

Real Care the Second Time Around

Issue 9 • September 2022



Pictured: Chris with Meg and Priscilla, from the Real Care the Second Time Around project and co-design group

I am pleased to welcome you to the September 2022 edition of Helping Hand's Forgotten Australians newsletter. This newsletter is shared quarterly with the aged care sector, and Forgotten Australians, to share highlights from the Real Care Second Time Around project.

When I joined Helping Hand as CEO in January 2019, one of my first engagements was launching the organisation's Forgotten Australians Position Statement. This was the first step for us in affirming our commitment to this large group of people that we would lead a body of work in the hope of helping to transform the aged care sector to better meet their needs.

We are entering our fourth year of work dedicated to Forgotten Australians/Care Leavers. I have watched the growth and impact of this work and am delighted that the Commonwealth Government has invested a further two years of funding for us to expand our reach and influence. There are a range of existing resources and an online training session that have been co-designed over recent years that are freely available to all aged care organisations to access to increase understanding around trauma-informed care among their teams.

Over the next two years, Real Care the Second Time Around will continue to raise awareness about Forgotten Australians/Care Leavers, and will partner with Aged Care Providers around the country to embed these resources with a view to long term and sustainable change.

Please enjoy the latest updates in this newsletter, visit our website to access resources, and contact Helping Hand if you would like to book a learning session for your team or to connect with us on this important work.

Chris Stewart
Chief Executive Officer
Helping Hand



Real Care the Second Time Around — our recent activity

The RCSTA team has been busy with webinars and forums over the past few months, including:

UnitingCare Australia Network Forum

Helping Hand CEO Chris Stewart, and Project Coordinator Inclusive Communities Meg Schwarz, presented on Safe and Inclusive Aged Care for Forgotten Australians to this national Network. Support and commitment was sought from this major aged care network and valued community of practice in working with Helping Hand's Real Care the Second Time Around Project to embed and promote the project's resources.

Dementia Australia: Expert Webinar Series – Living with both dementia and PTSD – a case study

This webinar discussed the relationship between surviving psychologically traumatic events and dementia. Using a case study of a woman – 'Helen', who identifies as a person from a background of complex childhood trauma, as well as recently being diagnosed with dementia, the presentation described how the impacts of psychologically traumatic events can continue into late life and affect the experiences of a person with dementia. A collaboration between Flinders University and Helping Hand, it discussed strategies for people with dementia and their care partners to manage the ongoing effects of traumatic stress and maintain a sense of safety and autonomy. Dementia Australia has a range of specialised education videos on their website: www.dementia.org.au/education/people-living-dementia/specialised-education-videos

Australian Association of Gerontology National Webinar – Safe and Inclusive Care for Forgotten Australians

Presented with Flinders University, participants were introduced to barriers to care for Forgotten Australians and focussed on the co-design framework for Helping Hand's project, from a practical and research perspective.

Co-design projects, when effectively facilitated, can improve social care and access to services for marginalised groups. With an ageing population, appropriate aged care services to support ageing Care Leavers, trauma survivors and people with mental health concerns are crucial.

Australian Association of Social Workers National Webinar – Working With Older People Who Experienced Childhood Trauma in Care

A collaboration between Real Care the Second Time Around, Flinders University and Relationships Australia South Australia. It introduced evidence-based knowledge on the impacts of childhood trauma in care and the lived experience of these people, who are referred to as Forgotten Australians / Care Leavers.

It also offered social workers an understanding of how to prevent re-traumatisation in aged care settings and identify and respond to trauma behaviours.

Real Care the Second Time Around — our recent activity

South Australia's memorial to Forgotten Australians

The gardens around the Memorial to Forgotten Australians in South Australia are undergoing a transformation. Thanks to a generous investment of \$25,000 from Adelaide City Council, and support and leadership from Lord Mayor Sandy Verschoor and Councillor Mary Couros, a flower garden, remembrance benches and tables will surround the Memorial, improving accessible engagement with the space. The garden is expected to be complete in time for the National Apology to Forgotten Australians Commemoration on 16 November 2022 and an official launch organised.



EVERYONE
is welcome here



Invitation to join the Diversity Consultative Committee

Helping Hand's Project Coordinator Inclusive Communities, Meg Schwarz, has been invited as a member of this important Committee to contribute to the provision of stakeholder direction and guidance to the Department of Health and Aged Care on the ways the aged care system can better cater to people with diverse characteristics and life experiences.

The Committee will commence in September this year and have representation across Australia's diverse needs groups contributing collectively to the Australian Government's commitment to ensuring the provision of culturally appropriate aged care, including strategies that address the specific needs of all diverse groups of Australians.

Understanding trauma is now essential for aged care providers



Older Australians represent a rapidly growing and often overlooked population of trauma survivors (ABS 2008).

Given the range of trauma experiences prevalent within the Australian population, all aged care providers will encounter people with significant trauma histories such as Forgotten Australians / Care Leavers. Older people with personal histories of childhood sexual abuse, exposure to war and relational trauma, for instance, are currently accessing Australian aged care services and will continue to do so. This underpins the immediate and ongoing need for providers to understand the experiences of older people from backgrounds of trauma and why understanding the impact and consequences of trauma is so important in delivering culturally safe and inclusive care.

Free online training has been developed by the Australian Institute of Social Relations (Relationships Australia South Australia) in conjunction with Helping Hand's Real Care the Second Time Around Project Team. The training comes with companion resources that supports providers to translate trauma knowledge into practice.

This online training has been highly recommended by aged care staff:

"The course was the most helpful training I've had in regards to trauma-informed care. It has truly changed my outlook to working with clients who have survived trauma. In fact, the week after I completed the training I had a client who survived the Stolen Generations and a client who survived the Child Migrant Program. I felt so much more equipped and informed to support those clients in a sensitive way."—
Dementia Specialist

"This is an area of care that perhaps embarrassingly, I had not considered. Whilst I always approach care recipients with respect and understanding, this course has provided me with a greater insight into the life-long traumas that the individuals from the groups discussed here have and do endure. Thank you."—Aged Care Manager

"Just wanted to give my feedback on one of the best online trainings we have ever been set. This course certainly opens one's eyes to how some of our clients feel and act at different times. I feel better informed about trauma and have a greater understanding of trauma-based behaviours. It gives us strategies to provide safe and respectful care to our Clients. Such a good learning tool."—Home Care Team Member

Access the training at www.helpinghand.org.au/forgotten-australians/

Introducing Advisory Group Members

Over the coming newsletters, we are introducing you to a few of our Advisory Group Members. In June, we met Robert Day, Assistant Secretary of the Dementia and Supported Ageing Branch of the Commonwealth Department of Health; and Sophie Hennessy, Acting General Manager, Service Operations, Dementia Australia.



Glenda Wilcox

Consumer Representative, Forgotten Australian

Glenda is a valued member of RCSTA's co-design forum. She is also a member of Care Leavers Australasia Network (CLAN). She actively promotes CLAN. After completing a Certificate IV in Women's Education, Glenda then went on to study a Bachelor of Justice and Society for a couple of years at Flinders University, but withdrew due to personal reasons. She now volunteers at her local school breakfast club and church café.



Fay Mound

Director, Policy and Advocacy, UnitingCare Australia

Fay is the Director of Policy and Advocacy at UnitingCare Australia. She has over 20 years' experience in the not-for-profit sector and is passionate about ensuring that people have access to the supports and services they need, when they need them. She has led a number of significant projects during her career including the creation and implementation of Lifeline's online crisis support chat service. In her role at UnitingCare Australia, Fay leads the policy and advocacy team, whose role it is to give voice to the organisation's commitment to social justice through advocacy, and by strengthening community service provision. Fay has an MBA and a Master of Project Management.



Dr Monica Cations

Senior Research Fellow, College of Education, Psychology and Social Work, Flinders University

Monica is a clinical psychology registrar and epidemiologist who has worked in the ageing and dementia field for many years. Her research is translational with a focus on psychological wellbeing in aged care environments, and young people using aged care. Monica is a Senior Research Fellow in the College of Education, Psychology and Social Work at Flinders University, supported by a Hospital Research Foundation Early Career Fellowship and NHMRC/MRFF Emerging Leadership Investigator Grant. She also holds Partnership status with the Registry of Senior Australians (ROSA) at the South Australian Health and Medical Research Institute.

Look Within

You don't see yourself
as I see you
you see yourself
as you want others to
you don't see
what I see
when I look beneath
and see the who
I want others to
if you looked at you
as I see you
and saw yourself
as the real you
you would see completely
who I see beneath
the who
you always wanted to.
—Keda

These poems are from a collection of poetry and songs written by one of RCSTA's talented co-design members.

Eldee

The pouring rain
hounded me
I drew breath again
from the music tree
the light of my life
calmed his curiosity
with a keyboard smile
serendipity
the pouring rain
tempered me
I draw breath every day
from the music tree.
—Keda



Welcome to Tuart Place: growing stronger together



Tuart Place is a resource service for all Care Leavers - Forgotten Australians, Former Child Migrants, and members of the Stolen Generations. It is located in the West End of Fremantle in Western Australia. More than 500 Care Leavers received a direct service from Tuart Place in the last year, and more than a thousand receive their publications and newsletters.

“Awesome place for people who were in out of home care. Friendly staff and relaxed atmosphere make this a great place to go and meet people who have experienced similar situations.”

The governing body of Tuart Place is Forgotten Australians Coming Together (FACT) Inc, founded in 2008 by former child migrant Laurie Humphreys. Co-design and participant leadership remain central to the success of Tuart Place, with strong Care Leaver representation on the Board.

Tuart Place’s professional services include trauma-informed counselling; assistance with National Redress Scheme applications; therapeutic support groups; records and family history; life skills sessions; and

participant-led social activities and reunions.

A team of volunteers provides IT support in the Tuart Place computer lab, where people can access online services and get help with mobile phones and other devices. Tuart Place offers wrap-around support to Care Leavers, with warm referrals to legal, financial and other services via their ‘one-stop-shop’.

With most clients and participants aged over 60, the commencement of an on-site Aged Care Service Navigator has been a welcome addition. Tuart Place and Lotus Place are co-hosting the 2022 Navigator pilot project, which is clearly demonstrating the need for aged care support among Forgotten Australians.

The environment at Tuart Place is non-bureaucratic and the drop-in centre has a friendly, welcoming feel. It is an ideal model of service developed with Care Leavers, for Care Leavers.

Website: www.tuartplace.org

Phone: (08) 6140 2380

Freecall: 1800 619 795

Referral Services

Find and Connect Support Services are funded by the Australian Government to provide specialist trauma-informed counselling, referral services, peer support, education, and social support programs for Forgotten Australians / Care Leavers, Former Child Migrants, the Stolen Generations, and people affected by the Royal Commission into Institutional Responses to Child Sexual Abuse. These services also help with locating and accessing records and reconnecting with family members (where possible).

The following organisations in Australia provide Find and Connect Support Services:

State/ Territory	Organisation Details	Contact Details
ACT	Relationships Australia (Canberra & Regions). Located in Canberra and Wagga Wagga, with some outreach locations.	1800 16 11 09 or 02 8837 7000 www.racr.org.au/services/trauma-support-services/find-and-connect
NSW	Relationships Australia (New South Wales) Wattle Place. Located in Sydney with statewide phone service.	1800 16 11 09 or 02 8837 7000 www.wattleplace.org.au
NT	Relationships Australia (Northern Territory) Brolga Place. Located in Darwin with statewide phone service.	1800 16 11 09 or 08 8923 4999 www.findandconnect.gov.au/contact/northern-territory/
QLD	Micah Projects Lotus Place. Located in Brisbane with statewide phone service.	1800 16 11 09 or 07 3347 8500 www.lotusplace.org.au
SA	Relationships Australia (South Australia) Elm Place. Located in Adelaide with statewide phone service.	1800 16 11 09 or 08 8419 2042 www.elmplace.org.au
TAS	Relationships Australia (Tasmania). Located in Hobart with statewide phone service.	1800 16 11 09 or 1300 364 277 www.tas.relationships.org.au
VIC	Relationships Australia (Victoria) Open Place. Located in Melbourne with statewide phone service.	1800 16 11 09 or 1800 779 379 www.openplace.org.au
WA	Relationships Australia (Western Australia) Lanterns House. Located in Perth with statewide phone service.	1800 16 11 09 or 08 6164 0240 www.findandconnect.gov.au/contact/western-australia/
WA	Tuart Place. Located in Fremantle. State Government funded service with statewide phone outreach.	1800 619 795 or 08 6140 2380 www.tuartplace.org

Learning to care for Forgotten Australians

A recent article in Australian Ageing Agenda magazine

CLINICAL EDUCATION

Learning to care for Forgotten Australians

An online trauma-informed training program can help your aged care staff better deliver individualised person-centred care, writes MEG SCHWARZ.



Care recipient Jo says it is vital for the aged care sector to understand the history and experiences of older people who have faced trauma

More than half a million children were placed into institutional and out-of-home care from the 1920s to the 1980s.

About 450,000 of those children were non-indigenous children, known as Forgotten Australians. An estimated 50,000 were Indigenous children, some of whom were also from the Stolen Generations. And 7,000 to 10,000 were former child migrants from Britain, Ireland and Malta.

Forgotten Australians and care leavers who were placed in institutional care had varying experiences. Many were subject to social isolation and neglect, and in many cases emotional, physical and sexual abuse.

As a result, spending time in institutional care is often associated with a range of negative impacts – social, economic and health.

Forgotten Australians and care leavers report significant anxiety about accessing aged care services due to their previous experiences.

Many report that the prospect of accessing aged care, particularly residential and palliative care, represents another experience of institutionalised care and can be especially traumatic for those still suffering the life-long consequences of abuse and neglect.

Trust in authority and institutions has been impacted, and many report ongoing mental and physical health concerns. These lifetime experiences create important barriers to accessing safe and inclusive care.

This is a large cohort of ageing Australians who deserve to be better understood – and receive more informed care – from aged care providers.

To assist with this, we have developed an innovative trauma-informed training program.

Helping Hand's Real Care the Second Time Around project was funded by the Federal Government to respond to the aged care needs of Forgotten Australians and care leavers.

In association with project partner Relationships Australia South Australia, we have developed a learning program. This includes an online training course – Working With Aged Care Clients Who Have Experienced Childhood Trauma in Care and case-scenario-based videos that outline best practices.

The course is an introduction to understanding the impacts of childhood trauma for people now entering aged care.

We worked with people who identify as Forgotten Australians during the development of this new training.

Among them is Jo, who was one of 15 siblings placed in orphanages in the early 1960s, as her single mother could not support her children.

Jo experienced many forms of abuse in care and suffers from



Meg Schwarz



Stef Dawson

post-traumatic stress disorder and other health conditions as a result.

She says that while she now feels more confident in her life – and with the support of the RCSTA team has a Home Care Package to support her needs – she thinks it is vital the aged care sector understands the history and experiences of older people who have faced trauma.

“Understanding our history and experiences is so important,” Jo says. “Many Forgotten Australians and care leavers have multiple triggers, do not easily disclose, and find it difficult to trust people. Listening to us – understanding our stories – is critical to being able to identify causes rather than just symptoms and provide us with the real care we need.”

We have rolled out the 1.5-hour online training course among our staff, and it is now ready to be promoted more widely.

Stef Dawson, residential services manager at two Helping Hand regional facilities – Carinya in Clare and Belalie Lodge in Jamestown – is one of many within the organisation who completed the training.

“It was brilliant – it was so informative, and it was a bit heart wrenching to be honest,” says Dawson.

“When they were telling their stories, I just couldn't take my eyes off it. I thought I was empathetic and compassionate, but this has made me even more empathetic and compassionate. I really think this will help staff stop and think about the individual even more.”

The training comes with a guide for managers to support conversations after staff have done the training.

Royal commission recommendations identify the increased focus on trauma-informed care, diversity, inclusivity, and cultural safety over coming years.

The work we have achieved over recent years, and that we are committed to continuing, is perfectly placed to raise awareness and upskill the aged care workforce across the country in trauma-informed service delivery.

We encourage all aged care workers and indeed all healthcare workers to access this training. It supports aged care organisations to meet quality standards and ensures that those coming into care can receive truly individualised person-centred care.

To complete the e-training course and access all the resources developed through the RCSTA project, please visit helpinghand.org.au/about-us/diversity-inclusion/forgotten-australians.

Or email me at mschwarz@helpinghand.org.au for further information on this project. ■

Meg Schwarz is a project co-ordinator at not-for-profit South Australian aged care organisation Helping Hand

Upcoming Forum - Understanding Aged Care Services

Real Care the Second Time Around Project in collaboration with Relationships Australia South Australia will be holding the following aged care forum on 29 September 2022. Guest Speakers include COTA SA, Aged Care Navigators, Forgotten Australians sharing their personal experiences of aged care services and information on the new CareFinder Program.



Helping Hand Aged Care's 'Real Care the Second Time Around Project' and Relationships Australia SA's Elm Place presents

Understanding Aged Care Services

– *A workshop for Forgotten Australians / Care Leavers*

This workshop will help you understand the different aged care services available for you.

Find out information about:

- the costs involved
- what aged care services can provide you
- how to access aged care services.

Come along to hear from guest speakers from different South Australian aged care providers, including Carers SA and COTA SA's Aged Care Navigator Program!

When: Thursday 29 September | 10.00am - 1.00pm

Where: Helping Hand Aged Care's Harrison Court Community Activity Room
| 54 Buxton Street, North Adelaide

Lunch and refreshments will be provided. Places are limited to 35 people, so please RSVP as soon as possible to ensure you can attend.

To RSVP or to find out more information, please call Elm Place.
(08) 8419 2042

We would love to see you there!



RCSTA publications

All Real Care the Second Time Around resources can be downloaded by going to the following link on the Helping Hand website: www.helpinghand.org.au/forgotten-australians

There are currently four publications to download:

- A brochure with ten questions that Forgotten Australians can ask when seeking residential aged care accommodation.
- A publication to assist aged care providers with practical tips, information and resources when working with people who identify as Forgotten Australians / Care Leavers.
- A publication to assist aged care providers to support their clients to develop their own About ME one page story.
- Helping Hand's position statement about Forgotten Australians / Care Leavers.

Hard copies of these publications can also be ordered by contacting Meg Schwarz (contact details below).



The RCSTA project is coordinated by Meg Schwarz, Project Coordinator – Inclusive Communities at Helping Hand Aged Care in South Australia. Meg comes from over 35 years of diverse project management roles with special population groups. She identifies as a Forgotten Australian / Care Leaver and understands the experiences and barriers that this group of people have. Please feel free to contact Meg for further information:

Email: mschwarz@helpinghand.org.au

Phone: 0418 976 129

*In the 20th century, more than 500,000 children were placed in institutions and out-of-home care around Australia. Many were taken from their families, often without permission, and life was generally hard for them. They are Forgotten Australians, Former Child Migrants and Stolen Generations. We respect that not everyone will identify with this terminology.

This project is funded by the Australian Government through the Dementia and Ageing Services Fund