



PICAC NT

Partners in Culturally
Appropriate Care

Caring for CaLD Seniors Toolkit

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



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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. At the top left is the Australian Government crest and the text 'Australian Government Department of Health and Aged Care'. To the right is a search bar with the text 'Search this website' and a magnifying glass icon. Below the search bar are navigation links: 'Home', 'Topics', 'Our work', 'Resources', and 'Translations'. The main content area has a blue background with the heading 'Translations' and the text: '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.' There are also icons for 'Listen', 'Print', and 'Share'.

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



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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>

The screenshot shows the Australian Government Department of Health and Aged Care website. The top navigation bar includes 'Home', 'Topics', 'Our work', and 'Resources' (highlighted with a red box). A search bar is located in the top right corner. Below the navigation bar, the 'Aged care' page is displayed with a blue header. The page content includes a description of aged care services and four featured articles: 'Learn about aged care', 'Delivering quality aged care services', 'Read about Australia's aged care reforms', and 'Read about the Royal Commission into Aged Care'. Each article has a brief description and a right-pointing arrow.

Visit

>Resources

Browse resources in [other languages](#)

This screenshot shows the top navigation bar of the website, including links for 'About us', 'Ministers', 'News', and 'Contact us'. Below the navigation bar is a search bar with the placeholder text 'Search this website' and a magnifying glass icon.



To read or download brochures and printed materials.



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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>



Australian Government
Aged Care Quality and Safety Commission

[About us](#) [Make a complaint](#) [Aged care performance](#) [Consumers](#) [Providers](#) [Feedback](#)



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



Complaints & concerns 1800 951 822 Food, Nutrition & Dining Hotline 1800 844 044 Contact us



[About us](#) [For older Australians](#) [For workers](#) [For providers](#) [News & publications](#) [Get involved](#)

[Make a complaint](#)



[Home](#) > Charter of Aged Care Rights Template for Signing

Charter of Aged Care Rights Template for Signing

Publication date
19 June 2019

Last updated
23 May 2024

Download the Charter of Aged Care Rights Template for Signing in English and translated versions for aged care service providers and their consumers via the links above. Available in PDF and DOCX.





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1.2.2 Aged Care Diversity Framework and Action Plans

The [Aged Care Diversity Framework](#) supports aged care providers in delivering inclusive, respectful, and person-centered care to all older Australians. 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, LGBTIQI+ individuals, Indigenous communities and people with disabilities.

Below the link to the action plan to support older people from culturally and linguistically diverse (CALD) backgrounds,

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

Home > Resources > Publications Listen Print Share

Actions to Support Older CALD People: a Guide for Aged Care Providers

This action plan sets out what aged care providers can do to deliver more inclusive services to older culturally and linguistically diverse (CALD) people.

Downloads

Actions to Support Older CALD People: a Guide for Aged Care Providers

- Download PDF - 892.39 KB - 22 pages
- Download Word - 78.8 KB - 19 pages

We aim to provide documents in an accessible format. If you're having problems using a document with your a tools, [please contact us for help](#).

Publication date:
February 2019

Date last updated:
4 February 2019

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 enables aged care providers to meet the specific needs of these populations, ensuring that services are inclusive and tailored to specific diverse communities and groups.

Below are useful links to resources for further guidance:

- [About Specialisation Verification](#)
- [Towards Specialisation - A resource kit for aged care providers - YouTube](#)
- [Provider guidance manual](#)



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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/resource/s/translated-standards-consumer-video>



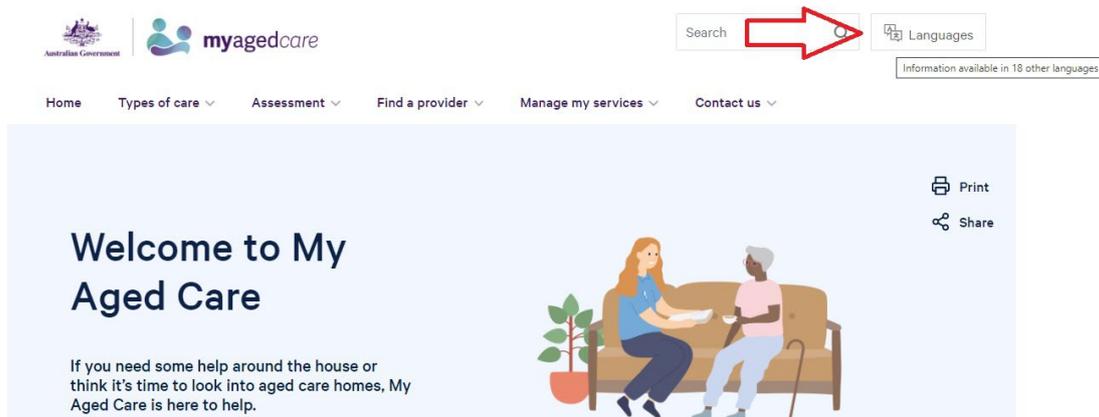
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1.2.5 My Aged Care

Is the go-to website to access Australian Government funded services. Now with a completely new user-friendly interface.

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



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1.2.6 DSS Information in Languages

If your organisation would like to access Department of Social Services information in many different languages, you can go to this DSS website and download and print the information yourself:

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

or

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

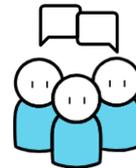
This list of translated publications is provided by category and publication for community groups to help customers. This includes information about Medicare, Centrelink and Child Support payments and services. The department provides translated publications in over 70 languages. You can select from the list to do an automatic search that will show the information in all translated languages.

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



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. >



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.

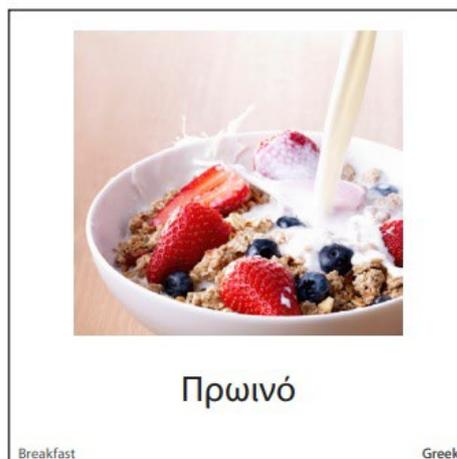
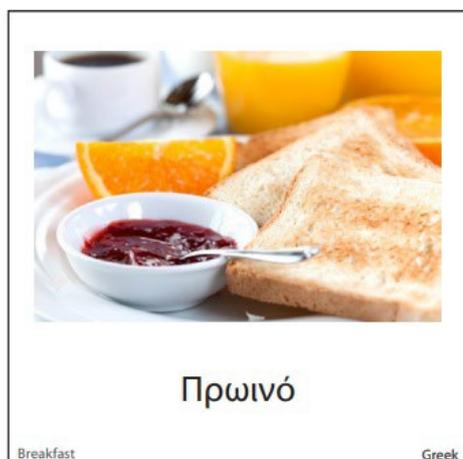


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This site contains a wealth of other useful information related to cultural diversity. Also includes a section on dementia. Hot links to other websites and resources available in different languages.



Greek/English Bilingual Communication Cards



Italian/English Bilingual Phrase Cards





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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.

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](#).





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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 navigation bar includes 'Home', 'About us', 'Reports and publications', 'Research and statistics', 'Corporate information', 'Help and support', and 'More'. The breadcrumb trail is 'Home > About us > Our functions > Multicultural affairs > Community information summaries'. The page title is 'Country list of summaries'. On the left, a sidebar menu has 'Country list of summaries' highlighted. The main content area has a search bar and shows 'Showing 20 out of 108 items that match your criteria'. The results are sorted by 'Alphabetical order A-Z'. The first result is for 'Afghanistan', with a 'Go to form' button highlighted by a red box. Red arrows point to the sidebar menu item, the search bar, the sorting dropdown, and the 'Go to form' button.

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

From Wikipedia to the World factbook

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



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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:

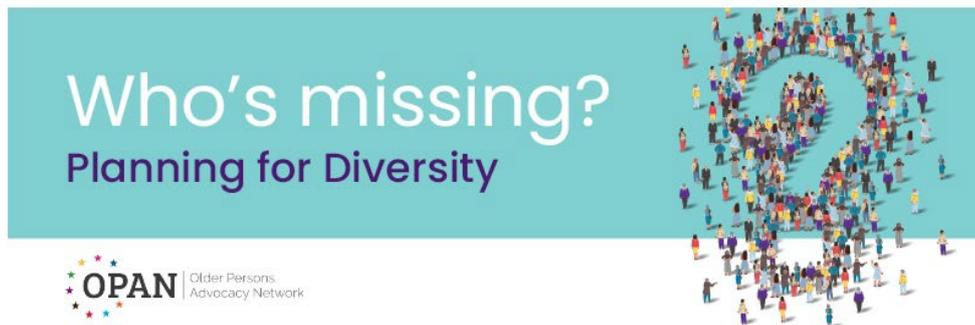
- Identify emerging population trends to better anticipate the groups likely to access aged care services.
- Implement strategies to serve these groups effectively, such as employing bilingual staff and tailoring services to meet their cultural needs.

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.



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2.5 Cultural and Religious Guidelines for Service Providers

Information sheets prepared by Northern Territory Office of Multicultural Affairs on different religions. Developed as a means of raising awareness of different religious and cultural practices amongst government and community service providers. Religions covered are:

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

Available at: <https://families.nt.gov.au/>

Go to: **Publications and policies** > [Social inclusion](#) > **Religious facts sheets** ([Get religious fact sheets](#)).

 **NORTHERN TERRITORY GOVERNMENT** | Department of **People, Sport and Culture** 

[Home](#) > [Publications and policies](#) > [Social inclusion](#) > Religious fact sheets

Religious fact sheets

The Northern Territory is a multi-ethnic, multi-religious and multicultural society.

Religious freedom and mutual respect for different religions is an integral part of our shared culture.

A number of communities have worked with the Office of Multicultural Affairs to produce a range of religious fact sheets.

The aim is to provide information and raise awareness and understanding of religious and cultural practices in the Northern Territory.

Service providers that recognise, value and promote this cultural and religious diversity can more fully address the needs of their clients.

The information contained in these fact sheets has been approved by the relevant communities and the Northern Territory Government takes no responsibility for the accuracy of this information.

If you would like more information, use the contact details on each fact sheet.

If you believe another recognised religion should be included, contact the Office of Multicultural Affairs by phoning (08) 8999 3880 or emailing multiculturalaffairs.dcm@nt.gov.au.

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.



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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 (Yellow), State and Territory public holidays (Green), * Some Jewish and Muslim events start at sunset the previous evening, ** Dates may vary from what is listed. Information correct as at the time of publication.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
January						
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						

www.picac.nt.gov.au
08 8242 8800
mac@mac.org.au
Scan QR for more information

PICAC alliance

Multicultural Aged Care

Centre of Excellence in Cultural Diversity and Inclusion

The MCNT (The Multicultural Council of the Northern Territory) has recently added a calendar of the main Multicultural celebrations in Darwin

<https://www.mcnt.org.au/what-s-on>

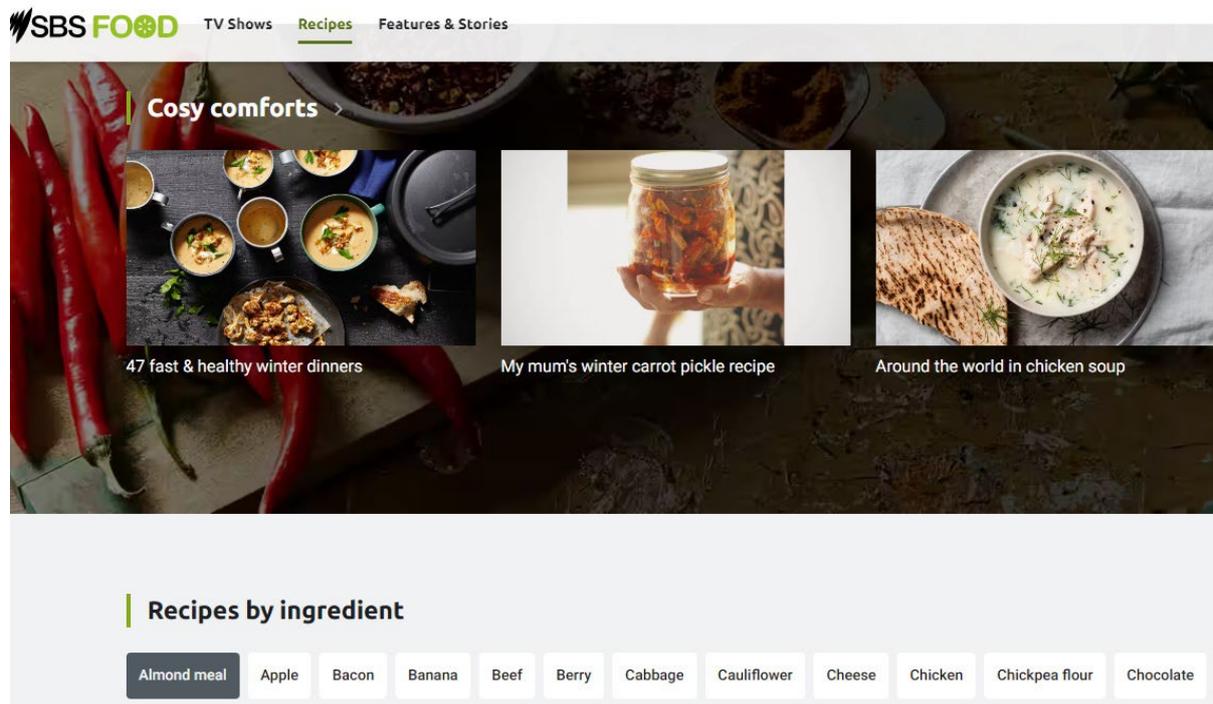


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2.6 Catering for Culturally and Linguistically Diverse Seniors

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>





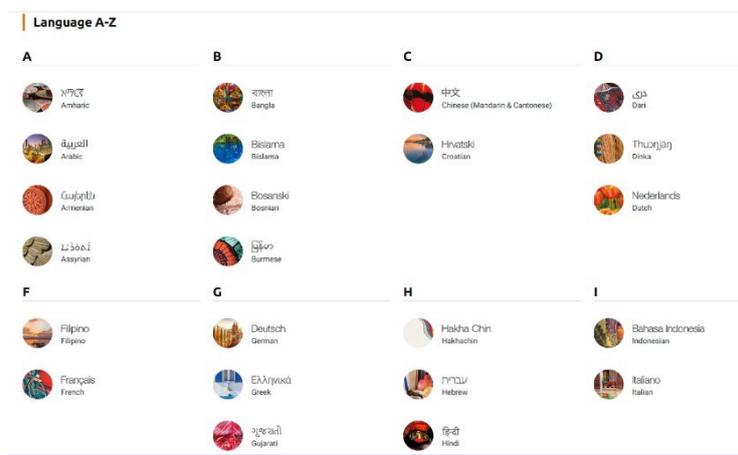
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2.7 Ethnic Media

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.





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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

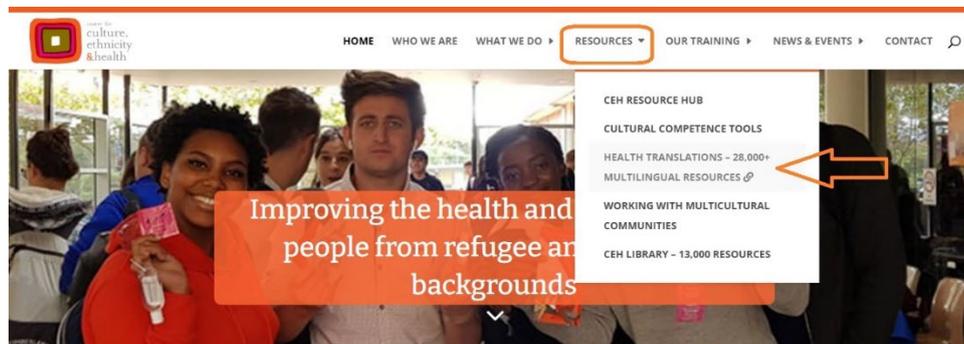
Go to: **Home > Resources > CEH RESOURCE HUB**

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/>

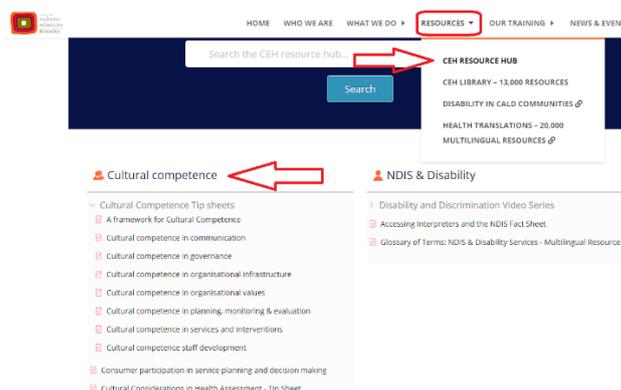


2.9 Cultural Competence

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

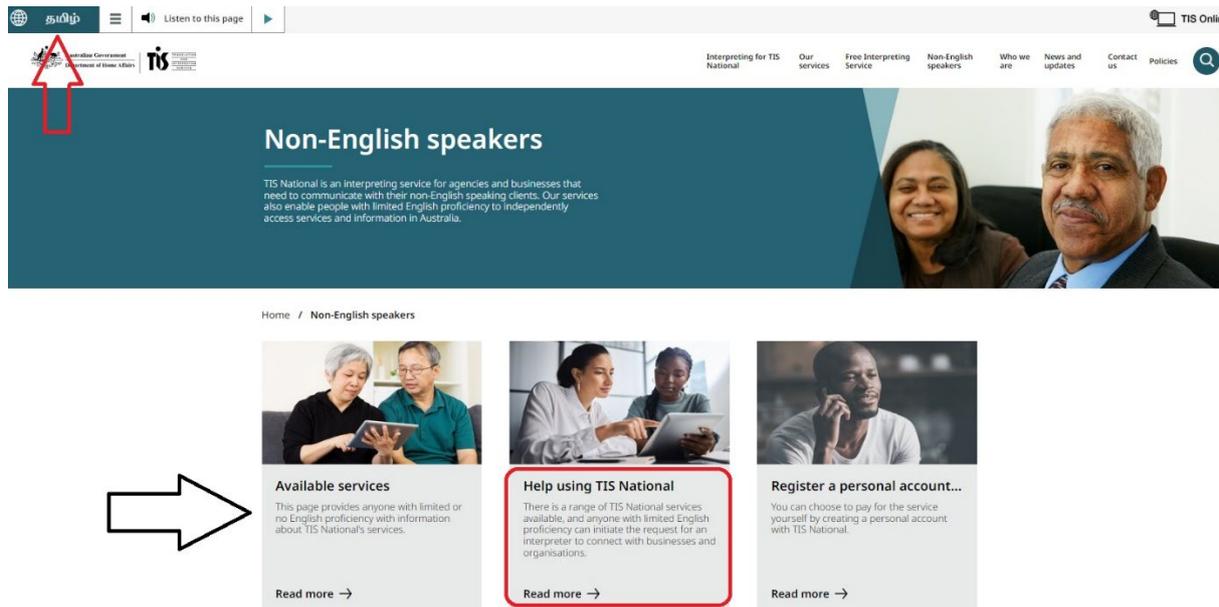
3.1 TIS National

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](#)





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3.2 ITSNT

The [Interpreting and Translating Service NT](#) works with government and businesses to help them communicate with Territorians who speak languages other than English.

Interpreting and Translating Service NT

(<https://nt.gov.au/community/interpreting-and-translating-services/interpreting-and-translating-service-nt>)

Ground Floor RCG House
83-85 Smith Street
Darwin NT 0801
GPO Box 4621
Darwin NT 0801

T: (08) 8999 8506 or 1800 676 254

E: itsnt@nt.gov.au

Aboriginal Interpreter Service (www.nt.gov.au/ais):

24 Hour on-call service: 1800 334 944

Darwin Office:

GPO Box 4450 Darwin NT 0801
Floor 1, RCG House
83-85 Smith Street
Darwin NT 0801

T: 1800 334 944

F: (08) 8923 7621



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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.



Member Sign-in Contact Us MENU

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



- 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
 - 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)



PICAC NT

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/>

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>

OTHER LANGUAGES

Incontinence information in other languages

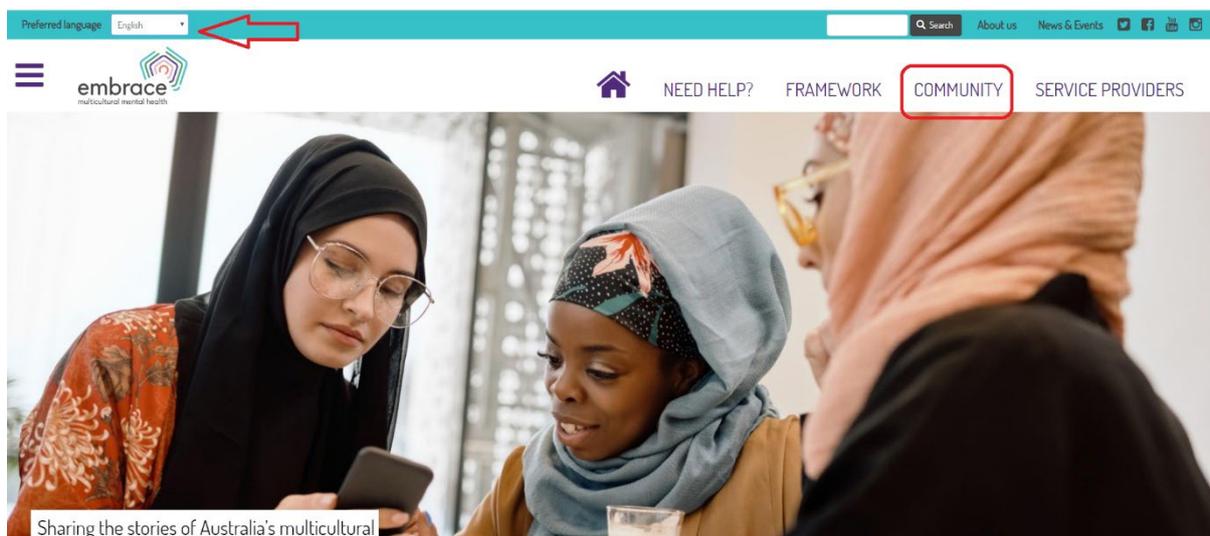
The following pages include factsheets and videos in 30 different languages on pelvic floor exercises for men and women, bladder leakage, childhood bedwetting, constipation and bowel control, prostate and bladder problems and healthy bladder and bowel habits.

عربي Arabic	ဗမာစကား Burmese	廣東話 Cantonese	hrvatski Croatian
داری Dari	Thuongjäng Dinka	Nederlands Dutch	English English
Pilipino Filipino	Deutsch German	Ελληνικά Greek	जानकारी Hindi
Magyar Hungarian	Indonesia Indonesian	Italiano Italian	日本語 Japanese
ကရင် Karen	한국어 Korean	македонски Macedonian	Malti Maltese

4.2 Translated Mental Health Information



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



Mental Health in Multicultural Australia (MMHA) Fact Sheets

<https://embracementalhealth.org.au/index.php/service-providers>

Under Multilingual information

- What is an anxiety disorder?
- What is a bipolar mood disorder?
- Challenging behaviours
- 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?



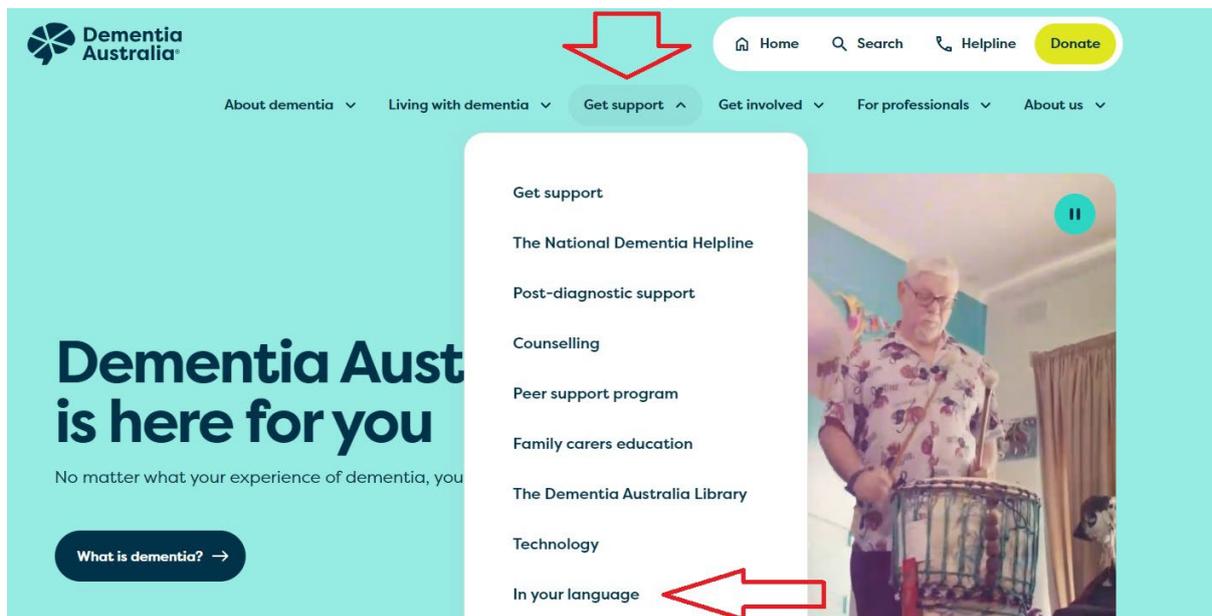
PICAC NT

- Mental Health Awareness (Audio files)

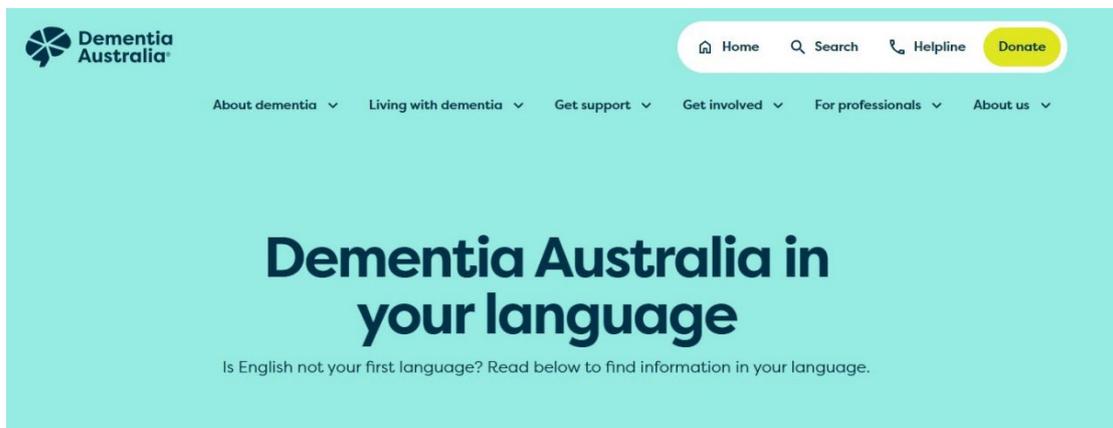
4.3 Information to raise dementia awareness in CaLD Communities

[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:





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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.





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4.4 Information on Advance Personal Planning

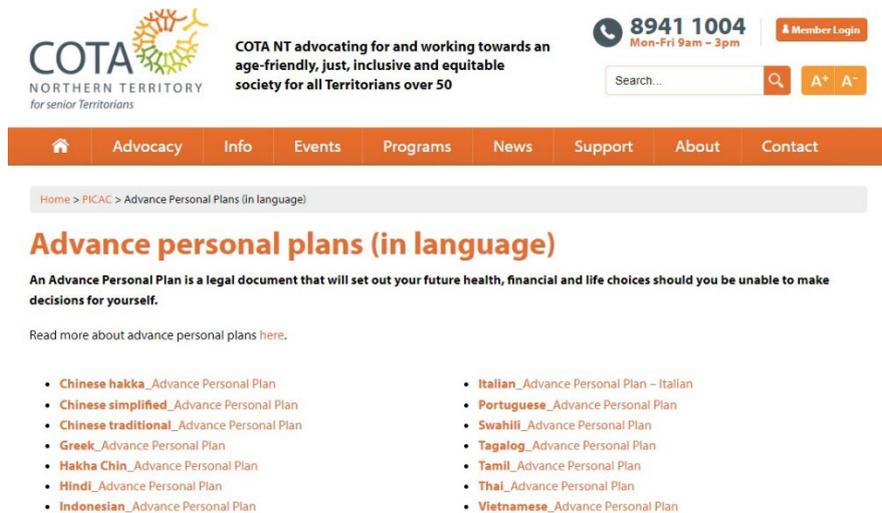
COTA NT's Aged Care Navigators are delivering the [Seniors' Advocate: Advance Personal Planning Project](#), part of the Greater Choices for at Home Palliative Care Program. The project aims to increase seniors' awareness and understanding of Advance Personal Plans and, possibly most crucially, helps people to make a written record of their wishes.



The screenshot shows the COTA NT website. At the top left is the COTA NT logo with the tagline "NORTHERN TERRITORY for senior Territorians". To the right is the contact number "8941 1004 Mon-Fri 9am - 3pm" and a "Member Login" button. Below this is a search bar and accessibility controls. A navigation menu includes Home, Advocacy, Info, Events, Programs, News, Support, About, and Contact. The main content area features a large image of a person with arms raised on a beach at sunset. Below the image is a breadcrumb trail: "Home > Advance Personal Planning". The page title is "Advance personal planning". A sub-header reads: "COTA NT's Aged Care Navigators are delivering the Seniors' Advocate: Advance Personal Planning Project, part of the Greater Choices for at Home Palliative Care Program. The project aims to increase seniors' awareness and understanding of Advance Personal Plans and, possibly most crucially, helps people to make a written record of their wishes." The "Aged Care Navigators" logo is also present.

A flyer with basic information has been translated into multiple languages and can be downloaded from

<https://www.cotant.org.au/picac/advance-personal-plans-in-language/>



The screenshot shows the COTA NT website page for "Advance personal plans (in language)". It features the same header and navigation as the previous page. The breadcrumb trail is "Home > PICAC > Advance Personal Plans (in language)". The page title is "Advance personal plans (in language)". The main text states: "An Advance Personal Plan is a legal document that will set out your future health, financial and life choices should you be unable to make decisions for yourself." Below this is a link: "Read more about advance personal plans here." A list of available languages is provided:

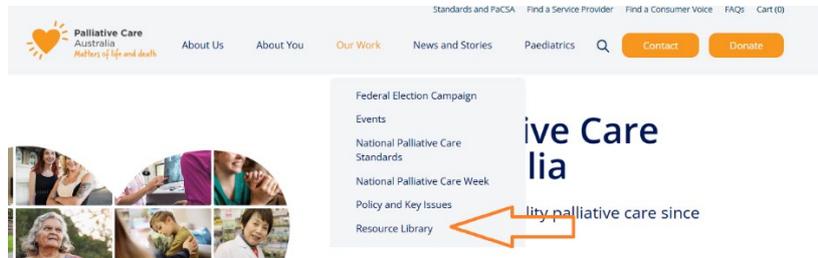
- Chinese hakka_Advance Personal Plan
- Chinese simplified_Advance Personal Plan
- Chinese traditional_Advance Personal Plan
- Greek_Advance Personal Plan
- Hakha Chin_Advance Personal Plan
- Hindi_Advance Personal Plan
- Indonesian_Advance Personal Plan
- Italian_Advance Personal Plan - Italian
- Portuguese_Advance Personal Plan
- Swahili_Advance Personal Plan
- Tagalog_Advance Personal Plan
- Tamil_Advance Personal Plan
- Thai_Advance Personal Plan
- Vietnamese_Advance Personal Plan



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4.5 Information on Palliative Care

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



It represents all those who work towards high quality palliative care for all Australians. Working closely with consumers, [Member Organisations](#) in every State and Territory and the palliative care workforce, it aims to improve access to, and promote the need for, palliative care.

From their website you will be able to access [multilingual resources](#) for your clients, their carers and for everyone who wants to learn more. Thanks to Palliative care Victoria [translations](#) are available some languages:





PICAC in the NT

www.cotant.org.au/picac

Services

- Offers free training to Aged Care Service Providers on culturally appropriate aged care
- Provides Aged Care Service Providers with cultural information for their client
- Prepare information packages on community groups for service providers and in language information packages for seniors from CALD background.
- Supports and mentors providers on the implementation of the Diversity Framework and the Action Plans.
- Promotes use of 'in-language' information and resources
- Provides CaLD communities with information for residential and community based aged care and healthy ageing
- Distributes information regarding aged care services availability.

Networking

- Promotes communication and co-operation between service providers and CaLD communities
- Promotes PICAC resources and activities by supporting culturally specific seniors' social groups and multicultural activities and events
- Develops resources and presents information sessions to CaLD community groups.

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

Managed by COTA NT – Council on the Ageing Northern Territory

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