



## Australian Government

### Department of Health

## Aged care diversity action plans

### Resources order form

Hard copies of the materials on this order form are available at no cost from National Mail and Marketing. Orders are available to aged care providers, community organisations, and individuals. This form contains 3 sections: diversity action plans for consumers, diversity action plans for providers; and caring for forgotten Australians, Former Child Migrants and Stolen Generations.

To place an order you can:

1. Download this form, fill it in and email to <mailto:health@nationalmailing.com.au>
2. Mail it:  
National Mail and Marketing  
PO BOX 7077  
Canberra ACT 2610
3. Phone National Mail and Marketing directly and place your order using the Item reference numbers listed next to each item.  
Phone: (02) 6269 1025  
Fax: (02) 6260 2770

Name (first name and last name): Click or tap here to enter text.

Organisation (if applicable): Click or tap here to enter text.

Delivery address (include suburb, state, postcode): Click or tap here to enter text.

Attention to: Click or tap here to enter text.

Contact phone: Click or tap here to enter text.

For questions about the resources, or package please contact <mailto:ageing.and.diversity@health.gov.au>

## Part 1: Diversity Action plans for consumers

Available for download/viewing: <https://www.health.gov.au/resources/collections/aged-care-diversity-framework-action-plans>

### Diversity Action Plans for Consumers

These action plans support the Aged Care Diversity Framework. They help older people with diverse backgrounds, needs and experiences to express their needs when speaking with aged care providers. They aim to address barriers faced by older:

- Aboriginal and Torres Strait Islander peoples
- people from Culturally and Linguistically diverse backgrounds (CALD) (available in 27 languages)
- lesbian, gay, bisexual, trans and gender diverse, and intersex (LGBTI) people.

#### Actions to support Older Aboriginal and Torres Strait Islander people: a guide for consumers

	Language	Code	Order Qty
1	English	U80028	

#### Actions to support LGBTI Elders: a guide for consumers

	Language	Code	Order Qty
1	English	U80033	

#### Actions to support older culturally and linguistically diverse people: a guide for consumers (available in 27 languages)

	Language	Code	Order Qty
1	English	U80030	
2	Arabic	U80002	
3	Chinese Simp.	U80003	
4	Chinese Trad.	U80018	
5	Croatian	U80004	
6	Dari	U80004	
7	Dinka	U80006	
8	Dutch	U80007	
9	Farsi/Persian	U80008	
10	German	U80009	
11	Greek	U80010	
12	Hindi	U80011	
13	Hungarian	U80012	
14	Italian	U80013	
15	Karen	U80014	

	Language	Code	Order Qty
16	Korean	U80015	
17	Macedonian	U80016	
18	Maltese	U80017	
19	Mon	U80019	
20	Pashto	U80020	
21	Polish	U80021	
22	Rohingya	U80022	
23	Russian	U80023	
24	Serbian	U80024	
25	Spanish	U80025	
26	Tamil	U80026	
27	Vietnamese	U80027	

## Part 2: Diversity action plans for aged care providers

Available for download/viewing: <https://www.health.gov.au/resources/collections/aged-care-diversity-framework-action-plans>

These action plans support the Aged Care Diversity Framework. They set out how aged care providers can provide culturally safe and appropriate care to all older people. There are 4 aged care provider action plans:

- Shared actions to support all diverse older people
- actions to support Aboriginal and Torres Strait Islander people
- actions to support people from Culturally and Linguistically diverse backgrounds (CALD)

- actions to support lesbian, gay, bisexual, trans and gender diverse, and intersex (LGBTI) elders.

#### Shared actions to support all diverse older people: a guide for aged care providers

	Language	Code	Order Qty
1	English	U80032	

#### Actions to support Older Aboriginal and Torres Strait Islander people: a guide for aged care providers

	Language	Code	Order Qty
1	English	U80029	

#### Actions to support LGBTI Elders: a guide for aged care providers

	Language	Code	Order Qty
1	English	U80034	

#### Actions to support older culturally and linguistically diverse people: a guide for aged care providers

	Language	Code	Order Qty
1	English	U80031	

### Part 3: Caring for Forgotten Australians, former Child Migrants and Stolen Generations

Available for download/viewing with supporting video: [health.gov.au/resources/collections/caring-for-forgotten-australians-former-child-migrants-and-stolen-generations-information-package](http://health.gov.au/resources/collections/caring-for-forgotten-australians-former-child-migrants-and-stolen-generations-information-package)

This information package is a resource for service providers in the aged care sector, particularly those in residential care. The resources show how early life experiences can affect older people receiving care and help care providers respond to their needs.

#### Caring for Forgotten Australians, former child migrants and Stolen generations booklet

	Language	Code	Order Qty
1	English	U80001	