

When information speaks your language

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Making information accessible and removing barriers to services has always been a priority of the Australian Government.

Information is power. Receiving information in a preferred language helps people to be part of the conversation and the decision making process. Whether through an interpreter during a conversation, or by receiving translated flyers, information and contracts, it gives people the confidence to make informed choices.

Language services are available for anyone who needs them, including older people, their families and aged care providers.

Interpreting through [TIS National](#) and translations through the [Different languages, same aged care](#) initiative are available at no cost for older people and aged care providers. They simply require a little lead time.

Contract checklists can be especially useful in helping providers be prepared to support older people and their families to reflect on important aspects that could otherwise be overlooked.

The checklists were already available in multiple languages but have been updated to align with the new Aged Care Act, which came into effect in November 2025. They are now available in **64 languages** and help older people, families



Vietnamese contract checklist shown — one of 64 available.

and carers better understand their rights and responsibilities when entering agreements for government subsidised home care services.

With so many changes taking place, it is no surprise that people can feel confused or overwhelmed. Entering the aged care system often happens at a difficult and stressful time. Helping people understand by removing the language barrier, is always seen as a sign that a provider is willing to go the extra mile and deliver services that are truly centred on the needs of each individual.

These resources are free to download at, www.cotant.org.au/picac/resources.

Want to learn more about language services? Join PICACs NT, QLD and TAS on 27 May for a webinar with practical tips, step by step instructions and case stories.

For translations and interpreting services contact PICAC NT or call 8941 1004.

Rising cost of keeping cool is making us sick

Sweltering Cities, a national community voice for heat safety, released its [key findings from its 2026 Summer Survey](#).

- 61% of respondents said cost-of-living pressures directly impacted how they managed the heat. Nearly two-thirds ration air conditioning due to concerns about cost.
- 24% reported being concerned about energy costs on a daily basis, adding a significant mental burden to heat health risks.
- 82% of people with disabilities said cost-of-living stress impacted their ability

to manage heatwaves, with 39% worrying about energy costs every single day.

- 43% of people are being impacted by heat at work or school, yet nearly 40% say their employers or institutions are failing to do enough to keep them safe.

Sweltering Cities is calling for:

- Mandatory heat safety and cooling standards for all rental properties.
- Access to clean, affordable energy for renters, low-income households, and people experiencing energy stress.
- Nationwide regulations for heat safety at workplaces and schools.



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