

PICAC eliminating barriers

The Partners in Culturally Appropriate Care (PICAC) Manager for the NT has welcomed the Federal Government's proposed investment in translating and interpreting services to help culturally and linguistically diverse older people to access and navigate the aged care system.

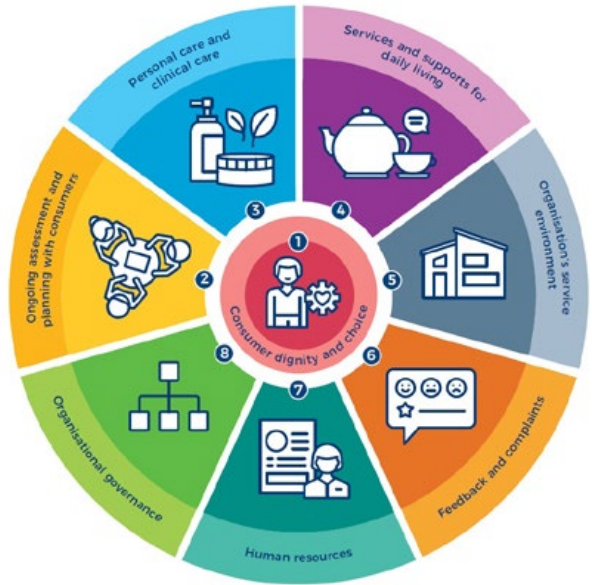
The Federal and the local Governments have always been supportive of initiatives committed to eliminating barriers to an equal access to services available to seniors from vulnerable groups. Seniors from CaLD (Culturally and Linguistically Diverse) backgrounds have always been identified as in need of more supports.

They face many barriers and not all are cultural like language and attitude towards external help. There are also structural barriers (lack of understanding of a different health system) and service barriers, when the service provided is not culturally appropriate.

Since the 1997 Aged Care Act the Government has looked for ways to address these barriers to make the Aged Care System more accessible.

The PICAC program was developed to support service providers and CaLD communities. PICAC offers training to aged care service providers in Cultural Awareness and Competence, information sessions and resources development.

This helps ensure that their staff have the tools to interact appropriately with people from all backgrounds.



Aged Care Quality Standards Wheel as published on www.agedcarequality.gov.au.

Through PICAC, CaLD communities are helped to access translated resources that help CaLD seniors, their families and communities to become knowledgeable about the services available and to make informed choices.

The Government's commitment to eliminate the barriers that vulnerable groups still face, has been reinforced in the last few years with the [Aged Care Diversity Framework](#) and its [Action Plans](#), the [Aged Care Quality Standards](#) and the [Charter of Aged Care Rights](#).

Older people with diverse characteristics and life experiences are treated with dignity and respect, and can maintain their identity.

Standard #1

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

Right #3

I have the right to have my identity, culture and diversity valued and supported.

The PICAC manager for the Northern Territory has always been a reference point for service providers and for community groups.

More information

If you would like to know more about the free training, information and resources available through the PICAC program, **Call PICAC NT Manager Cecilia on 08 8941 1004** - office hours (Mondays to Fridays, 9am to 3pm except public holidays), or [contact her online](#).



Further reading

If you cannot access the internet, please contact Cecilia.

- [Aged Care Diversity Framework](http://www.health.gov.au/resources/publications/aged-care-diversity-framework)
(www.health.gov.au/resources/publications/aged-care-diversity-framework)
- [Aged Care Diversity Action Plans](http://www.health.gov.au/resources/collections/aged-care-diversity-framework-action-plans)
(www.health.gov.au/resources/collections/aged-care-diversity-framework-action-plans)
- [Aged Care Quality Standards](http://www.agedcarequality.gov.au/providers/standards) (www.agedcarequality.gov.au/providers/standards)
- [Charter of Aged Care Rights](http://www.agedcarequality.gov.au/consumers/consumer-rights/consumer-rights) (www.agedcarequality.gov.au/consumers/consumer-rights/consumer-rights)

Mobile vaccine clinics

NT Health can provide a pop-up COVID-19 vaccine clinic at your workplace or event to vaccinate eligible people.

We can also come to your home if you're aged 65 years or over. You can book the mobile vaccination unit via:

Greater Darwin

Email: covid.mobilevaccination@nt.gov.au

Phone: 0460 021 038

Alice Springs

Email: ashvaccineclinic.ths@nt.gov.au

Phone: 8951 7688



COTA NT Board Member Dr Sadhana Mahajani pictured above was featured by the NT Department of Health's campaign to raise awareness of the COVID-19 vaccination roll-out.