

## Providing Culturally Safe and Accessible Services in Aged Care

Our care communities are more diverse than ever. Diversity in all forms should be embraced and celebrated as strengths. Opportunities to provide culturally safe, accessible and inclusive services to our care communities respects the qualities that make the people we serve unique.

Under the Aged Care Quality Standards and the Statement of Rights, everyone receiving government-funded aged care is entitled to be treated with dignity and respect, and they have the right to receive care that values their identity, culture and background.

Finding resources to have inclusive conversations can be difficult, but here are some places to start.

### Language Resources

[Translating and Interpreting Service](#) (TIS National) - 131 450 for free interpreters and translations.

[My Aged Care Website – Accessible for all](#) – for written information in 21 different languages. Resources are also available in large print and braille on request.

[The Centre for Cultural Diversity in Ageing](#) has an extensive library of multicultural resources available, including information on Aged Care, Health and Wellbeing, Dementia Support, Disability and NDIS, Mental Health, Financial Issues and communication cards.

[Health Translations](#) - A free library of Australian multilingual health and wellbeing information funded by the Victorian Government. Resources cover everything from accessing support and understanding rights to specific health topics, with options for First Nations languages and Easy Read formats.

### Support for hearing and vision impairment

[Deaf Connect](#) - The National Sign Language Program (NSLP) provides free sign language interpreting and captioning services for older people. The NSLP can help individuals engage with aged care services and medical appointments that have a Medicare rebate.

To make a booking, visit the [Deaf Connect](#) website, call 1300 773 803 or email [interpreting@deafconnect.org.au](mailto:interpreting@deafconnect.org.au) well in advance to ensure an interpreter is available.



**Having trouble communicating with individuals from diverse backgrounds?  
Consider Communication cards, available for free in over 70 languages!**

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

Visit the Healthy Collective website for more 'Healthy Handouts'.  
Scan the QR code here

