DIVERSE OLDER PEOPLE

The Department of Health addresses that older individuals have diverse needs, characteristics, and life experiences which makes them a part of a group or multiple groups that may face exclusion, stigma, and discrimination in their lifetime[1].

Older Australians may be a part of a group or multiple groups below:

Financially or socially disadvantaged

Living in rural or remote areas

Veterans

Culturally and Linguistically Diverse

Homeless or at risk of becoming homeless

Aboriginal and Torres Strait Islander

Care leavers

Living with cognitive impairment including dementia

Parents separated from their children by forced adoption or removal

Living with disability

Experiencing mental health problems and mental illness

Lesbian, gay, bisexual, transgender and intersex

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BARRIERS	TIPS
Information: diverse older people may not know how to access information or have different literacy levels. (e.g., an older Asian woman needs services to help around the house and to access aged care information).	• Give information that is easy and simple to read. • Provide information in different languages if they are from • Culturally and Linguistically Diverse (CALD) groups. • Make sure the client knows how to access information. (e.g., contact the interpreter services to translate the needs of the client and the services carers can provide).
Support and access: rural areas lack aged care providers to support our clients and allow access to information and services. (e.g., some Aboriginal and Torres Strait Islanders are in remote areas. They still need access to our services).	• Clients from diverse backgrounds and locations should have access to proper care. • Find services for those in remote areas. (e.g., get involved with the local community and start a conversation with locals to find gaps and know which areas need more access to aged care services).

INCLUSIVE SERVICES

- Build a respectful relationship.
- Ask questions about the client's lifestyle, health needs, cultural identity, etc.
- Plan activities to meet their needs (e.g., attending local community or religious gatherings)
- Acknowledge and support their diversity by providing flexible service delivery to meet their needs.
- Educate others on inclusivity.

RESOURCES

Department of Health, (2019). *Shared action to support all diverse older people: A guide for aged care providers*. Australian Government. https://www.health.gov.au/resources/publications/shared-actions-to-support-all-diverse-older-people-a-guide-for-aged-care-providers

CarerGateway. Are you looking after a person with mental illness? Find support and services to help you. https://www.carergateway.gov.au/tips/looking-after-person-mental

CarerGateway. Are you caring for a veteran? Find support and services to help you. https://www.carergateway.gov.au/tips/veteran-carer-support-services

CarerGateway. Are you looking after a person with disability? 10 ways to make your life easier. https://www.carergateway.gov.au/tips/tips-disability-caring