

Free Translations in Aged Care

27 July 2022

Acknowledgement of Country

The Centre for Cultural Diversity in Ageing acknowledges the Traditional Owners and Custodians of country throughout Australia. We pay our respect to Aboriginal and Torres Strait Islander peoples and their Elders, past, present and emerging. We acknowledge their continuing connection to land, sea and community.

We would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples listening to this presentation.

We hope our work contributes to fostering respect and recognition between cultures in Australia.

OUR VISION

All aged care consumers in Australia experience inclusive and accessible care

OUR PURPOSE

To build the capacity and capabilities of Australian aged care providers to deliver services that are welcoming, inclusive and accessible

OUR SERVICE AREAS



Inclusive practice
training and
workshops



Capacity building to
promote cultural
inclusion and equity



Diversity advice and
consulting

The Centre for Cultural Diversity in Ageing is supported by Benetas & funded by the Australian Department of Health and Aged Care through the Partners in Culturally Appropriate Care (PICAC) program.

What we'll cover today

Free Translations in Aged Care Presentation

Kwabena Ansah, Head of Communities & Research, LOTE Agency

Bec Rohan-Jones, Strategic Counsel, Independent Adviser, ICON Agency

Have your say – interactive session

Lisa Tribuzio, Manager, Centre for Cultural Diversity in Ageing

Q&A session

Nikolaus Rittinghausen, Senior Advisor and Project Officer, Centre for Cultural Diversity in Ageing

How to access TIS & Where to go for support

Lisa Tribuzio, Manager, Centre for Cultural Diversity in Ageing

Poll 1

What services do you provide?

Poll 2

What type of service are you?

Poll 3

Does your organisation provide aged care services to rural, regional or remote communities?

Quick Stats

- 2021 Census data collected information on over 250 ancestries and 350 languages. The number of people who used a language other than English at home has increased by nearly 800,000, rising to over 5.5 million people. (Source: [Census 2021: Punjabi becomes the fifth most spoken language in Australia \(sbs.com.au\)](https://www.sbs.com.au/news/census-2021-punjabi-becomes-the-fifth-most-spoken-language-in-australia))
- The top 5 languages used at home, other than English, are Mandarin (2.7 per cent), Arabic (1.4 per cent), Vietnamese (1.3 per cent), Cantonese (1.2 per cent) and Punjabi (0.9 per cent).
- Recent 2021 census data reveals that around 37 percent of people over 65 years were born overseas.
- According to Department of Health Data from 2020 around 28% of people using home care and 20% of people using permanent residential and respite care were from a CALD background. (In this case Department of Health define CALD as people who were born overseas in countries other than UK, Ireland, NZ, Canada, South Africa and USA).
- There is also a culturally diverse aged care workforce. The number of direct care workers who identify as being from a CALD background in 2020 was 21 per cent of the total direct care workforce. Personal Care Workers account for 91 per cent of all CALD direct care workers (Dept of Health, 2020, Aged Care Workforce Census).

Kwabena Ansah

Kwabena Ansah is responsible for the LOTE Agency's broader community engagement and research programs. He is a qualified IAP2 Public Participation Specialist and has worked with culturally and linguistically diverse communities across Australia since 2008.

Kwabena has worked with the Department of Home Affairs, Melton City Council, and within the NSW Police and Emergency Services portfolio for a NSW Minister.



Bec Rohan-Jones

Bec has been a senior public servant for Australian government, ACT and Victorian Governments, where she worked with the Premier's office and Minister for Employment as part of the pandemic response.

In Europe, Bec worked as a media adviser and human rights expert for the Department of Prime Minister and Cabinet for the French Government, as well as teaching at the University of Strasbourg, European Commission, The British Council and Harvard Kennedy School of Government in France and Spain.



Free Translations in Aged Care



Connecting Older Australians to Aged Care Services - Better Connecting with Diverse Audiences

Presented by

The LOTE Agency
Icon Agency



Updated
27 July 2022

Version
V2

 **ICON AGENCY**

 **THE
LOTE
AGENCY**

 **winangali**

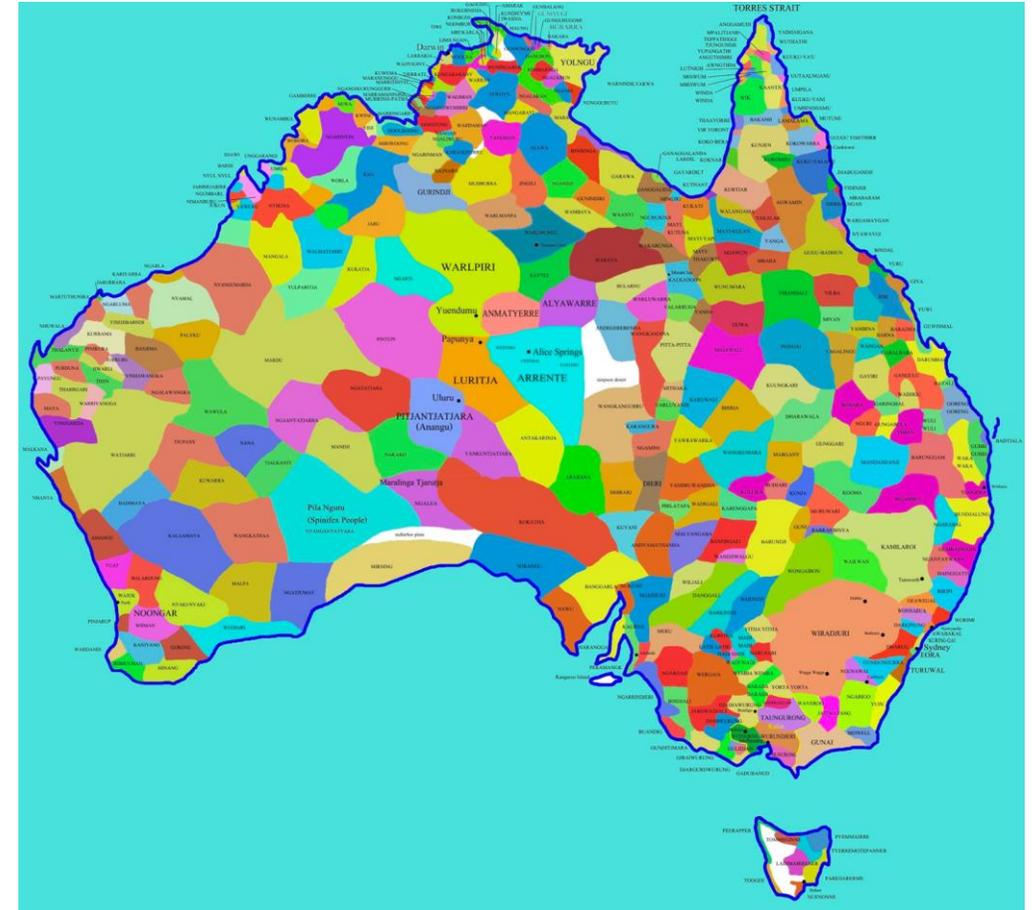
 **Able
AUSTRALIA**



Acknowledgement of country

“You cannot walk anywhere in Australia without stepping on land where an Aboriginal foot has already been”

*Aunty Maureen Watson,
late Gangulu Elder*



Contents

- 1 Background
- 2 Audiences & channels
- 3 Stakeholders
- 4 Implementation tactics





1 Background

The program

The 2021-22 Budget Measure: *Connecting Older Australians to Aged Care Services - Better Connecting with Diverse Audiences* is focused on enhancing the ability of older Australians to access information, make informed decisions, and exercise choice through the timely and targeted provision of interpreting and translation services, content and tools in their preferred language.



Where we started

A comprehensive communication and engagement strategy was developed to **drive enhanced awareness, uptake and usage of TIS National and other existing translation and interpreting services.**

The screenshot shows the TIS National website interface. At the top, there are navigation tabs for 'Non-English Speakers', 'Interpreters', and 'Agencies'. Below these is a yellow alert banner with an exclamation mark icon and the text 'Alert COVID-19 (Coronavirus) and TIS National services Get the latest updates on COVID-19 impacts to our services here TIS National COVIDSafe arrangements...'. The main content area features three cards: 1. 'Help for non-English speakers' with an image of a woman holding a baby. Below this card is a dark teal button with the Urdu word 'تذریعی' (Tazree'i) and a dropdown arrow. Underneath are three links: 'Frequently Asked Questions for non-English speakers', 'Help Using TIS National Services', and 'Becoming a TIS National interpreter'. 2. 'Support for interpreters' with an image of a woman wearing a headset. Below this card are two links: 'Information for current TIS National interpreters' and 'Frequently Asked Questions for interpreters'. 3. 'Using our interpreting services' with an image of a male healthcare worker. Below this card are two links: 'Help using TIS National services' and 'About the Free Interpreting Service'. At the bottom right, there is a link for 'TIS Online for agencies'.

What we are doing now

We are providing aged care peak bodies, PICACs and providers with a new service that will assist them in the production of digital materials translated into their care recipients' preferred language (LOTE, First Nations, and Deaf, blind and deafblind).

This service is being offered and promoted via a new website - **'Supporting Diversity in Aged Care'**.

diversityagedcare.health.gov.au

Supporting Diversity in Aged Care

Not everyone who needs aged care speaks and reads English.

We want to make it easier for senior Australians to access the aged care information they need in their chosen language, and easier for you to provide it.

To assist, we're providing a free translation service to make it easier for you to translate or interpret information on the care and services you provide. This service is available for audiences with diverse needs and backgrounds such as multicultural communities, people who are deaf or hard of hearing, people who are blind or have low vision and Aboriginal people and Torres Strait Islanders.

The 'Supporting Diversity in Aged Care' website will include tools and resources in many languages over the course of the project.

Contact diversityagedcare@iconagency.com.au with what tools, information and services you need. Please note your enquiry will be covered by our privacy policy.

Contact us

Full name*
Enter your full name

Organization name*
Enter the name of your organisation

Address*
Enter your address

Email address*
Enter your email address

Phone number*
Please provide your number

Brief description of what you need*
In this box, please outline for us how we can help you with translation or interpreting services.

- What services do you need? (translation or interpretation, or both)
- What types of materials do you need? (signage, brochures and...
- When do you need the translated or interpreted products by?
- How many products do you need translated or interpreted?
- What language(s) do you need translation or interpretation for?
- When will these materials be used? Examples to help guide and set priorities.
- Is there any important information we need to know? For example: Religious guidelines.

Please forward any photos.

Submit form

Once your request has been placed, you will receive a confirmation email. If you have any questions please contact diversityagedcare@iconagency.com.au. Make sure to include your unique submission ID if you have submitted a request.

Acknowledgement of Country

The Department of Health acknowledges the traditional owners of country and their continuing connection to land, sea and community. We pay our respects to all Aboriginal and Torres Strait Islander peoples, and to elders, both past and present.

Submission confirmation for 'Supporting Diversity in Aged Care'

Thank you for your submission.
Your unique submission ID is **e852461d-0697-4368-8349-f1b2810a0837**

You will receive a confirmation email shortly containing the answers you have given us.

If you haven't received our confirmation email within the next few minutes of your online submission, please contact our team at diversityagedcare@iconagency.com.au with your unique submission ID.

We've logged your request and a member of our team will be in contact with you within 2 business days.

In the meantime, if you have further information or additional documentation that can help us process your request, please email it to diversityagedcare@iconagency.com.au with your **Unique Submission ID** in the subject line.

Kind regards,
The Supporting Diversity in Aged Care team

[Return to the contact form](#)

Terms and Conditions [Privacy](#)



Insights

There was a drop off of translating and interpreting services across the aged care sector during the peak of COVID-19 in 2021.

Feedback has shown that many older people find it hard to access information about available services in their preferred language.

There is high demand for face-to-face options.





2 Audiences & channels



Translation service

Aged care providers

- All Australian Government-subsidised aged care providers
- National Aboriginal and Torres Strait Islander flexible aged care program (NATSIFAC)

Enabler audience

- Department of Health and Aged Care
- Department of Social Services, Services Australia
- Department of Home Affairs
- Other key agencies such as the Aged Care Quality and Safety Commission and Primary Health Networks

Older Australians

- CALD seniors 65+
- Aboriginal and Torres Strait Islander elders 50+
- Older people 65+ who are deafblind, blind, deaf or who use Auslan
- Families, friends and informal carers of older people

Aged care peaks & stakeholders

- Aged care peaks
- State and local government organisations
- Community controlled organisations
- PICACs
- FECCA
- OPAN
- Other key advocacy groups



3 Stakeholders



Key stakeholders & groups

<p>PICACs and the Cultural Advisory Group (CAG)</p> <p>These groups are representative of every state and jurisdiction and publicly accessible via My Aged Care</p>	<p>FECCA</p> <p>Federation of Ethnic Community Council of Australia</p>	<p>Key peak bodies</p> <p>Older Persons Advocacy Network (OPAN), Council of the Ageing (COTA), Leading Age Services Australia (LASA), Centre of Cultural Diversity in Ageing (CCDA) etc.</p>
<p>Deafblind and Auslan community</p> <p>Able Australia, Senses WA, Deafblind Australia, Deafblind Information Australia, Deaf Connect etc.</p>	<p>Aboriginal and Torres Strait Islander providers and networks</p> <p>i.e. NATSIFAC</p>	<p>Government departments & agencies</p> <p>The Aged Care Quality and Safety Commission, TIS National, My Aged Care, Services Australia etc.</p>

ACSA Conference - May 2022





PICAC and CAG feedback

<p>Lack of Auslan material is noted</p>	<p>Materials suggested: videos, easy-to-read messages, icons, or pictorial images</p>	<p>Aged care workers need to be more trained to work with CALD aged communities</p>
<p>Development & use of communication cards to facilitate conversation on the spot</p>	<p>Communicate with home care or residential aged care providers that they can use interpreting services at no cost</p>	<p>Use public cross-cutting channels (TV, radio)</p>



Stakeholder engagement objectives

1

PROMOTE

Promote the new translation service and website to aged care providers to increase accessibility to information for care recipients

2

ENCOURAGE

Encourage uptake and continued use of the new translation service

3

ENSURE

The new service is promoted to, and utilised by, rural, remote and hard-to-reach aged care providers who may be disadvantaged due to location or other socioeconomic factors to ensure equity of service delivery

HOW?

Utilise key Department and stakeholder channels and networks to promote the key messages and amplify service availability to target audiences

Build a stakeholder toolkit for aged care providers - these will include key messages, FAQs, posters, fact sheets and digital creative assets for easy download and use across their channels and in communities



4 Implementation tactics



Aged care community engagement tactics

CALD, Aboriginal and Torres Strait Islander, and Deaf, blind and deafblind community engagement

Tactic:

To promote awareness across the three groups some tactics include PSA through local radio, ACCHOS and Auslan peaks which will include stakeholder toolkits and elder engagement.

Channels:

Traditional media - newspapers, land, housing, NATSIFAC providers who give care to First Nation elders across communities, religious places of gathering, social media, Auslan connections and Able Australia key peak contacts in local communities and TV.

Audience:

Aged care providers. Auslan, Deafblind, deaf, friends, family, Aboriginal and Torres Strait Islander elders, family, friends and informal carers.





What you can do to help



What you can do next?

Visit diversityagedcare.health.gov.au and submit a request

Thank you



Have your say

Q&A

Funded interpreting for Aged Care Providers

TIS National works closely with the Department of Health and Aged Care to provide funded interpreting services to My Aged Care consumers and their registered providers including:

- Aged Care Facilities Program (use this for residential aged care facilities)
- Home Care Packages Program
- Commonwealth Home Support Program
- Continuity of Support Program
- Short Term Restorative Care Program
- Transition Care Program.

Information about how to register for a TIS National client code can be found on the [Department Health and Aged Care website](#)



Immediate telephone interpreting

1. Collect the following information prior to making the call

Language, Client code, non-English speaker name & phone contact details, gender.

2. Dial 131 450

Before getting an interpreter on the line, the TIS National operator will ask you for:

- Your name and contact number
- Any other required information
- The TIS National operator will provide you with a job number, please record for your reference.

3. Accessing the interpreter

If the non-English speaker is in the room with you, the TIS National operator will connect you with the interpreter.

If you don't have the non-English speaker in the room, the TIS National operator will call your non-English speaker and connect the 3-way call (agency, non-English speaker & interpreter).

On-site (face to face), video remote interpreting & pre-booked telephone interpreting

1. Collect the following information prior to making the booking:

- Language, client code, non-English speaker name & phone number, site address (onsite only), booking date & start/end time, gender.
- Interpreter instructions are visible to all interpreters. E.g. any additional information to assist interpreter such as, location, type of appointment, counselling. Do not provide any personal information of interpreter. Include COVID vaccination requirements (if applicable – onsite only).
- Specific requirements – any additional information which is confidential (only TIS Channel Support staff can view these notes).

2. Log into TIS Online via the [TIS National website](#)

- Select the interpreting service you require and fill in the booking form

3. Confirmation of booking

- Once your booking is submitted, you will get an email confirming the receipt of your request along with a job number.
- Once an interpreter has accepted the booking, you should receive another email confirming an interpreter has been allocated for the time/date nominated.
- Records of your bookings are available on TIS Online.

Where to go for support

Centre for Cultural Diversity in Ageing Diversity Webinar Series 22-23



July Free Translations in Aged Care

Aug Collecting Diversity Data to Promote Inclusive Services

Sep The Inclusive Service Standards for Beginners – Diversity Coaching Workshop

Oct Ten Steps to Developing a Diversity Plan

Nov Supporting Older People from Culturally Diverse Backgrounds with a Hearing Impairment

Feb Food for Thought – the Link between Food, Culture & Identity

Mar Harmony Week Video Launch –The Voices of Multicultural Community Leaders & their Visions for a more Inclusive Aged Care System

Apr Recognising Multifaith Initiatives in Aged Care

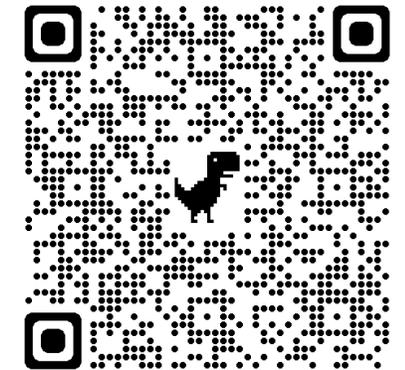
May Culturally Diverse Perspectives on Mental Health Care

June Cultural Awareness Walk & Talk – Hidden Culture/Decolonising Melbourne with Uncle Shane Charles (Face-to-Face Victoria)

Book at bit.ly/DWS-22-23



CDP All webinars can be counted as time spent relating to Continuing Professional Development for nurses to meet the CPD registration standard



Consumers and Carers



I am looking for aged care services with staff who speak my language



I am looking for health & aged care information in my language



Multilingual Resources >



Good Practice Stories >



Inclusive Service Standards and Resources >



Practice Guides >



Training and Professional Development >



Register for Bilingual >



Have your say to improve the Australian Aged Care system for CALD seniors



Sign up to our newsletter and keep up to date with latest news and events:

Name

Your full name

Email

Enter your address

Organisation

Where are you from?

State

Select



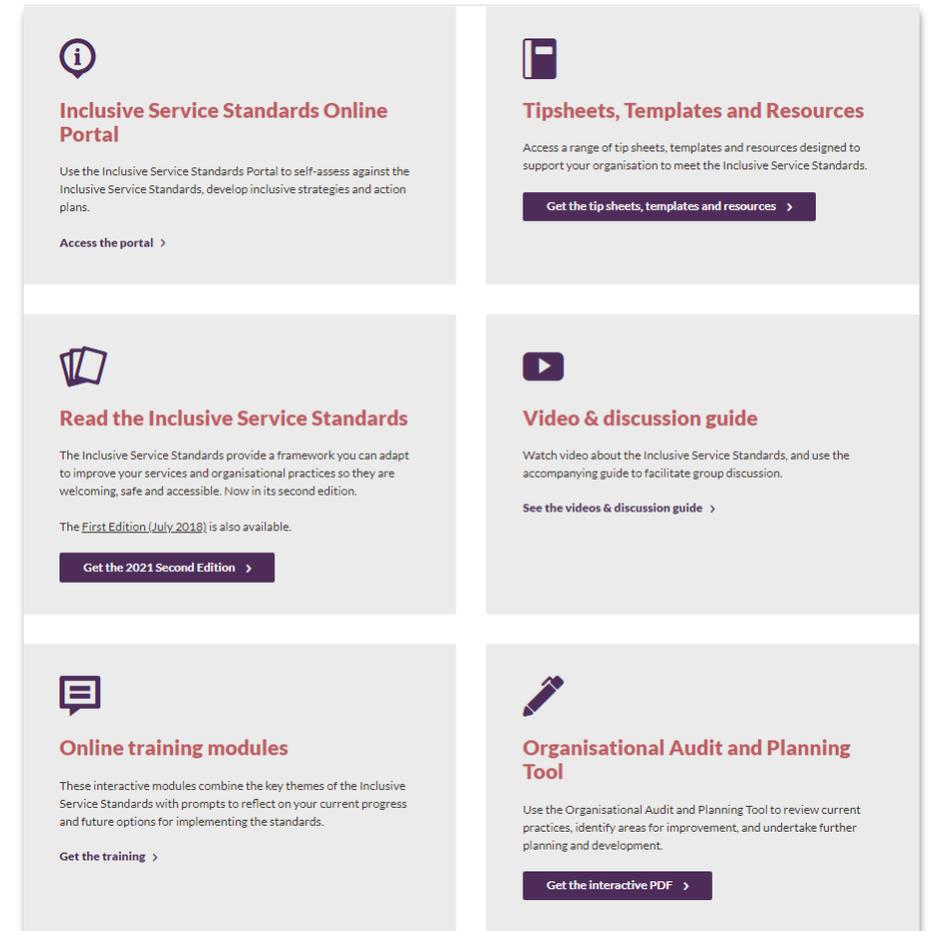
Sign Up

Inclusive Service Standards and Resources

The Inclusive Service Standards were developed by the Centre for Cultural Diversity in Ageing to assist aged care providers in the development and the delivery of inclusive services to all consumers.

They provide a framework for services to adapt and improve their services and organisational practices so they are welcoming, safe and accessible.

culturaldiversity.com.au/inclusive-service-standards



The screenshot displays a grid of six resource cards on a light grey background. Each card features an icon, a title, a brief description, and a call-to-action button.

- Top Left Card:** Icon: Information (i). Title: **Inclusive Service Standards Online Portal**. Description: Use the Inclusive Service Standards Portal to self-assess against the Inclusive Service Standards, develop inclusive strategies and action plans. Button: **Access the portal >**
- Top Right Card:** Icon: Document. Title: **Tipsheets, Templates and Resources**. Description: Access a range of tip sheets, templates and resources designed to support your organisation to meet the Inclusive Service Standards. Button: **Get the tip sheets, templates and resources >**
- Middle Left Card:** Icon: Open book. Title: **Read the Inclusive Service Standards**. Description: The Inclusive Service Standards provide a framework you can adapt to improve your services and organisational practices so they are welcoming, safe and accessible. Now in its second edition. The **First Edition (July 2018)** is also available. Button: **Get the 2021 Second Edition >**
- Middle Right Card:** Icon: Play button. Title: **Video & discussion guide**. Description: Watch video about the Inclusive Service Standards, and use the accompanying guide to facilitate group discussion. Button: **See the videos & discussion guide >**
- Bottom Left Card:** Icon: Speech bubbles. Title: **Online training modules**. Description: These interactive modules combine the key themes of the Inclusive Service Standards with prompts to reflect on your current progress and future options for implementing the standards. Button: **Get the training >**
- Bottom Right Card:** Icon: Pencil. Title: **Organisational Audit and Planning Tool**. Description: Use the Organisational Audit and Planning Tool to review current practices, identify areas for improvement, and undertake further planning and development. Button: **Get the interactive PDF >**

Inclusive Service Standards Online Portal

The portal was developed with the aim to support providers to navigate and report against the Inclusive service standards.

Developed in 2020 in partnership with BNG, an online platform provider designed to support health service providers with operations, governance and compliance.

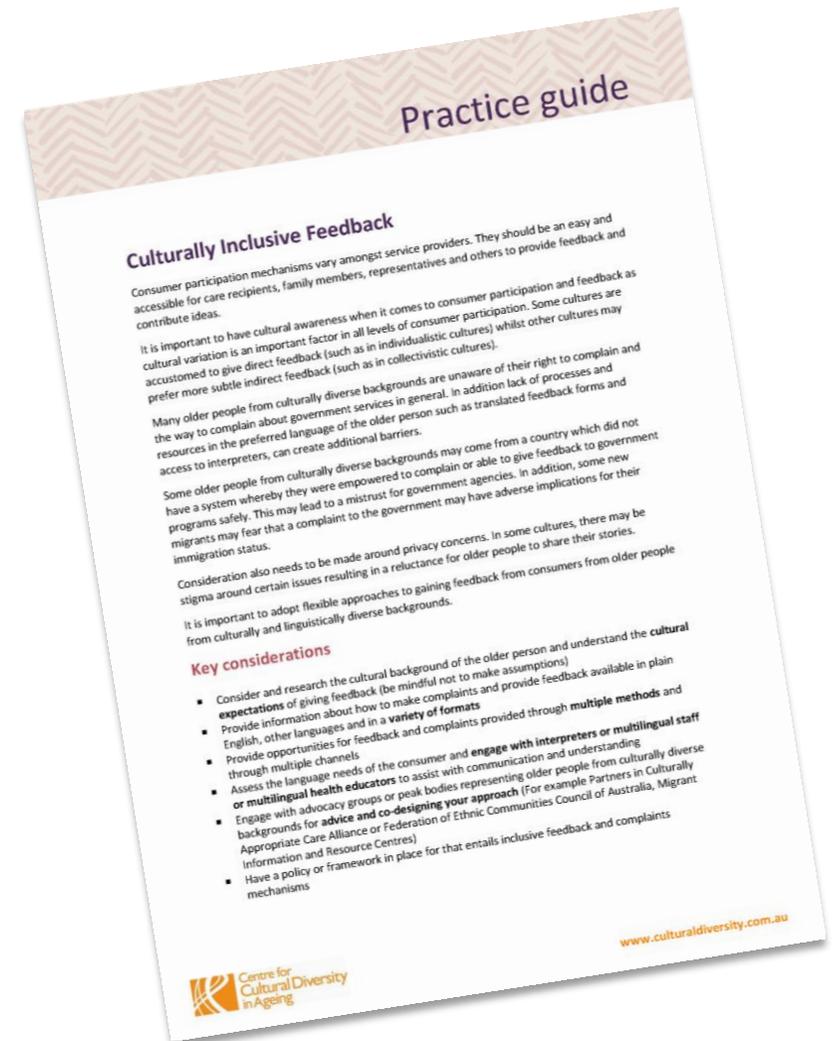
Portal is free and contains:

- Self-assessment tools
- Reading room
- Tips and Templates to support inclusive service
- Invitations for good practice across the sector

culturaldiversity.com.au/service-providers/inclusive-service-standards-portal

Practice Guides

- Culturally Inclusive Feedback
- Communication
- Data and Demographics
- Food and Nutrition
- Living Environment
- 10 Steps to Developing a Diversity, Equity and Inclusion Plan in Aged Care
- Spiritual Support
- Working with Bilingual Staff
- Interpreters Policies
- Cultural-specific Information
- Digital Inclusion
- Accessing Interpreter Services
- Effective Co-design with Consumers from Culturally and Linguistically Diverse Backgrounds



Download from
culturaldiversity.com.au

Poster

SUPPORTING YOUR ORGANISATION TO BECOME CULTURALLY INCLUSIVE

The Centre for Cultural Diversity in Ageing

WE CAN SUPPORT YOU WITH

- How to apply culturally inclusive care for your consumers and their families
- Diversity and inclusion training and tailored consultations
- Links to multilingual aged and health related resources

Funded by the Department of Health through the Partners in Cultural Appropriate Care Program

 **PICAC alliance**
Partners in Culturally Appropriate Care

 **Centre for Cultural Diversity in Ageing**
Supported by Seneca

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Visit culturaldiversity.com.au

Download from
culturaldiversity.com.au/about/promotional-posters

Partners in Culturally Appropriate Care program

The Centre for Cultural Diversity in Ageing is funded through the Department of Health, PICAC program.

The Centre forms part of the PICAC Alliance, a national body comprising PICAC funded organisations across Australia.

The Alliance aims to be a voice and discussion conduit into information, training and resources to inform aged and community care services.

picacalliance.org



Thank you!

Thank you for participating today.

For more information, good practice stories and resources visit

 culturaldiversity.com.au

 [Centre for Cultural Diversity in Ageing](#)

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 [CCDAAUS](#)

Thank you Sarah Burrell-Davis
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