

Let's yarn about  
ageing well



# Yarning with Families and Communities

## Practical guide and checklist NATSIFACP

**Supporting clear, culturally safe yarning**

***Aged Care Act 2024* • Strengthened Quality Standards • Statement of Rights**

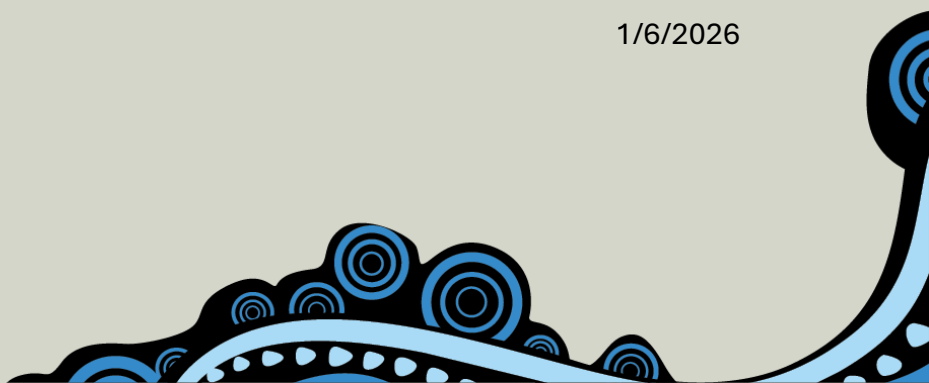
This resource was developed in partnership with [Ninti One Limited](#) and [Culturally Directed Care Solutions](#) (CDCS) as part of the NATSIFACP Regulation Support Hub. The Support Hub was commissioned and funded by the Department of Health, Disability and Ageing and is delivered by Ninti One and CDCS to provide tailored assistance and training to NATSIFACP service providers as they transition to the *Aged Care Act 2024*. Operating from 1 July 2025 to 30 June 2027, the Support Hub connects providers with practical resources and experienced aged care advisors to support understanding of, and compliance with, the new legislation.

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**Australian Government**  
**Department of Health,  
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We acknowledge the Traditional Custodians of the Country on which this organisation operates, and pay our respects to Elders past, present and emerging. This tool is grounded in the principle that community control is a governance strength, and that Elders are at the centre of all decisions made in their name.

# Introduction

This guide supports aged care services to have respectful, culturally safe conversations with Elders, families and community members.

For NATSIFACP providers, yarning is not just a consultation method, it is part of community-controlled governance and accountability to Elders and community. It supports services to listen, understand community priorities, and ensure care reflects culture, connection to Country, and the voices of Elders and families.

Yarning helps services meet their responsibilities under the *Aged Care Act 2024*, including the **Statement of Rights** and requirements to engage with people receiving care, their supporters, and community.

## 1. Preparing for the yarn (checklist)

Before the conversation, consider:	Completed
Have we spoken with the right people (Elders, community leaders, family)?	<input type="checkbox"/>
Is the location comfortable and culturally appropriate?	<input type="checkbox"/>
Is enough time allowed so the conversation is not rushed?	<input type="checkbox"/>
Do staff have relationships in the community? (i.e. family or long-time residents)	<input type="checkbox"/>
Have we explained clearly why we are asking for input?	<input type="checkbox"/>
Have we sought guidance from appropriate cultural authority (e.g. Elders) on how the conversation should be approached?	<input type="checkbox"/>
Have we made it clear how information shared will be used?	<input type="checkbox"/>
Have we considered whether any topics may be sensitive or require additional care?	<input type="checkbox"/>
Have we ensured participation is voluntary and people feel safe to share or not share?	<input type="checkbox"/>

## 2. Conversation prompts (Yarning Guide)

**Instead of formal questions, you can include prompts like:**

What does good aged care support look like for people in this community?

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What helps Elders feel respected and safe when receiving care?

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Are there cultural practices we should be aware of when providing care?

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What are some things services sometimes get wrong?

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How can we work better with families and community?

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What does feeling safe, respected and heard look like when receiving care?

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Are there ways we can better support connection to Country, culture, family or community?

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How would you like us to share back what we've heard and what actions we take?

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## 3. During the Yarn

**Good practice looks like**

Listen more than you speak

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Allow people to tell stories rather than forcing direct answers

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Avoid interrupting or rushing

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Acknowledge different perspectives

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Thank people for sharing their experiences

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Be aware of power differences. Services are there to listen, not lead

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Do not make promises that cannot be kept

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Allow silence and reflection, not all responses need to be immediate

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## 4. After the yarn (follow-up checklist)

Consider:	Completed
Have we documented what we heard respectfully and accurately?	<input type="checkbox"/>
Have we shared back with the community what we heard?	<input type="checkbox"/>
Have we clearly explained what actions will be taken as a result?	<input type="checkbox"/>
Have we explained transparently if something cannot change, and why?	<input type="checkbox"/>
Have we built the learnings into service planning, care delivery, or governance processes?	<input type="checkbox"/>
Have we identified how we will continue the conversation (not just a one-off engagement)?	<input type="checkbox"/>

## 5. Closing the loop with community

**Yarning is part of an ongoing relationship, not a one-off activity. Services should ensure**

Community understands what has changed as a result of their input

Feedback is shared in a way that is accessible and meaningful

Ongoing opportunities for input are provided

Trust is built through consistent follow-through over time

### **Link to Governance**

Insights from yarning should inform board and governance discussions, including service planning, quality improvement, and cultural safety practices.

