

New way of meeting aged care needs focuses on person-centred care



PICAC NT
Partners in Culturally
Appropriate Care

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July 2023 marked ten years since My Aged Care became part of seniors and service providers' lives.

My Aged Care is serviced by the My Aged Care website (myagedcare.gov.au) and the My Aged Care contact centre (1800 200 422).

The aged care sector has always looked and felt like a maze to seniors and families looking for support. Before My Aged Care providers did not have a way to list their available services at a given time for everyone to see.

So, *My Aged Care* was born to give a platform for the services provided, but mostly to:

- make it easier to *apply* for assessments
- to *understand* the services available
- to *choose* the service provider
- and to *receive* the services.

My Aged Care, the name

says it all, was and is about creating the packet of services that best suits each consumer.

Everyone is different and every Government has always introduced and reinforced reforms that value and recognise one's identity, culture and diversity.

It is about equity, not equality.

Aged care service providers often go a long way to accommodate the needs of their clients and to provide the most inclusive services.

In the NT, we are blessed with a diverse population, but with smaller numbers in each community group. It has always been hard for service providers in the Northern Territory to match bilingual staff with clients and patients from the same background.

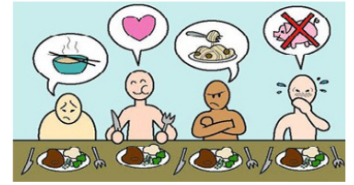
But good things happen all the time. Recently I learned that one aged care provider looking after a Somali client, scouted the community until they found a bilingual

support worker with the right qualification to deliver the most appropriate services.

All staff do their best to meet the needs of the clients they are supporting, often relying on bilingual communication cards and translating apps. But *nothing* beats learning a few welcoming words or how to greet someone in their own language: *Buongiorno* (good morning), *come sta?* (how are you?). Big smiles on clients' faces will almost certainly appear.

There are some impressive tools available that can help anyone 'have a go' in another language. ***Communication Cards*** developed by PICAC (Partners in Culturally Appropriate Care) Victoria, are well-known and have been used for many years. They depict a wide range of daily activities and situations and can be used to prompt discussions and assist with directions among other things.

Just recently, a wonderful addition to Communications



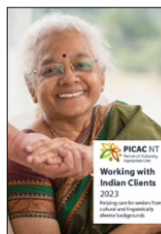
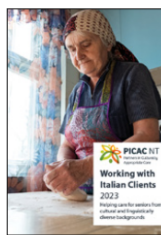
Supplied by: NSW Transcultural Aged Care Service

Cards has also been developed by PICAC Victoria.

New ***Bilingual Phrase Cards*** have been produced based on different themes, including basic sentences and phonetic instructions. These will be of great help for staff, support workers and seniors.

If you would like to learn more on how to communicate effectively with seniors from CaLD (Culturally and Linguistically Diverse) background, free training is available through the PICAC NT program. Call Cecilia Chiolero, PICAC Manager on 08 8941 1004 to find out more.

A series of guides is also available from PICAC NT on request.



Selection of care resources published by PICAC NT



Supplied by: Centre for Cultural Diversity - Phrase Cards in Greek