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Diversity · Capability · Culture

CULTURAL BACKGROUND RESOURCES 2026

TOOLS TO HELP CARE FOR SENIORS FROM CALD BACKGROUND

Developed in collaboration with,

PICAC NT
Partners in Culturally Appropriate Care

OCTOBER 13, 2026

Access the digital version of this toolkit

This toolkit contains links to websites, fact sheets and translated resources. If you are reading a printed copy, scan the QR code with your phone camera to open the digital version, where every link can be clicked.

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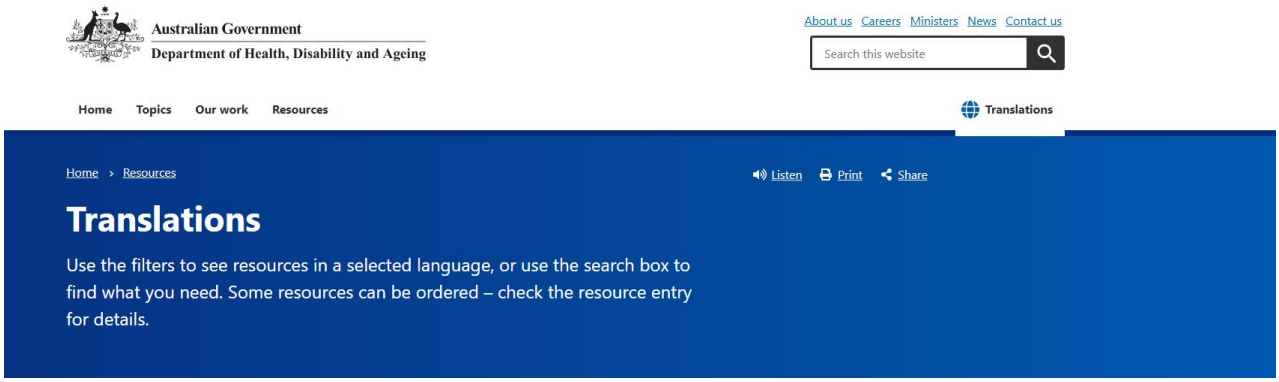
1 Aged Care Information in Language

1.1 Department of Health, Disability and Ageing (DoHDA)

The Department of Health, Disability and Ageing (DoHDA) produces a range of in-language resources for senior Australians.

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

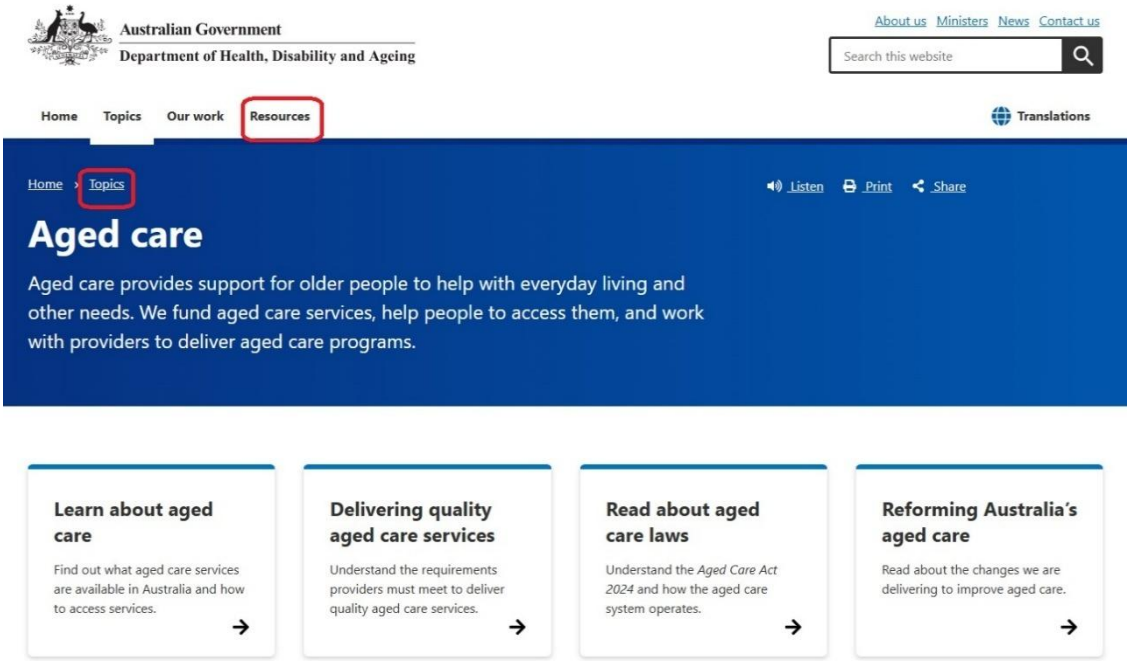
https://www.health.gov.au/resources/translated



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

1.2 DoHDA - 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



Visit

>Resources

Browse resources in other languages

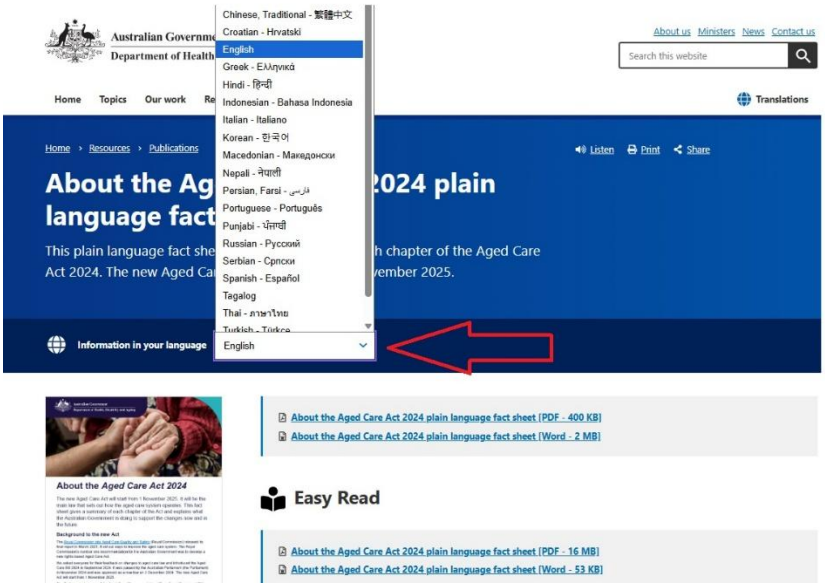
To read or download brochures and printed materials.

1.2.1 The New Aged Care Act

The Aged Care Act 2024 commenced 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



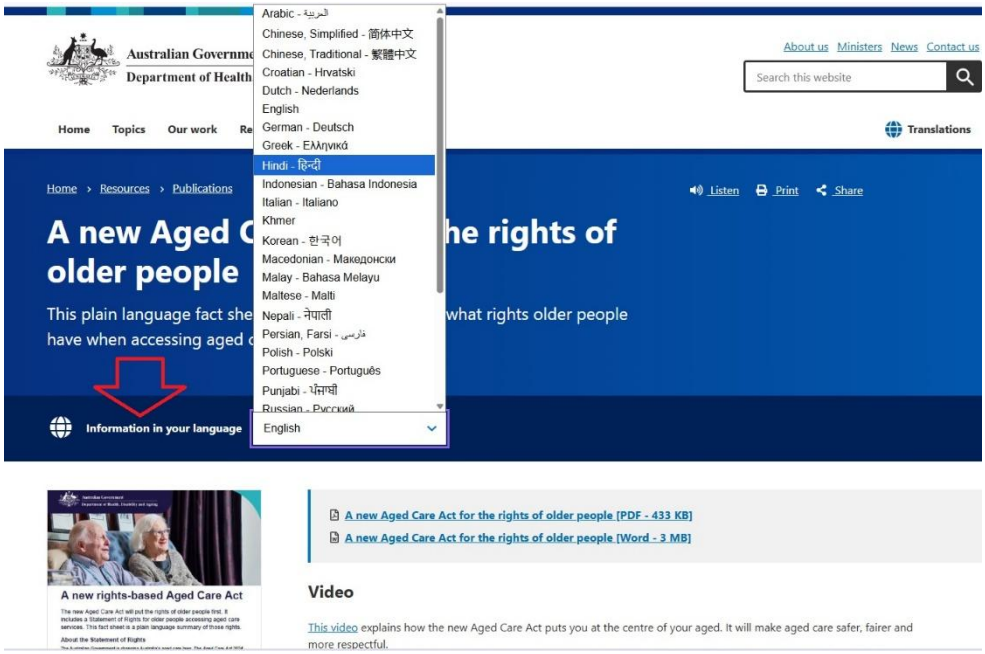
1.2.2 New Statement of Rights

The below links will get you to the pages where the Statement of rights is explained to providers
https://www.agedcarequality.gov.au/providers/statement-rights

and to consumers
https://www.agedcarequality.gov.au/older-people/your-rights/statement-rights

A plain language fact sheet provides a summary of what rights older people have when accessing aged care services.
https://www.health.gov.au/resources/publications/a-new-aged-care-act-for-the-rights-of-older-people?language=en

This fact sheet is available in 37 languages.



The Statement of Rights poster is available in English:
https://www.health.gov.au/sites/default/files/2025-10/aged-care-act-2024-statement-of-rights-a3-poster.pdf

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

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:

- With diverse backgrounds and characteristics
- 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. From 20 October 2026, all Specialisation Verification applications must be submitted through the My Aged Care Service and Support Portal.
Below are useful links to resources for further guidance:

- About Specialisation Verification
- Towards Specialisation - A resource kit for aged care providers - YouTube
- Framework reference booklet

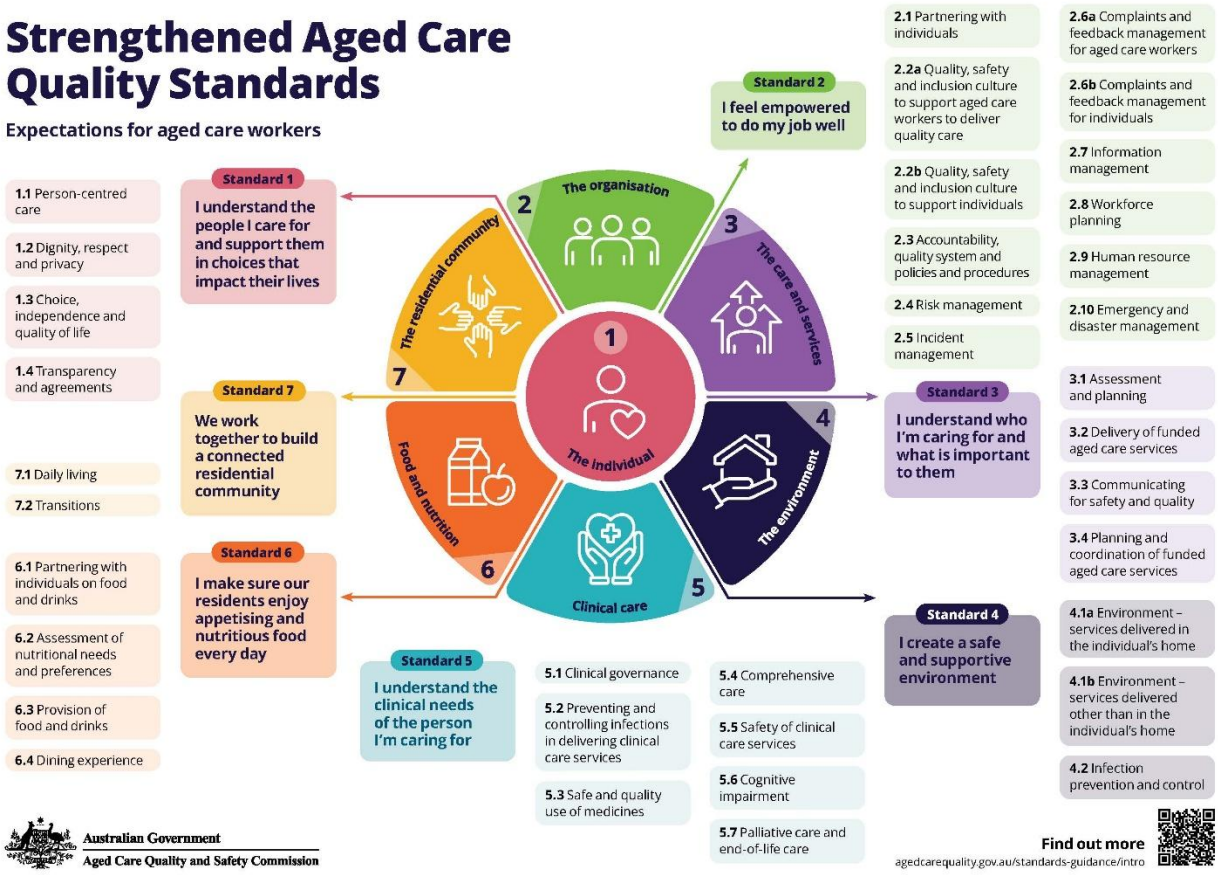
1.2.5 The Strengthened Aged Care Quality Standards

The Strengthened Quality Standards came into effect on 1 November 2025 as part of the broader Aged Care Reform. They build on the previous standards and further emphasise the rights of older people, including recognition of identity, culture, and diversity in the delivery of aged care.

Translated videos explaining the strengthened Quality Standards are available on Health Translations (healthtranslations.vic.gov.au).

The Strengthened Quality Standards poster for clients can be accessed in English here:

https://www.agedcarequality.gov.au/sites/default/files/media/strengthened-quality-standards-poster-for-workers-and-older-people.pdf

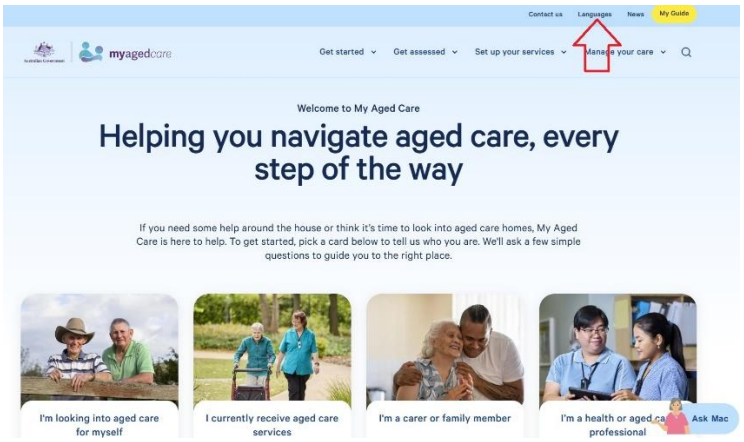


1.2.6 My Aged Care

It is the go-to website to access Australian Government funded services. Now with a completely new user-friendly interface.

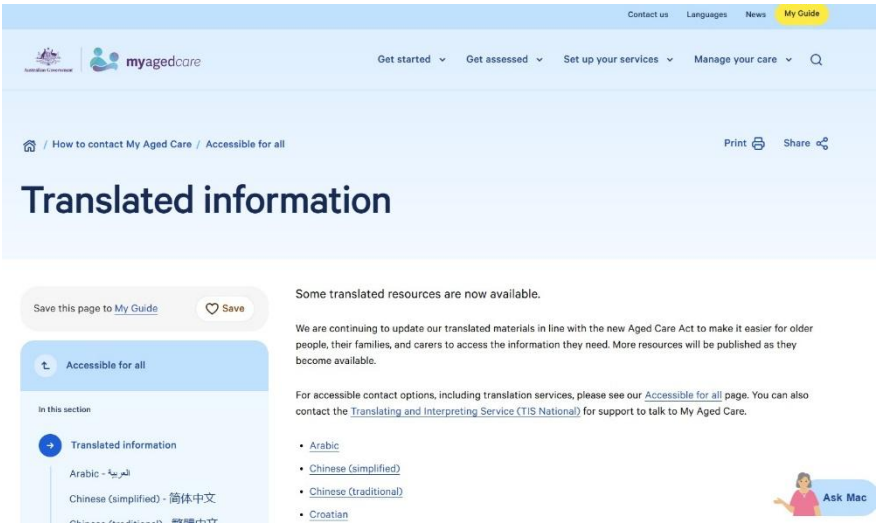
To access information and services in your language go to

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



The section Resources gives you easy access to all the My Aged Care brochures, forms, checklists and other documents that are located within this website, that you can share with your clients.

Australia is a multicultural and diverse country. My Aged Care is accessible for all, which is why resources are also available in 21 other languages.



1.2.7 Services Australia: Information in Your Language

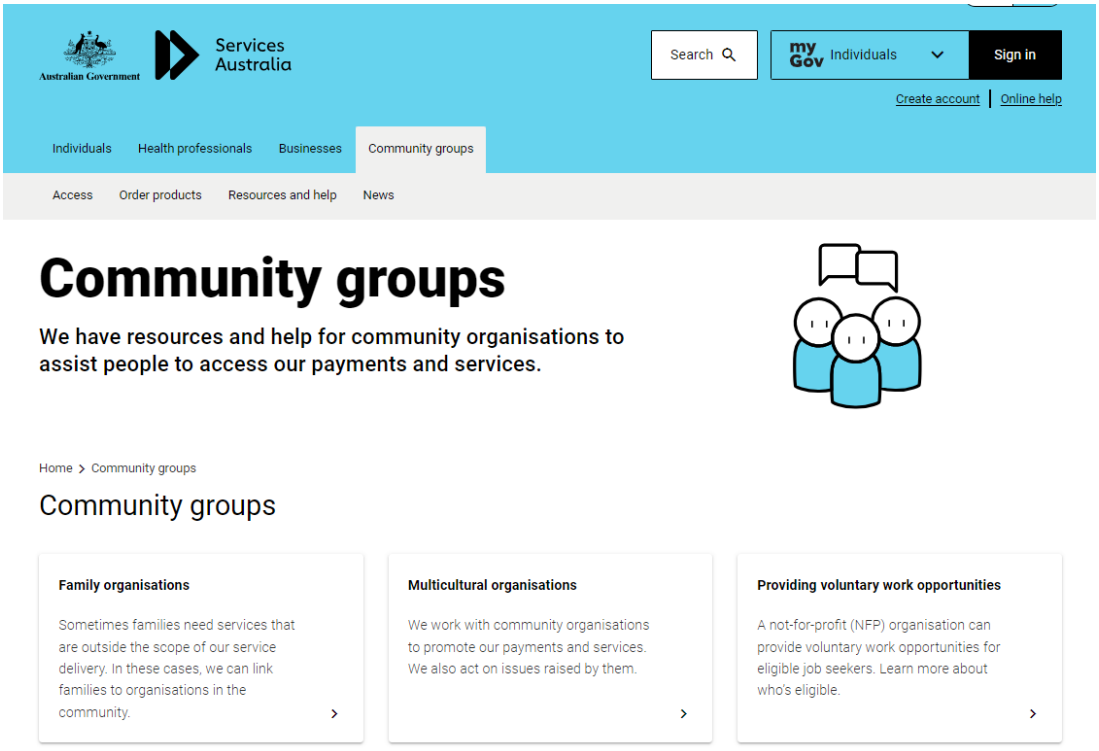
Services Australia provides information about Medicare, Centrelink and Child Support payments and services in many languages. Your organisation can download and print this information to share with clients.

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

The Products page lists translated publications by category. Select a publication to see every language it is available in.

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

The Community groups page has resources to help community organisations support people to access Services Australia payments and services.



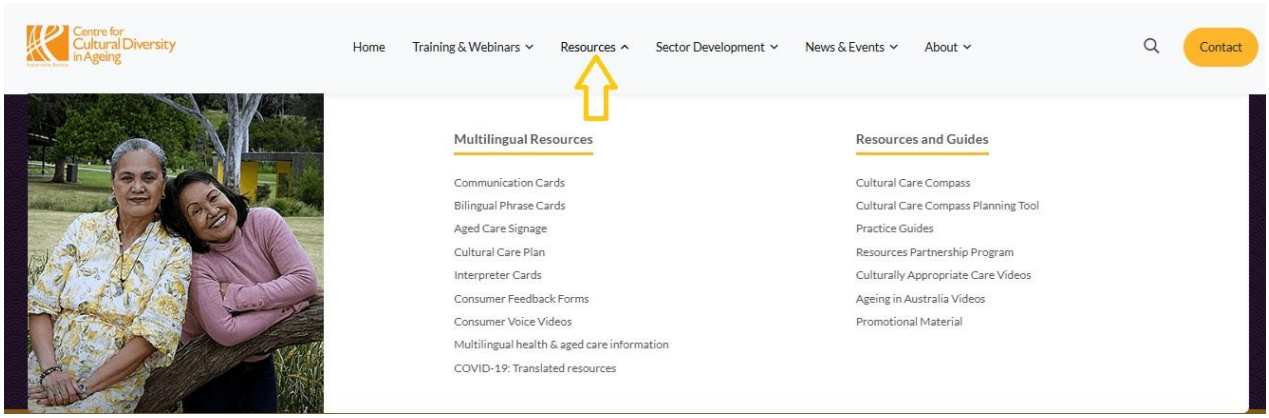
2 Resources for Service providers

2.1 Communication cards, Bilingual Phrase Cards, Aged Care Signage, Interpreter cards, Cultural Care Plan

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 popular *Cue cards* are available in 74 languages, supporting communication across many everyday situations.
The *Bilingual Phrase Cards,* available in 71 languages, depict daily activities and scenarios that can be used to prompt conversation, assist with directions, and clarify a client's needs.

Another resource just added is the *Cultural Care Plan template*, which helps providers record the cultural and spiritual preferences of the older people they support. It is a summary version of the "My Story" books developed with older people and their families, and it also identifies the staff or people directly involved in its implementation. The format is flexible, making it a practical tool for person-centred care.

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



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.

Centre for Cultural Diversity in Ageing

Greek/English Bilingual Communication Cards

Centre for Cultural Diversity in Ageing

Italian/English Bilingual Phrase Cards

2.2 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.

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

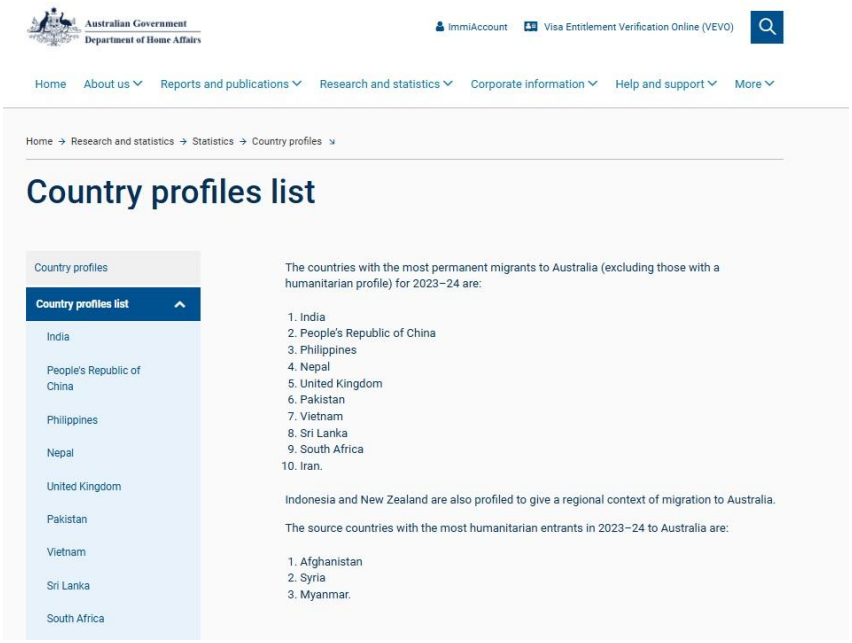
Client Checklist: Designed for clients, this checklist helps them understand their rights and responsibilities within the contract, promoting a clear and transparent relationship between the service provider and the client. The checklist is available in 65 different languages.

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

2.3 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 2024-25, 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



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

- **Visa statistics**
- **Countries, economies and regions - DFAT**
- **Cultural Atlas**
- **Country information - IMF**
- **Human development reports - UN**
- **QuickStats - ABS**
- **Search Diversity WA**

2.4 Knowing your Community

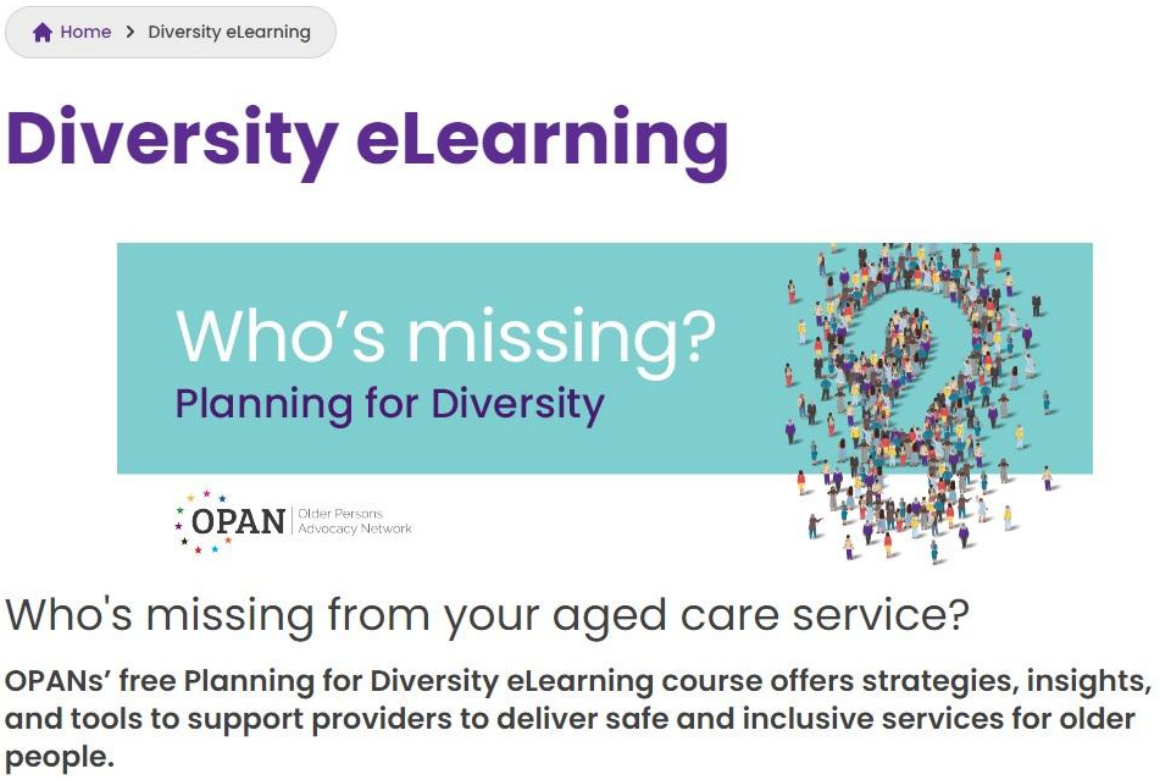
Understanding your community means being aware of the backgrounds and life stories of the older people your organisation supports. This ensures that the services provided are not only appropriate but also inclusive and person-centred.

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-centred care at the forefront.



2.5 Cultural and Religious Guidelines for Service Providers

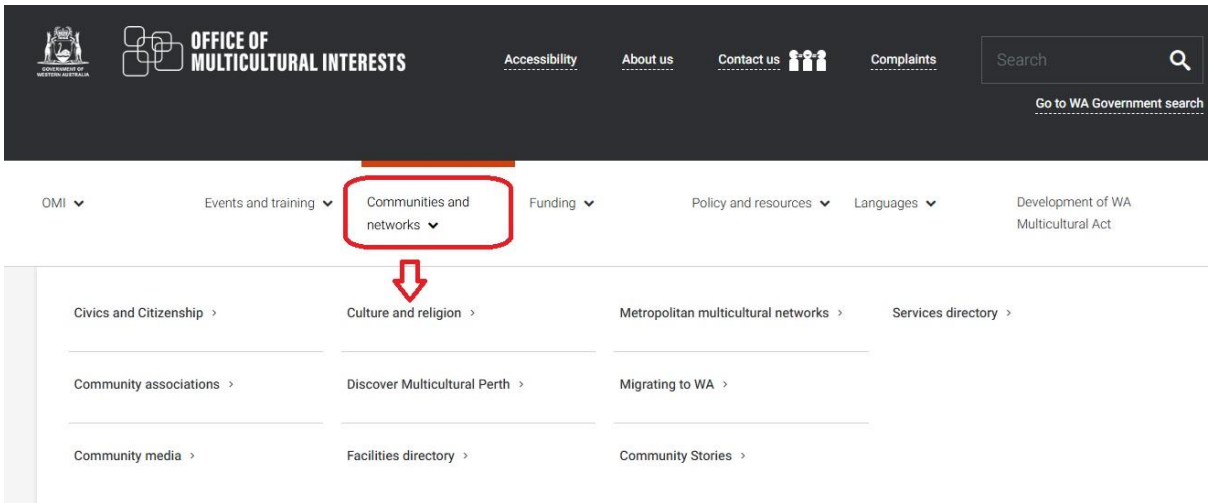
The Western Australian Office of Multicultural Interests (OMI) provides information sheets on different religions and associated cultural practices. Developed in consultation with key Western Australian religious leaders, the resources can assist government and community service providers to better understand cultural and religious practices and support appropriate service delivery.
The information sheets cover:

- Baha'i Faith
- Buddhism
- Christianity
- Hinduism
- Islam
- Judaism
- Sikhism

They include information on key beliefs and practices, as well as practical considerations such as food, drink and fasting, body language and behaviour, medical care, counselling and interviews.

Available at: https://www.omi.wa.gov.au/communities-and-networks/culture-and-religion

Go to: ***Office of Multicultural Interests > Communities and networks > Culture and religion > Religious profiles.***

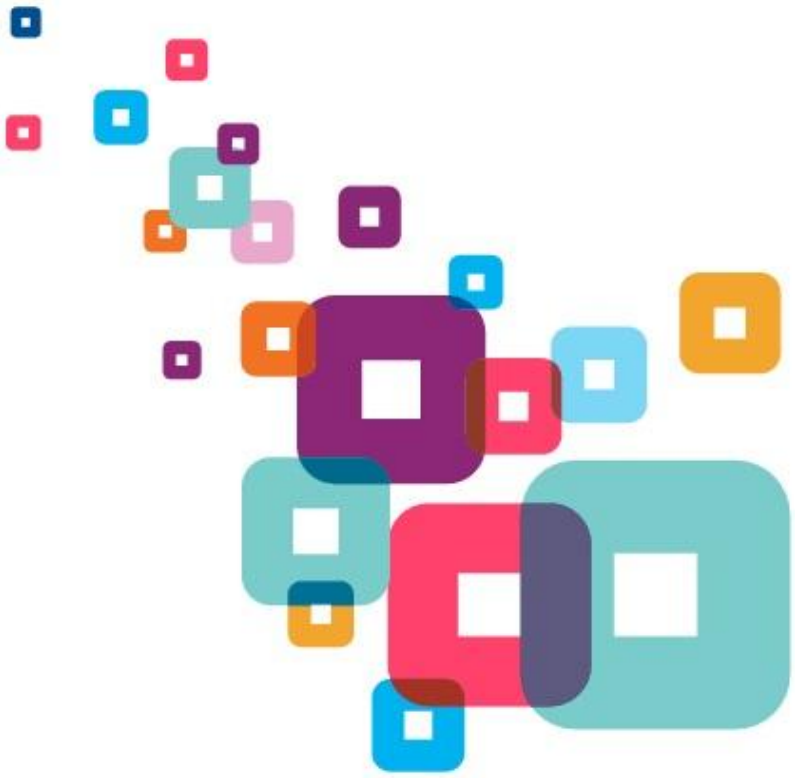


Department of **Local Government, Sport and Cultural Industries**
Office of **Multicultural Interests**

GOVERNMENT OF WESTERN AUSTRALIA

Culture and Religion Information Sheet

Hinduism



January 2021

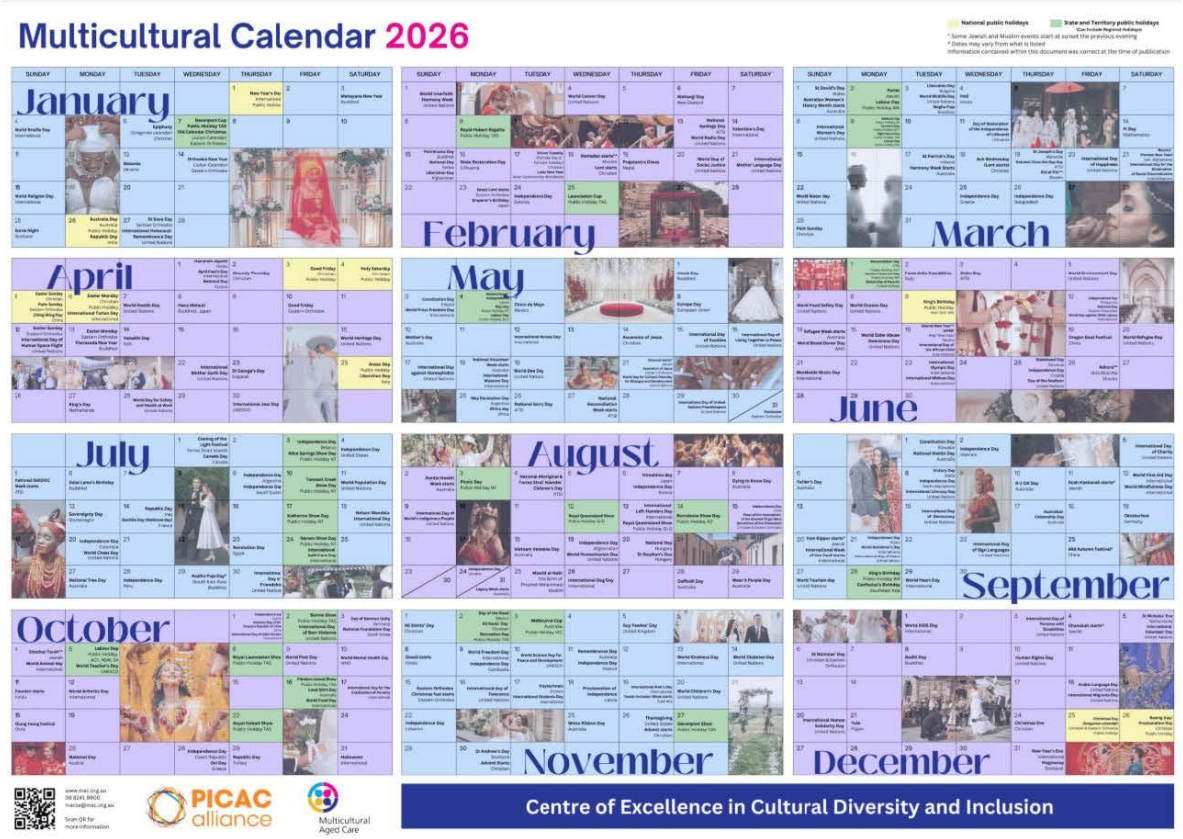
2.5.1 Multifaith, religious and cultural calendars

A comprehensive overview of cultural, religious and national days and events through 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 Multicultural Calendar 2026.



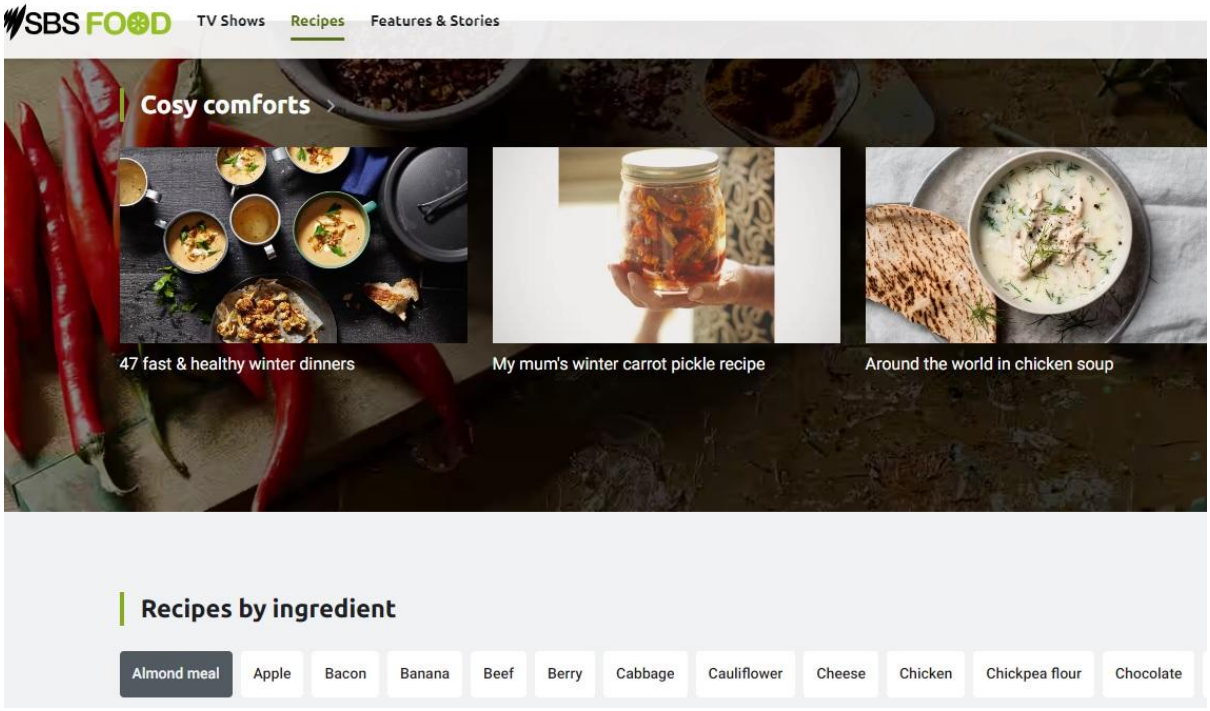
The Office of Multicultural Interests (OMI) maintains a calendar of multicultural community events across Western Australia, including Harmony Week activities and cultural festivals.

https://www.omi.wa.gov.au/events-and-training/events-calendar

2.6 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

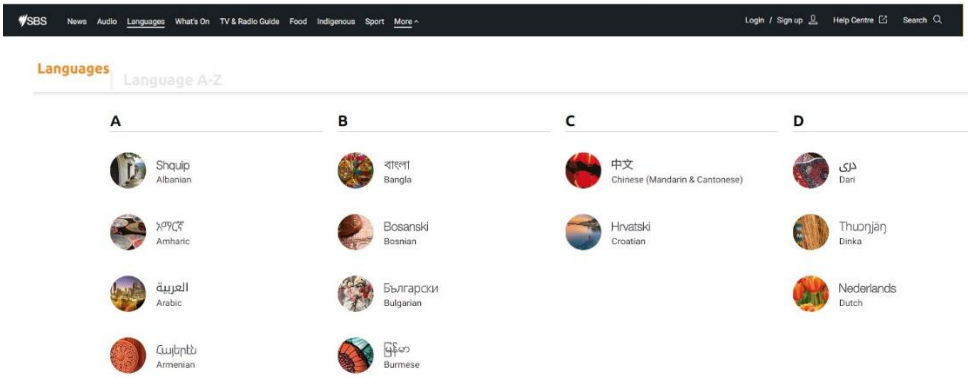


2.7 Ethnic Media

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

https://www.sbs.com.au/language/en#letter-A

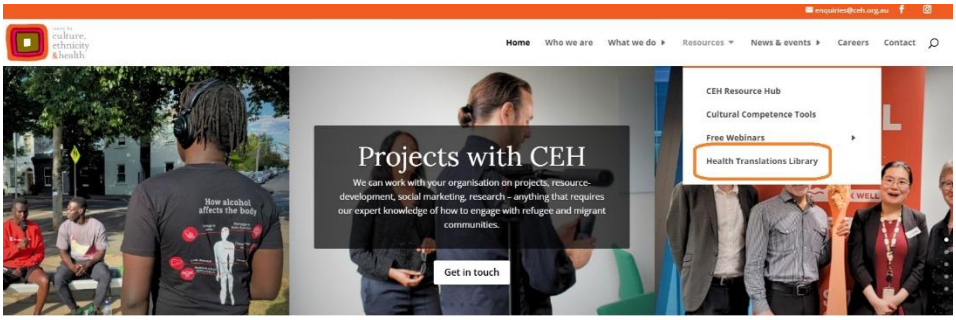


Further information, and information about written material (newspapers, etc.) can be accessed via local Migrant Resource/Information Centres, local ethnic/cultural community organisations, etc.

Logos Library: http://www.logoslibrary.eu/
Get access to entire publications across 92 languages, searching by author or title.

2.8 Cross-Cultural Communication

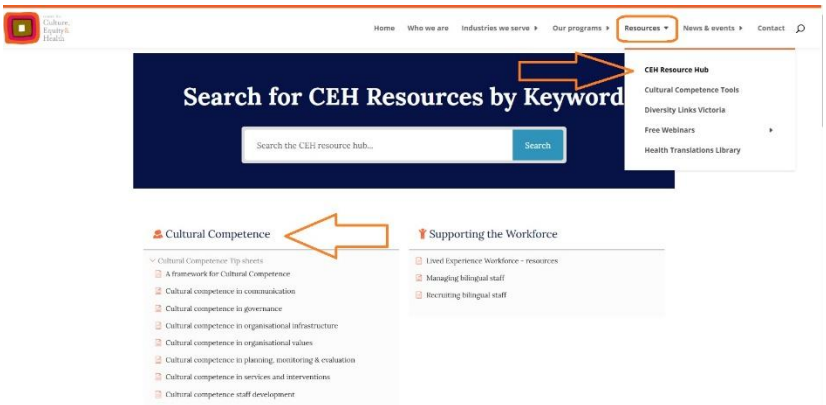
The website of the Centre for Culture, Equity & Health contains links to various articles, reports and working tools associated with communication and language services for clients/residents from CaLD backgrounds.
www.ceh.org.au
Go to: ***Home*** > ***Resources*** > ***CEH RESOURCE HUB***
Or go to: ***Home*** > ***Resources*** > ***Health Translations Library***
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/*



2.9 Cultural Competence

A range of useful tip sheets prepared by the Centre for Culture, Equity & Health. Various online resources also identified.
Available at **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 Government funds access to interpreting services for eligible aged care service providers. The Translating and Interpreting Service (TIS National), provided by the Department of Home Affairs, offers interpreting services by phone, video and in person. Immediate phone interpreting is available 24 hours a day, every day of the year.

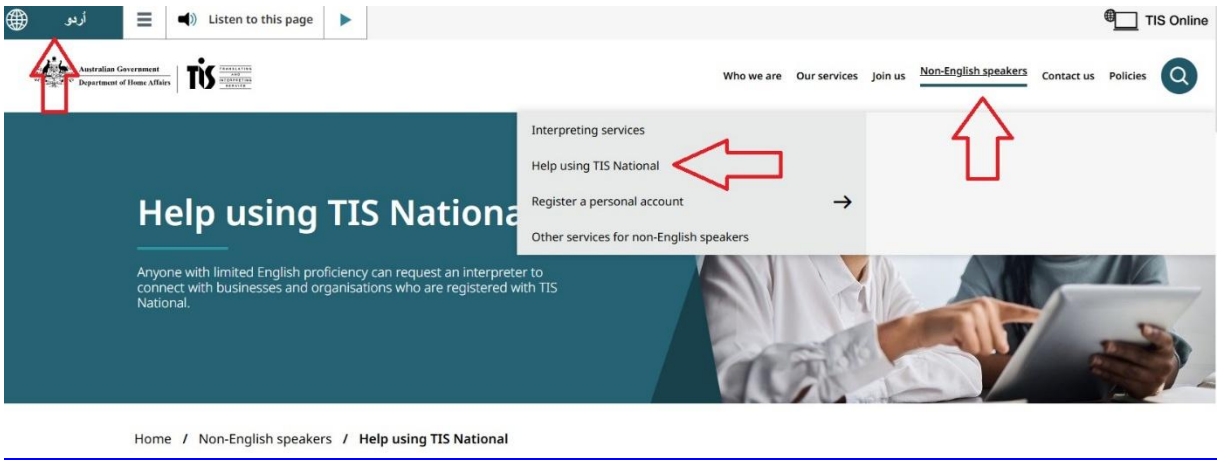
The TIS National website provides information about its services and resources in multiple languages.

These are the main TIS National contact numbers and what they are used for:

1. **131 450 – Immediate phone interpreting**: Call this number when you need to connect with an interpreter. The service is available 24 hours a day, every day of the year.
2. **1300 655 820 – Client account enquiries**: Contact the TIS National Client Engagement team for enquiries about client accounts, including registration and existing account details.

More information is available on the TIS National website.

Pre-booked phone interpreting: Registered providers book this through TIS Online, rather than by calling 131 450. The same system is used to manage booked services.



3.2 Interpreting and Translating Services

The CUAITS2017 arrangement supports the WA Language Services Policy 2020 by providing State agencies, statutory authorities, and public hospitals with access to interpreting and translating services to ensure inclusive and equitable communication.

An overview of approved suppliers and the services they offer is available through the CUAITS2017 supplier directory.

Who supplies what Show less

This matrix table provides an overview of all contractors you can purchase from under the CUA and the services they have been contracted to provide.

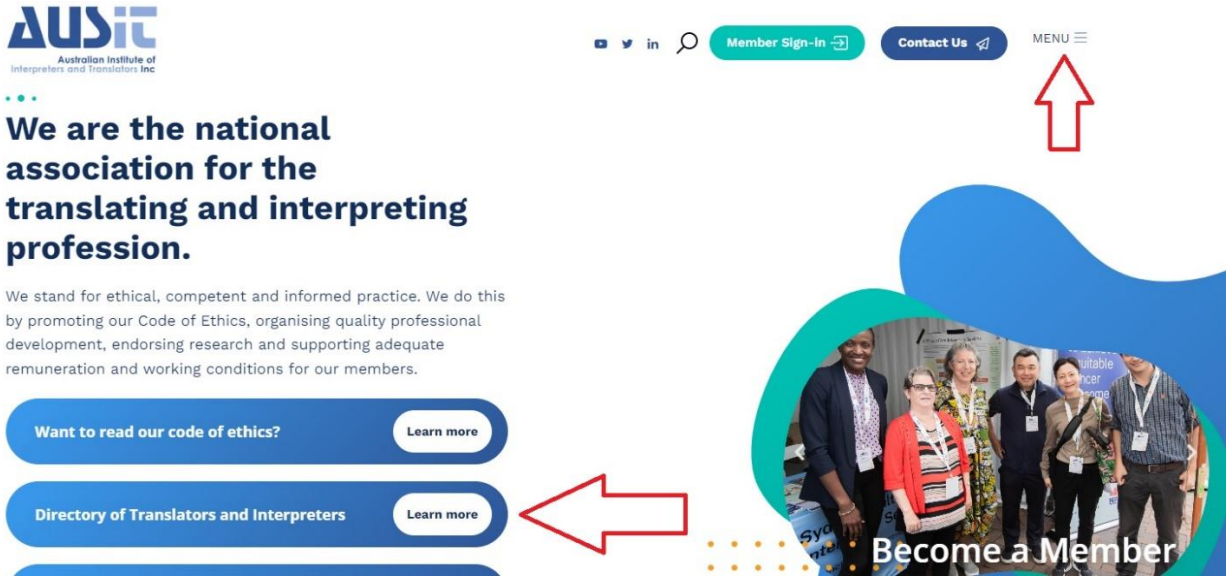
Refer to the **eDecision Aid** or the **Price Schedule** to find out which contractors can meet your needs at what price, noting some contractors specialise in specific languages and/or service types.

Contractor	Category A - Culturally and Linguistically Diverse Languages	Category B - Aboriginal Australian Languages	Category C - Australian Sign Language (Auslan)
Aboriginal Interpreting Western Australia Aboriginal Corporation		Interpreting / Translating	
All Graduates Interpreting and Translating	Interpreting / Translating		
Deaf Services Limited t/a Deaf Connect (formerly AccessPlus WA Deaf)			Interpreting / Translating
Language Partner Pty Ltd t/a eTranslate	Interpreting / Translating		
Japan Australia Word Services Pty Ltd	Interpreting / Translating		
ONCALL Interpreters & Translators	Interpreting / Translating		
Taunggyi Pty Ltd	Interpreting / Translating		
Translating and Interpretating Services National (TIS National)	Interpreting		
VITS Australia	Interpreting / Translating		
WA Interpreters Pty Ltd	Interpreting / Translating		

Please note: *The CUAITS2017 arrangement runs until 28 February 2027, with an option to extend for a further three months. The supplier list above was current as of October 2026. Before booking, check the CUAITS2017 supplier directory for the latest suppliers and any replacement arrangement.*

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



Click on the top right corner menu

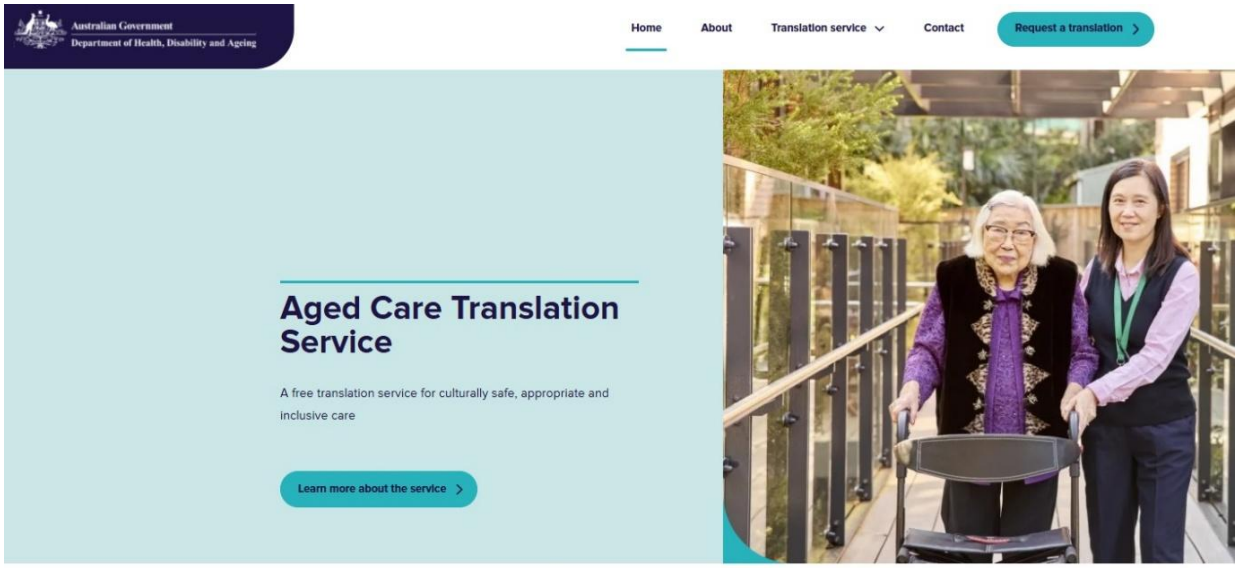
3.4 Free Translations – Different languages, same aged care

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

Available since the end of 2022, the service now translates into more than 70 languages, including Aboriginal and Torres Strait Islander languages

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

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



4 Care Information in Language

4.1 Incontinence Care Information in Other Languages

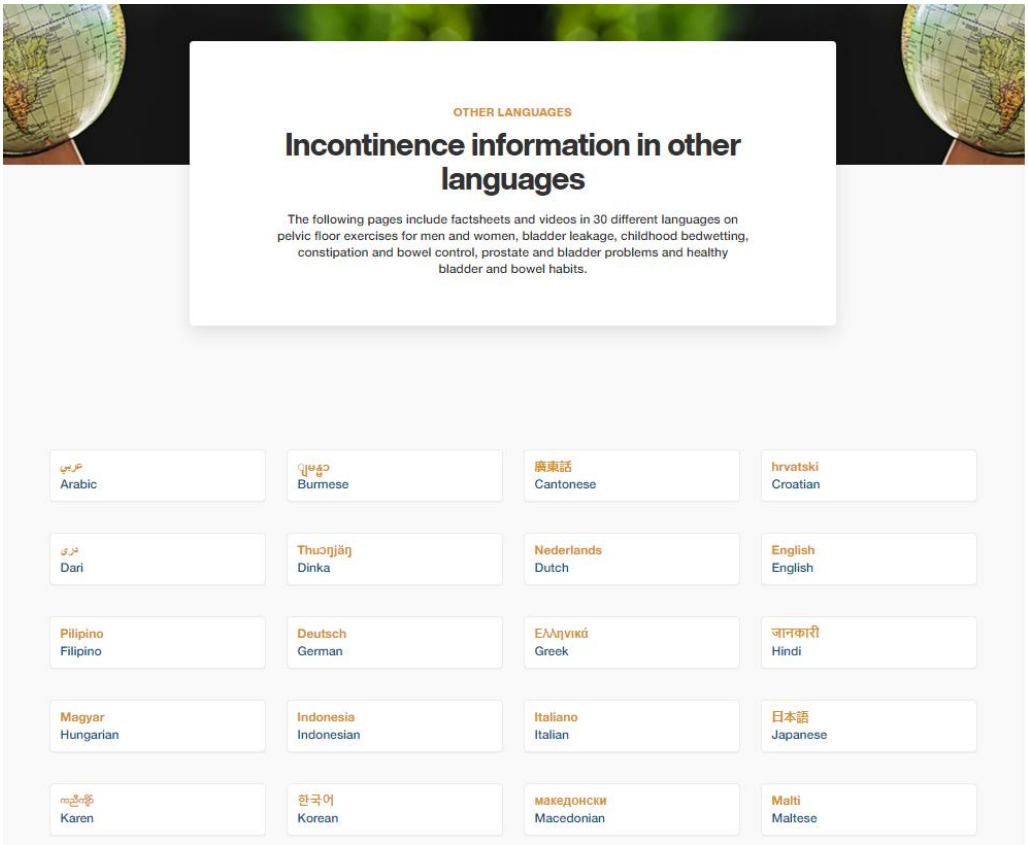
Please select the language you wish to read continence information in. The following pages include fact sheets and video in your language on pelvic floor exercises for men and women, bladder leakage, childhood bedwetting, constipation and bowel control, prostate and bladder problems, and more to help 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 **131 450**. 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 **1800 330 066**. The interpreter will then assist the caller to speak with a nurse.

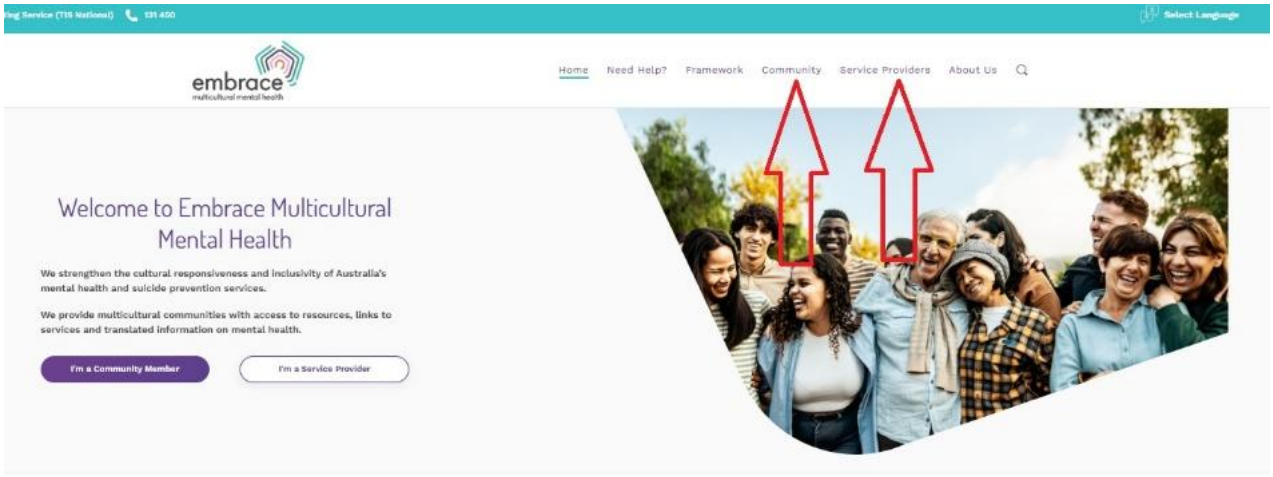
https://www.continence.org.au/incontinence-information-other-languages



4.2 Translated Mental Health Information

Provides culturally responsive mental health information and resources, including a wide range of translated materials, to support service providers, individuals, families, and communities in Australia.

https://embracementalhealth.org.au/

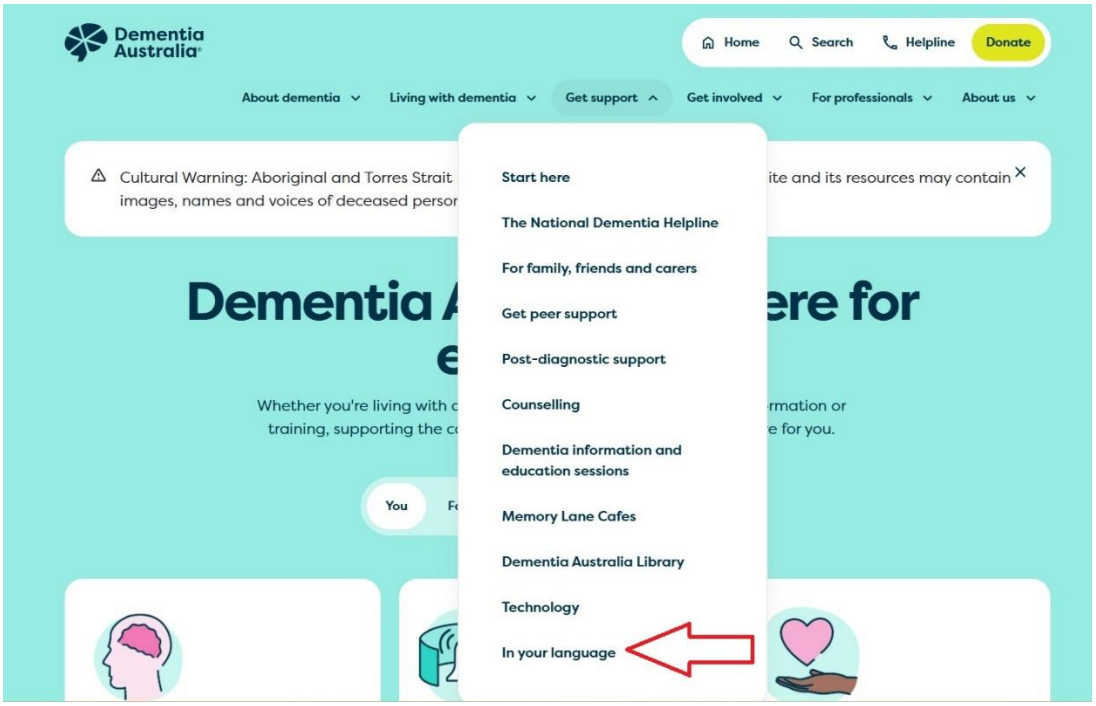


https://embracementalhealth.org.au/community/translated-information

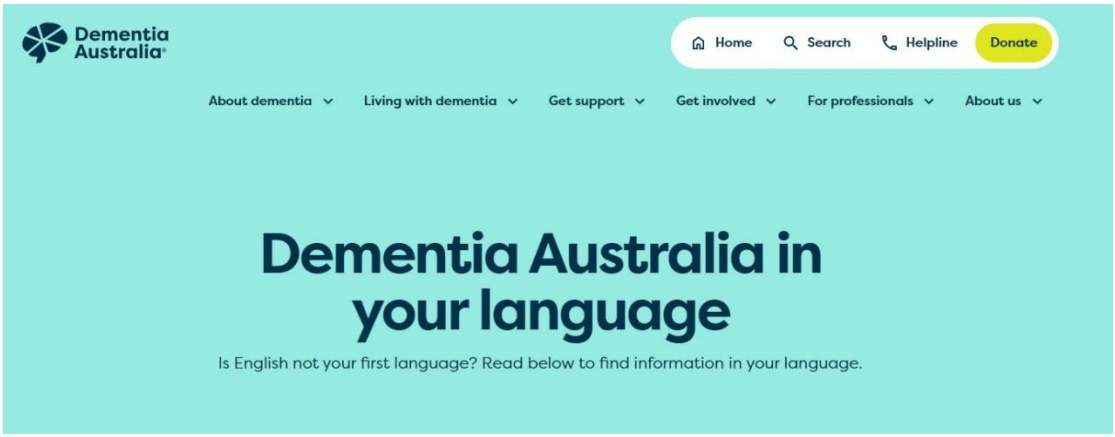
4.3 Information to raise dementia awareness in CaLD Communities

Dementia Australia is committed to supporting and providing information to all the members of our diverse community, regardless of their background.

From their website you will access Resources and fact sheets translated in many languages.



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



4.3.1 NARI multilingual dementia resources

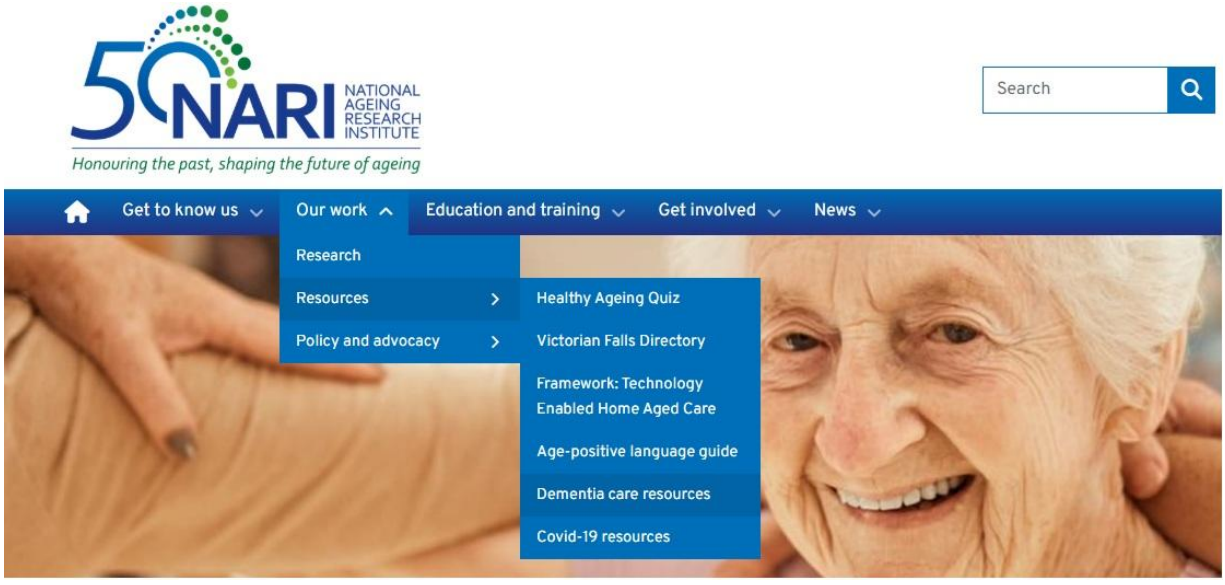
Also, about raising dementia awareness, researchers at the **National Ageing Research Institute** (NARI) have worked closely with some CaLD communities to develop a series of short films and information comics, to raise dementia awareness.

The **Draw-Care resources** include a series of short animations and information resources designed to support CALD family carers and people living with dementia. Topics include asking for and accepting help, taking care of yourself, planning for the journey ahead, managing difficult behaviours, maintaining flexible and familiar routines, and communication difficulties.

Resources are available in a range of languages, including Arabic, Cantonese, Greek, Hindi, Italian, Mandarin, Spanish, Tamil and Vietnamese.

NARI has also developed **ADAPT dementia risk reduction animations**, providing information about reducing the risk of dementia in nine languages: Arabic, Cantonese, Mandarin, Hindi, Tamil, Greek, Vietnamese, Spanish and Italian.

Visit the **NARI Draw-Care website** to access the freely available multilingual dementia care resources.



4.4 Information on Advance Care Planning

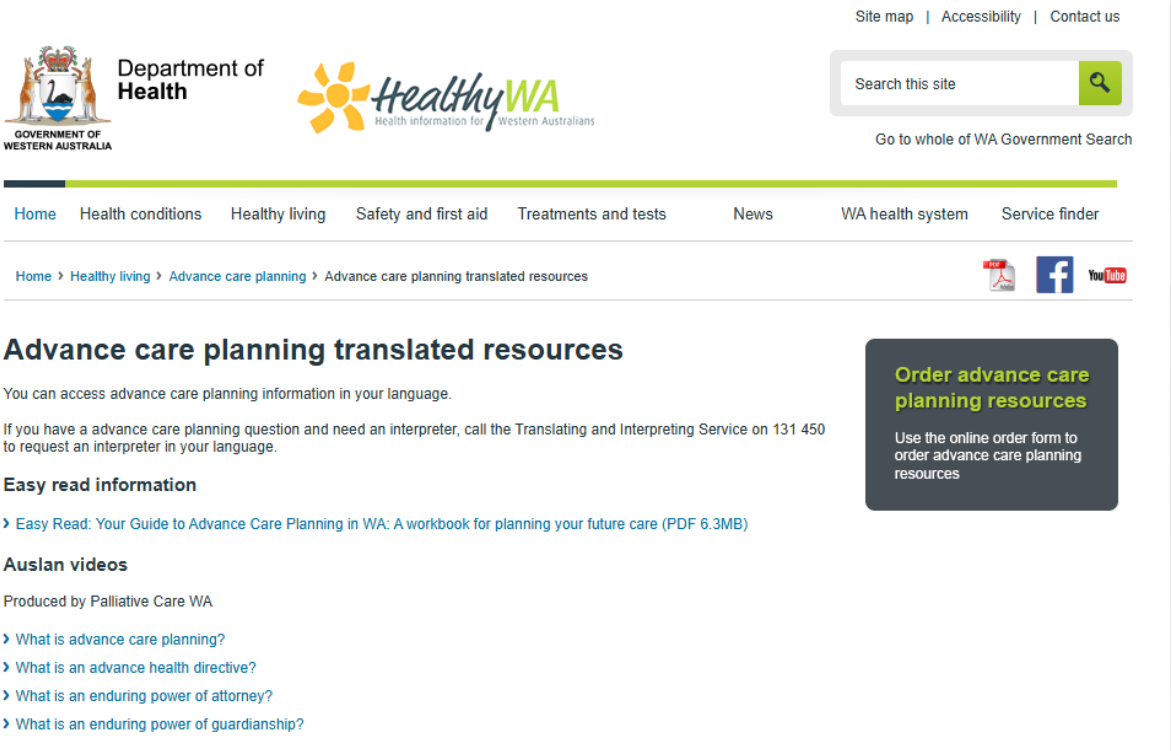
Advance care planning helps older people think about, talk about and write down their values and wishes for their future health and personal care. It guides family, carers and health professionals if the person can no longer make or communicate decisions themselves.

In Western Australia, the main advance care planning documents are the Advance Health Directive, the Enduring Power of Guardianship and the Enduring Power of Attorney.

Translated resources (HealthyWA)

The WA Department of Health provides advance care planning information in a range of languages, as well as Easy Read and Auslan resources.

https://www.healthywa.wa.gov.au/Articles/A_E/Advance-care-planning/Translated-resources



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

- Afrikaans
- Arabic - لعربية
- Burmese | မြန်မာ
- Chinese simplified - 简体中文
- Croatian - Hrvatski
- German - Deutsch
- Greek - Ελληνικά
- Hindi - हिन्दी
- Indonesian - Bahasa Indonesia
- Italian - Italiano
- Japanese | 日本語
- Macedonian - македонски
- Persian/Farsi | فارسی
- Polish - Polski
- Punjabi - ਪੰਜਾਬੀ
- Spanish - Español
- Tagalog
- Vietnamese - Tiếng Việt
- Video in multiple languages

Where to get help

- **WA Advance Care Planning Information Line:** (08) 9222 2300 or ACP@health.wa.gov.au. For general enquiries and to order free resources such as the Advance Health Directive form.

- **Palliative Care WA:** 1300 551 704 (9am to 5pm, Monday to Friday). Free community workshops and help with completing documents.

4.5 Information on Palliative Care

Palliative Care Australia is the national peak body for palliative care.

It represents all those who work towards high-quality palliative care for all Australians. Working closely with consumers, Members in every State and Territory and the palliative care workforce, it aims to improve access to, and promote the need for, palliative care.

From their website you will be able to access multilingual resources for your clients, their carers and for everyone who wants to learn more. Thanks to Palliative Care Victoria, translations are available in some languages:

PICAC in WA

Services

- Offers training to aged care providers on culturally appropriate aged care
- Provides aged care providers with cultural information to support their clients
- Supports and mentors providers to implement the Aged Care Diversity Framework and Action Plans
- Delivers the Diversity Mentoring Program for WA aged care providers
- Hosts webinars and infobites on CaLD aged care topics
- Promotes free translation and interpreting services, and the use of in-language information and resources
- Provides CaLD communities with information on residential and community-based aged care and healthy ageing

Networking

- Promotes communication and cooperation between service providers and CaLD communities
- Collaborates with PICAC Alliance members and with federal and state governments to improve access for older people from CaLD backgrounds
- Develops resources and presents information sessions to CaLD community groups

Resources

- Maintains a resource library online and offline
- Shares multilingual resources from the Department of Health, Disability and Ageing and other trusted sources
- Shares PICAC Alliance resources that promote access and diversity in aged care
- Provides updates on PICAC and aged care issues through monthly newsletters

Contact

Fortis Consulting, PICAC WA
16 Clarke Crescent, Joondalup WA
(08) 9300 3165
fortis.information@fortisconsulting.com.au

This resource is a PICAC Alliance collaboration between COTA NT (PICAC NT) and Fortis Consulting (PICAC WA). PICAC WA thanks PICAC NT for the original framework, layout and content, which made this WA edition possible.