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A new tool helps simplify aged care contracts between service providers and linguistically diverse clients

PICAC NT has launched two new checklist resources aimed at simplifying the contract signing process between aged care service providers and culturally and linguistically diverse (CaLD) clients. These checklists, one for service providers and one for clients help ensure nothing is 'lost in translation'.

The *Contract Checklist for Service Providers* helps service providers ensure that their clients (or potential clients) from diverse linguistic backgrounds have a thorough understanding of their home care or aged care contracts. It provides reminders about recognising the significance of communicating in native languages, being respectful and inclusive, and keeping clients informed about and engaged in their care decisions.

The *Contract Checklist for Clients* is useful for CaLD clients, families and carers. It contains nine tick boxes all of which people should be able to tick *before* signing any contract or entering any agreement for the provision of age care services.

"COTA NT is dedicated to promoting clear, inclusive and culturally sensitive practices within the aged care sector," says Cecilia Chiolero, Manager of the Partners in Culturally Appropriate Care (PICAC) program managed by COTA NT. "We encourage all members of the community to utilise these checklists as they really can make the difference to fair and respectful communication during contract negotiations."

Both documents can be freely translated into native languages through the federally funded Translation and Interpretation Service (TIS), as can any other documents such as flyers, contracts or administrative forms used in care provision.

Both checklists are free and available to download at https://www.cotant.org.au/picac/resources/.

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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