



Stakeholder Toolkit

Connecting older Australians from diverse backgrounds with aged care services

About this toolkit

This toolkit provides information and materials to help you communicate the services available to aged care providers to help them better connect with diverse audiences.

This toolkit is for:

- Australian Government Department of Health and Aged Care
- Partners in Culturally Appropriate Care (PICACs)
- Peak bodies
- Translating and Interpreting Service (TIS National)
- Deaf Connect
- Interpreter Connect

Scope of use

These materials are provided on the condition that they must be used for their intended purpose and without any changes. If you would like to change the materials (for example, same information in a different format or size), or if you have any questions, please contact the Australian Government Department of Health and Aged Care via diversityagedcare@health.gov.au

About this program

The Australian Government Department of Health and Aged Care's response to the Royal Commission's findings and recommendations are partly addressed in the '[Connecting Older Australians to Aged Care Services](#)' program. \$65.2 million has been provided over four years to enhance access to translating and interpreting services nationally.

This measure focuses on enhancing the user experience of older Australians from diverse backgrounds when accessing information on translating and interpreting services, content, and tools in their preferred language. This helps them make informed decisions about aged care.





1. Navigating translating and interpreting services

| | Translation Translating written text or sign language video into another language (including Auslan), in text, video or other media formats. | Interpretation Translating a spoken or visual language into another spoken or visual language (including Auslan), in real-time. | | |
|---------------------------|---|---|--|---|
| What do I need? | | | | |
| Who benefits? | Older people from culturally and linguistically diverse backgrounds; First Nations Elders; Deaf, blind, deafblind or hard of hearing older Australians | Older people from culturally and linguistically diverse backgrounds | Deaf, deafblind or hard of hearing older Australians | First Nations Elders |
| What service can I go to? | Different languages, same aged care | TIS National | Deaf Connect | Interpreter Connect |
| What do they provide? | <ul style="list-style-type: none"> Translation of key written and audio/video materials into languages other than English (including accessible formats) | <ul style="list-style-type: none"> Immediate phone interpreting – 24 hours a day, 7 days a week Pre-booked phone interpreting On-site (in person) interpreting Video Remote Interpreting (VRI) Automated Telephone Interpreting Service (ATIS) – where you can answer recorded questions to be directed to the help you need | <ul style="list-style-type: none"> Available 7 days a week including emergencies and after business hours Face-to-face and video remote sign language interpreting Sign languages including Auslan, American Sign Language, International Sign Language, and Signed English Tactile signing and hand-over-hand signing for deafblind people Live captioning either onsite or remotely | <ul style="list-style-type: none"> My Aged Care interpreting services in 16 First Nations languages Information on ageing and aged care services, including the registration and assessment processes Arranging for the person's needs to be assessed Providing support to find the most appropriate services |
| How much will it cost? | Free | The cost of a local call | Free | Free |
| How do I access? | diversityagedcare.health.gov.au | health.gov.au/tis-aged-care-providers 1300 655 820 | health.gov.au/deaf-connect-aged-care 1300 773 803 | myagedcare.gov.au 1800 200 422 |

2. TIS National Translating and Interpreting Service

Overview

The Australian Government offers fully funded interpreting support via the Translating and Interpreting Service (TIS National) for people from culturally and linguistically diverse (CALD) backgrounds to access aged care information. The Australian Government funds these services so people from CALD backgrounds can take an active role in planning and receiving aged care and stay socially connected.

TIS National can be used to support discussions with people who use aged care services and people seeking those services.

TIS National's interpreting services are available 24 hours a day, 7 days a week, and can be accessed by aged care providers at no cost via telephone or through face-to-face sessions.

TIS National has offered interpreting services for more than 70 years and has access to more than 2,700 interpreters, in over 150 languages and dialects, across Australia.

Every community has older people who may not speak English and need aged care services. The Australian Government funds these services so people from CALD backgrounds can take an active role in planning and receiving aged care and stay socially connected.

Interpreting services are available for approved providers of government-subsidised aged care for having discussions with older people receiving care and those considering aged care, for example to:

- discuss care needs, services and preferences with the older person
- discuss fees and charges
- develop or review care documents, such as agreements, care plans and budgets
- support people to exercise independence in their care and participate in social and cultural activities such as weddings, funerals, family reunions, seniors' activities, clubs or social groups.

TIS National provides:

- immediate phone interpreting – 24 hours a day, 7 days a week
- pre-booked phone interpreting
- on-site (in person) interpreting
- Video Remote Interpreting (VRI)
- Automated Telephone Interpreting Service (ATIS) – where you can answer recorded questions to be directed to the help you need.

Find out more at health.gov.au/tis-aged-care-providers or contact us at tispromo@homeaffairs.gov.au

Editorial content

Guidance

Below is suggested content for your printed newsletter, e-newsletter and/or website news content.

Editorial 1

Helping aged care providers communicate with older people in their preferred language

No matter what language they speak, those you care for deserve to be understood in their preferred language.

Australian Government-funded aged care providers can use TIS National at no cost to support discussions with people from culturally and linguistically diverse backgrounds using aged care services or people seeking those services.

This includes information about their care including their preferences, fees and charges or available services, and to support older people to participate in social and cultural activities.

TIS National provides:

- immediate phone interpreting – 24 hours a day, 7 days a week
- pre-booked phone interpreting
- on-site (in person) interpreting
- Video Remote Interpreting (VRI)
- Automated Telephone Interpreting Service (ATIS) – where you can answer recorded questions to be directed to the help you need.

Find out more at health.gov.au/tis-aged-care-providers or contact us at tispromo@homeaffairs.gov.au

Editorial 2

Better connecting with older Australians from diverse backgrounds and experiences

Australian Government-funded aged care providers can use TIS National at no cost to support discussions with people from culturally and linguistically diverse backgrounds using aged care services or seeking those services.

This includes information about their care or available services, and to support older people to participate in social and cultural activities.

TIS National provides:

- immediate phone interpreting – 24 hours a day, 7 days a week
- pre-booked phone interpreting
- on-site (in person) interpreting
- Video Remote Interpreting (VRI)

Automated Telephone Interpreting Service (ATIS) – where you can answer recorded questions to be directed to the help you need.

Find out more at health.gov.au/tis-aged-care-providers or contact us at tispromo@homeaffairs.gov.au

Social media posts

Guidance

Below is suggested content for your social media channels targeting aged care providers.

Post 1

[Facebook, LinkedIn, Instagram]

Eligible aged care providers can call TIS National on 1300 655 820 to register at no cost and help the people you care for access information in their preferred language.

Check your eligibility and register: health.gov.au/tis-aged-care-providers

#EngageInAgedCare #RespectCareDignity

[Twitter]

Eligible aged care providers can call TIS National on 1300 655 820 to register and help the people you care for access information in their preferred language.

Check your eligibility and register: health.gov.au/tis-aged-care-providers

#EngageInAgedCare #RespectCareDignity

Post 2

[Facebook, LinkedIn, Instagram]

TIS National has interpreters to help you communicate with those in your care. Call TIS National on 1300 655 820 to register at no cost and help the people you care for access aged care information in their preferred language.

Check your eligibility and find out more: health.gov.au/tis-aged-care-providers

#EngageInAgedCare #RespectCareDignity

[Twitter]

TIS National has interpreters to help you communicate with those in your care. Call 1300 655 820 and help the people you care for access aged care information in their preferred language.

Find out more: health.gov.au/tis-aged-care-providers

#EngageInAgedCare #RespectCareDignity

Short description for website

Guidance

Below is a short description you may wish to include on your website.

Link to

health.gov.au/tis-aged-care-providers

Content

Everyone using, or considering accessing, aged care services should be able to communicate in their preferred language.

Better access starts with clearer communication, no matter what language you speak, your cultural heritage or community.

The Australian Government offers fully funded interpreting support via the Translating and Interpreting Service (TIS National) for people from culturally and linguistically diverse backgrounds to access aged care information. TIS National can be used to support discussions with people who use aged care services and people seeking those services, such as to discuss care needs, services and preferences and to support aged care recipients to participate in social and cultural activities.

TIS National's interpreting services are available 24 hours a day, 7 days a week, and can be accessed by aged care providers at no cost via telephone or through face-to-face sessions.

TIS National has offered interpreting services for more than 70 years and has access to more than 2,700 interpreters, in over 150 languages and dialects, across Australia.

TIS National provides:

- immediate phone interpreting – 24 hours a day, 7 days a week
- pre-booked phone interpreting
- on-site (in person) interpreting
- Video Remote Interpreting (VRI)

Automated Telephone Interpreting Service (ATIS) – where you can answer recorded questions to be directed to the help you need.

Find out more at health.gov.au/tis-aged-care-providers or contact us at tispromo@homeaffairs.gov.au

Downloadable communication products

Guidance

The following communication products are available:

- Direct mail flyer [A4]
- Poster [A3]
- Digital screen [1920x1080px]
- Web banner [600x300px, 250x300px]

Explainer videos [coming soon]

You may wish to make these available in your facilities and distribute to stakeholders, aged care providers and community organisations.

Frequently asked questions

Is my organisation eligible to use TIS National?

To be eligible to access TIS National interpreting services at no cost, you must be an approved aged care provider and registered with TIS National.

You can access TIS National for free if you're an approved provider of:

- Commonwealth Home Support Programme (CHSP)
- Home Care Packages (HCP)
- residential aged care
- Short Term Restorative Care (STRC)
- respite
- transition care program (TCP)
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program
- Multi-Purpose Services (MPS)
- Disability Support for Older Australians (formerly Continuity of Support program)

Aged care navigators (including care finders from 1 Jan 2023) and EnCOMPASS Multicultural Aged Care Connectors can also access free interpreting services on behalf of older people they are supporting.

When can I use TIS National?

You can use TIS National for free to meet your responsibilities as an approved provider to:

- discuss care needs, services and preferences with the older person
- discuss fees and charges
- develop or review care documents, such as agreements, care plans and budgets

support aged care recipients to exercise independence in their care and participate in social and cultural activities.

You should use phone interpreting services unless there's a genuine need for an on-site interpreter.

How can I register to use TIS National?

To register, at no cost, call the Client Liaison Team on 1300 655 820 or email tispromo@homeaffairs.gov.au. Once registered, you or someone in your care can call 131 450, 24 hours a day, 7 days a week.

How can I access TIS National?

The TIS National Client Liaison Team is available to answer any of your questions, by calling 1300 655 820 or call the TIS National Contact Centre on 131 450 at any time, day or night, to access a phone interpreter immediately.

Where can I find more information?

Further information is available at health.gov.au/tis-aged-care-providers or tisnational.gov.au

Is TIS National certified?

Every TIS National interpreter is certified by the National Accreditation Authority for Translators and Interpreters (NAATI).

What services are provided by TIS National?

TIS National has many different tools and services to help you and the people you care for access and understand aged care services, in their own language.

These include:

- Immediate phone interpreting, where you can call TIS National and speak to someone straight away
- Automated Telephone Interpreting Service (ATIS), where you can answer recorded questions to get directed to the help that you need
- Pre-booked phone interpreting, so that you can make an appointment and speak to them when you are ready
- On-site interpreting, where you can speak to an interpreter in person, instead of over the phone, if that's what you prefer
- Video Remote Interpreting (VRI), where you can book a three-way video conference with an interpreter, anywhere in Australia.

Can I choose a male or female interpreter?

Yes. If you would prefer an interpreter of a particular gender, tell the TIS National operator or organisation you are contacting as soon as possible. TIS National will try to provide you with an interpreter of the requested gender.

Can I request for an interpreter of a particular religion or cultural background?

No. TIS National assigns work to interpreters based on National Accreditation Authority for Translators and Interpreters (NAATI) credential (qualification) level and availability to ensure you receive the most qualified interpreter available. TIS National cannot assign work to an interpreter based on cultural background or religion.

Can I get documents translated via TIS National?

No. TIS National does not provide a translation service.

If you, or the organisation you work for, provide aged care services and need translation services for someone in your care, we can make it simple and efficient for you. For more information, visit diversityagedcare.health.gov.au

How should I use an interpreter most effectively?

You can use a TIS National interpreter most effectively by:

being patient and waiting for the interpreter to finish interpreting before speaking again

- using short sentences
- avoiding using slang or jargon that may be difficult to translate
- understanding the role of the interpreter
- not asking the interpreter for advice or to advocate for you
- notifying the interpreter, organisation or TIS National immediately if you are having difficulty understanding the interpreter.

What is the role of a TIS National interpreter?

The interpreter's role is to interpret the spoken word in your language as accurately as possible.

Interpreters do not provide advice and should not ask questions other than what is requested by a TIS National operator or the person you are communicating with.

TIS National interpreters are bound by a strict code of ethics. The code governs their professional behaviour and covers various obligations which include:

- professional conduct
- confidentiality
- competence
- impartiality
- accuracy
- clarity of role boundaries
- maintaining professional relationships
- professional development
- professional solidarity

More information about the code of ethics is available from the Australian Institute of Interpreters and Translators (AUSIT).

How do I provide feedback to TIS National

TIS National clients with limited or no English language skills can submit feedback about TIS National services online or via telephone.

To give feedback online, please access the [Australian Government Department of Home Affairs' compliments, complaints and suggestions](#).

If you require an interpreter, please call TIS National on 131 450 and tell the operator you would like to give feedback about TIS National. The operators will document your feedback and refer it to the relevant team in TIS National for action.

I need to contact emergency services. What should I do?

Always call 000 directly if you need to contact emergency Ambulance, Police or Fire services. The 000 emergency services line will call TIS National and connect you with an interpreter using a priority line 24 hours a day, 7 days a week.

Key messages

| Overarching key messages | | | |
|---|---|--|---|
| <ul style="list-style-type: none"> TIS National is the Australian Government's 24-hour interpreting service. TIS National can provide language support in the language an older person prefers. The Australian Government offers free interpreting support via the Translating and Interpreting Service (TIS National) for people from CALD backgrounds to access aged care information. One of TIS National's many roles is to help communicate with non-English speaking people, including people using aged care services. TIS National has a range of interpreting services. These include immediate or pre-booked phone interpreting, Automated Telephone Interpreting Service (ATIS), on-site interpreting or Video Remote Interpreting (VRI). There are thousands of TIS National interpreters ready to help you. We have heard you need support to offer fast and culturally safe interpreting services - TIS National can help. Aged care providers can use TIS National to help them communicate essential details about an older person's care plan or other social or wellbeing matters. TIS National and its interpreters support aged care providers to deliver quality care to older Australians in their preferred language. | | | |
| Message pillars | | | |
| Support | Access | Trust | Ease |
| (how TIS National supports aged care service delivery) | (how TIS National helps improve access to the languages an older person prefers to communicate in) | (why aged care providers and older Australians can trust TIS National) | (demonstrate TIS National is easy to engage with) |
| Supporting messages | | | |
| <p>TIS National services are available to eligible aged care providers in Australia.</p> <p>Aged care providers can use TIS National to meet their responsibilities as an approved provider. These include discussing care needs, rights, services and preferences, fees or charges, developing or reviewing care documents, and helping people in their care with their social engagement activities.</p> | <p>TIS National helps aged care providers deliver accessible, equitable and quality care to all older Australians.</p> <p>TIS National helps older people understand aged care choices, in their preferred language.</p> <p>Eligible aged care providers can register with TIS National to access free interpreting services.</p> | <p>TIS National has offered interpreting services for more than 75 years.</p> <p>TIS National has access to more than 2,700 interpreters across Australia who speak over 150 languages.</p> <p>Every TIS National interpreter is certified by the National Accreditation Authority for Translators and Interpreters (NAATI).</p> | <p>To check if you are eligible, visit health.gov.au/initiatives-and-programs/translating-and-interpreting-service-for-aged-care-service-providers</p> <p>To register, at no cost, call the Client Liaison Team on 1300 655 820 or email tispromo@homeaffairs.gov.au or complete the online form at tisnational.gov.au</p> <p>Once registered, you or someone in your care, can call 131 450, 24-</p> |

| Overarching key messages | | | |
|--------------------------|--|--|--|
| | | | <p>hours a day, every day of the year.</p> <p>TIS National is fully funded by the Australian Government and is available 24-hours a day, every day of the year.</p> <p>The TIS National Client Liaison Team is available to answer any of your questions, by calling 1300 655 820.</p> <p>Call the TIS National Contact Centre on 131 450 at any time, day or night, to access an immediate phone interpreter.</p> |

3. Deaf Connect

Overview

People who use aged care services and those considering aged care options can access sign language interpreters for real-time communication.

Deaf Connect provides free face-to-face and video remote sign language interpreting services for older Australians who are Deaf, deafblind, or hard of hearing.

Deaf Connect provides accredited, experienced sign language interpreters and captioning specialists to support the communication preferences of those receiving care. Their team will work with you to find the best interpreters to make communication smooth and a positive experience for you and those you care for.

Simply create an account with Deaf Connect and start accessing sign language interpreting services that suit you and the people you care for.

Deaf Connect provides:

face-to-face interpreting

- Video Remote Interpreting (VRI)
- tactile signing and hand-over-hand signing

live captioning either onsite or remotely

These services are available 7 days a week including emergencies and after business hours, if required.

Find out more at health.gov.au/deaf-connect-aged-care or contact us at 1300 773 803.

Editorial content

Guidance

Below is suggested content for your printed newsletter, e-newsletter and/or website news content.

Images to accompany editorial content

Editorial 1

Aged care providers can easily communicate with older Australians in the deaf community

Everyone should understand their choices when it comes to aged care.

Deaf Connect provides a free sign language interpreting and captioning service to meet the different communication needs of older Deaf Australians in your care.

Deaf Connect Support Workers have a depth of experience and extensive knowledge of culture and dialect variations in sign language and captioning for older Australians who are Deaf, deafblind or hard of hearing.

The free services they offer include:

face-to-face interpreting

- Video Remote Interpreting (VRI)
- tactile signing and hand-over-hand signing

live captioning, either onsite or remotely

These services are available 7 days a week including emergencies and after business hours, if required.

Find out more at health.gov.au/deaf-connect-aged-care or contact us at 1300 773 803.

Editorial 2

Making aged care information accessible to the older deaf community

Deaf Connect provides a free sign language interpreting and captioning service to meet the different communication needs of older Deaf Australians in your care.

Deaf Connect Support Workers have a depth of experience and extensive knowledge of culture and dialect variations in sign language and captioning for older Australians who are Deaf, deafblind or hard of hearing.

- The free services they offer include:
- face-to-face interpreting
- Video Remote Interpreting (VRI)
- tactile signing and hand-over-hand signing
- live captioning either onsite or remotely

These services are available 7 days a week including emergencies and after business hours, if required.

Find out more at health.gov.au/deaf-connect-aged-care or contact us at 1300 773 803.

Social media posts

Guidance

Below is suggested content for your social media channels targeting aged care providers.

Images to accompany social content

Post 1

[Facebook, LinkedIn, Instagram]

Deliver a better aged care service for older Australians who are Deaf, deafblind, or hard of hearing and require captioning or sign language interpreters' support to actively engage in daily activities.

Call Deaf Connect on 1300 773 803 or go to bookings.deafconnect.org.au to register.

#EngageInAgedCare #RespectCareDignity

[Twitter]

Deliver a better aged care service for older Australians who are Deaf, deafblind, or hard of hearing and support them to actively engage in daily activities.

Call Deaf Connect on 1300 773 803 or go to bookings.deafconnect.org.au to register.

#EngageInAgedCare #RespectCareDignity

Post 2

[Facebook, LinkedIn, Instagram]

This free program is for those aged 65+ who are Deaf, deafblind, or hard of hearing, and who are receiving aged care services and require captioning or sign language interpreters' support to actively engage in daily activities.

Call Deaf Connect on 1300 773 803 or go to bookings.deafconnect.org.au to register.

#EngageInAgedCare #RespectCareDignity

[Twitter]

This free program is for over 65s who are Deaf, deafblind, or hard of hearing, and require support to actively engage in daily activities.

Call Deaf Connect on 1300 773 803 or go to bookings.deafconnect.org.au to register.

#EngageInAgedCare #RespectCareDignity

Short description for website

Guidance

Below is a short description you may wish to include on your website.

Link to

health.gov.au/deaf-connect-aged-care

Content

It is important that older Australians in the deaf community are empowered to understand their aged care choices and participate in their daily social and essential activities.

People who use aged care services and those considering aged care options can access sign language interpreters for real-time communication.

Deaf Connect provides free face-to-face and video remote sign language interpreting services for older Australians who are Deaf, deafblind, or hard of hearing.

Deaf Connect provides accredited, experienced sign language interpreters and captioning specialists to support the communication preferences of those receiving care. Their team will work with you to find the best interpreters to make communication smooth and a positive experience for you and those you care for.

Simply create an account with Deaf Connect and start accessing sign language interpreting services that suit you.

Deaf Connect provides:

- face-to-face interpreting
- Video Remote Interpreting (VRI)
- tactile signing and hand-over-hand signing

live captioning either onsite or remotely

These services are available 7 days a week including emergencies and after business hours, if required.

Registered aged care providers can access this service. Call 1300 773 803 or go to bookings.deafconnect.org.au

Find out more at health.gov.au/deaf-connect-aged-care

Downloadable communication products

Guidance

The following communication products are available:

- Direct mail flyer [A4]
- Poster [A3]
- Digital screen [1920x1080px]
- Web banner [600x300px, 250x300px]
- Explainer videos [coming soon]

You may wish to make these available in your facilities and distribute to stakeholders, aged care providers and community organisations.

Frequently asked questions

Who is Deaf Connect for?

This free program is for people aged over 65 (50 or over for Aboriginal or Torres Strait Islander peoples) who are Deaf, deafblind or hard of hearing, and require captioning or sign language support to actively engage in daily activities.

It is also available to aged care service providers across Australia.

Is my organisation eligible to use Deaf Connect?

Your organisation is eligible if you provide the following aged care services:

- Commonwealth Home Support Programme (CHSP)
- Home Care Packages (HCP)
- residential aged care

Organisations funded to deliver Regional Assessment Services, Aged Care Assessment Teams, aged care navigators (including care finders from 1 January 2023) and EnCompass Multicultural Aged Care Connectors are also eligible.

How can I register to use Deaf Connect?

To register, call Deaf Connect on 1300 773 803 or go to bookings.deafconnect.org.au

When your organisation contacts Deaf Connect for the first time to make an appointment, they will register your organisation on the booking platform.

Once registered you will receive a booking code, which you must use each time you book an interpreting or captioning service for the older person.

To book sign language interpreting services you can:

- Book online: bookings.deafconnect.org.au
- Call: 1300 773 803
- Email: interpreting@deafconnect.org.au

SMS: 0476 857 251

Book as soon as possible to make sure an interpreter or stenographer is available.

Are Deaf Connect interpreters accredited?

Yes. Deaf Connect uses National Accreditation Authority for Translators and Interpreters (NAATI) and captioning specialists.

NAATI is the national standards and certifying authority for translators and interpreters in Australia. It is the only organisation to issue certification to practitioners who wish to work in this profession in Australia.

How can I get my organisation's documents translated?

Translation services enable aged care providers to communicate key written and audio/video messages to those in your care for whom English is not the preferred language. This includes older people from culturally and linguistically diverse backgrounds; older First Nations peoples; and Deaf, deafblind or hard of hearing older Australians.

If you, or the organisation you work for, provide aged care services and need translation services for someone in your care, we can make it simple and efficient for you. For more information, visit diversityagedcare.health.gov.au

How should I use an interpreter most effectively?

You can use a Deaf Connect interpreter most effectively by:

- being patient and waiting for the interpreter to finish interpreting before communicating again
- using short sentences
- avoid using slang or jargon that may be difficult to translate
- talking directly to the Deaf person and not the interpreter
- not asking the interpreter for advice or to advocate for you
- notifying the interpreter, organisation or Deaf Connect immediately if you are having difficulty with this type of communication.

What is the role of a sign language interpreter?

The interpreter's role is to interpret the spoken word into sign language and vice versa as accurately as possible.

Interpreters do not provide advice and should not engage in any other way other than ensuring an easy seamless communication between Deaf and hearing people.

Accredited interpreters adhere to a code of ethics and professional obligations.

More information about the code of ethics is available from the Australian Institute of Interpreters and Translators (AUSIT).

How do I provide feedback to Deaf Connect?

If you have compliments, suggestions or complaints you can provide these to Deaf Connect in a number of ways:

In person – at one of our offices: deafconnect.org.au/contact-us

- Online – using our online form, [click here](#)
- On the phone – via the National Relay Service/ Video Relay Service, or TTY – (07) 3892 8500
- Email – feedback@deafconnect.org.au
- Fax – (07) 3392 8511

What if I need emergency or after hours interpreting?

Deaf Connect can provide access to Auslan interpreters in after-hours emergency situations, involving police, hospitals and other emergency services.

Contact Deaf Connect in your state:

- QLD, NT, WA, Vic & Tas: 0455 068 500 (call or SMS)
- NSW and ACT: 0412 422 059 (call or SMS)
- SA: 0417 233 369 (call or SMS)

Key messages

| Overarching key messages | | | |
|--|---|---|--|
| <ul style="list-style-type: none"> There are approximately 16,000 Auslan users across Australia. Deaf Connect is the Australian Government-contracted provider of the free sign language interpreting program, ensuring older Australians in the deaf community can access and participate more fully with their daily social and essential activities. This free Auslan interpreting program was expanded in September 2020, and includes face-to-face and Video Remote Interpreting (VRI), available to older people 7 days a week, across Australia. | | | |
| Message pillars | | | |
| Support | Access | Trust | Ease |
| (how Deaf Connect supports aged care service delivery) | (how Deaf Connect helps improve access to quality care) | (why aged care providers and older Australians can trust Deaf Connect) | (demonstrate Deaf Connect is easy to engage with) |
| Supporting messages | | | |
| <p>Deaf Connect interpreting services are available to older Australians to aid in understanding their aged care choices and participate in their daily social and essential activities.</p> <p>Aged care providers can use Deaf Connect for free to meet their responsibilities as an approved provider. These include discussing care needs, rights, services and preferences, fees or charges, and developing or reviewing care documents.</p> | <p>It is important that older Australians in the deaf community feel empowered and able to participate in their daily social and essential activities.</p> <p>All people using aged care services, and those considering aged care options, have support with access to Auslan interpreters to make communication comfortable, reliable and in real-time.</p> | <p>Deaf Connect is the largest whole-of-life service provider for Deaf and hard of hearing Australians, with offices across QLD and NSW as well in Adelaide, SA, Melbourne, VIC and Darwin, NT</p> <p>Deaf Connect provides accredited, experienced Auslan interpreters and captioning specialists to support communication for budget-funded measures for free.</p> <p>Their team will work with you to find the best interpreters to make communication smooth and a positive experience for providers and the older person.</p> <p>You can access interpreters face-to-face or by Video Remote Interpreting, using Auslan or other signed languages.</p> | <p>For more information, visit health.gov.au/deaf-connect-aged-care</p> <p>To make a free booking with an interpreter, or for any other enquiries, call Deaf Connect on 1300 773 803 or go to bookings.deafconnect.org.au</p> |

4. Different languages, same aged care

Overview

The Australian Government Department of Health and Aged Care offers a free translation service, [Different languages, same aged care](#), to help aged care providers communicate with older Australians from diverse backgrounds and experiences.

As an aged care provider, it is important that people in your care have information about the care they need, delivered in a way they can understand. Translated materials in their language will help them make informed choices that suit their needs.

This service will support you in providing culturally safe, appropriate and inclusive care, in line with the Aged Care Quality Standards by helping you to communicate key written and audio/video materials to those in your care for whom English is not their preferred language.

This includes:

- older people from culturally and linguistically diverse backgrounds
- First Nations Elders
- Deaf, blind, deafblind or hard of hearing older Australians.

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

Find out more at diversityagedcare.health.gov.au or contact us at diversityagedcare@health.gov.au

Editorial content

Guidance

Below is suggested content for your printed newsletter, e-newsletter and/or website news content.

Editorial 1

Different languages, same aged care

Everyone using, or considering, aged care services should be able to communicate in their preferred language.

The Australian Government Department of Health and Aged Care offers a free translation service to help aged care providers communicate with older Australians from diverse backgrounds and experiences.

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

This service will support you in providing culturally safe, appropriate and inclusive care, in line with the Aged Care Quality Standards by helping you to communicate key written and audio/video materials to those in your care for whom English is not their preferred language.

This includes:

older people from culturally and linguistically diverse backgrounds

- First Nations Elders
- Deaf, blind, deafblind or hard of hearing older Australians.

Find out more and request a translation today at diversityagedcare.health.gov.au

Editorial 2

Free translation service for aged care providers to better communicate with older Australians from diverse backgrounds

The Australian Government Department of Health and Aged Care offers a free translation service to help aged care providers communicate with older Australians from diverse backgrounds and experiences.

This service will support you in providing culturally safe, appropriate and inclusive care, in line with the Aged Care Quality Standards by helping you to communicate key written and audio/video materials to those in your care for whom English is not their preferred language.

This includes:

- older people from culturally and linguistically diverse backgrounds
- First Nations Elders
- Deaf, blind, deafblind or hard of hearing older Australians.

Find out more and request a translation today at diversityagedcare.health.gov.au

Social media posts

Guidance

Below is suggested content for your social media channels targeting aged care providers.

Post 1

[Facebook, LinkedIn, Instagram]

Did you know the Australian Government Department of Health and Aged Care is offering a free translation service to help aged care providers communicate with older Australians from diverse backgrounds and experiences?

It's important to provide culturally safe, appropriate and inclusive care, in line with the Aged Care Quality Standards and older diverse Australians often need information in their preferred language. This free translation service can make a real difference to an older person who is not so confident with English.

If you are an aged care provider for older people from culturally and linguistically diverse backgrounds, First Nations Elders, or Deaf, blind, deafblind or hard of hearing older Australians, request a translation today at diversityagedcare.health.gov.au

#EngageInAgedCare #RespectCareDignity

[Twitter]

There is a free translation service available to help aged care providers communicate with older Australians from diverse backgrounds in their language. To find out more, visit diversityagedcare.health.gov.au.

#EngageInAgedCare #RespectCareDignity

Post 2

[Facebook, LinkedIn, Instagram]

Did you know that there are over 400 spoken languages in Australian homes?

The Australian Government Department of Health and Aged Care is offering a free translation service to help aged care providers communicate key messages with older Australians from diverse backgrounds in their preferred language.

This service is available for government-subsidised aged care providers, peak bodies and PICACs across Australia and can be used to communicate with older people from culturally and linguistically diverse backgrounds; First Nations Elders; and Deaf, blind, deafblind or hard of hearing older Australians.

For more information and to request a translation, visit diversityagedcare.health.gov.au

#EngageInAgedCare #RespectCareDignity

[Twitter]

There is a free translation service to help the aged care sector communicate with older Australians from diverse backgrounds in their language. To request a translation, visit diversityagedcare.health.gov.au

Short description for website

Guidance

Below is a short description you may wish to include on your website.

Link to

diversityagedcare.health.gov.au

Heading

Free translation service for aged care providers

Content

The Australian Government Department of Health and Aged Care offers a free translation service to help aged care providers communicate with older Australians from diverse backgrounds.

As an aged care provider, it is important that people in your care and their families have information about the care they need, delivered in a way they can understand. Translated materials in their language will help them make informed choices that suit their needs.

This free translation service is available to government-subsidised aged care providers, peak bodies and Partners in Culturally Appropriate Care across Australia.

This service will support you in providing culturally safe, appropriate and inclusive care, in line with the Aged Care Quality Standards by helping you to communicate key written and audio/video materials to those in your care for whom English is not their preferred language.

This includes:

- older people from culturally and linguistically diverse backgrounds
- First Nations Elders
- Deaf, blind, deafblind or hard of hearing older Australians.

Find out more and request a translation today at diversityagedcare.health.gov.au

Downloadable communication products

Guidance

The following communication products are available:

- Explainer presentation slide deck
- Direct mail flyer [A4]
- Poster [A3]
- Digital screen [1920x1080px]
- Web banner [600x300px, 250x300px]
- Explainer videos [coming soon]

You may wish to make these available in your facilities and distribute to stakeholders, aged care providers and community organisations.

Frequently asked questions

Is my organisation eligible to use this translation service?

Yes, if you are:

- An Australian Government-subsidised aged care provider that delivers care under one or more of the following programs:
 - Commonwealth Home Support Programme
 - Home Care Packages
 - residential aged care
 - Short Term Restorative Care
 - respite
 - transition care program
 - National Aboriginal and Torres Strait Islander Flexible Aged Care Program
 - Multi-Purpose Services
 - Disability Support for Older Australians (formerly Continuity of Support program)
- A peak body such as the Aged & Community Care Providers Association or LGBTIQ+ Health Australia
- A member of the Partners in Culturally Appropriate Care program
- Aged care navigators (including care finders from 1 Jan 2023) and EnCOMPASS Multicultural Aged Care Connectors.

Do I need to register to use this translation service?

No. Registration is not required.

How much does it cost?

The translation service is free for Australian Government-subsidised aged care providers, peak bodies and Partners in Culturally Appropriate Care across Australia.

If you are unsure, check your eligibility at diversityagedcare.health.gov.au/eligibility-checklist

Is this translation service certified?

Yes. Every translator is certified by the National Accreditation Authority for Translators and Interpreters (NAATI).

What languages are available via the translation service?

We can help aged care providers produce materials on the care and services they provide in hundreds of languages other than English, enabling them to communicate key messages to people using aged care services for whom English is not their preferred language.

This service can be used to communicate with older people from culturally and linguistically diverse backgrounds; First Nations Elders; and Deaf, blind, deafblind or hard of hearing older Australians.

What types of materials can be translated via this service?

Any printed or digital (including photography and/or video) materials aimed at older people and their families about care and services.

Please check carefully whether your materials are eligible for translation. There are 2 categories:

- New materials that you need created. This service is only available where direct translation and/or interpreting of an existing resource is not appropriate

- Existing materials that you're looking to translate and/or interpret them

What type of materials cannot be translated via this service?

Materials that are produced by other agencies or businesses are protected by their copyright, therefore cannot be translated and/or interpreted under this service unless requested directly by the owner.

If you're not sure whether materials are in scope for translation, please contact us at diversityagedcare.health.gov.au/contact-us

How does this service work?

Free translation services are simple and easy to access.

1. Visit diversityagedcare.health.gov.au/request-translation
2. Fill in the online translation request form
3. Our team will respond within 48 hours, Monday to Friday
4. Translation specialists will work with you to understand your requirements
5. We'll translate your eligible materials and return them in the required formats.

How do I provide feedback on the translation service?

If you wish to submit feedback, please contact us at diversityagedcare@health.gov.au

Key messages

| Overarching key messages | |
|---|---|
| <ul style="list-style-type: none"> • Different languages, same aged care. • The Australian Government Department of Health and Aged Care is offering a free translation service that will help you communicate with older Australians in their preferred language. • Visit diversityagedcare.health.gov.au to find out more. | |
| Primary audience | Secondary audience |
| Aged care providers | Older Australians from diverse backgrounds |
| Supporting messages | |
| <p>The Australian Government Department of Health and Aged Care is funding a free translation service for aged care providers.</p> <p>This free translation service is now available via the Different languages, same aged care website.</p> <p>This service helps you to communicate key written and audio/video messages to those in your care for whom English is not their preferred language.</p> <p>We can help you produce translations or other material relating to the care and services you provide for older people including:</p> <p>people from culturally and linguistically diverse backgrounds</p> <p>First Nations Elders</p> <p>Deaf, blind, deafblind or hard of hearing older Australians.</p> <p>Visit diversityagedcare.health.gov.au to find out more.</p> <p>Messaging to providers for older Australians from diverse backgrounds and experiences:</p> <p>You may have [culturally and linguistically diverse backgrounds/First Nations/Deaf, blind, deafblind or hard of hearing] older people in your care</p> <p>They may have difficulty understanding and expressing their needs in English and might need a translation or interpreting service</p> <p>They may be reluctant to speak up about it</p> <p>There is a free translation service available to you to help older Australians from diverse backgrounds and experiences in your care.</p> | <p>Accessing aged care is a big life decision.</p> <p>It comes with a lot of information to understand to help you make the best decisions.</p> <p>You can ask your aged care provider to receive this information in your preferred language.</p> <p>There is a free translation service available to your aged care provider to help you.</p> <p>It's called the Different languages, same aged care translation service.</p> <p>If you feel you, or an older loved one, need this service, ask your aged care provider and they can arrange the help you need.</p> |

The story behind Australia's diversity in aged care

- 28% of people using home care and 20% of people using permanent residential care are from CALD backgrounds
- 0.05% of Australians of all ages use sign language at home
- Approximately 100,000 people in Australia are deafblind, representing around 0.5% of the total Australian population
- Two-thirds of all deafblind people are believed to be aged 65+
- 37% of people in Australia aged 65+ years were born overseas
- 5.1% of the total Australian population aged 50+ are Aboriginal and Torres Strait Islander peoples
- 19% of Aboriginal and Torres Strait Islander peoples were aged 50+, with 23.6% aged 45+ (that's 191,000 people aged 45+, and 109,000 aged 55+)
- There are over 400 separately spoken languages in Australian homes
- 36% of care attendants in residential care are identified as being from CALD backgrounds



 Visit agedcareengagement.health.gov.au

 Email diversityagedcare@health.gov.au