

MEDIA RELEASE

27 April 2021

Multilingual seniors in the Territory can get help to access COVID-19 info and aged care services in language

Multilingual seniors - and those who care for them - have free access to a new telephone support line designed to make connecting with aged care services, dementia care and other support services more straightforward for speakers of languages other than English.

The Multilingual Older Persons COVID-19 Support Line provides information about:

- COVID-19 and supports people to connect with aged care services, dementia care and other support services.
- It is available in Arabic, Cantonese, Greek, Italian, Mandarin and Vietnamese.
- All calls are free.

In the Northern Territory, multicultural seniors' advocate Cecilia Chiolero is the Program Manager for PICAC at COTA Northern Territory.

"I encourage multicultural and multilingual seniors - and those caring for them - to contact me, as I can help make sure that these seniors' thoughts and opinions, often expressed in languages other than English are understood," said Ms Chiolero. "It is especially important for people as they age to have their preferences about their health and aged care and lifestyle clearly understood by those around them. Language need not be a barrier to making sure these conversations are clearly communicated."

Ms Chiolero provides resources and information *in language* for multicultural seniors (their family, friends, and carers) on topics such as culturally appropriate aged care, aged and health care. An updated Cultural Background Resources publication covers topics around multicultural seniors' care including catering, communications (cards and signage), cross cultural communication, dementia awareness, ethnic media, incontinence care, mental health and access to translation and interpreting services.

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Media contacts: Cecilia Chiolero, Multicultural Advocate for PICAC NT 08 8941 1004

Further Information:

- www.cotant.org.au/picac
- www.cotant.org.au/picac/multilingual-older-persons-covid-19-support-line - includes free-to-use posters/flyers and social media tiles in English, Arabic, Cantonese, Greek, Italian, Mandarin and Vietnamese.

- The support line is funded by the Australian Government of Health and is a joint initiative of the Centre for Cultural Diversity in Ageing, Spectrum, All Graduates, the Partners in Culturally Appropriate Care (PICAC) Alliance, COTA, Dementia Australia, OPAN, National Seniors Australia and NEMBC.

The Multilingual Older Persons COVID-19 Support Line is funded by the Australian Government of Health and is a joint initiative of:



This initiative complements the Older Persons COVID-19 Support Line which is supported by:

