

# First Nations Stakeholder Communications Toolkit

March 2025

Aboriginal and Torres Strait Islander viewers are advised that photographs on this resource may contain images of deceased persons





# **Acknowledgement** of Country

The Aged Care Quality and Safety Commission acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, water and community. We pay our respect to their Elders past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander peoples.



#### **Overview**

This Toolkit is designed for First Nations stakeholders including providers, workers and others involved in providing aged care services for First Nations people. We've developed it to make it easy for you to share relevant resources with your networks and members:

- It provides you with resources, information, and guidance to communicate, engage, and support First Nations communities in understanding aged care system changes.
- Ensures First Nations providers, workers, older people, and their families receive culturally relevant, accurate, and timely information on new policies, standards, and practices in aged care.
- Empowers stakeholders to lead informed conversations about aged care changes, ensuring cultural safety and inclusion of First Nations perspectives.
- Promotes the delivery of culturally safe, quality care within the aged care sector for First Nations people.

## **Background**

 First Nations people have been identified as one of the key groups facing barriers in receiving safe, quality aged care according to the recent Royal Commission into Aged Care Quality and Safety.

- To address these barriers, a range of aged care reforms are underway which includes a new rights-based Aged Care Act.
- To support these changes, the Commission partnered with The Social Deck to develop and implement its First Nations education and communications strategy.
- This toolkit includes co-designed resources to help First Nations providers, workers, older people, and communities understand the changes and what culturally safe, quality aged care looks like.

## **Key messages**

# These key messages can be used to share and promote the assets in this Toolkit with your networks:

- The way that aged care is delivered in Australia is changing, putting older people at the centre of their care and protecting their rights to safe, quality aged care.
- Key changes include:
  - a new rights-based Aged Care Act
  - a new regulatory framework
  - strengthened Aged Care Quality Standards.



#### Resources

 First Nations resource hub on Commission website and dedicated webpages for older Australians, providers and workers

- Conversation Guide
- Visual Information Sheets
- Visual Storyboards
- Videos
- Community Posters (editable)
- Newsletter copy
- Workplace posters



#### Website

The Commission has five dedicated landing pages for First Nation's information and resources:

- First Nations hub: resources to help provide culturally safe aged care for First Nations older people, developed in collaboration with First Nations communities.
- First Nations older people: information and resources to help First Nations older people find out more about aged care, their rights and speaking up when things aren't right.
- Providers: resources to support culturally safe aged care for First Nations older people, developed with input from First Nations communities.
- Workers: resources to help provide culturally safe aged care for First Nations older people, developed with input from their communities.
- Resource library, with a 'First Nations' topic in the drop-down menu



This artwork was created by Chern'ee Sutton - proud Aboriginal artist and Kalkadoon woman from the emu foot province around the Mount Isa area in North West Queensland. Find out more about the artwork <u>here.</u>

The Commission is committed to making sure quality, culturally appropriate and safe aged care is delivered to First Nations older people.

In 2024, we began working with First Nations stakeholders and communities to develop a dedicated First Nations communications and engagement strategy and new resources to support First Nations providers, workers, older people and their communities. This recognises that there are unique considerations when providing aged care for First Nations people.

#### **Contributors**

The following organisations have helped develop and inform the resources.

- National Aboriginal and Torres Strait Islander Ageing and Aged Care Council (NATSIAACC)
- National Association Aboriginal and Torres Strait Islander Health Workers and Practitioners (NAATSIHWP)
- · National Aboriginal Controlled Community Health Organisation (NACCHO)
- · Aged Care Council of Elders
- · Institute for Urban Indigenous Health
- Aged Care Workforce Remote Accord
- · Roper Gulf Regional Council
- Older Persons Advocacy Network (OPAN)
- Indigenous Allied Health Australia (IAHA).

The Commission thanks these organisations for their time, support and input.

# **Conversation guide**

The **Conversation Guide** is an online resource (which can be printed) to help First Nations communities, workers and providers talk about aged care, older people's rights and how to speak up if things aren't right.

The Guide includes resources and videos to support people to have conversations about aged care, planning aged care and speaking up if things aren't right.

Providers and workers can use this guide to discuss aged care with First Nations older People.

First Nations older people can use this guide to talk about aged care and your rights with aged care providers, family, friends and community.

We will be updating it as more resources are developed.



#### **Visual Information Sheets**

These are designed for First Nations older Australians, their communities, and loved ones. This sheet offers reassurance that it's OK to speak up, ask for support, or raise concerns if needed.

- Your rights when accessing aged care
- A little yarn goes a long way (available in 7 different languages including: English, Alyawarra, Arrernte, Luritja, Pitjantjatjarra, Torres Strait Creole and Warlpiri)

Providers and workers can print these and make them available in common areas or use them to discuss aged care rights with those in their care.



# **Visual Storyboards**

The focus of the aged care reforms is explaining aged care and older people's rights. The role of the Commission is to help people understand their options when things aren't right with their aged care.

- How the Commission can help you
- Aged care and your rights

The Visual Storyboards explain First Nations people's rights in aged care and how the Commission can help if there are concerns.

It highlights the importance of speaking up, asking for help, and making complaints, while reassuring elders and their families that support is available.

These storyboards can be printed and displayed as posters in communal areas or on noticeboards.

Workers and providers can use it to discuss matters with people in their care. First Nations older people, their family and community can use it to raise any concerns they have with providers or workers.



#### **Videos**

We've developed a series of video stories to help people understand aged care and their right to culturally safe aged care. Share these along with the suggested social copy with your networks on Facebook or LinkedIn.

#### Video

It's your right to speak up. We're here to help



<u>Uncle Billy says we have</u> <u>rights in age care, so speak up</u>



**Culturally safe care is a right and our responsibility** 



#### **Suggested social copy**

Lyn Duckworth, Lifestyle Co-ordinator at Juninga Centre Aged Care Facility, and Australian First Nations older people Ingrid and Roy discuss how Juninga residents provide feedback and have their concerns addressed.

The Commission has created new resources to support First Nations providers, workers and older people understand their rights and obligations and ensure our First Nations older people get the good quality, culturally appropriate and safe aged care everyone is entitled to.

Find out more at agedcarequality.gov.au/First-Nations

Did you know First Nations people can access aged care support from 50 years old?

If you need help with everyday tasks or looking after yourself you can get aged care support.

You can get help in your own home, or some people might live in an aged care home.

Hear from Uncle Billy, a Koa and Cobble Cobble man, explain the types of aged care available.

Visit <u>agedcarequality.gov.au/First-Nations</u> for more information.

Lyn Duckworth, Lifestyle Co-ordinator at Juninga Centre Aged Care Facility, discusses the importance of cultural training for aged care workers to deliver good quality, culturally appropriate and safe aged care for Australian First Nations older people.

The Commission has created new resources to support First Nations providers, workers and older people understand their rights and obligations and ensure our First Nations older people get the good quality, culturally appropriate and safe aged care everyone is entitled to.

Find out more at agedcarequality.gov.au/First-Nations

### **Videos**

Video series exploring what good aged care looks like for First Nations people.

Video		Suggested social copy
Sharing language is sharing culture		Lyn Duckworth, Lifestyle Co-ordinator at Juninga Centre Aged Care Facility, discusses how sharing language and culture supports the delivery of personcentred care for Australian First Nations older people.  The Commission has created new resources to support First Nations providers, workers and older people understand their rights and obligations and ensure our First Nations older people get the good quality, culturally appropriate and safe aged care everyone is entitled to.  Find out more at agedcarequality.gov.au/First-Nations
Person-centred care is good aged care		Lyn Duckworth, Lifestyle Co-ordinator at Juninga Centre Aged Care Facility, discusses how she works with First Nations aged care residents to deliver person-centred care.  The Commission has created new resources to support First Nations providers, workers and older people understand their rights and obligations and ensure our First Nations older people get the good quality, culturally appropriate and safe aged care everyone is entitled to.  Find out more at agedcarequality.gov.au/First-Nations
Quality aged care for mob is about family, community and culture	Aunty Jeanette	Aunty Grace, Aunty Sandra, Aunty Gloria and Aunty Jeanette discuss good quality, culturally appropriate and safe aged care for Australian First Nations older people.  The Commission has created new resources to support First Nations providers, workers and older people understand their rights and obligations and ensure our First Nations older people get the good quality, culturally appropriate and safe aged care everyone is entitled to.

Find out more at agedcarequality.gov.au/First-Nations

# **Community Posters - editable**

We understand that locally tailorable information is important.

The <u>Community Poster</u> about First Nations people's rights when accessing aged care. The image and contact information on this poster can be customised when the file is downloaded from the Commission's website.

Add your community organisations details and hang it in local libraries, community halls.

Note: Some areas that appear washed out. When it's printed it won't appear that way – it's just how it appears on screen as 'locked in' content that can't be edited.



## **Newsletter copy**

# You can use this copy in emails, newsletters or your website to share the First Nations resources with your network:

From 1 July this year, the new Aged Care Act will put the rights of older people first. Significant changes to the aged care system in Australia will impact aged care providers, workers, older people, and their families.

Key changes include:

- a new rights-based Aged Care Act
- a new regulatory framework
- -strengthened Aged Care Quality Standards

To help explain these changes, new resources are available focusing on how to ensure First Nations people are at the centre of their aged care and that their rights are protected.

These resources from the Aged Care Quality and Safety Commission include videos, conversation guides, and posters.

<Insert links you want to include>

Please share these with your network to help spread the word.

# **Workplace posters**

These resources act as visual reminders for care workers and providers. They outline the new aged care standards, with a focus on how they apply to First Nations people.

- **Workplace Poster Standard 1 (The individual)**

- Workplace Poster Standard 2 (The organisation)
  Workplace Poster Standard 3 (Care and services)
  Workplace Poster Standard 4 (The environment)
  Workplace Poster Standard 5 (Clinical care)
  Workplace Poster Standard 6 (Food and nutrition)
  Workplace Poster Standard 7 (The residential community)

Providers and workers can print these out and hang them in common areas.

If you are unable to print, then please email communications@agedcarequality.gov.au and we will arrange to have them sent to you free of charge.

#### Helping our mob get person-centred care

Strengthened Aged Care Quality Standards Standard 1: The individual



The strengthened Quality Standards protect older Australians and help providers and aged care workers understand what they need to do. They come into effect with the new Aged Care Act from 1 July 2025.

Standard 1 is about making sure everyone gets the care they need.

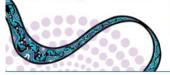


#### What is person centred care?

Person centred care is about choice and dignity. It makes sure our mob feel valued and respected.

#### Person centred care looks different for everyone.

By talking to and listening to mob, you can build trust and help them feel safe to speak up about how they want to be cared for.







n Check with our older mob and their family regularly to make sure they feel respected and happy.



Make and review care plans together with older mob, their family and health professionals.



Ask for feedback from mob about how care is being given. Share feedback with others to help build a culture of person-centred care.



More information: agedcarequality.gov.au/FirstNations or call 1800 951 822.



Artwork by Chern'ee Sutton - proud Kalkadoon woman

#### Helping our mob get the right food and nutrition

Standard 6: Food and nutrition



The strengthened Quality Standards protect older Australians and help providers and aged care workers understand what they need to do. They come into effect with the new Aged Care Act from 1 July 2025.

Standard 6 is about working with our older mob to find out what they like to eat and drink, helping them stay healthy and enjoy what they're eating.



Food can help our people feel connected to family, community and Country.

Enjoying damper, billy tea, fresh fish and kangaroo tail are some of the food and drink we have been preparing and eating for thousands of years.

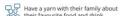
Making the places where older mob eat and drink feel welcoming and friendly is

A small piece of home can make a big

#### What can you do?

Check with our older mob regularly about what they like to eat and

Ask if older mob like their meals.



their favourite food and drink. Make and review menus together

Check how you can make meal





Artwork by Chern'ee Sutton - proud Kalkadoon woman



Printed size - A4



Need help, or want to help us improve our toolkit?

**Phone** 1800 951 822

Web agedcarequality.gov.au/FirstNations

**Email** communications@agedcarequality.gov.au

