

# NA IDUSIDUSI (TOOLKIT) ME VUKEA NA NODA VAKATAVITAKI RARABA NA LEWENIVANUA



VAKARAUTAKA O



## Vakananumi

Keimami gadreva me ra nanumi e na yalo ni veidokai na iTaukei ni Vanua kei ira era Dauveiqaravi e na vanua oqo, naTurrbal kei ira na Jagera/Yuggera Peoples, era a buli kina na veika yaga e tu oqo. Keimami gadreva me ra nanumi na itaukei ni vanua Aboriginal kei na kai Torres Straight Island kei na kena tomani tikoga na nodra sema ki na vanua, wasawasa, kei na veitikotiko.

Keimami dokai ira talega na lewenivanua Matua era a bula ena gauna e liu, bula e na gauna oqo kei na ira era bula e na gauna mai muri. Keimami via vakaraitaka na neimami veidokai vei ira kece era tiko oqo.

## Veitaratara Mai

Kevaka o via kila eso tale na ka me baleta na Inclusive Engagement Toolkit, se o via vosa kina (feedback), se o via kila eso tale na ka me baleta na Multicultural Program, e rawa mo veitaratara mai e na email na [multicultural@anglicaresq.org.au](mailto:multicultural@anglicaresq.org.au)



# Na iDusidusi (Toolkit) me vukea na noda Vakatavitaki Raraba na Lewenivanua

O Ositerelia era bula veicurumaki tu kina na veimatamatata, ka laurai e na veitikotiko na lewenivanua e duidui na nodra vakabauta vakalotu, na gagano ni bula, na nodra itovo vakavanua, na ivakatagedegede ni bula (socio-backgrounds), na veikalou era qarava, na raraba ni veivanua era vakaitikotiko kina, na veika era lako curuma kei na duidui ni veiqravivi vakavuniwai se veiqravivi era gadrevi.

E kena gadrevi me tokoni na sasaga nei Ositerelia me ra taura vakarawarawa na matua na itukutuku me baleta na qaravi ni matua ka me veiganiti kei ira, keitou vakarautaka na ivola itukutuku oqo, na Inclusive Engagement Toolkit.

Na iVola ni Veivuke oqo e tu kina na itukutuku kei na idusidusi mai na veivanua nuitaki me rawa ni solia na veitukutuku me ra rawa ni cakacaka vinaka kina o ira era dau qaravi ira na matua. E nuitaki ni iDusidusi (Toolkit) oqo e na rawa ni tauyavutaka e dua na ilawalawa ni dauniveiqravivi me ra na dau soli veivuke raraba vei ira na matua ka veiganiti talega kei na nodra gagadre yadudua na qaravi.

## VEIKA BIBI ME VAKANANUMI

- E na sega ni tautauvata kece na itovo ni nodra okati ka qaravi na veimatamatata. Na toolkit e ivurevure ni itukutuku ka me na vakayagataki me rawa ni da cakacaka vata kina me tokona na noda vakataivi vata kece na veimatamatata.
- Me ra kakua ni vakuri walega na iwalewale ni cakacaka vata, e dodonu vei ira na veisoqosoqo me ra segata taumada me ra kau vata mai na veitamata duidui ka me ra na cakacaka vata ena kena ivakatagedegede kece sara.
- E vakauqeti na veitalanoa kei na vuli vata me rawa ni vakatoricaketaki kina na cakacaka vata. E gadrevi na nomuni nanuma (feedback) me tomano tikoga na kena vakatoricaketaki na Inclusive Engagement Toolkit.

## NA VEIWASEWASE E SEMA KINA E DUA NA TAMATA

E gadrevi me vakabibitaki na kena raici na duidui kei na vakaitavitaki raraba (inclusion) e na Toolkit oqo e yavutaki e na vakasama ni so na tabana (groups) e veilatai na veika e baleti ira kei na veika era lako curuma.

Na nodra vakadeuci na veiwasewase lalai e kune ni veitamata yadudua era lewe ni vica na iwasewase oqo mevaka na mata tamata o lewena (race), tagane se yalewa, na vanua e vakatabaki kina na gagano (sexuality), kei na yabaki ni bula. Na veika ka kece oqo era na tara yadudua na bula ka na rawa ni vakilai na veivakaduiduitaki se veivakaduiduitaki yavutaki e na veitaba ni bula e kune vua e dua.

Ni toka e keya na noda vakasama, na toolkit oqo e solia na yavu ni kena buli e dua na itikotiko era nanumi kece kina na veimataqali tamata e na kena vakaturi eso na mataqali veiqravivi e moucokona ka me na soli na veiqravivi vei ira kece na veimatamatata.

## VAKAITAVI VATA KECE VAKARARABA

Eda vakauqeti me tomanl tikoga na sasaga me vakatoricaketaki na nodra nanumi, vakaduavataki kei na nodra dau qaravi na matua me rawa ni vakadeitaka vei ira na lewe ni dua na itikotiko na iwalewale ni kena ciqomi na veitokoni e tu e na gauna e gadrevi kina. Na veinanumi e baleta na kena "vakaqarai, soli, ka tokoni na galala vei ira na lewenivanua kece e duidui na nodra yabaki ni bula, duidui na nodra rawa i ka, ka duidui na vanua era cavutu mai kina me ra vakaitavi, vulica, soli vakasama ka me ra lewe ni<sup>1</sup>".



# VEIKA E TU KINA

Na iNaki ni Inclusive Engagement Toolkit

**Ulutaga 1: Na i Vakamacala Taumada ni Veiqaravi Raraba**

**Ulutaga 2: Veitaratara Raraba**

**Ulutaga 3: Veiliutaki Raraba**

**Ulutaga 4: Veitaratara e na gauna ni Tu Veiyawaki (Social Distancing)**

**Ulutaga 5: Cakacaka kei Ira na Dauvakadewavosa**

**Na kena Vukei na Veitaratara Raraba**

- **Na Duidui Veimatamata Matua**
- **Na Duidui iTovo ni Bula kei na iVosavosa ni Veimatamatata**
- **O ira na iTaukei ni Vanua (Aboriginal) kei na kai Torres Strait Island**
- **Veiwatini Vakayalewa,Vakasalewalewa,Gaganotaki ira na tagane kei na yalewa, O ira era veisautaka na nodra tagane se yalewa kei ira era tagane kei na yalewa (Intersex) (LGBTQIA+)**



# Na iNaki ni Inclusive Engagement Toolkit

## NA INAKI

Me vakarautaka eso na itukutuku me vukei ira na dauniveiqravi me baleti ira na duidui veimatumata matua, na duidui na itovo vakavanua kei na ivosavosa ni veimatamatama, o ira na iTaukei ni Vanua (Aboriginal) kei na kai Torres Strait Island kei ira na Veiwatini Vakayalewa, Vakasalewalewa, Gaganotaki ira na tagane kei na yalewa, O ira era veisautaka na nodra tagane se yalewa kei ira era tagane kei na yalewa (Intersex) kei na so tale (LGBTQIA+).

Mevaka ni soli veiqravi vei ira na matua, e tu e levu na vanua kei na veitabana yaga me solia kina na veiqravi uasivi kivei ira na veimataqali matamatama, mevakataki<sup>1</sup>:

- vakatoroicaketaki na nodra tiko bulabula kei na vakatagedegede ni bula na qaravi (clients);
- nodra vakaitavi kei na nodra bula vakacegu na duidui veimatamatama;
- taracake tiko na veitokani vovou;
- vakamaereqeti ira na tamata cakacaka mai na veimataqali itovo bula ka duidui na bula era sotava; ka
- vakatoroicaketaki na nodra sasaga e na veitikotiko ni veiqravi



# Na itukutuku Taumada ni Veiqaravi Raraba se Inclusive Care

Ni soli raraba na veiqrav e na rawa me rawa ni vakayacori na veimataqali veiqrav ka ra na oka kina na veimatatamata.

Na veika bibi me vakararabataka na rai:

- na noda dinata me kilai ka vakavatukanataki na duidui (diversity);
- tokoni na duidui era taukena na lewe ni veimataqali ilawalawa;
- vakavulici ira na lewe ni noda itikotiko;
- dinata na kena kau laivi na veika e tarova na kena raici na duidui; ka
- vakarawarawataki, saumi vakadodonu ka digitaki donu na iwalewale ni cakacaka vata kei ira kece na qaravi<sup>1</sup>.

Mevaka e vakamacalataki e na Aged Care Diversity Framework ni Tabana ni Bula e Ositerelia, o ira era qase cake e Ositerelia (raica na itaba e ra) e dodonu me veiganiti, rawarawa ni vakayacori, rawarawa ni ra yacovi, ka me yadravi vakavinaka na veiqrav vei ira na matua ka me sotava na nodra gagadre kei na nodra digidigi yadudua s<sup>2</sup>.



1. Na Centre for Cultural Diversity in Ageing, (2021)

2. Tabana ni Bula, (2017)

# Ulutaga 1: Na i Vakamacala Taumada ni Veiqaravi Raraba

Sa kau mai eso na itukutuku mai na Aged Care Diversity Framework ka mai sema kei na cakacaka e vakaraitaki ni vinaka kei na ivakasala me vukei iko mo tekivutaka kina e na sala ni nomu solia na veiqravni raraba (inclusive care).

NA VEIKA ERA SOTAVA NA QARAVI	NA VEIKA ME RA CAKAVA NA SOLI VEIQRAVI VEI IRA NA MATUA	NA IVAKARAITAKI NI CAKACAKA VINAKA KEI NA IVAKASALA
<p><b>1. NA DIGIDIGI VINAKA</b> O ira na matua me rawarawa na nodra taura na itukutuku ni iwalewale ni nodra qaravi kei na mataqali veiqravni e tu me baleti ira ka me ra kila ka kunea na itukutuku e na vukei ira me ra digitaka ka vakataulewataka na mataqali veiqravni me soli vei ira<sup>2</sup>.</p>	<p>Solia na itukutuku e na kena ituvatuvu e veiganiti, e na veimataqali iwalewale (e na komuputa/tabaki/veitukutukunitaki/e na tikidua) kei na vosavosa e kila o koya e qaravi.<sup>4</sup></p>	<ul style="list-style-type: none"> <li>• Me ra kila na tamata cakacaka na veitaratara kei ira na dauvakavakadewa. <ul style="list-style-type: none"> <li>• Na tabana ni Vakavakadewa se Translating and Interpreting Service (TIS) National <ul style="list-style-type: none"> <li>• Veitaratara ki na TIS National e na 1300 575 847 mo kila eso tale na ka.</li> </ul> </li> <li>• Me ra kila na tamata cakacaka na veitaratara kei na tabana ni veitokoni se advocacy services. <ul style="list-style-type: none"> <li>• Na tabana ni veitokoni ni matua se Older Person Advocacy Network (OPAN) <ul style="list-style-type: none"> <li>• Veitaratara ki na OPAN e na 1800 700 600.</li> </ul> </li> </ul> </li> </ul> </li> </ul>
<p><b>2. NA KENA VAKAMURI NA ITUVATUVA E MATAU KA VAKASAMATAKI VAKAMAQOSA</b> Era vakaitavi na matua e na kena tuvalaki ka vakamuri na iwalewale ni nodra qaravi (aged care system)<sup>2</sup>.</p>	<p>Me ra vakaitavitaki na qaravi (consumers) e na dua na vanua ka ciqomi ka taqomaki ira ka rawa kina vei ira me ra vakaitavi, ka vakamacalataka na nodra gagadre yadudua<sup>2</sup>.</p>	<ul style="list-style-type: none"> <li>• Vakasaqara na itukutuku me baleta na nona itovo vakavanua se na nona vakabauta vakalotu o koya o qarava ka vaka talega kina o ira na lewe ni nodra matavuvale/dauniveiqravni ka ra vakaibalebale vakalevu vua<sup>1</sup>.</li> </ul>
<p><b>3. ME RAWARAWA ME YACOVI NA VEIQRAVI KEI NA VEITOKONI</b> O ira na matua era tu e na taudaku ni koro lelevu, vanua galala, kei ira era volekata na siti e Ositerelia me rawarawa na nodra yacova na vanua ni veiqravni kei na duidui e tu vei ira kei na itovo ni bula era lako curuma<sup>2</sup>.</p>	<p>Duavata kei ira na vakaitavi e na veiqravni (stakeholders) me kune ka ravuti na veika e vakadredretaka na kena yacovi na veiqravni me baleti ira na matua<sup>2</sup>.</p>	<p>Raica na ivurevure ni itukutuku ka rawa ni veivakaramataki e na veimataqali vosavosa, vakarau vakavanua se vakabauta vakalotu kei na veika era lako curuma na curuvanua/ise ni valu era sa matua e Ositerelia<sup>1</sup>.</p> <ul style="list-style-type: none"> <li>• Vakayagatata na Cultural Atlas me itekiteku ni kena kilai e levu cake na itukutuku me baleta na nodra veimataqali itovo vakavanua na curuvanua mai ki Ositerelia (<a href="https://culturalatlas.sbs.com.au/">https://culturalatlas.sbs.com.au/</a>)</li> </ul>
<p><b>4. TOKONI NA IWALEWALE NI VEIQRAVI KA ME DAU WANONOVI ME VEISAUTAKI RAWARAWA ME GANITI IRA NA QARAVI</b> Na mataqali veiqravni vei ira na matua e wanonovi wasoma ka rawarawa na kena veisautaki me ganita na nodra gagadre se duidui ni veilawalawa, oka kina na kena tosocake na nodra duidui na tamata cakacaka<sup>2</sup>.</p>	<p>Cakacaka kei ira na lewe ni itikotiko kei ira na vakaitavi e na veiqravni se stakeholders me rawa ni kune totolo na veika e gadrevi kei na iwalewale ni kena soli na veiqravni oqo, oka kina na nodra na vakaraitaka na veitabana ni tamata cakacaka ni ra raica vakararaba tiko na itovo ni nodra veiqravni<sup>2</sup>.</p>	<p>Vakacakacakataki ka vakauqeti na tamata cakacaka era rawa ni vosataka na mataqali vosavosa (kenadau se professionals, allied health kei na social worker kei ira na daveiqravni) ka tautauvata se era dau vakayagatata na qaravi.</p>

1. Na Vanua ni Nodra Qaravi na matua e Duidui na Nodra iTovo Vakavanua, se Centre ni Cultural Diversity in Ageing, (2022)

2. Tabana ni Bula, (2019)

NA VEIKA ERA SOTAVA NA QARAVI	NA VEIKA ME RA CAKAVA NA SOLI VEIQRARAVI VEI IRA NA MATUA	NA IVAKARAITAKI NI CAKACAKA VINAKA KEI NA IVAKASALA
<p><b>5. NA VEIQRARAVI RARABA E KUNE KINA NA VEIDOKAI</b></p> <p>Na mataqali veiqraravi e wanonovi wasoma ka rawarawa na kena veisautaki me ganita na nodra gagadre se duidui ni veilawalawa, oka kina na nodra duidui na tamata cakacaka<sup>1</sup>.</p>	<p>Vakaqara, taracake, ka vakayagaka na idusidusi, veivakavulici kei na itukutuku ka tokona na kena soli tiko na veiqraravi e raraba ka duidui na veika e oka kina kei na itovo ni bula<sup>1</sup>.</p>	<p>Na Centre for Cultural Diversity in Ageing e sa vakarautaka eso na itukutuku vakadewaki e na veivosavosa me tokoni na kena vakayacori tiko vakararaba na veiqraravi se inclusive care. Vakaraica na ivurevure ni itukutuku sega ni saumi eke:</p> <p><a href="http://www.culturaldiversity.com.au/service-providers/multilingual-resources">http://www.culturaldiversity.com.au/service-providers/multilingual-resources</a></p>
<p><b>6. SOTAVI NA NODRA GAGADRE NA RAWATI RAWARAWA (VULNERABLE)</b></p> <p>Me rawa vei ira na matua me ra qaravi e na kena vakatagedegede e cake ka sotava na nodra bula vakavanua ka tokona na nodra gagadre se cava ga na nodra leqa yadudua, na nodra leqa ni bula veimaliwi se leqa vakailavo<sup>1</sup>.</p>	<p>Me vakaraitaki na idusidusi ni veiqraravi raraba me na oka kina na kena sotavi o ira era dau rawai rawarawa (vulnerable), ka cakacaka vata kei ira na vo ni dauniqaravi (stakeholders) me vakadeitaki ni sa sotavi taucoko na nodra gagadre<sup>1</sup>.</p>	<p>Tekivu e na kena kilai na lawatu ni matanitu kei na cakacaka ka vukea na sotavi ni nodra dui gagadre na matua mai na veivanua.</p> <ul style="list-style-type: none"> <li>• Na Lawa ni Nodra Qaravi na Matua 1997 se Aged Care Act 1997 (<a href="https://www.legislation.gov.au/Details/C2017C00241">https://www.legislation.gov.au/Details/C2017C00241</a>)</li> <li>• Na Vakatagedegede ni Nodra Qaravi na Matua se Aged Care Quality Standards (<a href="https://www.agedcarequality.gov.au/providers/standards">https://www.agedcarequality.gov.au/providers/standards</a>)</li> <li>• Na Duidui Cakacaka ni Nodra Qaravi na Matua (<a href="https://www.health.gov.au/resources/publications/aged-care-diversity-framework">https://www.health.gov.au/resources/publications/aged-care-diversity-framework</a>)</li> </ul>

## NA IVUREVURE NI ITUKUTUKU

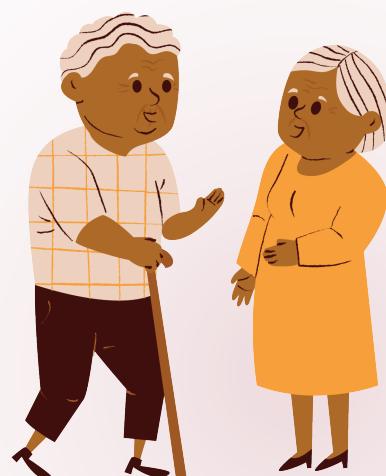
Na Vanua ni Nodra Qaravi na Matua e Dudui na Nodra iTovo Vakavanua, se Centre for Cultural Diversity in Ageing. (2022). *Na iVakatagedegede ni Veiqraravi Raraba (na iKarua ni kena Tabaki)se Inclusive Service Standards (Second Edition).* <http://www.culturaldiversity.com.au/documents/inclusive-service-standards//1434-inclusive-service-standards-second-edition-1/file>

Na Vanua ni Nodra Qaravi na Matua e Dudui na Nodra iTovo Vakavanua, se Centre for Cultural Diversity in Ageing. (2022). Na iDusidusi ni Cakacaka - Na itukutuku e Volai Vakatabakidua ki na Itovo Vakavanua. se Practice Guides - Culture-Specific Information. <http://www.culturaldiversity.com.au/images/CCDA-inclusive-service-standards-v2-corrections.pdf>

Tabana ni Bula. (2017). *Na Veiqraravi Me Vakamuri me Sotava na Nodra Duidui na Matua se Aged Care Diversity Framework.* Na Matanitu o Ositerelia se Australian Government. <https://www.health.gov.au/resources/publications/aged-care-diversity-framework>

Na Nodra Qaravi na Matua e Duidui Na Nodra iTovo Vakavanua (2019). se Multicultural Aged Care. (2019). *Na idusidusi ni veiqraravi vinaka: Tokona na duidui e na vanua ni veiqraravi vei ira na matua kei na itikotiko se A guide to best practice care: Supporting diversity within aged and community care.* MAC-A-GUIDE\_25.06.19.pdf

OPAN: Older Person Advocacy Network. <https://opan.org.au/>



1. Tabana ni Bula, (2019)

# Veitaratara Raraba

## NA IWALEWALE NI VEITARATARA KEI NA VAKAROROGO

Ni da veivosaki kei ira na veimataqali ilawalawa, e na vakayagataki na veimataqali sala ni veitaratara kei na veimataqali iwalewale ni vakarorogo me soli kina na veiqravi. Ni da veitaratara kei ira na duidui matua, me na dau nanumi na nona itovo vakavanua (cultural context).

E bibi mo nanuma ni sega ni dua **na lewe ni dua na vanua (cultural group) e tautauvata**. O ira na lewe ni dua na vanua e tu na nodra duidui mai vua tale e dua. Ni da kila na nodra duidui na lewe ni dua na vanua, e na rawa veikeda meda veivosaki kei ira mai na duidui vanua <sup>1</sup>.

**Na Cultural Context** e baleta na itovo vakavanua e bula cake kina e dua kei na kena tara na nona ivalavala mevaka na veitaratara se communication.

HIGH CONTEXT: Oqo na mataqali itovo vakavanua (culture) e vakayagataka na mataqali veitaratara e tuvani vakamatau ka vakamatailalai.	LOW CONTEXT: Oqo na mataqali itovo vakavanua (culture) e totolo ka vosa vakadodonu na itovo ni veitaratara.
<ul style="list-style-type: none"><li>• E na gadreva me rau sa veikilai ni bera na kena soli na itukutuku. Na High context culture e dau vakasamataka:<ul style="list-style-type: none"><li>– Na itutu Vakavanua</li><li>– Veika e tu wavoki</li><li>– Kila na veika a yaco e liu</li></ul></li><li>• Vakadikeva na veika e tu wavoki e na gauna ni veitaratara.</li></ul> <p>Veivanua: Japani, Yatu Phillipines, Jaina, Varanise, Spain, Brazil, etc.</p>	<ul style="list-style-type: none"><li>• E raica vakatabakidua me soli na itukutuku</li><li>• E sega ni galeleta na vosa e tauca</li><li>• Vakayagataka na vosa, liga se gestures, kei na itautau ni vosa me sala ni vakadewataki na itukutuku.</li><li>• Vosa vakadodonu</li></ul> <p>Veivanua: Bolatagane, Amerika kei Ositerelia.</p>



## Ulutaga 2: Veitaratara Raraba

Na **Communication styles** e vakamacalataki kina na iwalewale ni mataqali veimaliwai eda digitaka kei na walewale ni soli itukutuku e na gauna eda veitaratara kina. Oqo e uqeta na yalo e ciqomi kina e dua na itukutuku kei na kena vakadewataki.

<p><b>Vakasamataka Vakamatailai:</b> Dodonu ka yavutaki vakavinaka (fact-based)</p> <ul style="list-style-type: none"><li>• E na vinakata kece na itukutuku</li><li>• Vinakati me totolo na veitaratara ka me vosa vakadodonu ka me tuvani vakadodonu na ka e tukuni</li></ul>	<p><b>Vakasamataka na kena Cakacakataki:</b> Tuvani vakamatau ka vakamacalataki vakavinaka na ituatuva, kei na veitarataravi ni ka me caka</p> <ul style="list-style-type: none"><li>• Me tuvani vakavinaka na veika o tukuna e na gauna ni veitaratara.</li><li>• Soli eso na ivakamacala ni bera na sota kei na ivakamacala matailai ni veika e na veivosakitaki.</li></ul>
<p><b>Vakasamataka na Kena Vakatovotovaki:</b> Vakadikeva na itukutuku ka raica tale eso na ka e sega ni matata</p> <ul style="list-style-type: none"><li>• Era na vinakata na ituatuva raraba ka ra na sega soti ni malele ke vakamacalataki vakamatailai na ituatuva</li><li>• Era na taleitaka na ituatuva o vakarautaka ga o iko se creativity</li></ul>	<p><b>Vakasamataka na Veiwani:</b> Era dau nanuma na veiwani e na gauna ni veitaratara ka rawa ni kilai e na so na nodra ivukivuki se non-verbal cues</p> <ul style="list-style-type: none"><li>• Era dau yavutaka na vakatulewa e na veika era vakila</li><li>• Era gadreva na keda italanoa (personal stories) e na gauna ni veitaratara.</li></ul>

### NA IDUSIDUSI NI VAKAROROGO VAKAVINAKA

**Vakarorogo:** Vakarorogo mo kila vinaka.

- Vakarorogo matua veikoya drau veivosaki tiko
- Vakaraitaka e na nomu ivukivuki ni ko vakarorogo tiko.
- **Mevaka:** deguvacu, vakaraici koya, kei na itautau ni nomu vosa

**Vakananuma:** Vakaraitaka vei koya drau veitalanoa tiko na nomu nanuma me baleta na itukutuku (vakaraitaka e na ka o tukuna se e na nomu ivukivuki).

- Vakadeitaka e na gauna ni veitalanoa ni oqo na nomu ivakavakadewa ni itukutuku.
- Cavuta tale (Paraphrase) na lewe ni nodra tukutuku.
- **Dua na kena ivakaraitaki qo:** "Au via vakadeitaka ga, e vakaoqo na lomamu me baleta...."

**Vakadeitaka:** vakadeitaka ni ko kila vakavinaka na itukutuku e tukuna tiko mai o koya kadua.

- Ni ko sa cavuta oti tale na itukutuku, tarogi koya ke dodonu na itukutuku o ciqoma
- Oqo e vakarawarawataka kina vua me vakadeitaka se me kuria na nona ivakamacala mo kila vinaka kina na ka e tukuni
- **Dua na kena vakaraitaki oqo:** "E dodonu beka qo?" "E donu oya?" "E donu na noqu vakavakadewa?"

**Vakataroga:** Taroga na taro e raraba na isau ni taro ka na vuksi koya me solia vei iko eso na itukutuku matailai me baleta na soqo se veika e vakarau caka.

- Taroga ga na itukutuku me baleta na tikina o sega ni kila vakavinaka.
- **Dua na kena vakaraitaki:** "Taumada o a tukuna ni.... Na cava na ibalebale ni ka o tukuna?"



### NA IVUREVURE NI ITUKUTUKU

Culture Plus Consulting Pty. Ltd. (2018). *E Ciwa na Duidui e na iTovo Vakavanua e Dodonu Mo Kila*.  
<https://cultureplusconsulting.com/2015/06/23/nine-cultural-value-differences-you-need-to-know/>

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Na iwalewale ni Veitaratara Vakavinaka se Effective Communication techniques: <https://skills.carergateway.gov.au/player/?m=2>

# Na Veiliutaki E Rai Vakararaba

**O Ira na veiliutaki era rai vakararaba** era dau veidokai ka dau veiqravai vakatautauvata, era vakamareqeta na duidui e kune e na tamata yadudua ka vakaliuca na nodra vakasama na ilawalawa e duidui na lewena<sup>1</sup>.

CAKA VAKAVINAKA NA KA KEI NA VEIDOKAI	NA KENA MAREQETI KEI NA LEWENA	YALODEI KEI NA VEIUQETI
Na nodra raici ka soli vakatautauvata na madigi	Era vakila na tamata yadudua ni nodra duidui e kilai, ka ra vakila ni ra sema tiko ki na nodra dui tikotiko.	Tara e dua na vanua era qarauni vakavinaka kina na lewenivanua era gole mai na veilawalawa me ra vosa ka cakacaka vinaka.

Na vanua ni cakacaka e sa qai lailai tikoga mai na veika era tautauvata kina na qaravi ka sa qai duidui ga vakalevu ka vakavuna me veisau na nodra vakatulewa na veibisinisi me veisautaki na veika e gadrevi mai vei ira era veiliutaki<sup>1</sup>. E tiko e ono na veika me baleta na Veiliutaki Raraba se Inclusive leadership ka dabe tok a e na vakanananu ni veika e rawa ni vuksi ira na veisoqosoqo sa ikoya na kena kune na sala e rawa ni vakararabataka na nodra rai na veiliutaki.<sup>1</sup>

ONO NA IVAKARAU E KUNE ENA VEILIUTAKI RARABA	VEIMATAQALI ITOVO E RAWA NI CIQOMI
<b>Dinata na Cakacaka:</b> o ira na veiliutaki raraba era solia na nodra dina me ra tokona na duidui kei na nodra kauwaitaki kece na veimatamatata.	<b>Na nomu kilai iko vakataki iko:</b> oqo e oka kina na nomu taura e dua na gauna mo kila kina na veika o dau ciqoma rawarawa, na veika o vinaka kina kei na nomu malumalumu.
<b>Doudou:</b> vosa cake ka me bolei iko kei ira tale eso mo ni raica na veika mai na rai ni duidui na veitovo vakavanua kei na nanuma raraba (dua na kena vakaraitaki qo, kevaka o raica e vakarautaki tiko e dua na itovo e laurai kina na veivakaduiduitaki vakamatamatata, mo vosa cake ka ripotetaka).	<b>Veiliutaki ia o Doudou na wasea na nomu Malumalumu:</b> kila ka wasea na nomu malumalumu. Tokoni ira na tamata era sega ni dau kauwaitaki se era lewe ilawalawa lalai.
<b>Vakasamataka:</b> mo vakasamataka vakavinaka na veika o ciqoma vakatabakidua (biases) kei na vanua o cakacaka kina.	<b>Tomika eso na vanua e sega ni matata:</b> mo kila na nomu malumalumu kei na veika o sega ni kila.
<b>Lomatarotaro:</b> vakasamataka na nodra duidui rai na veimata tamata kei na veika era lako curuma e vuravura (dua na kena vakaraitaki, mo vakasaqara na itukutuku me rawa ni ko kila se o doka na nodra rai ni ko talanoataka vua e dua).	<b>Vakarorogo mo kila:</b> vakarorogo ka vuksi ira na tamata me ra tomika na veika era sega ni kila ka veitalanoataka na kila ka.

## Ulutaga 3: Veiliutaki Raraba

ONO NA IVAKARAU E KUNE ENA VEILIUTAKI RARABA	VEIMATAQALI ITOVO E RAWA NI CIQOMI
<p><b>Vuku e na itovo Vakavanua:</b> e tu na nomu sasaga, kila ka, kei na rai raraba mo kila na veitovo vakavanua.</p>	<p><b>Kila ka raraba:</b> kila vinaka na veika e tu wavoliti iko ka vakayagataka na itukutuku oqo mo tara cake kina na bula e umana na duidui matatamata.</p>
<p><b>Cakacaka Vata:</b> vakauqeti ira na tamata me ra vakaitavi e na kena ciqomi na duidui kei na bula raraba( inclusion) .</p>	<p><b>Tauyavutaka na Sala ni Veisemati:</b> veisemati kei ira tale eso me kilai na veika e vakatatao kei na veika me caka me rawa ni vakaqaqacotaki kina na nodra vakaitavi na duidui veimatamatama.</p>

### NA IVUREVURE NI ITUKUTUKU

Na Veitokoni kei na Nodra Vukei na Dauveiqaravi se Carer Gateway. *Vosa e na vukuna e dua se Speaking up for someone.* <https://www.carergateway.gov.au/help-advice/speaking>

Na Vanua e Tauyavutaki kina na Veimataqali Veiliutaki se Centre for Creative Leadership. (2022). *Veiliutaki Raraba: Na ituvatuva Veitaravi e Dodonu* me vakamuria na nomu isoqsoqo me donu kina na ilakolako se Inclusive Leadership: Steps Your Organisation Should Take to Get It Right. <https://www.ccl.org/articles/leading-effectively-articles/when-inclusive-leadership-goes-wrong-and-how-to-get-it-right/#:~:text=Inclusive%20leaders%20are%20individuals%20who,collaborate%20more%20effectively%20with%20others>.

Na Vanua e Tauyavutaki kina na Veimataqali Veiliutaki se Centre for Creative Leadership. (2022). *Na cava na Active Listening? E Rawa meu Cakava Vakavinaka Vakacava?* se How Can I Do It Better? <https://www.ccl.org/articles/leading-effectively-article/coaching-others-use-active-listening-skills/>

Dillon, B and Bourke, J. (2016). *Na ono na ivakarau eso e kune e na veiliutaki raraba se inclusive leadership: na bula vinaka e na vuravura vou e tu kina e levu na duidui* Deloitte University Press. <https://www2.deloitte.com/content/dam/Deloitte/au/Documents/human-capital/deloitte-au-hc-six-signature-traits-inclusive-leadership-020516.pdf>



# Na noda sema tiko e na gauna ni Tu Veiyawaki se Social Distancing

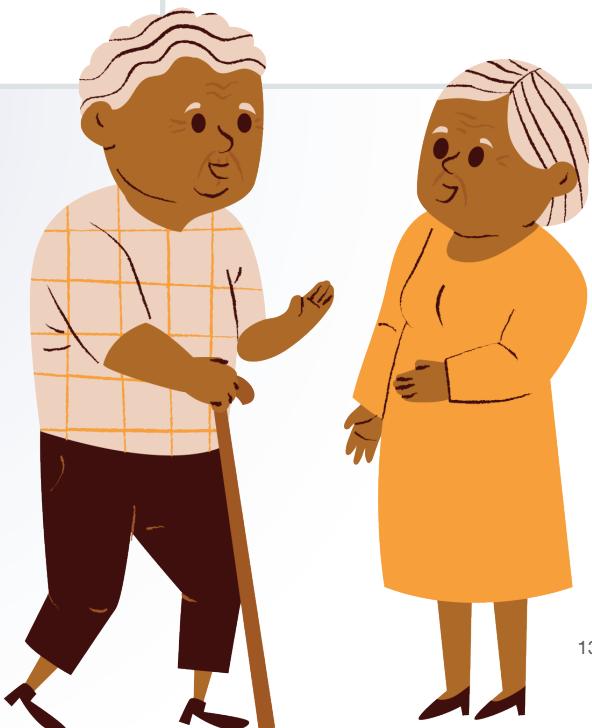
Na kena tarai ira na matua na revurevu ni COVID-19 kei na tu taudua se social isolation e kauta mai eso na leqa bibi e na ituvaki ni nodra bula kei na nodra vakaleqai totolo. Na noda bula veicurumaki se socialising e rawa ni vakavuna na tauvimate kei na mate salavata kei na leqa ni ituvaki ni noda bula kei na tiko bulabula se wellbeing<sup>1</sup>.

Na social distancing e sega ni dodonu se e sega ni vakavuna na tu galala se galili. Ni sa matau na noda bula vata kei na COVID, sa biu eso na lawatu kei na iwalewale ni tatarovi me taqomaki ira na matua. Sa noda itavi na dau soli veiqaravi meda vakamuria na lewa ni matanitu me rawa ni da taqomaki vinaka kece kina.

Na inaki me vakadeitaki me ra rawa ni taura kece na veimatatamata na itukutuku e rawarawa na wilika ka me maroroi talega kina na veitovo vakavanua. Oqo e so na ivakaraitaki ni veika e vakatatao era lako curuma tiko na Duidui Matua.

## NA VEIKA E VAKATATAO

NA VEIKA ERA TAUKENA	NA NODRA UQETI SE RAI	NA ITOVO VAKAVANUA
<ul style="list-style-type: none"><li>E vakatikina ga na nona vorata na ka</li><li>E vakagauna ga na nona vakayagatata na internet</li><li>E sega ni vuli vinaka ka vakatikina ga na ka e rawa ni cakava</li><li>E sega ni levu na nona ilavo</li><li>E tu e na dua na vanua galala</li><li>Leqa na tiki ni yagona ka sega ni taucoko na nona vakasama</li><li>E yalo lailai</li><li>Lailai na nona veitaratara kei ira tale eso</li></ul>	<ul style="list-style-type: none"><li>Lailai na kila ka me rawa ni veimaliwai</li><li>Lailai na nona kila na veika me vakaitavi e na veisoqo eso</li><li>Sega ni kauwaitaka na ulutaga</li><li>Lailai na nona veivakabauti vei ira na vakatulewa</li><li>Sega ni sotavi na ka e namaka</li><li>Sa oca na vakasalataki</li></ul>	<ul style="list-style-type: none"><li>Lewe ni dua na ilawalawa lailai</li><li>Vosa kei na Wilivila</li><li>Veika e mareqeti kei na Vakabauta</li><li>Wasewase e na itikotiko</li></ul>



1. Smith, Steinman & Casey, (2020)

# **Ulutaga 4: Veitaratara e na gauna ni Tu Veiyawaki (Social Distancing)**

## **NA VEIKA E CAKA E NA GAUNA NI COVID-19 KA LAKO YANI:**

**1**

### **VEITARATARA E NA TALEVONI**

Vakayagataka eso na sala me vaka na Telehealth me tokona na nomu veitaratara kei ira o qarava. Veivosaki kei ira na cakacaka e na tabana ni bula, social workers, clinicians, kei ira tale eso me ra veitaratara kei ira na qaravi me dikevi na nodra ituvaki ni bula ka me kilai kina na veika era gadreva e na gauna dredre oqo ka me ia na veitaratara e na talevoni.

**2**

### **VEITARATARA E NA MONA LIVALIVA**

- Me oka na kena vakayagataki na video calls e na veika era vakayacora e veisiga.
- Semati ira na matua o qarava ki na porokaramu se veiqravni ka rawa ni ciqomi e na veimisini e tu se digital literacy programs/ services<sup>1</sup>.
- Vakarautaka na online communication accounts mevaka na Skype, Face time, MS Teams, Zoom, etc.

**3**

### **SOLI NI VEIQARAVI**

- Ni sa rawa ga na nomudrau veitaratara e na veimisini livaliva e tu, vakasamataka na veika drau rawa ni cakava vata mevaka na wilivola vata online, se vakaukauwa yago, se qitora eso na qito online.
- Lesu tale ki na veika e dau caka e liu ka volavola e na peni vei koya o qarava me tomani tikoga na nomudrau veitaratara.
- Ni bera ni ko laki sikova e dua e na nona vale, vakadeitaka ni ko sa wilika na lawa ni state me baleta na taqomaki ni bula ka vakamuria na COVID Safe plans<sup>2</sup>.
- Kevaka o tiko volekata e dua na matua drau dau veilomani se dua na itokani, biuta e dua na oo loolo e tu kina na ka ni veivuke e na nodra matanivale se laki kauta mai eso na nodra iyaya e gadrevi mevaka na iyaya/kakana ni veisiga se groceries <sup>1</sup>.

## **NA IVUREVURE NI ITUKUTUKU**

Australian Institute of Family Studies (2020). *Families in Australia Survey Life During COVID-19: Report 2, Staying Connected when we're Apart*. Na matanitu o Ositerelia se Australian Government. [http://www3.aifs.gov.au/institute/media/docs/x8YeUlkf/Covid-19-Survey-Report-2\\_Staying-connected.pdf?\\_ga=2.185129454.637053534.1645506110-1407501199.1640044278](http://www3.aifs.gov.au/institute/media/docs/x8YeUlkf/Covid-19-Survey-Report-2_Staying-connected.pdf?_ga=2.185129454.637053534.1645506110-1407501199.1640044278)

Capire., (2020). *Na idusidusi ni veitaratara kei ira na nomu itkotiko e na gauna ni COVID-19 SE Community Engagement during COVID-19* . <https://capire.com.au/impact/publications/>

Capire., (2020). *Na veitaratara raraba: e na gauna ni tu veiyawaki se Inclusive Community Engagement: in a time of physical distancing*. <https://capire.com.au/impact/publications/>

Tabana ni Bula. (2022). *Na kena dewa vakatotolo na COVID -19 e na veivanua era qaravi kina na matua se Australia Residential Aged Care Facilities*. Australian Government se Matanitu o Ositerelia <https://www.health.gov.au/resources/collections/covid-19-outbreaks-in-australian-residential-aged-care-facilities#more-information>

Tabana ni Bula. (2022). *Veigaravi e vale e na gauna ni COVID \_19 seManaging home care through COVID-19*. <https://www.health.gov.au/health-topics/aged-care/advice-on-aged-care-during-covid-19/managing-home-care>

Smith, M., Steinman, L., & Casey, E.A., (2020). *Combatting Social Isolation Among Older Adults in a Time of Physical Distancing: The COVID-19 Social Connectivity Paradox*. <https://www.frontiersin.org/articles/10.3389/fpubh.2020.00403/full>

1. Australian Institute of Family Studies, (2020)

2. Department of Health, (2022) se Tabana ni Bula, (2022)

# Cakacaka kei ira na Dauvakadewavosa

## NA NODRA ITAVI NA DAUVAKADEWAVOSA

O ira na kenadau e na vakadewavosa se professional interpreters e vauca tu na nodra cakacaka na ivakatagedegede ni cakacaka se ethical and professional standards ni Australian Institute of Interpreters and Translators (AUSIT) Code of Ethics and Code of Conduct.

NA CAVA E DODONU MEDA CAKACAKA KEI IRA NA DAUVAKADEWAVOSA	E NA GAUNA CAVA E DODONU MEDA CAKACAKA KEI IRA NA DAUVAKADEWAVOSA
<ul style="list-style-type: none"><li>• E lewai mai vakalawa.</li><li>• E noda itavi meda dau qarauni ira eda qarava tiko (clients) me rawa ni vakalailaitaki kina na kena sega ni matata vinaka na veika e tukuni.</li><li>• E vakadeitaki ni sa ciqoma o koya eda qarava na itukutuku kece e gadrevi me rawa ni vakatulewa kina.</li></ul>	<ul style="list-style-type: none"><li>• E dua e qaravi (client) e kila vinaka tu na vosa vakavavalagi ia e mai dredre na nona vosa vakavinaka me baleta ni lomaleqataka na veika e yacovi koya se ituvaki ni nona bula.</li><li>• O koya e qaravi (client) e dredre vua me kila na veika e tukuna tiko mai na tamata cakacaka se staff member.</li><li>• O koya e qaravi (client) e sega ni rawa ni vosa Vakavavalagi vakavinaka.</li><li>• O koya e qaravi (client) e vakaraitaka ni gadreva e dua na dauvakadewavosa se cava ga na nona ulubale.</li><li>• Kevaka e rawa, me vakatau na dauvakadewavosa e digitaki ke tagane se yalewa o koya e qaravi (client).</li><li>• Soli tiko na vuli me baleta na ituvaki ni bula (health).</li></ul>

O ira na dauqaravi ira na matua e saumi ira na matanitu e rawa ni ra vakayagataka na Translating and Interpreting Service (TIS) National e SEGA NI SAUMI me sotava na nodra itavi ka ni soli vei ira na veivakadonui me ra daueriqaravi. Veitaratara kei na TIS National e na 131 450 kevaka o via kila eso tale na itukutuku.

O ira na tabana tale eso era qarava na vakavakadewavosa:

- Voleka ni 65 na yabaki na nona veiqrarvi na Support with Interpreting, Translating and Communication (SWITC)
- National Relay Service

## E RAWA ME VAKADEWAVOSA E DUA NA LEWE NI MATAVUVALE SE ITOKANI?

O ira na lewe ni matavuvalo, na itokani, se o ira na lewe ni noda itikotiko E SEGA NI DODONU me vakayagataki me ra vakadewavosa, kevaka mada ga e kerea o koya e qaravi (client):

1. O sega beka ni kila na ivakatagedegede ni nona vosataka na nona vosavosa o koya e qaravi kei na vosa Vakavavalagi na nona itokani se wekana.
2. O ira na rawa ni vosataka na vosa ruarua era sega ni vakasitivikit i rawa ni ra vakayagataki me ra veivuke e na gauna ni leqa tubukoso, e na so na gauna e vinakati totolo kina na veivuke se e na vanua e sega tu kina e dua na dauvakadewavosa e vaka sitivikit se accredited interpreter. E sega ni vakatarai me ra vakayagataki na gone me ra vakadewavosa.
3. Na nona vakayagataki e dua na dauvakadewavosa e sega ni vakasitivikit se sega ni veiganiti e na rawa ni yaco kina e so ka bibi veiira kece era vakaitavi e na veivosaki, vakabibi ke vakavuna me veileceyaki na veika vakalawa kei/se veika me baleta na ituvaki ni bula.
4. E na nomu vakayagataki e dua na dauvakadewavosa e rejisita, e na vuake na kena rogoci vakamatau ka na maroroi talega na veika me baleti koya e qaravi vakabibi ke dua na ka me baleti koya se vakatulewa e sega ni veiganiti me tukuni raraba.

# Ulutaga 5: Cakacaka kei Ira na Dauvakadewavosa

## VEITOKONI E NA VEIKA VAKAVANUA

Vakauqeta na nona vakayagataki e dua ka tokona na veika vakavanua se dua e na dauveitokoni (advocate) ke kerea o koya e qaravi. Ni sega ni dodonu me ra mai vakaitavi o koya e mai sosomitaka e dua na dauvakadewavosa e rejisita. Veitaratara kei na Government Services se veivuke vakamatantu volekati iko mo kunea kina e dua na tabana ni dauvakadewa vosa.

## O IRA NA QARAVI ERA SEGA NI VIA VAKAYAGATAKA NA DAUVAKADEWA VOSA

Kevaka e sega ni vinakata me vakayagataki e dua na dauvakadewavosa o koya o qarava, oya na dodonu e tiko vua, mo raica me volai tu vakamatata. E dodonu talega mo tukuna vua na nomu iliuli se Team Leader me baleta ni qo e rawa ni vakavuna na leqa e na vanua ni cakacaka se workplace incident.

NA ITEKITEKIVU	NA VANUA O TU KINA	VOSA TIKO
<ul style="list-style-type: none"><li>Tukuna vua na dauvakadewavosa na vuni veitalanoa. Oqo e rawa ni volai e na fomu ka kacivi kina (booking form) na vakadewavosa se me tukuni vua ni se vo e 10 na miniti me tekuva na vakavakadewa. Oqo e na vuakea na dauvakadewavosa me vakarautaki koya ka me na matata kece na nona vakavakadewa vei ira era veivosaki.</li><li>Na dauvakadewavosa e rawa talega ni veivuke e na kena kilai na itovo vakavanua e dau veicurumaki kei na vosa me rawa me kilai vinaka na mataqali itovo kei na isau ni taro e tau.</li></ul>	<ul style="list-style-type: none"><li>E vinaka duadua mo dabe veibasai ka raici iko vakadodonu o koya e sega ni kila vinaka na vosa Vakavalagi ka dabe toka na dauvakadewavosa e yasana.</li><li>Solia e dua na gauna me vakakilaitaki koya na dauvakadewavosa vei koya o qarava (client). Drau veirai mata kei koya o qarava e sega ni kila na vosa Vakavalagi mo vakaraitaka ni veika kece e caka tiko me baleti koya, vakavo ke sega ni itovo dokai e na nona vanua.</li></ul>	<ul style="list-style-type: none"><li>Dau vosa e liu me kakua ni veileceyaki na veitalanoa. Oqo e vakadeitaka ni kilai vinaka na itukutuku vei ira kece na vakaitavi tiko e na veivosaki.</li><li>Vakayagataki na vosa rawarawa ka me leleka na yatuvosa.</li><li>Cegu vakawasoma me rawa ni rau kila vinaka na itukutuku o koya o qarava (client) kei na dauvakadewavosa ka nanuma mo ciqoma ni na so tiko na taro.</li><li>Vakauqeta na dauvakadewavosa vakamatataki na veika e tukuni tiko se kerea me vakaruataki tale e na gauna e gadrevi kina.</li><li>Kakua ni vakayagataki na vosa e sega ni dau vakayagataki raraba, vosa vakavarada, idioms se vosa vakaibalebale.</li></ul>

## NA IVUREVURE NI ITUKUTUKU

Queensland Health. (2007). *Na idusidusi ni Cakacaka kei ira na Vakadewavosa se Working with Interpreters Guidelines*. [https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0033/155994/guidelines\\_int.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0033/155994/guidelines_int.pdf)

Queensland Health. (2019). *Veigaravi ni Dauvakadewavosa se na Tabana ni Bula e Queensland - itukutuku vei ira na tamata cakacaka*. <https://www.health.qld.gov.au/multicultural/interpreters/qhis-for-staff>

The CALD Assist App. <http://www.culturaldiversity.com.au/good-practice-stories/713-cald-app>

Veigaravi ni Dauvakadewavosa se Translating and Interpreting Services (TIS). <https://www.tisnational.gov.au/>



# NA IDUSIDUSI KA VUKEA NA VEIQARAVI RARABA SE INCLUSIVE ENGAGEMENT TIP SHEETS

Na idusidusi (tip sheets) e tu kina eso na iwalewale bibi ni da cakacaka tiko kei ira na veimataqali tamata e na noda itikotiko:

- 1.** Na Veimataqali Matua
- 2.** Veimatatamatama e Duidui na nodra iTovo Vakavanua kei na Vosavosa.
- 3.** O ira na iTaukei ni Vanua (Aboriginal) kei na lewe ni Torres Strait Island
- 4.** Veiwatini Vakayalewa, Vakasalewalewa, Gaganotaka na tagane kei na yalewa (Bisexual), Duidui na nodra rai me baleta na tagane se yalewa (Trans and Gender Diverse), o ira era rawa ni tagane se yalewa (Intersex people) (LGBTQIA+)



Nanuma o ira na idusidusi oqo (tip sheets) era rawa ni vakayagataka o ira era qaravi ira na matua ke gadrevi. E sa vakarautaki eso na isema ([links](#)) yaga me kuria na itukutuku kevaka era gadreva na qaravi ira na matua me ra vulica e levu tale na ka me baleta na veimataqali ilawalawa oqo.

# NA DUIDUI VEIMATAMATA MATUA

Na Tabana ni Bula e raici ira na matua ka duidui na nodra gagadre, ivakarau ni bula, kei na bula era a lakocuruma ka vakavuna me ra lewe ni lawalawa se mata ilawalawa era dau guilecavi, dusi se vakaduiduitaki e na nodra bula<sup>1</sup>.

O ira na Matua e Ositerelia era rawa ni lewe ni ilawalawa se veilawalawa e ra:



# NA DUIDUI VEIMATAMATA MATUA

NA VEIKA E VAKATATAO	ESO NA IDUSIDUSI
<p><b>Na itukutuku:</b> o ira na duidui matua era sega beka ni kila na sala me ra taura kina na itukutuku se e duidui na vakatagedegede ni nodra kila na itukutuku era wilika. (dua na kena vakaraitaki., e dua na marama matua ni Esia e gadreva na veiqravni me veivuke e na cakacaka ni vale ka me rawa ni taura na itukutuku me baleta na qaravni ni matua).</p>	<ul style="list-style-type: none"> <li>Solia na itukutuku e rawarawa ka wiliki vakarawarawa.</li> <li>Vakarautaka na itukutuku e na veimataqali vosavosa kevaka era gole mai na veillawalawa e duidui na nodra iTovo Vakavanua kei na nodra iVosavosa (CALD) groups.</li> <li>Vakadeitaka ni na rawa ni taura o koya o qarava tiko na itukutuku. (dua na kena vakaraitaki., veitaratara kei na tabana ni vakavakadewa me vakadewataki na nona gagadre o koya e qaravni kei na mataqali veiqravni e rawa ni solia na dauveiqravni).</li> </ul>
<p><b>Veitokoni kei na kena tauri rawarawa:</b> na veivanua e na taudaku ni koro lelevu e lailai tu kina o ira na dau qaravni ira na matua me ra tokoni ira na via qaravni ka me vakarawarawataki vei ira na taura na itukutuku kei kena yacovi ira na veiqravni. (dua na kena vakaraitaki., eso na iTaukei ni vanua (Aboriginal) kei na kai Torres Strait Island era tu e na vanua galala. Era se gadreva tikoga me yacovi ira na neitou veiqravni).</p>	<ul style="list-style-type: none"> <li>O ira na qaravni mai na veivanua duidui ka ra dui tutu e dodonu me yacovi ira na veiqravni vinaka.</li> <li>Vakaqara na veiqravni e na veivanua galala oqo se remote areas. (dua na kena vakaraitaki., cakacaka kei ira e na nomu itikotiko ka tekvuna na kena veivosakitaki kei ira na tu voleka (locals) me kilai na vanua cava e gadrevi vakalevu kina na nodra qaravni na matua).</li> </ul>

## INCLUSIVE SERVICES SE VEIQARAVI RARABA

- Tara cake na veiwekani e kune kina na veidokai.
- Taroga na veika me baleta na nona itovo ni bula o koya e qaravni, na veika e gadrevi me baleta na nona tuvaki ni bula, na nona itovo vakavanua, etc.
- Tuvalaka eso na soqo e na sotava na nodra gagadre (e.g., na nodra laki tiko e na soqo ni nodra itikotiko se na soqo ni lotu)
- Ciqoma ka tokona na nodra duidui e na kena soli na veiqravni e veisautaki rawarawa me sotava na nodra gagadre.
- Vakavulici ira tale eso me baleta na noda ciqoma na duidui ni veimatamata se inclusivity.

## NA IVUREVURE NI ITUKUTUKU

Tabana ni Bula, (2019). *Na veivuketaki ni nodra tokoni na duidui matua: Na idusidusi vei ira na soli veiqravni se aged providers*. Matanitu o Ositerelia se Australian Government <https://www.health.gov.au/resources/publications/shared-actions-to-support-all-diverse-older-people-a-guide-for-aged-care-providers>

Na Porokaramu e tokoni ira na dauveiqravni se CarerGateway. O qarava tiko e dua e tauvi koya na mate ni vakasama? Vakaqara na veitokoni kei na veiqravni me vuksi iko. <https://www.carergateway.gov.au/tips/looking-after-person-mental>

Na Porokaramu e tokoni ira na dauveiqravni se CarerGateway. O qarava tiko e dua na Sotia Luvaisulu? Vakaqara na veitokoni kei na veiqravni me vuksi iko. <https://www.carergateway.gov.au/tips/veteran-carer-support-services>

Na Porokaramu e tokoni ira na dauveiqravni se CarerGateway. O qarava tiko e dua e leqa tiko e dua na tiki ni yagona? 10 na sala me vakarawarawataka na nomu bula. <https://www.carergateway.gov.au/tips/tips-disability-caring>



# O IRA NA ITAUKEI NI VANUA KEI IRA NA KAI TORRES ISLAND

Na kedra wiliwili o ira na iTaukei Ni Vanua (Aboriginal) kei ira na kai Torres Island e Ositerelia e volekata na 798,400 . Oqo eso na idusidusi me vuakea na kena ravuti eso na ka e vakatatao era lako curuma o ira na iTaukei Ni Vanua (Aboriginal) kei ira na kai Torres Island.



NA VEIKA E VAKATATAO	ESO NA IDUSIDUSI
<p><b>Na itovo ni rai, na veika e mareqeti, kei na vakabauta e duidui e na veimatamatama, oka kina na nodra rai me baleta na veiqravni.</b> (dua na kena vakaraitaki, O ira na First Nations communities e tu ga e dua na wekadra vakadra me qaravi ira na matua).</p>	<ul style="list-style-type: none"> <li>Solia na galala vei ira na iTaukei ni Qele (Aboriginal) kei na kai Torres Strait Island me ra vakaitavi e na kena vakatulewataki na mataqali veiqravni me solia vei ira. (dua na kena vakaraitaki, “O kila ni Anglicare e tu na tamata cakacaka era dau tokoni ira na First Nations? O vinakata me au semati iko kei ira?”).</li> </ul>
<p><b>Veitaratara</b> (dua na kena vakaraitaki, O ira na First Nations era wili vaka high context cultures, e kena ibalebale ni ra na vinakata e liu meda sema vakawekani ni bera ni da veitaratara e na noda veitalanua me isau ni taro).</p>	<ul style="list-style-type: none"> <li>O ira na First Nations era wili vaka high context cultures, e kena ibalebale ni ra na vinakata me tauyavutaka e dua na veiwekani bibi ni bera ni titobu na veitalanua.</li> <li>Vakatarai me rogoci na ilawalawa oqo.</li> <li>Vakatarai ira me ra talanoa. (dua na kena vakaraitaki, mo vosota vakadede ka vakarogoca na italicanoa me semata na itukutuku era via tukuna tiko).</li> </ul>
<p><b>Veivakabauti</b> (Dua na ivakaraitaki oqo., Na itukutuku makawa kei Ositerelia me baleti ira na Matai ni Mata tamata era yaco mai ki ke se First Nations e vakasucuma e levu na yalo ni sega ni veivakabauti ka ni volai tu kina na nodra vakamatei vakayayau, vakamatei e na gauna era vesu tu kina kei na buli ni lawa na White Australia policy ka ra sega ni vakatarai kina na First Nations peoples me ra butuka eso na vanua se public places, oka kina o ira era a kau vakaukauwa ni ra se gone se stolen generations survivors).</p>	<ul style="list-style-type: none"> <li>Me tu e dua na vanua era qarauni vinaka kina na Aboriginal kei na kai Torres Strait Island mevaka na kena vakaraitaki raraba na nodra drotini wili kina e na valenivilavola (reception area) kece ni vanua era qaravi kina na matua kei na veivanua kece ni veiqravni ni isoqosoqo.</li> <li>Vakaitavi e na veisoqo era vakaitavi kina na veimatamatama e duidui na nodra itovo vakavanua (dua na kena vakaraitaki, me tarai cake na nodra veivakabauti e na nodra vakacakakataki na First Nations people e na veivanua era qaravi kina na matua ka me ra lewe ni timi era dau laki raici ira na qaravi se client services teams. Vakarautaka na itukutuku kei na veika tale eso e vakaraitaka na veitokoni mevaka na tikidua e tabaki tu kina na veimatantu era veitokoni e na gauna ni bose se me ra wilika o ira era cakacaka e loma se vulagi era lako mai tuba).</li> </ul>
<p><b>Veivakaduiduitaki Vakamatatamata</b> (dua na kena vakaraitaki, Na itukutuku makawa kei Ositerelia me baleti ira na Matai ni Mata tamata era yaco mai ki ke se First Nations e vakayacori kina na veiwasei se segregation, veivakaduiduitaki, na itovo ni veivakaduiduitaki vakamatatamata, e sega ni dodonu me vosoti).</p>	<ul style="list-style-type: none"> <li>Eso era vakarautaka na itovo ni veivakaduiduitaki vakamatatamata ia era sega ni bau totogitaki<sup>1</sup>. E dodonu meda qarauna me kakua ni vakatarai na mataqali ivakarau vakaqoq. E dodonu meda dokai ira na lewenivanua kei na duidui ni tamata yadudua. (dua na kena vakaraitaki, vulica na itovo vakavanua/ veitovo tale eso ni bera ni ko veimaliwai kei ira na duidui mata tamata ka ni duidui na nodra itovo vakavanua, vakabauta se na itovo ni bula o ira mai na veiyasana se tribes. Kakua ni vakayagataka na vosa era vakalolovirataki kina e dua na mata tamata, se vakaduiduitaki se vakarautaka na itovo e veibeci).</li> </ul>
<p><b>Na Veiqravni raraba</b> (dua na kena vakaraitaki oqo, e sega ni dua ga na mataqali veiqravni e ganiti ira kece, o ira na First Nations e duidui na nodra gagadre kei na veika era vinakata, duidui na mataqali veiqravni e vinakati me ganita na nodra itovo ni bula).</p>	<ul style="list-style-type: none"> <li>Kila vakavinaka na veika me baleta na ira na matua.</li> <li>Vakaqara vakasala mai vei ira era a vakatawani Ositerelia taumada se First Nations.</li> <li>Semata na veivanua ni veiqravni vei ira na Matua se Aged Care facility, kei na vanua era qaravi kina na Gone kei na Matavuvale se Children and Families facility kei na nodra isoqosoqo na local First Nations kei na nodra itikotiko se community e na vukudra na First Nations era qaravi tiko. (dua na kena vakaraitaki., Semata ira era soli veiqravni kei ira era veiqravni e na local First Nations health care providers and services ka kere ivakasala e na iwalewale vinaka duadua me ra qaravi na matua se First Nations Elders se o ira na matua era sa qaravi tiko e na veivanua eso se aged in care facilities).</li> </ul>

# O IRA NA ITAUKEI NI VANUA (ABORIGINAL) KEI IRA NA KAI TORRES ISLAND



## NA IVUREVURE NI ITUKUTUKU

AIHW (Australian Institute of Health Welfare), (2021). *Na itukutuku Digitaki me baleti na iTaukei ni Vanua o Ositerelia.*  
Na Matanitu o Ositerelia. <https://www.aihw.gov.au/reports/australias-welfare/profile-of-indigenous-australians>

Althaus, C & O'Faircheallaigh, C, (2022). *Leading from Between: Indigenous Participation and Leadership in the Public Service.*  
Barriers to Indigenous Participation and Leadership Practice. <https://www.jstor.org/stable/j.ctvscxt27.10>

Na Veitokoni kei na Nodra Vukei na Dauveiqaravi se Carer Gateway. 3 na isema bibi (key links) me baleti ira na qaravi ira Na iTaukei  
(Aboriginal) kei na kai Torres Strait Island. <https://www.carergateway.gov.au/tips/key-links-atsi-carers>

Na Veitokoni kei na Nodra Vukei na Dauveiqaravi se Carer Gateway. Veitokoni vei ira na dauveiqaravi e na taudaku  
ni korolelevu kei na veivanua galala. <https://www.carergateway.gov.au/tips/rural-and-remote>

# VEIMATATAMATA E DUIDUI NA NODRA ITOVO VAKAVANUA KEI NA IVOSAVOSA

Culturally and Linguistically Diverse People (CALD) oqo o ira era lako mai na veivanua e sega ni nodra ivosavosa na vosa vakavavalagi ka/se nodra itovo vakavanua.

O ira ilawalawa era oka me ra CALD e vakataotaki me yacovi ira na veivuke vakabibi o ira na matua era qaravi tiko. Oqo eso na idusidusi e vukea na kena rawai na veika e vakatatao tiko<sup>1</sup>.



NA VEIKA E VAKATATAO	ESO NA IDUSIDUSI
<p><b>Na itovo ni rai, na veika e mareqeti, kei na vakabauta e duidui e na veimatamata, oka kina na nodra rai me baleta na veiqravni</b>  <span style="color: orange;">(dua na vakaraitaki, e levu na matavuale ni Filipino era vinakata me qaravi ira na itubutubu na lvedra mai na vakayagataki ni dua na dauniveiqravni e raica ira na matua se aged care services).</span></p>	<ul style="list-style-type: none"> <li>Tarogi koya o qarava me baleta na nona bula vakavanua kei na nodra rai me baleta na nodra qaravi na matua.</li> <li>Vakaitavi e na veisoqo ni marau ni nona vanua o koya o qarava.  <span style="color: cyan;">(dua na kena vakaraitaki., “Bula Jocelyn, Au a vakasamatata tiko era dau qaravi vakacava na matua e na nomu vanua?”).</span></li> </ul>
<p><b>Veitaratara</b>  <span style="color: orange;">(dua na kena vakaraitaki., o ira era qaravi se clients e rairai vosa e na duatale na ivosavosa, ka na vakadredretaka me kila vinaka na mataqali veiqravni me soli vei ira).</span></p>	<ul style="list-style-type: none"> <li>Me vakayagataki na mataqali iwalewale ni veitaratara mevaka na cue cards, misini ni vakavakadewa, o ira na lewe ni matavuale, kei ira na dauvakadewavosa.  <span style="color: cyan;">(dua na kena vakaraitaki., “bula Ms. Kim, Au via vakaraitaka vei iko ni tiko na tabana ni vakavakadewa e vakailavotaka na matanitu ka rawa mo vakayagataka kei tinamu. E sega ni saumi ka na rawa ni vukei iko e na nomu vakatulewa. Kerekere qai tukuna vei au ke o via vakayagataka na sala ni veiqravni oqo se o via kila eso tale na itukutuku me baleta na veiqravni”).</span></li> </ul>
<p><b>Rawarawa ni moici vakatau ki na draki ni bula</b>  <span style="color: orange;">(dua na kena idusidusi., era rawa ni kidacalataka na duidui ni itovo vakavanua o koya e qaravi (clients) ka ni curuvanua ki na dua na vanua vou).</span></p>	<ul style="list-style-type: none"> <li>Cakacaka vata kei na CALD community kei na veisoqosogo<sup>2</sup>.  <span style="color: cyan;">(dua na kena vakaraitaki, vakatakilaitaki koya e qaravi kivei ira e na nona itikotiko vou  <span style="color: cyan;">(dua na kena vakaraitaki., vakatakilaitaki koya e qaravi kivei ira e na nona itikotiko vou e tautauvata na nodra itovo vakavanua. Oqo e rawa ni vukei ira me ra veisau ka vakataukeitaki ira e na nodra itikotiko vou).</span></span></li> </ul>
<p><b>Na kena Vakadeuci na Sala ni Veiqravni vei ira na Matua</b>  <span style="color: orange;">(dua na kena vakaraitaki., eso e ka vou vei ira na sala ni nodra qaravi na matua, oqo e kauta mai eso na dredre e na gauna e vakadeuci tiko kina na My Aged Care).</span></p>	<ul style="list-style-type: none"> <li>Solia na itukutuku ka caka vuli me baleta na sala ni kena rawa ni ko qaravi vei ira na My Aged Care kei na CHSP providers.</li> <li>Vukei ira na qaravi e na nodra deuca na veiqravni vei ira na matua se aged care system.  <span style="color: cyan;">(dua na kena ivakaraitaki., “E rawa ni au vukei iko e na nomu vakadeuca na veiqravni vei ira na matua se My Aged Care?”  <span style="color: cyan;">“Au kunea e dua na gauna ni vuli se information session kedaru na rawa ni lako kina, e rawa vei kedaru ruarua me daru vulica eso tale na ka me baleta na qaravi ni matua”).</span></span></li> </ul>

1. AIHW, (2020)

2. Tabana ni Bula, (2019)

# VEIMATATAMATA E DUIDUI NA NODRA ITODO VAKAVANUA KEI NA IVOSAVOSA



NA VEIKA E VAKATATAO	ESO NA IDUSIDUSI
<p><b>Na veitokoni vei ira e Duidui na nodra iTovo Vakavanua kei na nodra iVosavosa se (CALD)</b>          (dua na kena ivakaraitaki., era sega ni ra kila e dua tale na ivosavosa na dauveiqravi, na vulici ni walewale ni veitaratara kei na vakaiteki ki na soqo ni veimatamatata e rawa ni vupei koya e qaravi).</p>	<ul style="list-style-type: none"> <li>Vulica na iwawlale ni veitaratara kei ira na dauvakavakadewa kei na itukutuku me baleti ira na veimatamatata.</li> <li>Vakaqara/ka tiko e na nodra vuli na cakacaka e na CALD / kei ira na volunteers.</li> <li>Tuvalaka na soqo me marautaki kina na duidui ni matamatata.            (dua na kena vakaraitaki., “Bula Lee, e na vakayacori e na macawa balavu oqo na nodra soqo na kai Jaina se Chinese festival! O vinakata me au lako kei iko ki na soqo?”).</li> </ul>
<p><b>Stereotyping se na vakayagataki ni veika lasu, e umani kina e dua na mataqali matamatata</b>          (e.g., O Jose, e rawa ni vosa vakavavalagi, ia e sega ni kena ibalebale ni na rawa ni wilika. E na so na gauna ni da vakasamataka ni donu na ka eda nanuma, e vinaka meda taro meda kila kina na dina).</p>	<ul style="list-style-type: none"> <li>Tuvalaka na veisoqo e kilai kina na duidui ni matamatata ka vakakilaitaki kina na veimataqali itovo vakavanua.</li> <li>Dolava na yalomu mo vulica na itukutuku me baleta na duidui itovo vakavanua.</li> <li>Kakua ni nanuma ni ra kila kece na tamata na vosataka kei na wilika na vosa vakavavalagi <sup>1</sup>.            (dua na kena vakaraitaki., vakatakilaitaki koya e qaravi kivei ira e na nona itikotiko vou e tautauvata na nodra itovo vakavanua. Oqo e rawa ni vupei ira me ra veisau ka vakataukeitaki ira e na nodra itikotiko vou).</li> </ul>

## NA IVUREVURE NI ITUKUTUKU

Tabana ni Bula kei na Veiqravi e Ositerelia se AIHW (Australian Institute of Health and Welfare), (2020).

*Tukutuku me baleta na kedra iwiwiliwi na matua era qaravi e na yabaki 2020 - na ikatolu ni wasewase,*

se GEN Aged care data snapshot 2020—third release., Canberra: GEN

<https://www.gen-agedcaredata.gov.au/Resources/Access-data/2020/October/Aged-care-datasnapshot%E2%80%942020>

Tabana ni Bula, (2019). *Na Veitokoni Vei ira na Matua e Duidui na Nodra iTovo Vakavanua kei na Nodra iVosavosa: Na idusidusi vei ira na dauveiqravi se Actions to Support Older Culturally and Linguistically Diverse People: A guide for aged care providers.* Na Veilawalawa E Dau Raica na Qaravi ni Duidui Matuase Aged Care Sector Committee Diversity Sub-group Na matanitu o Ositerelia se Australian Government <https://www.health.gov.au/resources/publications/actions-to-support-older-cald-people-a-guide-for-agedcare-providers>

Lilly Xiao: *Na porokaramu me baleti na dauveiqravi e na nodra qaravi veicurumaki na veimatamatata matua*

<https://www.openlearning.com/courses/developing-the-multicultural-workforce-to-improve-the-quality-of-care-for-residents>

1. Tabana ni Bula, (2019)

# **VEIWATINI VAKAYALEWA, VAKASALEWALEWA, GAGANOTAKI IRA NA TAGANE KEI NA YALEWA, O IRA ERA VEISAUTAKA NA NODRA TAGANE SE YALEWA KEI IRA ERA TAGANE KEI NA YALEWA (INTERSEX) (LGBTQIA+)**

## **NA IVAKAMACALA**

**1**

### **SEXUAL ORIENTATION**

Oqo e vakamacalataki kina na vanua e vakanaulu kina na yalona, yagona kei na/se gagano kina e dua. Oqo e oka kina, ia e sega walega ni gagano vakayalewa (lesbian), vakasalewalewa (gay), gagano vei ira na tagane kei na yalewa (bisexual), o ira e sega ni gagano vua e dua (asexual), o ira era gagano vei ira na tagane se yalewa (heterosexual), gagano ki vua era vakila ni kaukauwa na nodra sema (demisexual), gagano raraba (pansexual) ka levu tale. Me kakua ni vakayagataki na 'sexual preference' e na dua na vosa se ivola tukutuku ka ni oqo e vakaraitaka tiko ni nona tagane se yalewa e dua e nona digidigi<sup>1</sup>.

**2**

### **GENDER IDENTITY**

Oqo e vakamacalataki kina na nona nanuma e dua (me baleta na nona tagane, yalewa se vei vakanananu e sema kina) ka sega ni wili kina na nona kacivi tagane se yalewa e na gauna a sucu kina. E baleta na nona rai e dua me baleti koya. Mai na tagane kei na yalewa ki na dua e sega ni wiliki koya me tagane se yalewa ("non binary" se "genderqueer")<sup>1</sup>.

**3**

### **EXPRESSION (GENDER)**

Oqo na nona vakavatukanataka na nona rai me baleti koya. (identity) Oqo e rawa ni nona vakamacalataka na nona isulusulu, na nona iwalewale ni vosa, vakaitovotaki koya, na kena irairai mevaka na cakacaka ni uluna se nona sasauni. Oqo e rawa ni wili kina na ivukivuki vakatagane ki na ivukuvuki vakayalewa se sega ni dua na ivukivuki e na so na gauna. Na 'Gender identity' kei na 'sexual orientation' ni dua na tamata e sega ni rawa ni vakararavitaki ki na nona vakatukanataka e dua na veika baleti koya se gender expression<sup>1</sup>.

**4**

### **GENDER DIVERSITY**

Na vosa oqo e vakamacalataka na veimataqali rai me baleta na tagane kei na yalewa (gender) ka kune kina ni sega ni yaco ga ki na rai ni da tagane se yalewa, e oka kina o ira era duidui sara ka veiveisau na nodra rai (transgender kei na gender fluid).

O ira na matua e na LGBTQIA+ Community era na sega ni vakaraitaka na nodra rai me baleta na nodra tagane se yalewa (gender) kei/se na nodra gagano (sexuality) vei ira na dauveiqaravi ka ni o ira na ilawalawa oqo era a sotava beka na veivakaduiduitaki, na itovo kaukauwa kei na veivakatotogani e na gauna e liu.



1. Tabana ni Gone, Lewa Dodonu ni iTabagone kei na Bula Veicurumaki ni Veimatatamata, (2021) se Department of Children, Youth Justice and Multicultural Affairs, (2021).

# VEIWATINI VAKAYALEWA, VAKASALEWALEWA, GAGANOTAKI IRA NA TAGANE KEI NA YALEWA, O IRA ERA VEISAUTAKA NA NODRA TAGANE SE YALEWA KEI IRA ERA TAGANE KEI NA YALEWA (INTERSEX) (LGBTQIA+)

CAKAVA	KAKUA NI CAKAVA
<p><b>Tauyavutaka me Kilai</b></p> <ul style="list-style-type: none"> <li>Ciqoma ni o ira na LGBTQIA+ era sa matua e duidui na veika baleti ira kei na nodra gagadre.</li> </ul>	<ul style="list-style-type: none"> <li>Sega ni kauwaitaka/sega ni galeta e dua o qarava me baleta na nodra vakanananu ni ra tagane se yalewa se gender identities.</li> <li>Madua se cakava na ka yavutaki e na nomu vakabauta.</li> </ul>
<p><b>Tara e dua na vanua ni veitaqomaki vinaka</b></p> <ul style="list-style-type: none"> <li>Vakaraitaka na veivakabuti kei na veidokai.</li> <li>Vakayagataka na ivakarau dodonu me sokumuni kina na itukutuku mai vei ira na LGBTQIA+.</li> <li>Tokona na nodra gagadre na qaravi.</li> </ul>	<ul style="list-style-type: none"> <li>Wasea na itukutuku vuni.</li> <li>Vakamaduataki koya e qaravi yavutaki e na ka se veika e baleti koya.</li> <li>Kakua ni vosa ca.</li> </ul>
<p><b>Matavuvale e digitaki</b></p> <ul style="list-style-type: none"> <li>Me oka e na vuvale na LGBTQIA+ e na ituwatuvu ni nona qaravi e dua na matua se aged care plan (vakavo ke ra sega ni vinakata).</li> <li>Sureti ira na matavuvale me ra mai veitomani e na so no soqo se me ra qarava eso na itavi e na itikotiko ni veiqravni (me solia o koya e qaravi na veivakadonui).</li> </ul>	<ul style="list-style-type: none"> <li>Kakua ni vakatikitikitaka e dua na lewe ni matavuvale me baleta na nona veimaliwi kei koya e qaravi.</li> <li>Kakua ni laki veitukunayaka na digidigi ni nodra itovo ni gagano se na itovo ni nona raici koya e dua.</li> </ul>
<p><b>Na Veimaroroi kei na veitokoni</b></p> <ul style="list-style-type: none"> <li>Veitalanoataka na vakanananu e tu se stereotypes e dau tara na ivakatagedegede ni veiqravni e dau soli.</li> <li>Vakaitavi e na nodra soqo na LGBTQIA+.</li> <li>Vakarautaka na sala me tauri na itukutuku, na veitokoni, etc. me baleti ira na LGBTQIA+.</li> <li>Vakaraitaka na veitokoni e na kena tu na drotini drodrolagi se rainbow flag, na roka ni taube se lanyard, na droini se artwork, na itaba se picture, etc<sup>1</sup>.</li> </ul>	<ul style="list-style-type: none"> <li>Stereotype.- na veika lasu, e umani kina e dua na mataqali matamatama</li> <li>Na itovo e vakatabakidua kina na rai.</li> <li>Sega ni ciqoma na nodra dodonu na qaravi (clients) me ra vakaliliga se vakaraitaka na vosa PRIDE.</li> <li>Sega ni kauwaitaka na itukutuku ka na rawa ni vuksi koya o qarava tiko e lewe ni LGBTQIA+.</li> </ul>



1. Na Tabana ni Veiqravni e na Metro North Hospital (2021) se Metro North Hospital and Health Services, (2021)

# VEIWATINI VAKAYALEWA, VAKASALEWALEWA, GAGANOTAKI IRA NA TAGANE KEI NA YALEWA, O IRA ERA VEISAUTAKA NA NODRA TAGANE SE YALEWA KEI IRA ERA TAGANE KEI NA YALEWA (INTERSEX) (LGBTQIA+)

## NA VOSAVOSA E SEMA KI NA TAGANE SE YALEWA E VEIGANITI ME VAKAYAGATAKI

### • Na nauni qali (pronouns) e sema ki na tagane se yalewa

Tarogi koya e qaravi se nauni qali (pronouns) e vinakati me vakayagataki ka me kakua ni yavutaka na nomu nanuma e na kena irairai.

Dua na kena vakaraitaki: "Bula Sarah, E na gauna au vakamacalataki iko kina, na nauni qali (pronouns) cava o vinakata me vakayagataki?"

### • Na vosa e sega ni vakabibitaki kina na tagane se yalewa

Bulia na taro e sega ni vakabibitaki kina na mataqali gagano (sexual orientation) se na veika e baleta na gagano (sexual characteristics) me vakaraitaki vei koya e qaravi (client) ni ko ciqoma na duidui ni veimatamatama.

Dua na kena vakaraitaki: "Ni yadra kece, tukuna vei au na veika me baleta na nomu itokani/watimu"

"Na tamata e tiko e na rumu oya"

### • Me ciqomi na duidui e na veimatavuvale

O ira na matavuvale era sega kece ni gaganotaka na yalewa se tagane me duidui mai veikoya (heterosexual), ciqoma ni ra tagane se yalewa (cigender) se era veiwekani vakadra.

Dua na kena vakaraitaki: "Na cava e dau cakava na nomu itokani (o ira na nomu itokani), na lewe ni nomu matavuvale (o ira na leweni matavuvale) se o dauveiqravi (o ira na dauveiqravi)?"

### • Ciqoma na veimataqali veiwatini kei/na gagano ni tamata

Na dredre ni kena veitalanoataki na nodra veiwatini na LGBTQIA+ e rawa ni vaka vu madua, rai vakatabakidua se veilecyaki, ka rawa ni vakataotaka na kena soli na veiqravi. Kevaka e veiganiti me okati na itokani (partner) e na kena vakatulewataki tiko na veika me baleti koya e qaravi.

Dua na kena ivakaraitaki: "O vinakata me mai tiko e na veivosaki oqo na nomu itokani (partner)?"<sup>1</sup>.

## NA IVUREVURE NI ITUKUTUKU

ABS (Tabana ni Wiliwili), 2016 se (Australian Bureau of Statistics), (2016). *Na iwiliwili ni Lewenivanua kei na Veivakavaletaki: Me baleti Ositerelia - Na iTalanoa mai na Wili Lewenivanua, 2016.* se *Census of Population and Housing: Reflecting Australia – Stories from the Census, 2016.* Matanitu o Ositerelia se Australian Government. <https://www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/2071.0~2016~Main%20Features~Sex%20and%20Gender%20Diversity%20in%20the%202016%20Census~100#>

AIFS (Australian Institute of Family Studies), (2022). *Na iDusidusi ni Cakacaka mai na CFCA: Veitaratara raraba kei ira na LGBTQIA+ era qaravi.* se *CFCA Evidence to Practice Guide: Inclusive communication with LGBTQIA+ clients.* Na Nodra Soqoni ka Veitalanoa na Kenadau e na qaravi ni Matavuvale e Ositerelia se Child Family Community Australia. Matanitu o Ositerelia se Australian Government. [https://aifs.gov.au/cfca/sites/default/files/publication/documents/2110\\_inclusive\\_communication\\_with\\_lgbtiq\\_clients\\_e2pg.pdf](https://aifs.gov.au/cfca/sites/default/files/publication/documents/2110_inclusive_communication_with_lgbtiq_clients_e2pg.pdf)

Na iBalebale ni Veivosa me baleti ira na LGBT, (2017) se An Ally's Guide to Terminology, (2017). *Veitalanoataki ira na LGBT kei na noda raici Vakatautauvata se Talking about LGBT people and Equality.* <https://www.lgbtmap.org/file/allys-guide-to-terminology.pdf>

Na Veitokoni kei na Nodra Vukei na Dauveiqravi se Carer Gateway. O dauveiqravi vei ira na LBGT? Vaqara na veitokoni kei na Veiqravi me vukei iko <https://www.carergateway.gov.au/tips/tips-lgbti-carers>.

Tabana ni Gone, Lewa Dodonu ni iTabagone kei na Bula Veicurumaki ni Veimatamatama, (2021) se Department of Children, Youth Justice and Multicultural Affairs, (2021). *Na iDusidusi ni Veika Me Caka: Vei ira na gone e duidui na rai me baleta na nodra tagane se yalewa kei na gagano ni yalodra.* Matanitu o Ositerelia se Australian Government. <https://cspm.csyw.qld.gov.au/getattachment/85784094-47b8-4a90-9b5d-00b466fea873/pgchildren-with-gender-sexual-orientation-diversity.pdf>

Tabana ni Bula, (2019). *Na veika e Tokoni ira na Lesbian, Gay, Bisexual, Trans and Gender Diverse and Intersex era matua (elder).* Na idusidusi vei ira na dauveiqravi vei ira na matua. Aged Care Sector Committee Diversity Sub-group. Matanitu o Ositerelia se Australian Government. <https://www.health.gov.au/sites/default/files/documents/2019/12/actions-to-support-lgbti-elders-a-guide-for-aged-care-providers.pdf>

1. AIFS, (2022).





## NA IDUSIDUSI (TOOLKIT) ME VUKEA NA NODA VAKATAVITAKI RARABA NA LEWENIVANUA

Na Anglicare Southern Queensland e vakananumi ira na iTaukei ka Nodra na qele e vakayacori tiko kina na veiqraravi. Keimami dokai ira na Matua - e na gauna e liu, e na gauna oqo kei ira e na gauna mai muri- ka vakananuma na bibi ni itavi ni Aboriginal kei na kai Torres Strait Island e na nodra kauwaitaki ira e na nodra itikotiko.