



**PICAC NT**

Partners in Culturally  
Appropriate Care



**fortispicacwa**

Diversity · Capability · Culture

## **Caring for CaLD Seniors Toolkit**

Resources and tools to help  
care for seniors from cultural  
and linguistically diverse  
backgrounds

# Table of Contents

<b>Contents</b> .....	<b>2</b>
1 Aged Care Information in Language.....	3
1.1 Department of Health, Disability and Aeging.....	3
1.2 DoHAC - Ageing and Aged Care.....	4
1.2.1 The New Aged Care Act.....	5
1.2.2 New Charter of Aged Care Rights.....	6
1.2.3 Aged Care Diversity Framework and Action Plans.....	7
1.2.4 Specialised Care and the Specialisation Framework.....	7
1.2.5 The Aged Care Quality Standards.....	8
1.2.6 My Aged Car.....	10
1.2.7 DSS Information in Languages.....	11
2 Resources for Service providers.....	12
2.1 Communication cards, Bilingual Phrase Cards, Aged Care Signage, Consumer feedback forms, Interpreter cards.....	12
2.2 Practice Guides.....	14
2.3 Contract Checklist for Providers.....	15
2.4 Country Profiles (Department of Home Affairs).....	16
2.5 Knowing your Community.....	17
2.6 Cultural and Religious Guidelines for Service Providers.....	18
2.6.1 Calendar of multifaith, religious and cultural calendar.....	20
2.7 Catering for Culturally and Linguistically Diverse Seniors.....	21
2.8 Ethnic Media.....	22
2.9 Cross-Cultural Communication.....	23
2.10 Cultural Competence.....	23
3 Translating and Interpreting Service.....	24
3.1 TIS National.....	24
3.2 ITSNT.....	25
3.3 AUSIT Guidelines for Health Professionals Working with Interpreters.....	26
3.4 Free Translations – Different languages, same aged care.....	27
4 Care Information in Language.....	28
4.1 Incontinence Care Information in Other Languages.....	28
4.2 Translated Mental Health Information.....	29
4.3 Information to raise dementia awareness in CaLD Communities.....	30
4.3.1 Moving Pictures - resources about dementia.....	31
4.4 Information on Advance Personal Planning.....	32
4.5 Information on Palliative Care.....	33

This Resource Kit for WA Providers is a collaboration between COTA PICAC (NT) and Fortis Consulting PICAC (WA). This a PICAC Alliance collaboration. Thanks to PICAC (NT) for their excellent framework, layout and content, allowing this resource to be available in WA.

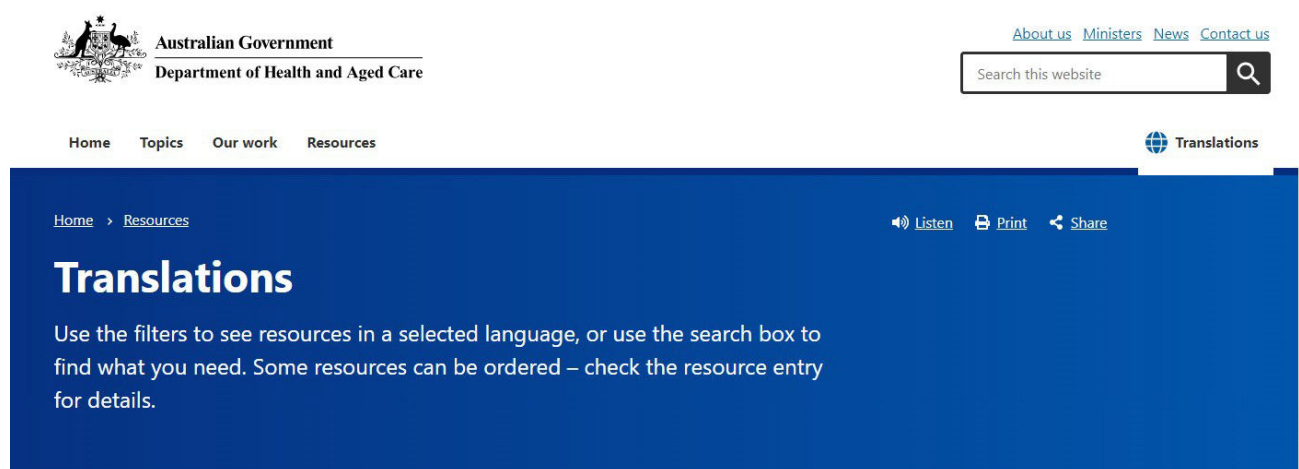
# 1 Aged Care Information in Language

## 1.1 Department of Health Disability and Ageing

The Department of Health and Aged Care (DoHAC) produces a range of in-language resources for senior Australians.

The resources are available to download and print by accessing the following link:

<https://www.health.gov.au/resources/translated>



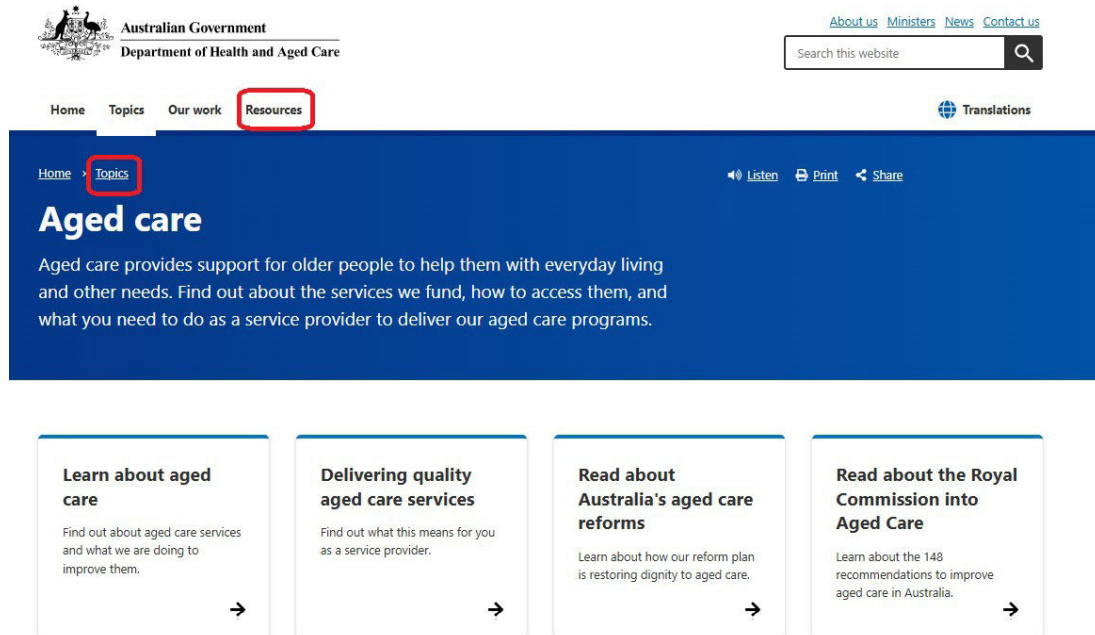
The screenshot shows the Australian Government Department of Health and Aged Care website. At the top left is the Australian Government crest and the text 'Australian Government Department of Health and Aged Care'. At the top right are links for 'About us', 'Ministers', 'News', and 'Contact us', along with a search box labeled 'Search this website'. Below the header is a navigation menu with 'Home', 'Topics', 'Our work', and 'Resources'. On the right side of the menu is a globe icon and the word 'Translations'. The main content area has a blue background with the breadcrumb 'Home > Resources' and icons for 'Listen', 'Print', and 'Share'. The title 'Translations' is prominently displayed. Below the title, the text reads: 'Use the filters to see resources in a selected language, or use the search box to find what you need. Some resources can be ordered – check the resource entry for details.'

*Use the filters to see resources in a selected language or use the search box to find what you need.*

## 1.2 DoHAC - Ageing and Aged Care

This website provides information, tools and resources to support the aged care sector

<https://www.health.gov.au/health-topics/aged-care>



Australian Government  
Department of Health and Aged Care

[About us](#) [Ministers](#) [News](#) [Contact us](#)

Search this website

Home Topics Our work **Resources** [Translations](#)

Home **Topics** Listen Print Share

### Aged care

Aged care provides support for older people to help them with everyday living and other needs. Find out about the services we fund, how to access them, and what you need to do as a service provider to deliver our aged care programs.

- Learn about aged care**  
Find out about aged care services and what we are doing to improve them.
- Delivering quality aged care services**  
Find out what this means for you as a service provider.
- Read about Australia's aged care reforms**  
Learn about how our reform plan is restoring dignity to aged care.
- Read about the Royal Commission into Aged Care**  
Learn about the 148 recommendations to improve aged care in Australia.

Visit

>Resources

Browse resources in [other languages](#)

[About us](#) [Ministers](#) [News](#) [Contact us](#)

Search this website



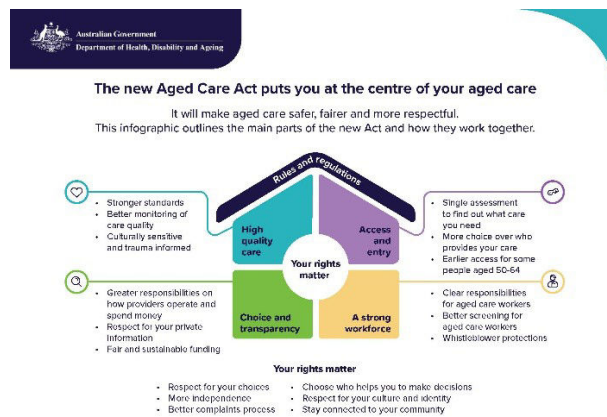
To read or download brochures and printed materials.

## 1.2.1 The New Aged Care Act

In particular you will be able to download/print:

The Aged Care Act 2024 will commence on 1 November 2025. A plain language fact sheet is available, providing a simple summary of each chapter of the Act. These resources Will help you provide correct information to older people and their families, so that they understand the key changes and what they mean in practice.

<https://www.health.gov.au/resources/publications/the-new-aged-care-act-puts-older-people-at-the-centre-of-aged-care>



The plain language fact sheet is also available in 22 languages

<https://www.health.gov.au/resources/publications/about-the-aged-care-act-2024-plain-language-fact-sheet?language=en>

**About the Aged Care Act 2024 plain language fact sheet**  
This plain language fact sheet provides a simple summary of each chapter of the Aged Care Act 2024. The new Aged Care Act 2024 will commence on 1 November 2025.

**Information in your language**

- Chinese, Traditional - 繁體中文
- Croatian - Hrvatski
- English
- Greek - Ελληνικά
- Hindi - हिन्दी
- Indonesian - Bahasa Indonesia
- Italian - Italiano
- Korean - 한국어
- Macedonian - Македонски
- Nepali - नेपाली
- Persian, Farsi - فارسی
- Portuguese - Português
- Punjabi - ਪੰਜਾਬੀ
- Russian - Русский
- Serbian - Српски
- Spanish - Español
- Tagalog
- Thai - ไทย
- Turkish - Türkçe
- English

**Download links:**

- About the Aged Care Act 2024 plain language fact sheet [PDF - 400 KB]
- About the Aged Care Act 2024 plain language fact sheet [Word - 2 MB]

**Easy Read**

- About the Aged Care Act 2024 plain language fact sheet [PDF - 16 MB]
- About the Aged Care Act 2024 plain language fact sheet [Word - 53 KB]

## 1.2.2 New Charter of Aged Care Rights

In particular you will be able to download/print:

The below links will get you to the pages where the Charter is explained to providers  
<https://www.agedcarequality.gov.au/providers/provider-information>

and to consumers

<https://www.agedcarequality.gov.au/older-people/your-rights/statement-rights>

### Charter of Aged Care Rights Template for Signing

This template is available in 18 languages,

<https://www.culturaldiversity.com.au/news-media/charter-of-aged-care-rights-template-for-signing-1>



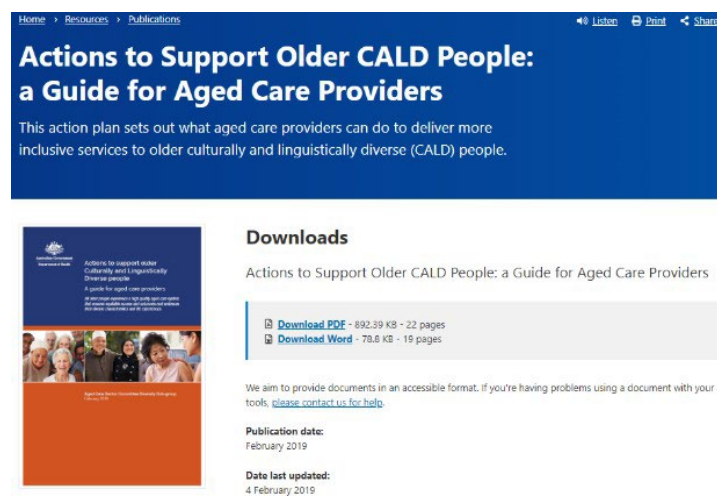
The screenshot shows the top of a government website. At the top left is the Australian Government logo and the text 'Australian Government Aged Care Quality and Safety Commission'. To the right are contact details: 'Complaints & concerns 1800 951 822', 'Food, Nutrition & Dining Hotline 1800 844 044', and 'Contact us'. A search icon is also present. Below this is a navigation menu with items: 'About us', 'For older Australians', 'For workers', 'For providers', 'News & publications', and 'Get involved'. A 'Make a complaint' button is on the right. The main content area has a breadcrumb trail: 'Home > Charter of Aged Care Rights Template for Signing'. Below this is the title 'Charter of Aged Care Rights Template for Signing' in large blue font. To the left of the title are icons for 'Listen' and 'Print'. Below the title are two metadata items: 'Publication date 19 June 2019' and 'Last updated 23 May 2024'. A paragraph of text follows: 'Download the Charter of Aged Care Rights Template for Signing in English and translated versions for aged care service providers and their consumers via the links above. Available in PDF and DOCX.' To the right of this text is a thumbnail image of the document template.

### 1.2.3 Aged Care Diversity Framework and Action Plans

The [Aged Care Diversity Framework](#) launched in December 2017, was created to help aged care providers deliver inclusive, respectful, and person-centred care for all older Australians. It was meant to be reviewed and updated every three years, but this has been delayed by the Aged Care Reform.

While some parts now feel dated, the framework remains a useful tool. It supports providers to reflect on their practice and offers guidance on becoming more inclusive and responsive to the needs of diverse groups, including older people from culturally and linguistically diverse (CALD) backgrounds.

<https://www.health.gov.au/resources/publications/actions-to-support-older-cald-people-a-guide-for-aged-care-providers?language=en>



Home > Resources > Publications Listen Print Share

## Actions to Support Older CALD People: a Guide for Aged Care Providers

This action plan sets out what aged care providers can do to deliver more inclusive services to older culturally and linguistically diverse (CALD) people.

### Downloads

Actions to Support Older CALD People: a Guide for Aged Care Providers

- Download PDF - 892.39 KB - 22 pages
- Download Word - 78.6 KB - 19 pages

We aim to provide documents in an accessible format. If you're having problems using a document with your a tools, [please contact us for help](#).

**Publication date:**  
February 2019

**Date last updated:**  
4 February 2019

### 1.2.4 Specialised Care and the Specialisation Framework

The Specialisation Verification helps older people find providers who offer or aim to provide specialised services for individuals:

- 1.2.4.1 With diverse backgrounds and characteristics
- 1.2.4.2 Who identify with one or more vulnerable groups.

This framework enables aged care providers to meet the specific needs of these populations, ensuring that services are inclusive and tailored to specific diverse communities and groups.

Below are useful links to resources for further guidance:

- 1.2.4.3 [About Specialisation Verification](#)
- 1.2.4.4 [Towards Specialisation - A resource kit for aged care providers - YouTube](#)
- 1.2.4.5 [Provider guidance manual](#)





**CULTURAL CARE COMPASS**  
Self Appraisal Tool  
Version 2.0  
2025

**Standard 1 - The Individual**

**Standard 2 - The Organisation**

**Standard 3 - Care & Services**

**Standard 4 - The Environment**

**Standard 5 - Clinical Care**

**Standard 6 - Food & Nutrition**

**Standard 7 - Residential Community**

Australian Government  
Aged Care Quality and Safety Commission

## Aged Care Strengthened Standards through a Cultural Lense



**1** My identity, culture and diversity are valued and supported and I have the right to live the life I choose

**2** I have confidence that my provider will value my culture, language and faith

**3** The care and services I receive are culturally safe and effective

**4** My environment is culturally safe and appropriate

**5** I receive clinical care in a way that I feel culturally safe.

**6** I enjoy food from my own culture

**7** I am supported to connect to my community

Centre for Cultural Diversity in Ageing  
Supported by Research

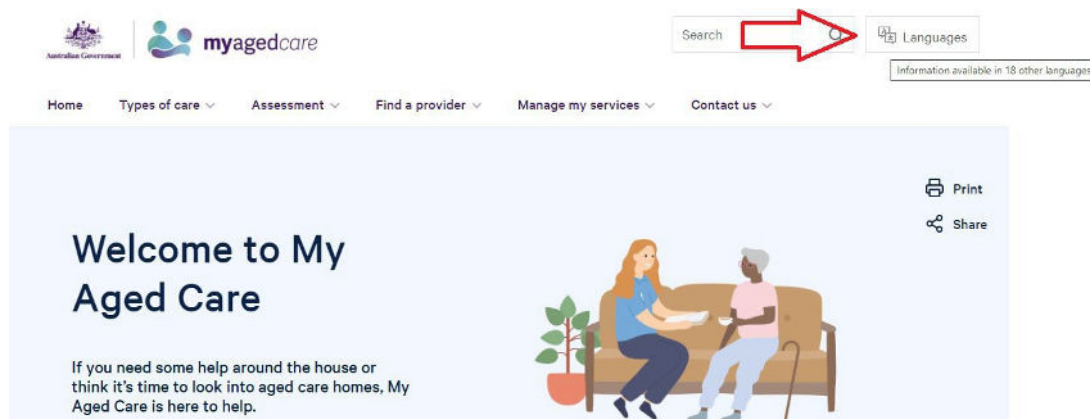
Find out more  
agedcarequality.gov.au/older-australians  
Aged Care Quality and Safety Commission

## 1.2.6 My Aged Care

My Aged Care is the go-to site for access to Australian Government funded Aged Care Services

To access information and services in your language go to

<https://www.myagedcare.gov.au> > Languages



*Australia is a multicultural and diverse country. My Aged Care is Accessible for all*

More translated resources are also available at the following links:

<https://www.myagedcare.gov.au/resources>

*This section gives you easy access to all the My Aged Care brochures, forms, checklists and other documents that are located within this website. Some are also available in [other languages](#).*

### Information available in 22 other languages

- Arabic / عربي
- Hrvatski / Croatian
- Nederlands / Dutch
- Deutsch / German
- Ελληνικά / Greek
- हिन्दी / Hindi
- Magyar / Hungarian
- Italiano / Italian
- 한국어 / Korean
- македонски / Macedonian
- Malti / Maltese
- Polski / Polish
- русский / Russian
- српски / Serbian
- 普通话 / Simplified Chinese (Mandarin)
- Español / Spanish
- 廣東話 / Traditional Chinese (Cantonese)
- Tiếng Việt / Vietnamese
- Arrernte, Pitjantjatjara, Torres Strait Creole (Yumplatok) and Warlpiri

## 1.2.7 DSS Information in Languages

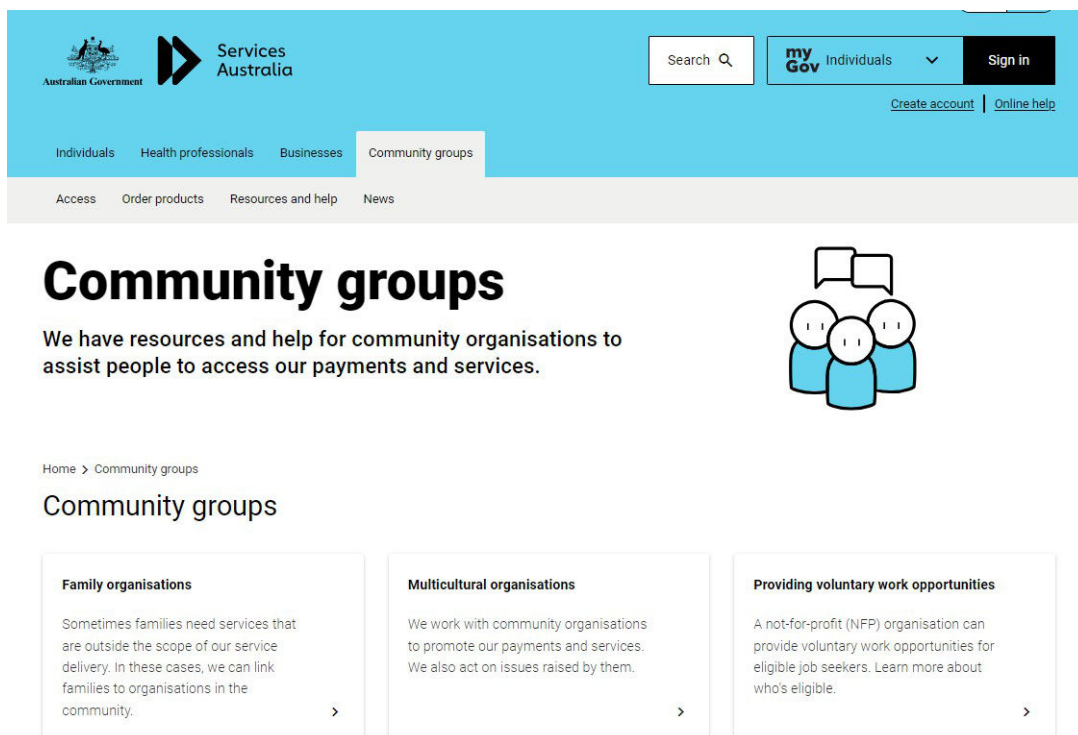
Department of Social Services information in different languages can be downloaded from the DSS website

<https://www.servicesaustralia.gov.au/individuals/information-in-your-language>

<https://www.servicesaustralia.gov.au/individuals/information-in-your-language/products>

These translated publications help community groups to support their customers. Medicare, Centrelink and Child Support payments and services information is included. Publications are translated into over 70 languages.

<https://www.servicesaustralia.gov.au/community-groups>



The screenshot shows the Services Australia website interface. At the top, there is a navigation bar with the Australian Government logo, the Services Australia logo, a search bar, and a 'myGov' dropdown menu with 'Individuals' selected and a 'Sign in' button. Below the navigation bar, there are tabs for 'Individuals', 'Health professionals', 'Businesses', and 'Community groups', with 'Community groups' being the active tab. A secondary navigation bar includes 'Access', 'Order products', 'Resources and help', and 'News'. The main content area features a large heading 'Community groups' and a sub-heading 'We have resources and help for community organisations to assist people to access our payments and services.' To the right of the text is an icon of three stylized people. Below this, there is a breadcrumb trail 'Home > Community groups' and another heading 'Community groups'. Three content cards are displayed: 'Family organisations' (describing services for families outside the scope of service delivery), 'Multicultural organisations' (describing work with community organisations to promote payments and services), and 'Providing voluntary work opportunities' (describing NFP organisations providing work opportunities for eligible job seekers). Each card has a right-pointing arrow.

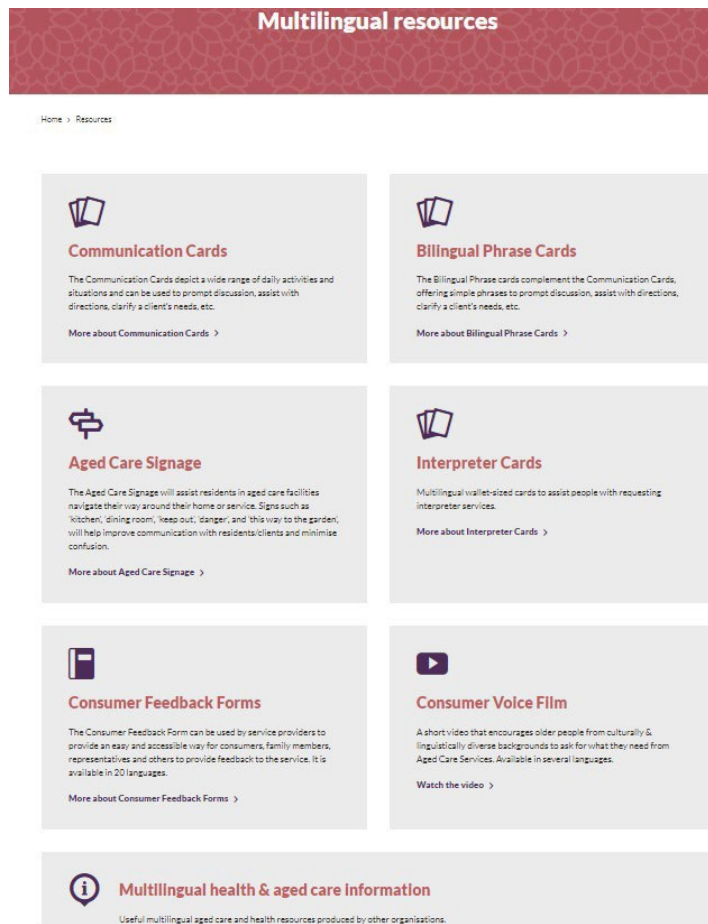
## 2 Resources for Service providers

### 2.1 [Communication cards](#), [Bilingual Phrase Cards](#), [Aged Care Signage](#), [Consumer feedback forms](#), [Interpreter cards](#)

The [PICAC Victoria](#) website hosts tools and information in a wide range of languages that has also been compiled by various organisations around the country. The Cue cards are now available in 72 languages.

New to this area are the *Bilingual Phrase Cards*, that can help with a wide range of basic situations. Available in 69 languages for the moment, they depict a wide range of daily activities and situations and can be used to prompt discussion, assist with directions, clarify a client's needs, etc.. Now, both the Communication cards and the Phrase cards also list the pronunciation. A very useful addition.

Go to: **Multilingual Resources >** and select the area/tools you need to access.



The screenshot shows a webpage titled "Multilingual resources" with a breadcrumb trail "Home > Resources". The page features a grid of eight resource cards, each with an icon, a title, a brief description, and a "More about" link.

- Communication Cards**: The Communication Cards depict a wide range of daily activities and situations and can be used to prompt discussion, assist with directions, clarify a client's needs, etc. [More about Communication Cards >](#)
- Bilingual Phrase Cards**: The Bilingual Phrase cards complement the Communication Cards, offering simple phrases to prompt discussion, assist with directions, clarify a client's needs, etc. [More about Bilingual Phrase Cards >](#)
- Aged Care Signage**: The Aged Care Signage will assist residents in aged care facilities navigate their way around their home or service. Signs such as 'kitchen', 'dining room', 'keep out', 'danger', and 'this way to the garden', will help improve communication with residents/clients and minimise confusion. [More about Aged Care Signage >](#)
- Interpreter Cards**: Multilingual wallet-sized cards to assist people with requesting interpreter services. [More about Interpreter Cards >](#)
- Consumer Feedback Forms**: The Consumer Feedback Form can be used by service providers to provide an easy and accessible way for consumers, family members, representatives and others to provide feedback to the service. It is available in 20 languages. [More about Consumer Feedback Forms >](#)
- Consumer Voice Film**: A short video that encourages older people from culturally & linguistically diverse backgrounds to ask for what they need from Aged Care Services. Available in several languages. [Watch the video >](#)
- Multilingual health & aged care information**: Useful multilingual aged care and health resources produced by other organisations.

This site contains a wealth of other useful information related to cultural diversity. Also includes a section on dementia. Hot links to other websites and resources available in different languages.



### Greek/English Bilingual Communication Cards



### Italian/English Bilingual Phrase Cards



## 2.2 Practice Guides

Practical tools to help providers meet the cultural and linguistic needs of older people.



### Culturally Inclusive Aged Care Practice Guides

Practice Guides set out key considerations, actions and resources that can support aged care providers to deliver inclusive services to people from culturally and linguistically diverse backgrounds. While the [Inclusive Service Standards](#) provide a framework for aged care providers to embed a systemic and holistic approach so that their services are welcoming, safe and accessible for everyone, the Practice Guides are intended to be used by managers and staff and inform direct service provision. It is vital that aged care services take into account and address cultural and linguistic need of individual consumers.

- [Accessing Diverse Media](#)
- [Accessing Interpreter Services](#)
- [CALD Specialisation Verification](#)
- [Culturally Appropriate Dementia Care](#)
- [Culturally Appropriate Mental Health Support](#)
- [Culturally Appropriate Treatment and Management of Incontinence](#)
- [Culturally Inclusive Feedback](#)
- [Culture Specific Information](#)
- [Communication](#)
- [Data and Demographics](#)
- [Developing a policy for use of interpreter services](#)
- [Digital Inclusion](#)
- [Effective Co Design with Consumers from Culturally and Linguistically Diverse Backgrounds](#)
- [Empowering and Supporting a Culturally Diverse Workforce](#)
- [End-of-Life Care](#)
- [Food and Nutrition](#)
- [Leisure and Lifestyle](#)
- [Living Environment](#)
- [Pronouncing Names Correctly](#)
- [Risk Management](#)
- [Spiritual Support](#)
- [Supporting new and emerging culturally diverse communities to access aged care](#)
- [Ten Steps to Developing a Diversity, Equity and Inclusion Plan in Aged Care](#)
- [Using Culturally Inclusive Language](#)
- [Working with Bilingual Staff](#)

## 2.3 Contract Checklist for Providers

PICAC NT has developed two essential checklists aimed at improving communication and understanding when making contracts with clients from Culturally and Linguistically Diverse (CaLD) backgrounds. These checklists are designed to assist service providers in ensuring that all contractual agreements are clear and culturally appropriate.

PICAC WA has collaborated with PICAC NT to make these resources available to WA Providers

**Provider Checklist:** Tailored for service providers to guide them through the key considerations when drafting contracts for clients from CaLD backgrounds.

**Client Checklist:** Designed for clients, this checklist helps them understand their rights and responsibilities within the contract, promoting a clear and transparent relationship between the service provider and the client. The checklist is available in [58 different languages](#).

The image shows a document titled "Making Home Care Contracts with Clients from Culturally and Linguistically Diverse (CaLD) Backgrounds". It includes a logo for fortispicacwa and COTA Northern Territory. The document is divided into two main sections: a yellow sidebar with advice and a white main area with a "Preparation Checklist".

**When talking to clients from CaLD backgrounds about their Home Care Contracts with you, it is essential to offer information in their native language. This gesture is not only a mark of respect but demonstrates willingness on your part to address their unique cultural needs.**

**It is crucial to be aware of any languages your Client speaks other than English before you talk to them about their home care needs and your service provision. Whenever possible, you should ensure you have the help of a professional interpreter\* in every discussion between you both, to ensure your Client:**

- Feels included and involved in the discussion.
- Has better control over their situation.
- Has a better understanding of what is included and what is not included in your service provision.
- Can speak up.

**Preparation Checklist**  
You should be able to tick 'yes' to all seven points below:

	Yes	No
1. Is your Contract, flyer and/or brochure written in plain, jargon-free English?	<input type="checkbox"/>	<input type="checkbox"/>
2. Does your Contract contain a clear list of the services that will be provided?	<input type="checkbox"/>	<input type="checkbox"/>
3. Does your Contract contain a list of the services that could be provided according to the assessment?	<input type="checkbox"/>	<input type="checkbox"/>
4. Have all the documents handed out been translated* into the Client's primary language?	<input type="checkbox"/>	<input type="checkbox"/>
5. Have you given copies of your Contract (in English and in translation) to your Client before the appointment for signing it?	<input type="checkbox"/>	<input type="checkbox"/>
6. Have you offered your Client an independent interpreter (e.g. non-family member)?	<input type="checkbox"/>	<input type="checkbox"/>
7. Have you set aside plenty of time to review your Contract with your Client and address their specific questions and needs?	<input type="checkbox"/>	<input type="checkbox"/>

\* Professional translation and interpreting services are available to you and your Client free of charge. Do you want to know more about free translation and interpreting? Contact Ian Thompson, PICAC WA Manager on 08 9300 3165 Mondays to Fridays, 9am to 3pm.

† These include: languages spoken by culturally and linguistically diverse backgrounds persons, older Aboriginal and Torres Strait Islander peoples, deaf, blind, and deafblind older Australians.

This publication was created by COTA NT in collaboration with Fortis Consulting/PICAC WA. It is supported by financial contributions from the Department of Health and Aged Care. For an editable version, please contact the PICAC manager.

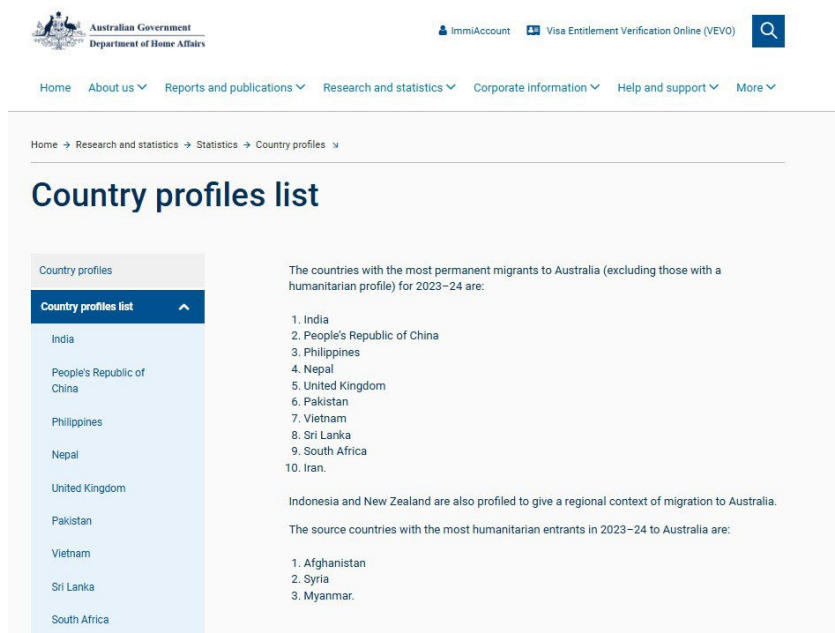
COTA Northern Territory  
08 9300 3165  
<http://fortisconsulting.com.au>

Professional translation and interpreting services are free for you and Service Providers. Call PICAC WA on 08 93003165

## 2.4 Country Profiles (Department of Home Affairs)

The Department of Home Affairs publishes country profiles outlining permanent and temporary migration trends and population for Australia's main migrant source countries. Each profile brings together visa category data and key findings on occupations and demographic characteristics. In 2023–24, profiles are available for 15 selected source countries. See the full list here: [Country profiles list](#)

Go to: <https://www.homeaffairs.gov.au/research-and-statistics/statistics/country-profiles/profiles>



Australian Government  
Department of Home Affairs

ImmiAccount Visa Entitlement Verification Online (VEVO)

Home About us Reports and publications Research and statistics Corporate information Help and support More

Home → Research and statistics → Statistics → Country profiles

### Country profiles list

Country profiles

**Country profiles list**

- India
- People's Republic of China
- Philippines
- Nepal
- United Kingdom
- Pakistan
- Vietnam
- Sri Lanka
- South Africa

The countries with the most permanent migrants to Australia (excluding those with a humanitarian profile) for 2023–24 are:

1. India
2. People's Republic of China
3. Philippines
4. Nepal
5. United Kingdom
6. Pakistan
7. Vietnam
8. Sri Lanka
9. South Africa
10. Iran.

Indonesia and New Zealand are also profiled to give a regional context of migration to Australia.

The source countries with the most humanitarian entrants in 2023–24 to Australia are:

1. Afghanistan
2. Syria
3. Myanmar.

Other websites provide thorough information about history, people and geography.

- [Visa statistics](#)
- [Countries, economies and regions - DFAT](#)
- [The World Factbook](#)
- [Country information - IMF](#)
- [Human development reports - UN](#)
- [Migration and Remittances Factbook 2016 - World Bank](#)
- [Education at a Glance - OECD](#)
- [QuickStats - ABS](#)

## 2.5 Knowing your Community

Understanding your community means being aware of the backgrounds and life stories of the older people your organisation supports. This ensures that the services provided are not only appropriate but also inclusive and person-centered.

In doing so, you will be able to plan ahead:

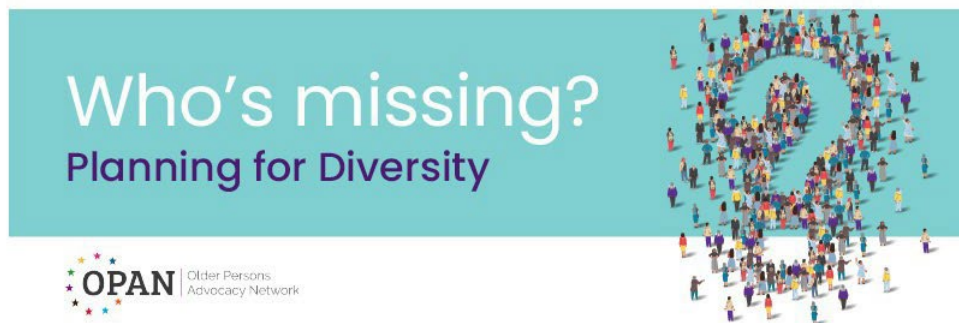
- Identify emerging population trends to better anticipate the groups likely to access aged care services.
- Implement strategies to serve these groups effectively, such as employing bilingual staff and tailoring services to meet their cultural needs.

Older Persons Advocacy Network (OPAN) offers an online course, [Who's missing? Planning for Diversity](#), which provides strategies for delivering inclusive services. This course is a valuable tool that guides you in understanding your community's demographics and teaches you how to access and interpret census data.

With this knowledge, your services will evolve with the changing needs of the community, while maintaining inclusivity and person-centered care at the forefront.

[Home](#) > Diversity eLearning

# Diversity eLearning



## Who's missing from your aged care service?

OPANs' free Planning for Diversity eLearning course offers strategies, insights, and tools to support providers to deliver safe and inclusive services for older people.

## 2.6 Cultural and Religious Guidelines for Service Providers

Information sheets for different faiths and religions is available through the Office of Multicultural Interests (OMI). Developed as a means of raising awareness of different religious and cultural practices amongst government and community service providers. Religions covered include

- :
- Baha'i Faith
  - Buddhism
  - Christianity
  - Hinduism,
  - Islam
  - Judaism
  - Sikhism.

Available at: <https://www.omi.wa.gov.au/resources-and-statistics/publications/publication/culture-and-religion-information-sheets>



The screenshot shows the top navigation bar of the Office of Multicultural Interests website. It includes the Department of Local Government, Sport and Cultural Industries logo, the Office of Multicultural Interests logo, and links for Accessibility and About. Below the navigation bar is a menu with dropdown arrows for OMI, Events and training, Communities and networks, Funding, Policy and resources, and Languages. The main content area features a breadcrumb trail: Home > Policy and resources > Publications > Culture and religion information sheets. The title 'Culture and religion information sheets' is prominently displayed, followed by the introductory text: 'Western Australia is a multiethnic, multireligious and multicultural society.' and the publication date: 'Published 23 March 2021'.

## CULTURE AND RELIGION



### Buddhism

#### Seating

The following sensitivity needs to be observed in seating arrangements for interview purposes or hosting official functions:

- Some Buddhist monks and nuns may not sit next to or in close proximity to members of the opposite sex. There may also be other requirements in relation to seniority and/or authority. This should be checked beforehand.

Lay Buddhists tend not to be regulated in this way although this also may vary according to context including the situation, Buddhist tradition and cultural background.

#### Dress

- Buddhist monks shave their heads and wear a robe that is usually brown/tan, orange, red, maroon, grey or black. Buddhist nuns also shave their heads and wear a robe which is usually brown, maroon, white, grey or pink.
- Lay Buddhists dress as they like and are indistinguishable from the majority.
- The appropriate dress for visiting a Buddhist temple or monastery is similar to that you would observe in any religious place i.e. dress modestly (avoid revealing clothes) and behave mindfully.

#### Body Language and Behaviour

Non-verbal communication has a powerful effect on relationships and effective service provision and practices/signals acceptable in one culture may be completely unacceptable or even offensive in another.

- On entering a temple or monastic building, and in many cases a Buddhist home, shoes and any head covering should be removed.
- At monasteries, temples and shrines in homes, Buddhists will usually bow three times before a statue of the Buddha, as a means of paying respect to the example of the Buddha, to his teachings, and to the Enlightened monks and nuns. Non-Buddhists are not expected to bow.
- Lay Buddhists will often bow as a mark of respect to monks, nuns, and in some cultures to elders.
- Buddhist monks and nuns are generally circumspect with members of the opposite gender, avoiding any direct physical contact
- When sitting on the floor do not sit with feet pointed towards statues of the Buddha, monks, nuns, or people in general, this is considered very impolite.
- Touching the head of a person is also impolite. The only exceptions relate to special

#### Language and Communication

- It is the policy of the Northern Territory Government to provide an interpreter where clients require assistance in English. Agency staff can contact the Translating and Interpreting Service (TIS) on telephone number 13 14 50.

#### Counselling/Interviews

- Refer to the sections on 'Body Language and Behavior', 'Language and Communication' and 'Seating'.
- Buddhist monks, nuns and some lay spiritual leaders are highly regarded by their communities and are often called upon for counseling and advice.

#### Food, Drink and Fasting

When hosting people from diverse religious and cultural backgrounds, as a matter of good practice, always serve a selection of vegetarian and meat on separate trays. A variety of non-alcoholic drinks should also be available at any official function.

- Buddhist traditions and Buddhist practitioners themselves vary in regard to eating meat and vegetarianism. Because the Buddhist code of ethics includes compassion to all living beings, many Buddhists are vegetarian, however they do not take offence at others eating meat.
- Similarly, some monks and nuns are vegetarian others are not.
- Some Buddhist practitioners have strictly regulated meal times, particularly monks and nuns of the Theravada traditions, who have one main meal per day before midday; they do not eat again until dawn of the next day.

#### Family and Marriage

- Most Buddhist monks and nuns do not perform marriage ceremonies but often give a blessing after the civil ceremony.

#### Medical

- Where possible, doctors, nurses, and other medical service providers treating Buddhist monks or nuns should be of the same gender.
- A Buddhist hospital patient may also request a visit from a monk or nun; if possible ask whether the patient requires a particular tradition and/or gender.

## 2.6.1 Calendar of multifaith, religious and cultural calendar

A comprehensive overview of cultural, religious and national days and events throughout the year.

<https://www.homeaffairs.gov.au/about-us/our-portfolios/multicultural-affairs/about-multicultural-affairs/calendar-of-cultural-and-religious-dates>

Or go to: <https://mac.org.au/resources/>

And then click on



The Multi-Faith Calendar 2025

[2025-multifaith-calendar-A2.pdf](#)



## 2.7 Catering for Culturally and Linguistically Diverse Seniors

The SBS > Food area takes you to a huge database of recipes from all over the world

<https://www.sbs.com.au/food/topic/recipes>

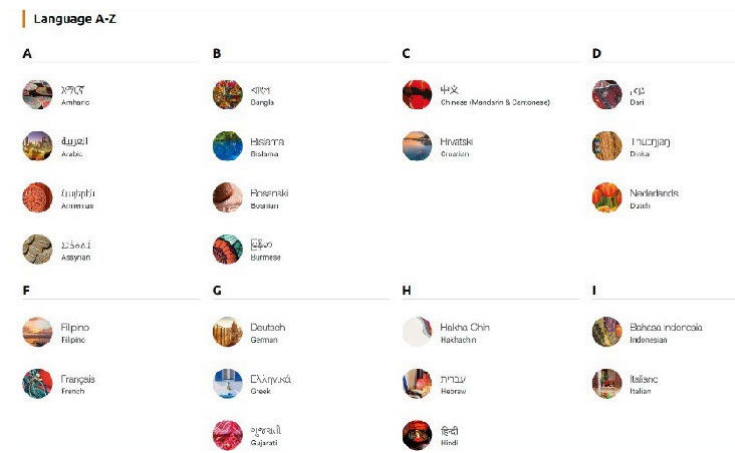
The screenshot shows the SBS Food website interface. At the top, there is a navigation bar with 'SBS FOOD' logo, 'TV Shows', 'Recipes' (highlighted), and 'Features & Stories'. Below this is a main section titled 'Cosy comforts' with a dark background. It features three recipe thumbnails: '47 fast & healthy winter dinners' (showing several small bowls), 'My mum's winter carrot pickle recipe' (showing a hand holding a jar of pickles), and 'Around the world in chicken soup' (showing a bowl of soup with bread). Below the thumbnails is a section titled 'Recipes by ingredient' with a horizontal list of filter buttons: Almond meal, Apple, Bacon, Banana, Beef, Berry, Cabbage, Cauliflower, Cheese, Chicken, Chickpea flour, and Chocolate.

## 2.8 Ethnic Media

A list of all radio stations across Australia including ethnic and multicultural radio stations can be found at <http://en.wikipedia.org>. Search for: [Australian radio stations](#).

SBS: Radio and television program schedules for different language/cultural groups can be accessed via the SBS website [www.sbs.com.au](http://www.sbs.com.au).

Select languages and then scroll down until you get to the A-Z list



**Channel 31:** TV programs in a number of community languages. Go to <[www.c31.org.au](http://www.c31.org.au)>. Further information, and information about written material (newspapers, etc.) can be accessed via local Migrant Resource/Information Centres, local ethnic/cultural community organisations, etc.

**Logos Library:** <http://www.logoslibrary.eu/>  
Get access to entire publications across 110 languages, searching by author or title.



## 2.9 Cross-Cultural Communication

The website of the [Centre for Culture, Ethnicity & Health](http://www.ceh.org.au) contains links to various articles, reports and working tools associated with communication and language services for clients/residents from CaLD backgrounds.

[www.ceh.org.au](http://www.ceh.org.au)

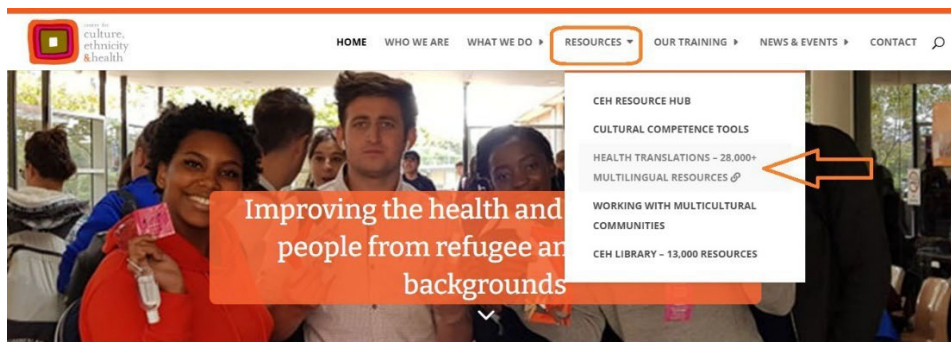
Go to: **Home > Resources > CEH RESOURCE HUB**

Or go to: **Home > Resources > Multilingual Resources**

Glossaries of terms and documents in seven Asian and Middle Eastern languages are available to assist with the provision of different services

See also the tip sheet *Speaking with clients who have low English proficiency*.

Go to: <https://www.ceh.org.au/speaking-clients-low-english-proficiency/>

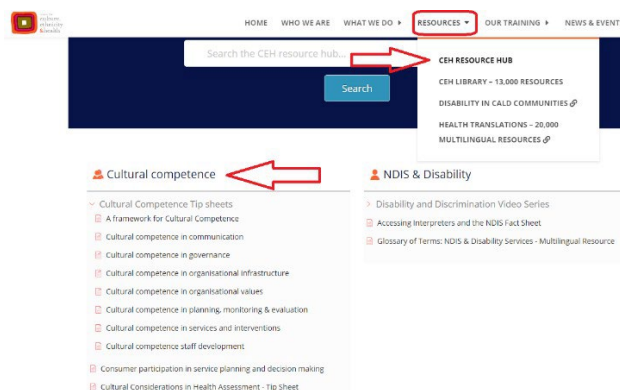


## 2.10 Cultural Competence

A range of useful tip sheets prepared by the Centre for Culture, Ethnicity & Health. Various online resources also identified.

Available at [www.ceh.org.au](http://www.ceh.org.au).

Go to: **Resource > CEH Resource Hub** and click on the **Cultural Competence** to select the *Tip Sheet* that you need.



### 3 Translating and Interpreting Service

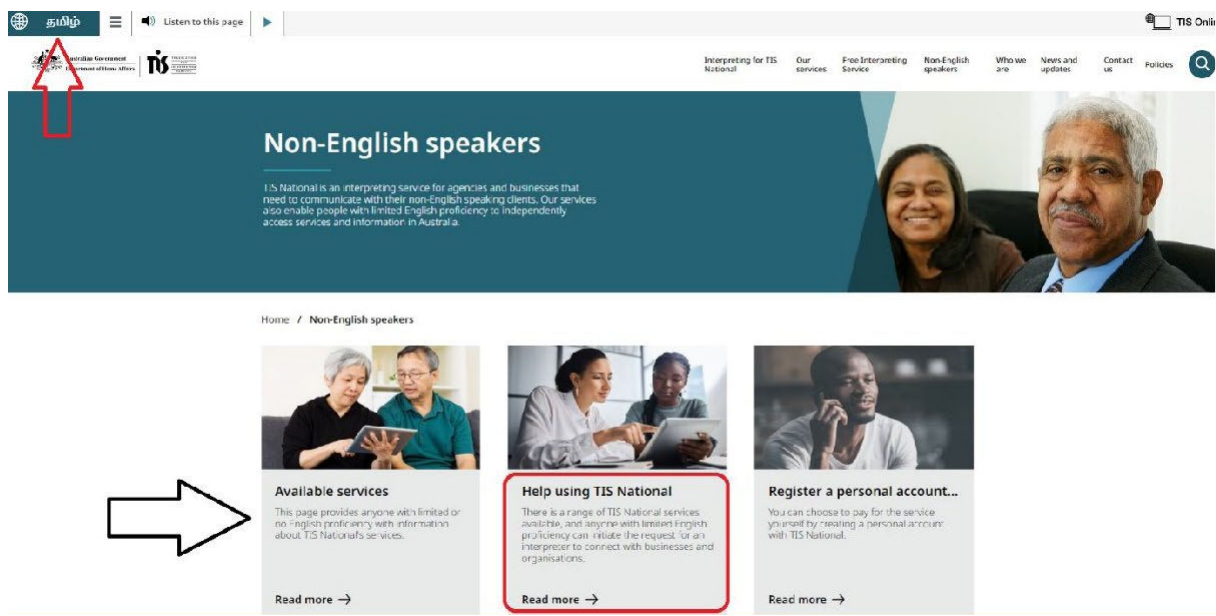
#### 3.1 TIS National

The Australian Federal Government allocates funds to enable aged care service providers to utilize interpreting services. Operated by the Department of Immigration and Citizenship, the Translating and Interpreting Service (TIS National) offers round-the-clock interpreting assistance, available 24/7, including both telephone and onsite services.

The website has been updated and now includes a feature that allows users to access versions in multiple languages, catering to diverse linguistic need.

More information is available by contacting TIS National on 131 450 or on the website <https://www.tisnational.gov.au/>

And then choosing Non-English Speakers > [Help Using TIS National Services](#)



### 3.2 ITSNT

*Translation service support for Aboriginal languages is available in WA*

<https://aiwaac.org.au/>



The screenshot shows the homepage of the Aboriginal Interpreting WA website. The header is dark blue with the organization's logo on the left, which includes a map of Western Australia and the text 'ABORIGINAL INTERPRETING WA ABORIGINAL CORPORATION'. To the right of the logo is a navigation menu with links for 'Home', 'About', 'Services', 'Bookings', 'Questions', and 'Contact'. Further right are contact details: a phone icon with the number '1800 330 331' and an email icon with the address 'bookings@aiwaac.org.au'. The main content area features a large, central photograph of an elderly Indigenous man with a long white beard and a brown hat, wearing a blue shirt. Below the photo, the title 'Aboriginal Interpreting WA' is displayed in a large, white, sans-serif font. Underneath the title, a paragraph of text reads: 'The only dedicated Aboriginal Interpreting Service across WA. Proudly delivering services since 2000 (previously Kimberley Interpreting Service) Aboriginal Interpreting WA provides registered, trained and supported interpreters in over 40 WA Aboriginal languages who are strongly committed to the profession's AUSIT code of ethics and Aboriginal cultural protocols.'

### 3.3 AUSIT Guidelines for Health Professionals Working with Interpreters

Published by the Australian Institute of Interpreters and Translators Inc (AUSIT).

Available from AUSIT <http://ausit.org> or email [admin@ausit.org](mailto:admin@ausit.org).



**We are the national association for the translating and interpreting profession.**

We stand for ethical, competent and informed practice. We do this by promoting our Code of Ethics, organising quality professional development, endorsing research and supporting adequate remuneration and working conditions for our members.

Want to read our code of ethics?

Learn more

Directory of Translators and Interpreters

Learn more



Member Sign-in

Contact Us

MENU



#### About Us

Who we are, what we do  
Organisational Structure  
Advertising & Corporate  
Legal Disclaimer

#### Looking for a Translator/Interpreter?

Find a Translator  
Find an Interpreter

#### AUSIT National Conference (annual)

General Information  
Current Conference  
Current Conference: Sponsorship Prospectus  
Past Conferences  
The annual Jill Blewett Memorial Lecture

#### For Members of the Public, Professionals and Organisations working with Interpreters and/or Translators

General Guidelines and Recommendations  
FAQs  
Risks of Not Working with Qualified Practitioners  
Guidelines for Legal Settings  
Guidelines for Health Care Settings  
Guidelines for Community Translations  
Guidelines for Cultural Institutions using Translations  
The AUSIT Code of Ethics  
Videos & Podcasts

#### For Students, Educators & Researchers

Become a Student Member of AUSIT  
AUSIT Engage (community engagement hub)  
Resources and Grants for Researchers

#### For Practitioners

The Benefits of being a Member of AUSIT  
Join AUSIT: Application Form  
AUSIT Engage (community engagement hub)  
Guidelines for Practitioners  
Professional Development  
AUSIT Mentoring Program  
Webinars  
AUSIT Events  
*In Touch* Magazine  
Blogs (including past President's Newsletters)  
Videos & Podcasts  
Paul Sinclair Award  
AUSIT Excellence Awards  
AUSIT Fellows  
The AUSIT Code of Ethics  
The Sydney Declaration (AUSIT National Conference)



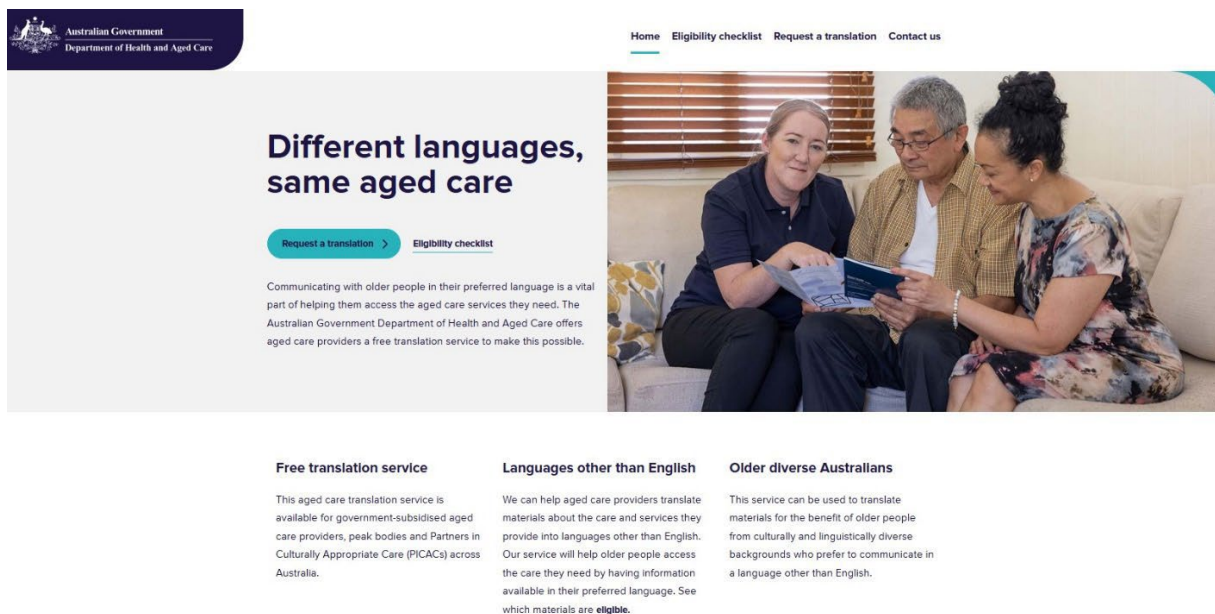
### 3.4 Free Translations – Different languages, same aged care

A new initiative available since the end of 2022.

*The Australian Government Department of Health and Aged Care is offering free translation services to help aged care providers communicate with older Australians in their preferred language.*

Through the portal, eligible providers can submit their documents and have them translated in the languages that they need.

<https://diversityagedcare.health.gov.au/>




Australian Government  
Department of Health and Aged Care

Home Eligibility checklist Request a translation Contact us

## Different languages, same aged care

[Request a translation](#) > [Eligibility checklist](#)

Communicating with older people in their preferred language is a vital part of helping them access the aged care services they need. The Australian Government Department of Health and Aged Care offers aged care providers a free translation service to make this possible.



**Free translation service**

This aged care translation service is available for government-subsidised aged care providers, peak bodies and Partners in Culturally Appropriate Care (PICACs) across Australia.

**Languages other than English**

We can help aged care providers translate materials about the care and services they provide into languages other than English. Our service will help older people access the care they need by having information available in their preferred language. See which materials are **eligible**.

**Older diverse Australians**

This service can be used to translate materials for the benefit of older people from culturally and linguistically diverse backgrounds who prefer to communicate in a language other than English.

## 4 Care Information in Language

### 4.1 Incontinence Care Information in Other Languages

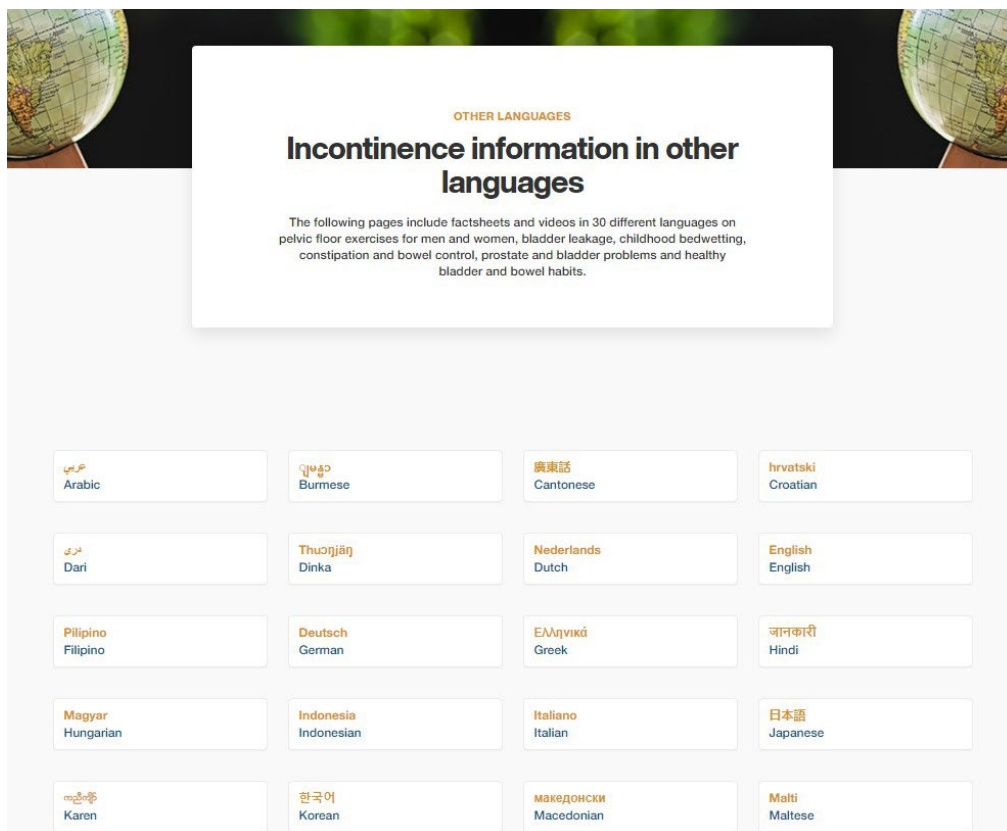
Please select the language you wish to read continence information in. The following pages include fact sheets and video in your language on pelvic floor exercises for men and women, bladder leakage, childhood bedwetting, constipation and bowel control, prostate and bladder problems, and more to help you learn about healthy bladder and bowel habits.

**National Continence Helpline 1800 330 066**

#### Telephone Interpreting Service

Clients who have difficulty speaking or understanding English can access the National Continence Helpline through the free Telephone Interpreter Service on **131450**. The phone will be answered in English, so the caller needs to name their preferred language and wait to be connected to an interpreter who can contact the National Continence Helpline on 1800330066. The interpreter will then assist the caller to speak with a nurse.

<https://www.continence.org.au/incontinence-information-other-languages>



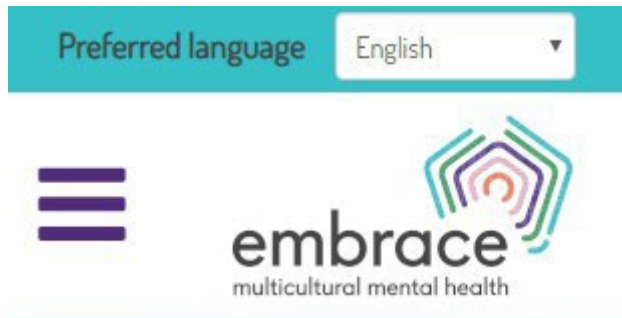
**OTHER LANGUAGES**

### Incontinence information in other languages

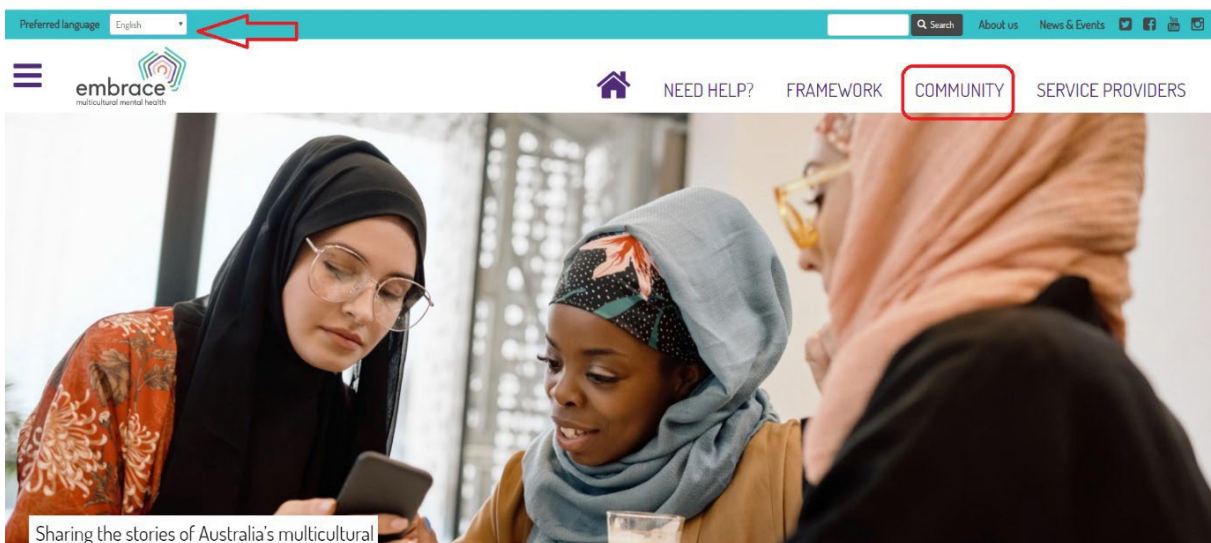
The following pages include factsheets and videos in 30 different languages on pelvic floor exercises for men and women, bladder leakage, childhood bedwetting, constipation and bowel control, prostate and bladder problems and healthy bladder and bowel habits.

عربي Arabic	မြန်မာ Burmese	廣東話 Cantonese	hrvatski Croatian
داری Dari	ᑦᑖᑦᑦᑦᑦ Dinka	Nederlands Dutch	English English
Pilipino Filipino	Deutsch German	Ελληνικά Greek	बानकारी Hindi
Magyar Hungarian	Indonesia Indonesian	Italiano Italian	日本語 Japanese
ကရင် Karen	한국어 Korean	македонски Macedonian	Malti Maltese

## 4.2 Translated Mental Health Information



<https://embracementalhealth.org.au/>



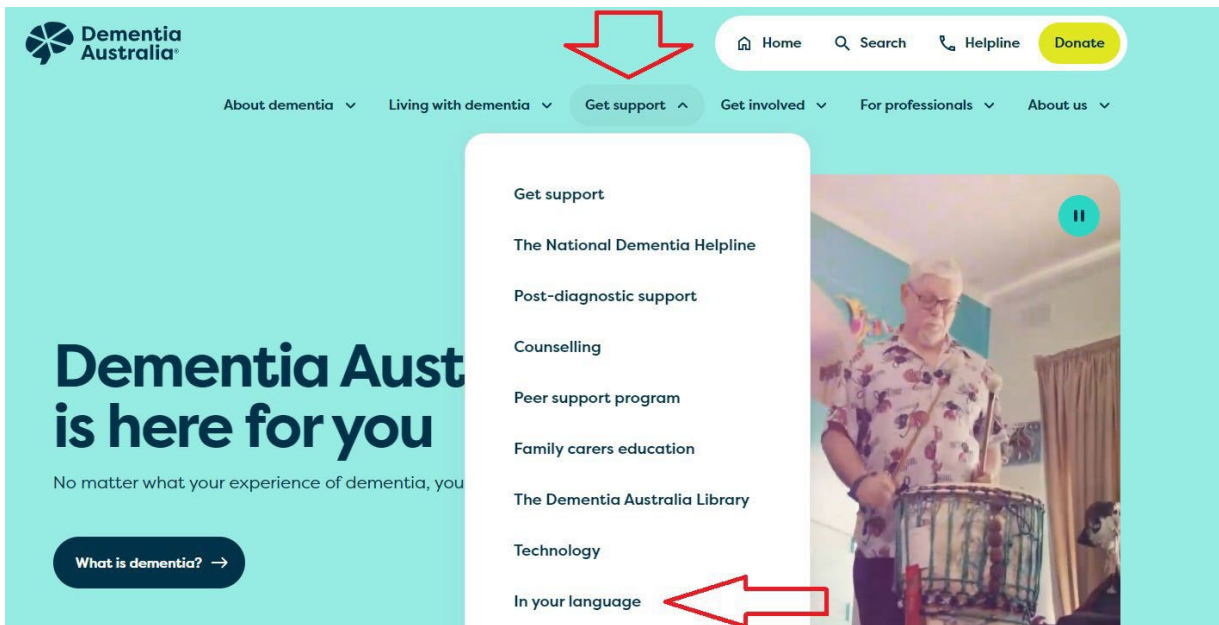
Mental Health in Multicultural Australia (MMHA) Fact Sheets  
<https://embracementalhealth.org.au/index.php/service-providers>  
Under Multilingual information

- What is an anxiety disorder?
- What is a bipolar mood disorder?
- Challenging behaviours
- Depression
- What is an eating disorder?
- What is mental illness?
- What is a personality disorder?
- What is schizophrenia?
- Trauma
- Mental Health & Wellbeing
- Getting Professional Mental Health Help - What are the steps?

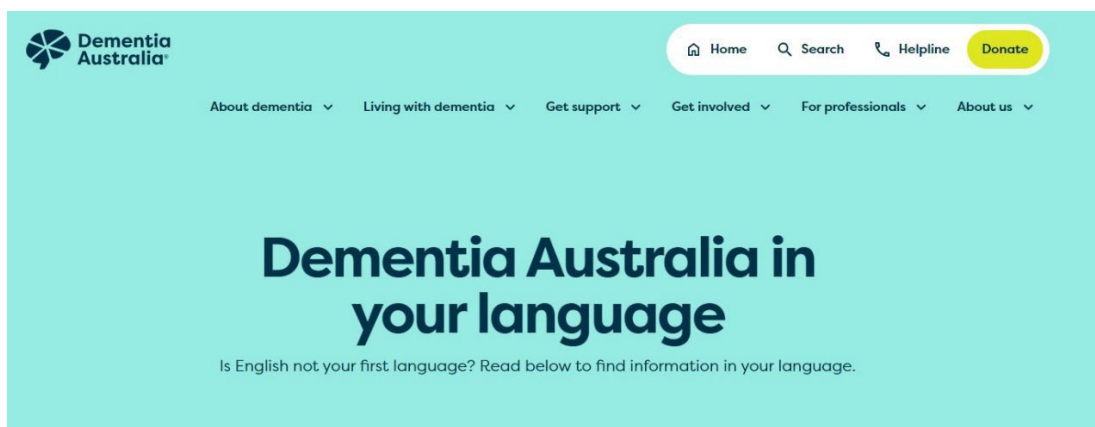
### 4.3 Information to raise dementia awareness in CaLD Communities

[Dementia Australia](#) is committed to support and to provide information to all the members of our diverse community, independently from their background.

From their website you will access [Resources](#) and [facts sheets](#) translated in many languages.



Scroll down the page to find the language that you are looking for:



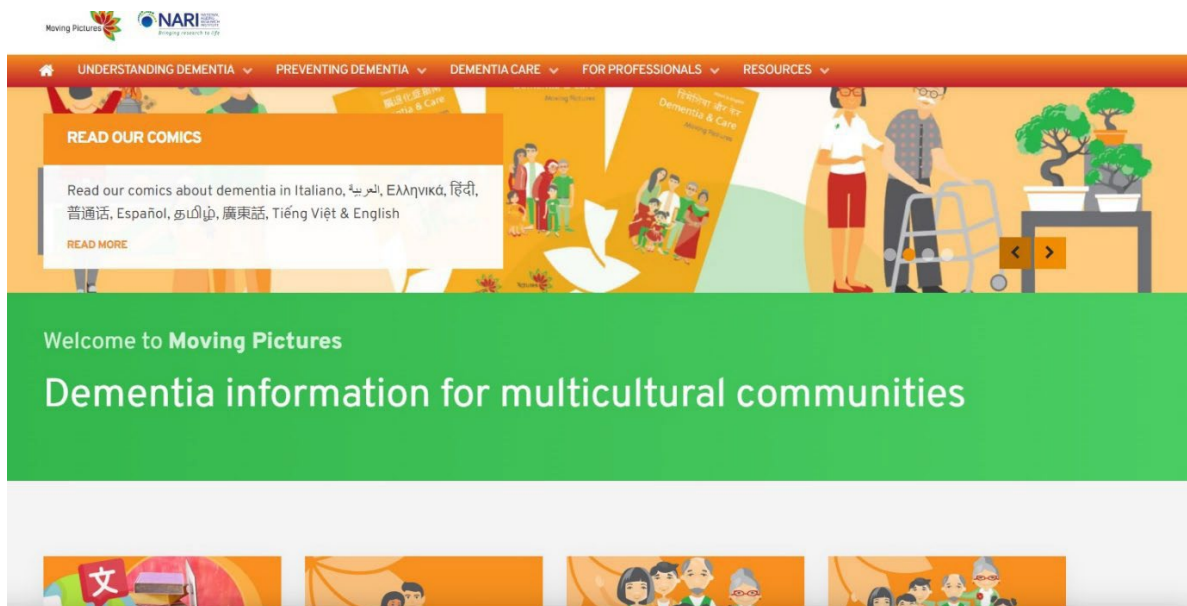
### 4.3.1 Moving Pictures - resources about dementia

Also about raising dementia awareness, researchers at the National Ageing Research Institute have worked closely with some CaLD communities to develop a series of short films and information comics, to raise dementia awareness.

***Moving Pictures*** is a project by the National Ageing Research Institute which aims to raise awareness about dementia for people from culturally and linguistically diverse (CALD) backgrounds.

The ***Moving Pictures*** team has co-produced 27 short films and comics in 9 languages (Arabic, Hindi, Tamil, Cantonese, Mandarin, Greek, Italian, Spanish, Vietnamese), as well as animations about dementia risk reduction in the same languages.

Visit the [Moving Pictures website](#) to access these freely available resources.



#### 4.4 Information on Advance Personal Planning

Advance Care Plans help people make a written record of their wishes as they approach end of life.

Information to support people and their families at this difficult time may be accessed at the following link.

[https://www.advancecareplanning.org.au/\\_\\_\\_data/assets/pdf\\_file/0024/183336/acpi-toolkit\\_wa.pdf](https://www.advancecareplanning.org.au/___data/assets/pdf_file/0024/183336/acpi-toolkit_wa.pdf)

For translated resources:

[https://www.healthywa.wa.gov.au/Articles/A\\_E/Advance-care-planning/Translated-resources](https://www.healthywa.wa.gov.au/Articles/A_E/Advance-care-planning/Translated-resources)



The screenshot shows the HealthyWA website interface. At the top, there are logos for the Department of Health and HealthyWA, along with a search bar and navigation links like 'Site map', 'Accessibility', and 'Contact us'. A main navigation menu includes 'Home', 'Health conditions', 'Healthy living', 'Safety and first aid', 'Treatments and tests', 'News', 'WA health system', and 'Service finder'. Below this, a breadcrumb trail reads 'Home > Healthy living > Advance care planning > Advance care planning translated resources'. The main heading is 'Advance care planning translated resources', followed by the text: 'You can access advance care planning information in your language. If you have a advance care planning question and need an interpreter, call the Translating and Interpreting Service on 131 450 to request an interpreter in your language.' A list of language options is provided with dropdown arrows: Afrikaans, Arabic - العربية, Chinese simplified - 简体中文, Croatian - Hrvatski, and German - Deutsch. On the right side, there is a purple call-to-action box for 'Palliative Care WA community information helpline' with the phone number '1800 573 299' and an image of people.

## 4.5 Information on Palliative Care

[Palliative Care Australia](#) is the national peak body for palliative care.



*Palliative Care Australia believes we all deserve quality end-of-life care. It has the aim of improving access to palliative care and letting the community know why it is so important.*

The Resource Library has information in several languages (see link at pages 2,3,4)

<https://palliativecare.org.au/shop/page/2/>

**Our Resource Library**  
Resources for you, from Palliative Care Australia, the national peak body for palliative care.

Products & Printed Materials
Digital Resources

 <p>Here for you: Things you might like to discuss with your palliative care team at the end of life (booklet 2)</p> <p><a href="#">Read more</a></p>	 <p>Here for you: Things you might like to discuss with your palliative care team (booklet 1)</p> <p><a href="#">Read more</a></p>	 <p>The Essence of Spiritual Care: A learning module for health care workers.</p> <p><a href="#">Read more</a></p>	 <p>Paediatric Palliative Care Resources for Families and Health Professionals</p> <p><a href="#">Read more</a></p>
 <p>Paediatric Palliative Care Family Companion – Traditional Chinese</p> <p><a href="#">Add to cart</a></p>	 <p>Paediatric Palliative Care Family Companion – Simplified Chinese</p> <p><a href="#">Add to cart</a></p>	 <p>Paediatric Palliative Care Family Companion – English</p> <p><a href="#">Add to cart</a></p>	 <p>Paediatric Palliative Care Family Companion – Arabic</p> <p><a href="#">Add to cart</a></p>

Local webinar with WA based Palliative Care experts – Cultural considerations for Palliative Care

<https://www.youtube.com/watch?v=s9W9cfA.IM10&t=181s>



**Palliative Care  
Western Australia**  
*Living, dying & grieving well*

**Palliative Care WA**

15 Bedbrook Place  
Shenton Park WA 6008

t: 1300 551 704  
w: [www.palliativecarewa.asn.au](http://www.palliativecarewa.asn.au)  
e: [info@palliativecarewa.asn.au](mailto:info@palliativecarewa.asn.au)



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## PICAC in WA

[www.fortisconsulting.com.au/picac/](http://www.fortisconsulting.com.au/picac/)

### Services

- CaLD related training
- Links to care services and support in many languages
- Links to CaLD related Aged Care online webinars, infobytes
- Access to PICAC Alliance resources promoting access and diversity in Aged Care settings
- Collaboration with Federal and State Governments to facilitate information flow and increase understanding and accessibility for older people of CaLD backgrounds.
- Mentoring providers regarding the Diversity Framework and action plans
- Promoting the use of "in-language" information and resources

### Networking

- Supporting Cald Communities and Aged Care Providers with information and practical supports to improve quality of care..

### Resources

- Maintains a resource library on and offline
  - Obtains resources and information about aged care, including multilingual copies of selected Department of Health's documents and general health care issues.
  - Obtains resources and information on other cultures and culturally appropriate aged care.
  - Provides information about PICAC and aged care issues via CaLD Community newsletters and bulletins.
-




**PICAC NT**

Partners in Culturally  
Appropriate Care

This publication is a collaboration with COTA/PICAC NT  
PICAC(WA) acknowledges the great work of COTA NT  
in making this resource possible




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