

Top 10 Immediate Actions for Aged Care Organisations

Inclusive care for older
Forgotten Australians / Care Leavers

1.

Ensure every person working in the aged care sector is aware of the existence of Forgotten Australians / Care Leavers and their common childhood experiences.

2.

Implement elements of trauma-informed care, including routine screening for a trauma history and provision of choice and flexibility to meet trauma-related needs. These questions can be helpful for screening:

- a. *"Is there anything about your past that might affect your care, that you would like us to know?"*
- b. *"Do you have any important preferences or requests that would ensure you feel safe while we provide care?"*

3.

Avoid making assumptions about family (for example, by asking 'Which of your family members provides care for you?'). Change language to instead refer to 'support people'.

4.

With consent and where appropriate, maximise information sharing between services (including hospitals, assessment services, and aged care providers) to reduce the need for repeated disclosure.

5.

Rename aged care facilities or units within facilities that have the same names as former orphanages, missions, institutions, or children's homes.

6.

Involve the person in every decision made about every aspect of their care. Consent should be obtained (in some form) for all care tasks.

7.

Always communicate what is going to happen before it happens. Explanations should not be rushed and Forgotten Australians / Care Leavers should be given time to ask questions, refuse any service, or make changes.

8.

Always use the person's preferred name.

9.

Build trust by working in reliable and transparent ways, with consistent caregivers who keep appointments and do what is expected.

10.

Maintain access to psychological and/or counselling services, including pre-existing psychological and/or counselling supports. Where not provided by the aged care organisation, suitable support may be available via [Find and Connect](#).