Let's yarn about ageing well



NATSIFACP: Culturally Safe Care Plan Prompts

Supporting clear, responsible and culturally safe care plans

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

Funded by the Australian Government, Department of Health, Disability and Ageing, this resource was developed as part of the NATSIFACP Regulation Support Hub, delivered by Ninti One Limited and Culturally Directed Care Solutions (CDCS). The Hub provides tailored support, training, resources and advice to assist NATSIFACP providers transition to and comply with the Aged Care Act 2024. The Hub will operate from 1 July 2025 to 30 June 2027.

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Contents

Culturally Safe Care Plan Prompts	**3**
Care plan prompt suggestions	**3**
1. Daily life and routines	3
2. Culture, identity and community	3
3. Family and relationships	4
4. Food and daily comfort	4
5. Health, wellbeing and support	4
6. Independence and choice	4
Recording and using what we hear	**5**
Staff should ensure that:	5
Staff reminder	5

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.

Culturally Safe Care Plan Prompts

These prompts support staff to have meaningful, respectful conversations with older people about their preferences, routines and priorities.

For NATSIFACP providers, care planning is grounded in cultural safety, self-determination, and connection to community. These conversations help ensure care reflects what matters most to the person — including their culture, identity, relationships, and daily life.

This supports responsibilities under the *Aged Care Act 2024*, including the Statement of Rights, which affirms each person's right to make decisions about their care, maintain their identity, and stay connected to culture and community.

Staff should approach these conversations with curiosity, respect and patience. Not all questions need to be asked at once, they can be explored over time.

> Culture, identity and connection to community may influence all areas of care, not just the questions in Section 2

Care plan prompt suggestions

1. Daily life and routines

- What does a good day look like for you?
- What time do you usually like to wake up and go to bed?
- Are there daily routines or activities that are important to you?
- Are there things you would like to keep doing independently?

2. Culture, identity and community

- Are there cultural practices, traditions or beliefs that are important to you?
- Are there community events or gatherings you enjoy attending?
- Are there people in your community you would like us to stay connected with?
- Is there anything we should know to make sure care is culturally respectful?
- Are there ways you would like to stay connected to Country, culture, language or community?
- Are there cultural practices or beliefs that should guide how we support you?

3. Family and relationships

- Who are the important people in your life?
- Would you like them to be involved in your care decisions?
- Are there family members or friends you would like us to help you to stay in contact with?

Family and supporters play an important role in care. Staff should ensure that:

- The older person's voice remains central to all decisions
- Family involvement reflects the person's preferences
- Cultural kinship structures are respected

4. Food and daily comfort

- What foods do you enjoy?
- Are there foods as part of your culture you like to eat?
- What are the things that help you feel comfortable and at home?

5. Health, wellbeing and support

- What helps you feel safe and supported?
- Are there times when you feel worried, upset or things are too much?
- How would you like staff to support you if you are having a difficult day?
- What helps you feel respected and heard by staff?

6. Independence and choice

- What decisions are most important for you to make yourself?
- Are there areas where you would like more support or more independence?
- Is there anything you would like to change about the support you currently receive?
- Are there decisions you feel are sometimes made for you that you would prefer to make yourself?

Recording and using what we hear

Staff should ensure that:

- The person's preferences are recorded clearly in the care plan
- The person's own words are used where possible
- Cultural, family and community connections are reflected in care planning
- Information is shared with relevant staff to support consistent care
- The person is involved in reviewing and updating their care plan over time

Staff reminder

- Listen more than you speak
- Avoid rushing the conversation
- Do not assume, always ask what matters to the person
- Respect that people may choose not to share certain information
- Be aware of power differences, the person is the expert in their own life
- Record what matters in the person's own words where possible
- Check back regularly, what matters may change over time

Link to Governance

Information gathered through these conversations should inform care planning, service delivery, and broader organisational learning about culturally safe care.



