



Australian Government
Department of Health,
Disability and Ageing

Let's yarn about ageing well

Community resource toolkit



About this toolkit

This toolkit has information and resources to help Aboriginal and Torres Strait Islander people access and navigate aged care.

For many people, accessing aged care services can be a difficult time. Community groups and organisations, including Aboriginal community-controlled organisations and health services, play an important role in connecting people to the right information, when they need it. This toolkit is designed to support community groups and organisations with the information needed to help people make informed aged care decisions.

How to use this toolkit

These resources can help people understand what aged care is, how to access services and where to find more information.

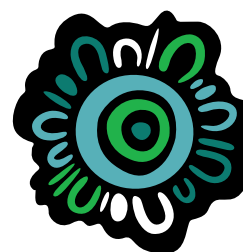
You can use the toolkit to:

- yarn with community about aged care
- share information at community events or groups
- share digital content through your social media accounts or digital newsletter
- show the videos to community members at gatherings or information sessions.



Contents

- Key messages
- Fact sheets
- Checklist
- Posters
- Aged care journey
- Videos
- Social media tiles
- Case studies
- Other useful information and links.



Access the resources

Download and print the toolkit resources by scanning the QR code below, or visiting:

health.gov.au/resources/publications/lets-yarn-about-ageing-well-community-resource-toolkit



Key messages

Use this information to share the facts about aged care.

What is aged care

- Aged care helps you stay strong, safe and living life your way.
- Aged care services can help at home, in the community or at an aged care home.

Eligibility

- Aged care helps you stay at home and close to your family, culture, Country, Island Home and community.
- Aboriginal and Torres Strait Islander people can apply for government-funded aged care services from age 50.
- Registering with My Aged Care is free.
- You don't need to be receiving a pension to access aged care.
- Many services are free or low cost.
- You don't need to be sick or wait for an emergency to get care.

Access

- To get started, you need to register with My Aged Care and have an assessment.
- You don't have to register for aged care on your own.
- You can get help to register for aged care online, by phone or in person.
 - Speak with your local health service or an Elder Care Support worker.
 - Visit MyAgedCare.gov.au.
 - Call My Aged Care on 1800 200 422.
 - Visit a Services Australia office.

Planning

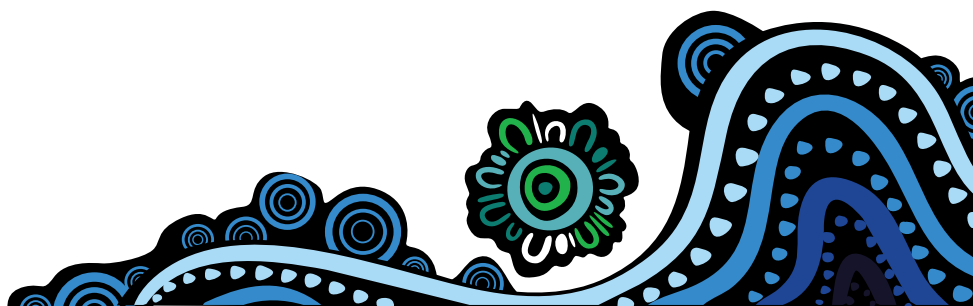
- Learning about aged care now helps you plan for the future.
- It's OK to ask questions early, you don't have to sign up to get information about aged care services.
- Support is there to help you age well when or if you need it.

Costs

- Many of the services through My Aged Care are free or low cost. There may be some out-of-pocket costs. Providers need to let you know about any costs before you agree.
- You don't need to be receiving a pension to access aged care.
- It is free to register with My Aged Care, and access information.

Trust and safety

- Your culture, family and community matter. You can have family involved in decisions.
 - You can speak up if something doesn't feel right. You have the right to culturally safe assessments and care.
-



Community resources

Fact sheets

These fact sheets help give people information about aged care.

Let's yarn about ageing well

Aboriginal and Torres Strait Islander people can apply for aged care services from age 50. Getting aged care services can help you age well. You choose what support you want and what is right for you.



Understanding aged care

Aged care is about helping people with the support they need as they get older. It might be for you, or for someone you know.

You don't need to be receiving a pension to access aged care.

Aged care services can help you with everyday health or daily tasks so you can:

- stay living at home
- stay active in your community
- be close to your family, Country, Island Home and community.

Getting started with My Aged Care

My Aged Care is the starting point to access Australian Government-funded aged care services and information. Elder Care Support workers can help you contact My Aged Care.

Registering with My Aged Care

You first need to register with My Aged Care. Registering is free.

You can register:

- with help from your local health service, a family member, carer, Elder Care Support worker or care finder
- online at [MyAgedCare.gov.au](https://myagedcare.gov.au)
- by calling My Aged Care on **1800 200 422**
- in-person with an Aged Care Specialist Officer at a Services Australia office.

You are not alone, help is there when you need it. Elder Care Support workers can help with forms, phone calls and identification documents.

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Cultural safety, your rights and kinship care arrangements

Everyone has the right to culturally safe aged care that respects their identity and culture. Help is available to understand your rights.



Cultural safety and your rights

Aged care laws in Australia include a Statement of Rights.

The Aged Care Act 2024 (the Act) is the main law that sets out how the aged care system operates.

The Act puts the rights of older people first. The Statement of Rights outlines the rights of all older people, including Aboriginal and Torres Strait Islander people, when accessing aged care. It means you have the right to:

- access care that feels culturally safe
- choose someone from your family or community to support you
- get the information you need
- get care that is tailored to your needs, goals and preferences

- choose what your care looks like
- take part in cultural activities, where you can speak in your language
- have your privacy respected
- raise issues when something isn't right
- stay connected to family, Country, Island Home and community.

You can talk about your rights and what is important to you with aged care services and workers.

You can get support to understand your rights from:

- your aged care service provider
- an advocate, like the Older Persons Advocacy Network
- your family, a trusted person in your community or an Elder Care Support worker.

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Palliative care support

Sometimes, people have an illness that has only a small chance of a cure or will lead to them passing away. The End-of-Life Pathway and other palliative care support helps people to stay safe and comfortable.



What is palliative care?

Palliative care provides people with the choice to:

- stay at home
- avoid having to go into hospital or into an aged care home
- get cultural support or care from Aboriginal and Torres Strait Islander health workers where available.

For Aboriginal and Torres Strait Islander people, it needs to:

- be culturally safe
- consider emotional and cultural wellbeing of the individual, their family and community. It's about dignity and making sure people have choices about what care is right for them.

What is the End-of-Life Pathway?

The End-of-Life Pathway and palliative care can include:

- pain relief
- advance care planning
- cultural, spiritual and religious support
- grief counselling
- care for a person's family after they pass away.

Support services are also available for families and communities during times of Sorry Business.

What is advance care planning?

An advance care plan can help a person's family and community know their wishes if they become sick or can't make decisions themselves.

It is a way to record a person's choices, including what is important for their palliative care and how they are laid to rest.

Plans can be done over time, with family, Elders and trusted people. Aboriginal and Torres Strait Islander health workers or other trusted services can help talk to everyone about the options available and help to make the plan.

Where to get help

Everyone has the right to make their own choices and receive care that respects their spiritual and cultural beliefs.

Get the support you need to age well – online, by phone or in person.

- Speak with your local health service or Elder Care Support worker
- Visit [MyAgedCare.gov.au](https://myagedcare.gov.au)
- Call My Aged Care on **1800 200 422**
- Visit a Services Australia office

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Understanding aged care services

Aged care services are person-centred. This means the type of help is different for different people as their needs change. Many aged care services are free or low cost. There may be some out-of-pocket costs. You don't need to be receiving a pension to access aged care.



National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFAC)

These services:

- are designed for Aboriginal and Torres Strait Islander people
- are flexible and based on community needs
- help you stay connected to family, culture, Country, Island Home and community.

Other types of aged care are available if or when you need them.

Assistive technology and home modifications

Sometimes you need changes to your home or new products to help you stay safe and independent.

Products can help with:

- walking
- cooking
- getting dressed.

Changes to your home might be:

- grab rails or a seat in the shower
- handrails and ramps
- non-slip surfaces on floors and stairs.

Help at home

Aged care workers can come to your home and help with daily tasks so you can keep doing the things you enjoy.

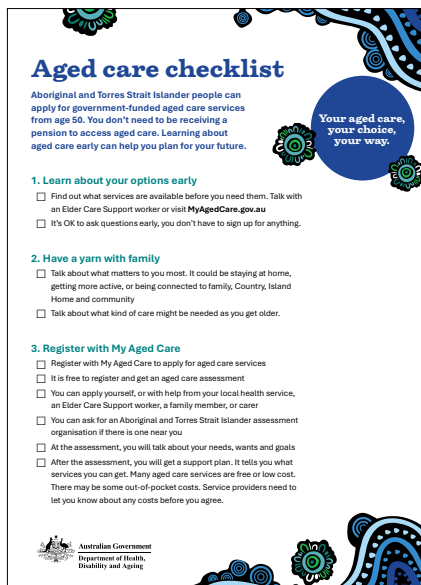
It could be:

- help with shopping, cooking, getting dressed and having a shower
- care from a nurse if you have an injury or illness
- transport to appointments
- help with joining in with cultural activities.

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Community resources

Checklist



Aged care checklist

Aboriginal and Torres Strait Islander people can apply for government-funded aged care services from age 50. You don't need to be receiving a pension to access aged care. Learning about aged care early can help you plan for your future.

Your aged care, your choice, your way.

- 1. Learn about your options early**
 - Find out what services are available before you need them. Talk with an Elder Care Support worker or visit MyAgedCare.gov.au
 - It's OK to ask questions early, you don't have to sign up for anything.
- 2. Have a yarn with family**
 - Talk about what matters to you most. It could be staying at home, getting more active, or being connected to family, Country, Island Home and community
 - Talk about what kind of care might be needed as you get older.
- 3. Register with My Aged Care**
 - Register with My Aged Care to apply for aged care services
 - It is free to register and get an aged care assessment
 - You can apply yourself, or with help from your local health service, an Elder Care Support worker, a family member, or carer
 - You can ask for an Aboriginal and Torres Strait Islander assessment organisation if there is one near you
 - At the assessment, you will talk about your needs, wants and goals
 - After the assessment, you will get a support plan. It tells you what services you can get. Many aged care services are free or low cost. There may be some out-of-pocket costs. Service providers need to let you know about any costs before you agree.

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Posters

Share this poster in community or use the template to add your own photos and contact details.



Get the support you need to age well.

Aged care can help you age well and stay connected to family, culture, Country, Island Home and community.

Aboriginal and Torres Strait Islander people can apply for government-funded aged care services from age 50.

- Registering with My Aged Care is free.
- You don't need to be receiving a pension to access aged care.
- Many services are free or low cost. There may be some out-of-pocket costs.
- You don't need to be sick or wait for an emergency to get care.

Start your aged care journey your way, today.

Get the support you need to age well – online, by phone or in person.

- Speak with your local health service or Elder Care Support worker
- Visit MyAgedCare.gov.au
- Call My Aged Care on 1800 200 422
- Visit a Services Australia office

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A3 Poster (PDF)



Get the support you need to age well.

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Get the support you need to age well – online, by phone or in person.

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A3 Poster template (editable)

Community resources

Visual storyboard

This visual storyboard helps people understand the aged care assessment process with Aboriginal and Torres Strait Islander assessment organisations.

How to get aged care services

Aged care services can help Aboriginal and Torres Strait Islander people aged 50 and over. Speak with an Aboriginal and Torres Strait Islander assessment organisation to help you identify your needs.

Government-funded aged care services can help you stay at home longer. You can work with services to stay connected to your culture and community.

To get started, you need an **aged care assessment**. You can apply through **My Aged Care online, by phone, in-person, with your GP or the assessment organisation**.

Apply yourself, or ask your local health service, family or carer to help you. When you apply, you can ask for an **Aboriginal and Torres Strait Islander assessment organisation**.

An **assessment organisation** will call to book a time for an assessment. An **assessor** will speak with you about your **needs, wants and goals**.

Find out more

- Call My Aged Care on **1800 200 422** or speak with an Elder Care Support worker, care finder, or OPAN advocate.
- Visit MyAgedCare.gov.au and explore Aboriginal and Torres Strait Islander assessment services at health.gov.au
- Or find a Services Australia support centre online at: findus.servicesaustralia.gov.au

You can have your **assessment at home** or anywhere you feel most comfortable.

A family member, friend, carer, or support service, like an Elder Care Support worker, can be **with you for your assessment**. You can also have an interpreter to speak your language.

After your assessment, you will get a **support plan**. We will help you understand your plan and connect you to the **services you need**.

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Aged care journey

This visual map of the aged care journey helps people to navigate through the steps to access and receive aged care services and get information they need along the way.

Aged care journey

No matter where you are on your aged care journey, help is available.

Aboriginal and Torres Strait Islander people can apply for government-funded aged care services from age 50.

- Aged care services can help you with everyday health or daily tasks.
- You make the decision about what services you want to access.
- Any information you share is kept private.
- You can learn about aged care services at any time.
- You don't need to sign up to get information about aged care services.
- You can have a support person like a family member or Elder Care Support worker.
- You don't need to be receiving a pension to access aged care.

Step 1
Registering with My Aged Care

To get started, you need to register with My Aged Care. Registering is free.

You can do this:

- with help from your local health service, a family member, carer, support worker, Elder Care Support worker or care finder
- online at MyAgedCare.gov.au
- by calling My Aged Care on **1800 200 422**
- in-person with an Aged Care Specialist Officer at a Services Australia office.

Elder Care Support workers can help with forms, phone calls and identification documents.

Step 2
Applying for an aged care assessment

After registering, you can apply for an aged care assessment. This helps you get this:

- support you need
- services you are eligible for.

The assessment is **free**. You can apply online, over the phone or in person.

You can ask for an Aboriginal and Torres Strait Islander assessment organisation if there is one near you.

Step 3
Having an aged care assessment

An aged care assessor will yarn with you about your health, daily life, and what matters to you.

- You can choose where to have the assessment, so you feel safe and comfortable. It can be at home or in the community.
- You can have a family member, support person or Elder Care Support worker with you.

Step 4
After an aged care assessment

After the assessment, you will be given a support plan that outlines the services you have been approved for.

You can then:

- search for aged care providers in your area
- find providers that meet your needs, values and cultural preferences.

Many aged care services are free or low cost. There may be some out-of-pocket costs. Service providers need to let you know about any costs before you agree.

Elder Care Support workers can help connect you with the supports that are right for you.

Step 5
Getting the care that's right for you

After you have chosen a provider, your care plan is set up based on your support plan. You have the right to culturally safe aged care that respects your identity and connection to family, culture, Country, Island Home and community.

This means you can:

- make choices about your care
- speak to your provider about your care
- get a new plan if your needs change
- speak up at any time if something is not right.

It is free and private to raise a concern and protect your rights. You, your family or carers can raise any concerns with the Aged Care Quality and Safety Commission.

Call **1800 951 822** or visit AgedCareQuality.gov.au.

Where to get help

Get the support you need to age well - online, by phone or in person.

- Speak with your local health service or Elder Care Support worker
- Visit MyAgedCare.gov.au
- Call My Aged Care on **1800 200 422**
- Visit a Services Australia office

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Videos

View these videos online and share with community members.



Improving aged care quality

The Aged Care Quality Standards make sure older Aboriginal and Torres Strait Islander people receive care and services that is respectful, and your culture and language are respected.



Aged care you can trust

The new Aged Care Act makes sure the people looking after older Aboriginal or Torres Strait Islander people in aged care are respectful of your cultural needs.



Putting your aged care rights first

The Statement of Rights means aged care providers of Aboriginal and Torres Strait Islander people must treat you with dignity and respect.



Supporting your rights and decisions

Help is available for older Aboriginal and Torres Strait Islander people who need support to make aged care decisions.



Social media

Share this content to your social media channels and encourage community members to share or yarn with family and Elders.

Topic and graphic

Post copy

Where to start



Aboriginal and Torres Strait Islander people aged 50 and over can apply for aged care services funded by the government. Aged care can help you age well.

Get started by registering with My Aged Care. It's free to register and ask questions.

You can learn about:

- aged care services
- registering for support
- applying for an assessment
- finding service providers in your area.

Talk about ageing well with an Elder Care Support worker, your local health service, or at a Services Australia office.

Or visit MyAgedCare.gov.au or call 1800 200 422.

Eligibility



Aboriginal and Torres Strait Islander people can register for aged care services from age 50. Many of the services are free or low cost. There may be some out-of-pocket costs.

Aged care helps keep mob living healthy and strong.

Start your aged care journey your way, today.

Talk with an Elder Care Support worker to register with My Aged Care.

Or visit MyAgedCare.gov.au or call 1800 200 422.



Topic and graphic

Post copy

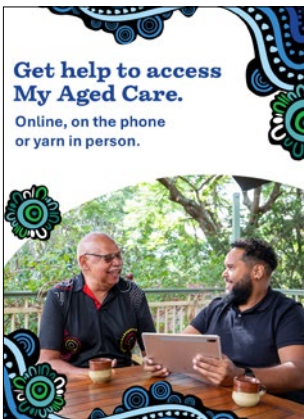
Cultural safety



Everyone has the right to culturally safe aged care that respects your culture and identity. It's OK to speak up if something is not right.

Talk with an Elder Care Support worker to find out more, or call 1800 951 822 or visit AgedCareQuality.gov.au

Access support



You don't have to apply for aged care services on your own. Support is available online, by phone, or in person.

If you don't have all your ID, you can get help with forms and phone calls.

Talk about ageing well with an Elder Care Support worker, your local health service, or at a Services Australia office.

Or visit MyAgedCare.gov.au or call 1800 200 422.

Costs



Did you know many aged care services are free or low cost? It's free to register for aged care and get information.

Service providers need to let you know about any costs before you agree.

Talk with an Elder Care Support worker for more information.

Or visit MyAgedCare.gov.au or call 1800 200 422.

Sharing stories from community

Community members have told us that it helps them to see real stories from people who are using aged care services.

These stories can help encourage people to take the first step, or to feel reassured about asking questions about aged care.



Aunty Maria found her family through Bindjareb Aged Care

For Aunty Maria, aged care services have not only helped her at home, but it's also reconnected her to family and loved ones.



Uncle Joseph's aged care support helps him remain at home

In our culture and family, caring has always been reciprocal. It's not something we see as a duty, it is simply part of our way of life.



Aunty Jenni lives independently with aged care services

For proud Bundjalung woman, Aunty Jenni it's important she feels comfortable with people coming into her home. Aunty says the care she receives is culturally safe and supported and means she can live her life independently.



Other useful information and links

Australian Government – My Aged Care

- Information for Aboriginal and Torres Strait Islander people:
[MyAgedCare.gov.au/support-aboriginal-and-torres-strait-islander-people](https://myagedcare.gov.au/support-aboriginal-and-torres-strait-islander-people)
- Elder Care Support workers help Aboriginal and Torres Strait Islander people to get information about and access aged care services.
Visit [MyAgedCare.gov.au/elder-care-support-program](https://myagedcare.gov.au/elder-care-support-program)
- Care finders is a free service to support vulnerable people to learn about, apply for and set up support services.
Visit [MyAgedCare.gov.au/help-care-finder](https://myagedcare.gov.au/help-care-finder)

Australian Government Aged Care Quality and Safety Commission (ACQSC)

The ACQSC aims to protect and improve the safety, health, wellbeing and quality of life for people receiving aged care services. First Nations resources are available at [AgedCareQuality.gov.au/FirstNations](https://agedcarequality.gov.au/FirstNations)

National Aboriginal and Torres Strait Islander Ageing and Aged Care Council (NATSIAACC)

NATSIAACC works to ensure Elders can access support and care that is culturally safe, trauma-aware and healing-informed, and recognises the importance of their personal connections to community and Country.
Visit natsiaacc.org.au

National Aboriginal Community Controlled Health Organisation (NACCHO)

- National peak body for Aboriginal Community Controlled Health organisations across Australia. Visit naccho.org.au
- Community-led Pathways to Care and Support for Elders and older Aboriginal and Torres Strait Islander people. Visit naccho.org.au/aged-care

Older Persons Advocacy Network

The Aged Care Advocacy Line provides free, confidential and independent support. Visit opan.org.au or call 1800 700 600.

Aboriginal and Torres Strait Islander Legal Services (ATSILS)

If you need it for your aged care rights or other concerns, you can get help with legal support with ATSILS. They provide free, culturally appropriate legal assistance and advice to Aboriginal and Torres Strait Islander people. Visit atsils.org.au or call (07) 3025 3888.

We welcome your feedback on these resources and their use.
You can contact us at healthcommunications@health.gov.au

