translations
The AUSIT Code of Ethics
Videos & Podcasts



For Students, Educators & Researchers

Become a Student Member of AUSIT
AUSIT Engage (community engagement hub)
Resources and Grants for Researchers



For Practitioners

The Benefits of being a Member of AUSIT
Join AUSIT: Application Form
AUSIT Engage (community engagement hub)
Guidelines for Practitioners
Professional Development
AUSIT Mentoring Program
Webinars
AUSIT Events
In Touch Magazine
Blogs (including past President's Newsletters)
Videos & Podcasts
Paul Sinclair Award
AUSIT Excellence Awards
AUSIT Fellows
The AUSIT Code of Ethics
The Sydney Declaration (AUSIT National Conference)



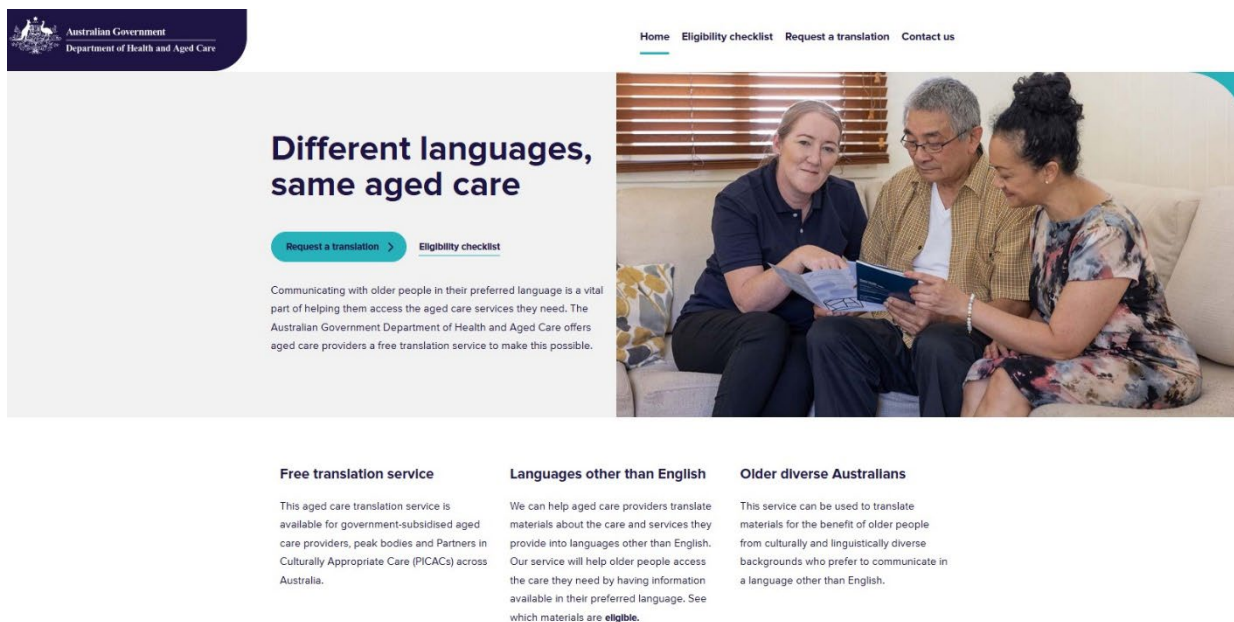
3.4 Free Translations – Different languages, same aged care

A new initiative available since the end of 2022.

The Australian Government Department of Health and Aged Care is offering free translation services to help aged care providers communicate with older Australians in their preferred language.

Through the portal, eligible providers can submit their documents and have them translated in the languages that they need.

<https://diversityagedcare.health.gov.au/>



The screenshot shows the website for the Australian Government Department of Health and Aged Care. The header includes the Australian Government logo and the department name. A navigation bar at the top right contains links for Home, Eligibility checklist, Request a translation, and Contact us. The main heading is 'Different languages, same aged care'. Below this, there are two buttons: 'Request a translation' and 'Eligibility checklist'. A paragraph states: 'Communicating with older people in their preferred language is a vital part of helping them access the aged care services they need. The Australian Government Department of Health and Aged Care offers aged care providers a free translation service to make this possible.' To the right of the text is a photograph of three people (two women and one man) sitting on a couch and looking at a document together. Below the main content, there are three columns of text: 'Free translation service', 'Languages other than English', and 'Older diverse Australians', each providing details about the service.

Australian Government
Department of Health and Aged Care

Home Eligibility checklist Request a translation Contact us

Different languages, same aged care

[Request a translation](#) [Eligibility checklist](#)

Communicating with older people in their preferred language is a vital part of helping them access the aged care services they need. The Australian Government Department of Health and Aged Care offers aged care providers a free translation service to make this possible.

Free translation service

This aged care translation service is available for government-subsidised aged care providers, peak bodies and Partners in Culturally Appropriate Care (PICACs) across Australia.

Languages other than English

We can help aged care providers translate materials about the care and services they provide into languages other than English. Our service will help older people access the care they need by having information available in their preferred language. See which materials are **eligible**.

Older diverse Australians

This service can be used to translate materials for the benefit of older people from culturally and linguistically diverse backgrounds who prefer to communicate in a language other than English.

4 Care Information in Language

4.1 Incontinence Care Information in Other Languages

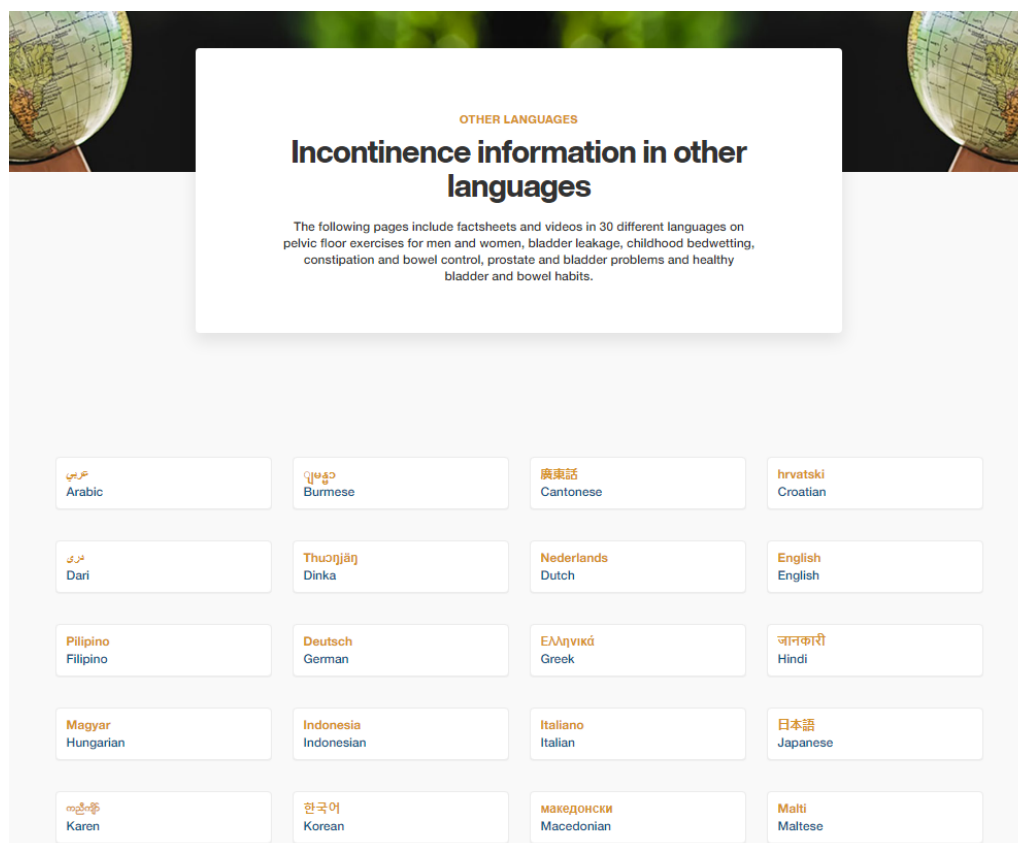
Please select the language you wish to read continence information in. The following pages include fact sheets and video in your language on pelvic floor exercises for men and women, bladder leakage, childhood bedwetting, constipation and bowel control, prostate and bladder problems, and more to help you learn about healthy bladder and bowel habits.

National Continence Helpline 1800 330 066

Telephone Interpreting Service

Clients who have difficulty speaking or understanding English can access the National Continence Helpline through the free Telephone Interpreter Service on **131450**. The phone will be answered in English, so the caller needs to name their preferred language and wait to be connected to an interpreter who can contact the National Continence Helpline on 1800330066. The interpreter will then assist the caller to speak with a nurse.

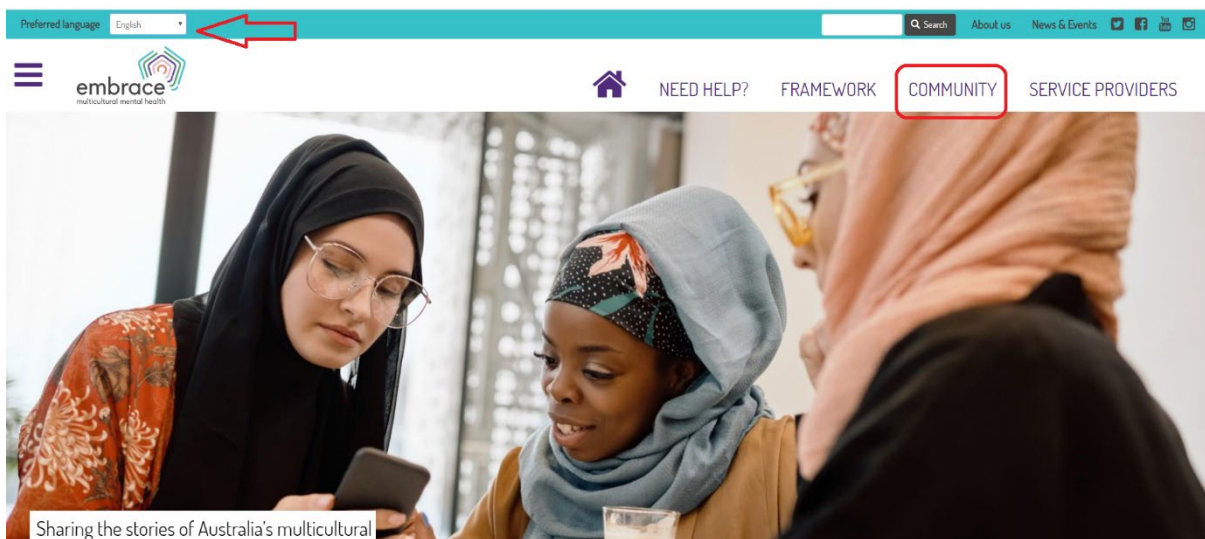
<https://www.continence.org.au/incontinence-information-other-languages>



4.2 Translated Mental Health Information



<https://embracementalhealth.org.au/>

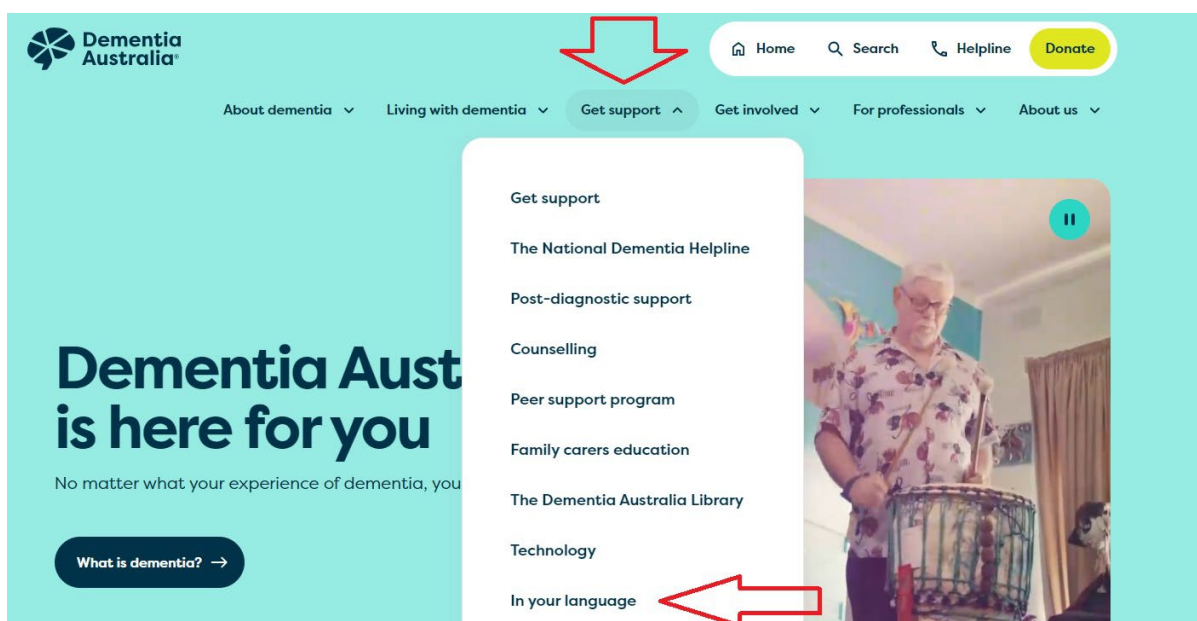


- What is an anxiety disorder?
- Mental Health in Multicultural Australia (MMHA) Fact Sheets**
- <https://embracementalhealth.org.au/index.php/service-providers>
- Challenging behaviours**
- Under Depression**
- Under Depression**
- What is an eating disorder?
- What is mental illness?
- What is a personality disorder?
- What is schizophrenia?
- Trauma
- Mental Health & Wellbeing
- Getting Professional Mental Health Help - What are the steps?
- Mental Health Awareness (Audio Files)

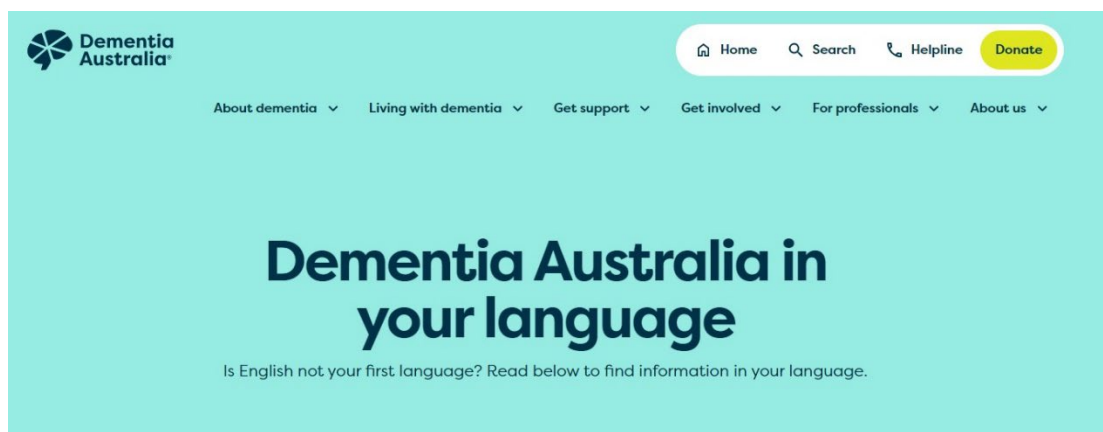
4.3 Information to raise dementia awareness in CaLD Communities

[Dementia Australia](#) is committed to support and to provide information to all the members of our diverse community, independently from their background.

From their website you will access [Resources](#) and [facts sheets](#) translated in many languages.



Scroll down the page to find the language that you are looking for:



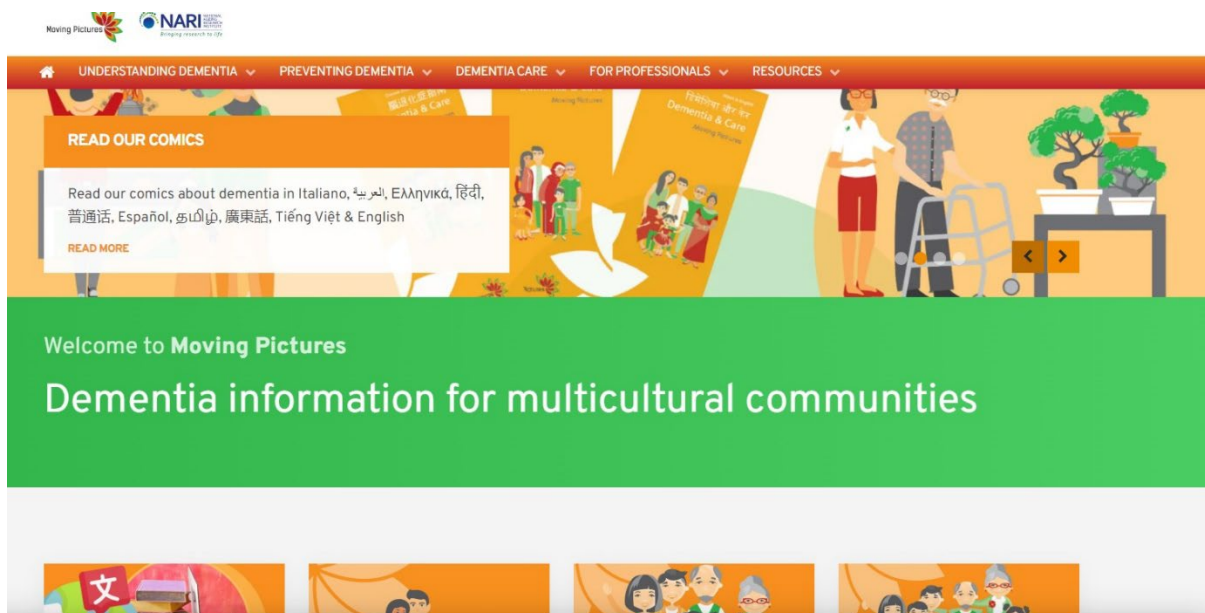
4.3.1 Moving Pictures - resources about dementia

Also about raising dementia awareness, researchers at the National Ageing Research Institute have worked closely with some CaLD communities to develop a series of short films and information comics, to raise dementia awareness.

Moving Pictures is a project by the National Ageing Research Institute which aims to raise awareness about dementia for people from culturally and linguistically diverse (CALD) backgrounds.

The ***Moving Pictures*** team has co-produced 27 short films and comics in 9 languages (Arabic, Hindi, Tamil, Cantonese, Mandarin, Greek, Italian, Spanish, Vietnamese), as well as animations about dementia risk reduction in the same languages.

Visit the [Moving Pictures website](#) to access these freely available resources.



4.4 Information on Advance Personal Planning

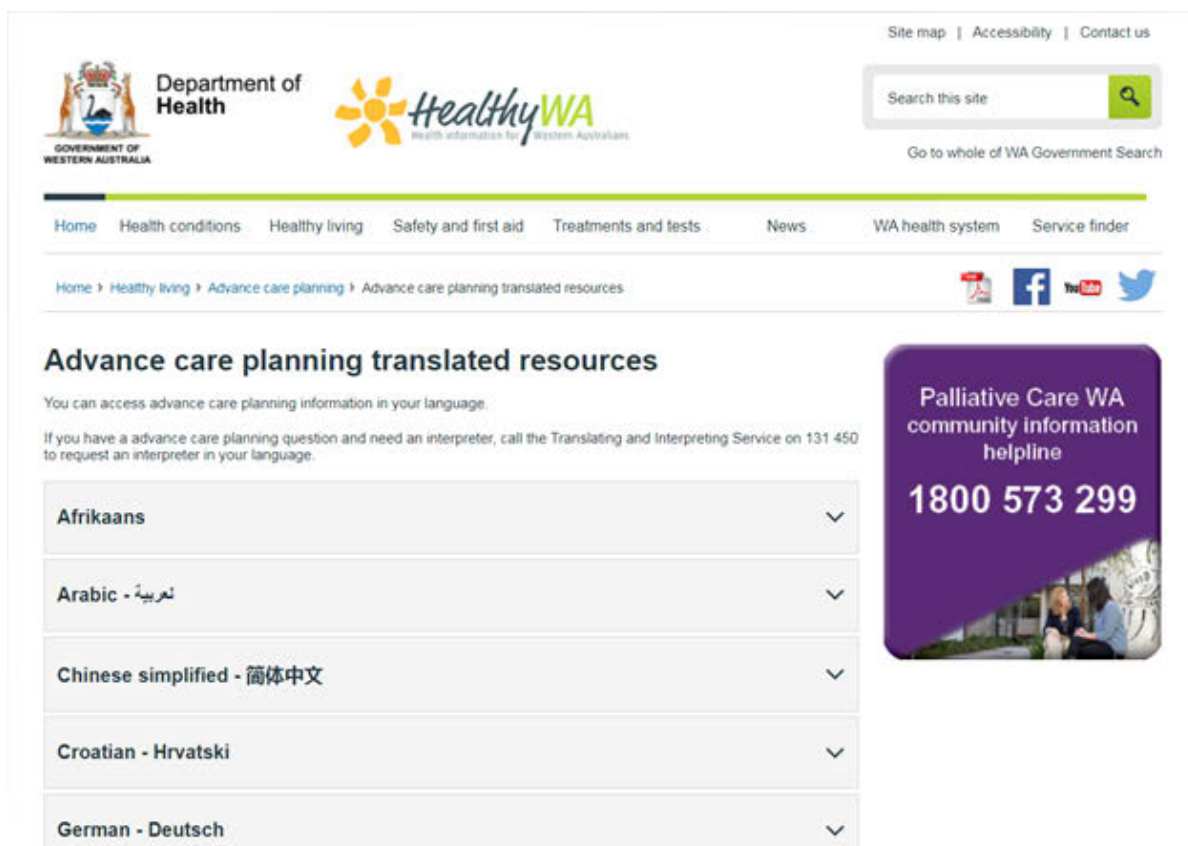
Advance Care Plans help people make a written record of their wishes as they approach end of life.

Information to support people and their families at this difficult time may be accessed at the following link.

https://www.advancecareplanning.org.au/__data/assets/pdf_file/0024/183336/acpi-toolkit_wa.pdf

For translated resources:

https://www.healthywa.wa.gov.au/Articles/A_E/Advance-care-planning/Translated-resources



The screenshot shows the HealthyWA website. At the top, there are logos for the Department of Health and HealthyWA, along with a search bar and links for Site map, Accessibility, and Contact us. A navigation menu includes Home, Health conditions, Healthy living, Safety and first aid, Treatments and tests, News, WA health system, and Service finder. The breadcrumb trail reads: Home > Healthy living > Advance care planning > Advance care planning translated resources. The main heading is 'Advance care planning translated resources'. Below it, a text box states: 'You can access advance care planning information in your language. If you have a advance care planning question and need an interpreter, call the Translating and Interpreting Service on 131 450 to request an interpreter in your language.' A list of languages with dropdown arrows is provided: Afrikaans, Arabic - العربية, Chinese simplified - 简体中文, Croatian - Hrvatski, and German - Deutsch. On the right, a purple box contains the text: 'Palliative Care WA community information helpline 1800 573 299' with a small image of people.

4.5 Information on Palliative Care

[Palliative Care Australia](#) is the national peak body for palliative care.

Palliative Care Australia believes we all deserve quality end-of-life care. It has the aim of improving access to palliative care and letting the community know why it is so important.

The Resource Library has information in several languages (see link at pages 2,3,4)

<https://palliativecare.org.au/shop/page/2/>

Our Resource Library
Resources for you, from Palliative Care Australia, the national peak body for palliative care.

[Products & Printed Materials](#) [Digital Resources](#)

 <p>Here for you: Things you might like to discuss with your palliative care team at the end of life (booklet 2)</p> <p>Read more</p>	 <p>Here for you: Things you might like to discuss with your palliative care team (booklet 1)</p> <p>Read more</p>	 <p>The Essence of Spiritual Care: A learning module for health care workers</p> <p>Read more</p>	 <p>Paediatric Palliative Care Resources for Families and Health Professionals</p> <p>Read more</p>
 <p>Paediatric Palliative Care Family Companion - Traditional Chinese</p> <p>Add to cart</p>	 <p>Paediatric Palliative Care Family Companion - Simplified Chinese</p> <p>Add to cart</p>	 <p>Paediatric Palliative Care Family Companion - English</p> <p>Add to cart</p>	 <p>Paediatric Palliative Care Family Companion - Arabic</p> <p>Add to cart</p>

Local webinar with WA based Palliative Care experts – Cultural considerations for Palliative Care

<https://www.youtube.com/watch?v=s9W9qfAJM10&t=181s>



Palliative Care WA

15 Bedbrook Place
Shenton Park WA 6008

t: 1300 551 704
w: www.palliativecarewa.asn.au
e: info@palliativecarewa.asn.au



PICAC in WA

www.fortisconsulting.com.au/picac/

Services

- CaLD related training
- Links to care services and support in many languages
- Links to CaLD related Aged Care online webinars, infobytes
- Access to PICAC Alliance resources promoting access and diversity in Aged Care settings
- Collaboration with Federal and State Governments to facilitate information flow and increase understanding and accessibility for older people of CaLD backgrounds.
- Mentoring providers regarding the Diversity Framework and action plans
- Promoting the use of "in-language" information and resources

Networking

- Supporting Cald Communities and Aged Care Providers with information and practical supports to improve quality of care..

Resources

- Maintains a resource library on and offline
 - Obtains resources and information about aged care, including multilingual copies of selected Department of Health's documents and general health care issues.
 - Obtains resources and information on other cultures and culturally appropriate aged care.
 - Provides information about PICAC and aged care issues via CaLD Community newsletters and bulletins.
-



PICAC NT

Partners in Culturally
Appropriate Care

This publication is a collaboration with COTA/PICAC NT
PICAC(WA) acknowledges the great work of COTA NT
in making this resource possible




**Managed by Fortis Consulting –
PICAC (WA)**

 16 Clark Crescent, Joondalup, WA, Australia

 08 9300 3165

 fortis.information@fortisconsulting.com.au

 www.fortisconsulting.com.au/picac/