

Real Care the Second Time Around

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70
Years
Together


Helping Hand
new aged care

Relationships Australia.
SOUTH AUSTRALIA



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Cover image: an illustration of South Australia's Memorial to Forgotten Australians

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, Care Leavers, Former Child Migrants and Stolen Generations. We respect that not everyone will identify with this terminology.

Helping Hand provides services across many lands traditionally owned by the Kaurna, Narungga, Peramangk, Ngadjuri, Nukunu, and Barngarla peoples. Helping Hand acknowledges the traditional owners of the land on which we work and provide services. We pay respect to their culture and heritage and to Elders past, present and emerging.

New training in development

Earlier this year, Helping Hand announced it would be developing new training to support aged care staff around the country to have more confidence talking with residents and clients with diverse lived experience. The goal is to deliver truly person-centred care.

The training – *Sensitive intake conversations in the aged care sector; Engaging with older people from a background of trauma* – will be an online program. It is again being developed in partnership with Relationships Australia South Australia (RASA).

In September, we spent a day capturing content for the new program. Filming included people sharing their preferences around how they would like to have intake conversations with aged care staff and how they would like their information shared.

It also included replicating some scenarios of sensitive intake conversations.



Image: Glenda and Hariz

Thank you to the people who identify as Forgotten Australians – Glenda, Priscilla and Jan – who shared their experiences during filming.

The new training program will include a variety of voices to reflect diversity. Many thanks to Sven, who identifies as LGBTIQA+, for his contribution.

Thanks also to Lucy (daughter of a resident) and aged care staff Veer, Upasana and Hariz.

The training will be available next year and accessible (along with existing resources) via the Helping Hand website www.helpinghand.org.au/forgotten-australians

Image: Priscilla and the film crew



Extending our reach via webinar



Helping Hand invited community members, leaders, educators, quality managers, and senior clinicians in aged care and other health services to gain further insight into the delivery of trauma-aware services via a free webinar, held on 2 November. The uptake was fantastic with more than 350 registered participants, many requesting a recording and copies of slides.

The webinar served as an educational platform, offering information regarding the lives and needs of Forgotten Australians and Care Leavers and highlighting the urgency of making aged care more inclusive and accessible.

Speaking during the webinar were Chris Stewart (Helping Hand CEO), Robert Day (Department of Health and Aged Care Assistant Secretary of Dementia,

Diversity and Design) and Mal Causer (from Queensland Find and Connect service Lotus Place). Sarah Lim (Helping Hand Project Consultant) responded to participant questions at the webinar's conclusion.

We believe this webinar was a significant step in raising awareness and providing vital information to those dedicated to the well-being of Forgotten Australians and Care Leavers considering and/or requiring aged care. It also provided insight into the new Aged Care Act and the need to deliver trauma-aware and healing-informed services, and how environmental design can create safer spaces for people with a background of trauma accessing aged care services.

Visit vimeo.com/881490717 to watch a recording of the webinar.

Presentations to inform and educate

As part of our ongoing commitment to Forgotten Australians and Care Leavers, we have provided a number of presentations to educate others on trauma-informed care.

4 August Presentation to OPAN Planning for Diversity Community of Practice – *How aged care providers can provide better care to Forgotten Australians and Care Leavers* webinar

30 August Guest lecture at Queensland University of Technology for 2nd year social work students – *Forgotten Australians and aged care*

11 September *Towards Specialisation* webinar available here: ssdconnect.org.au/resources/towards-specialisation-videos

19 September Panel discussion to the Uniting Care Australia Leaders Forum on the *Community of Practice for Trauma Informed Care for Forgotten Australians and Care Leavers*

2 November *Real Care the Second Time Around* webinar, hosted by Chris Stewart, CEO, Helping Hand

The presentations have been a great opportunity to talk to the sector and the community about the Real Care the Second Time Around resources – and, of course, to increase people's knowledge and understanding of who Forgotten Australians are, and the issues that concern them as they age.

Follow-up questions after the presentations demonstrate a genuine desire to know more about Forgotten Australians and how to deliver better services for them.

Pilot programs embedding trauma-informed care

We continue to make progress at our pilot sites. The UnitingCare Community of Practice for Trauma-informed Care for Forgotten Australians and Care Leavers (CoP) is meeting monthly.

The CoP continues to focus on piloting the embedding of trauma-informed care and the Real Care the Second Time Around resources, with the potential for pilot residential aged care sites to come on board in every state.

The CoP is:

- making connections with Find and Connect Services across the country
- engaging with senior leadership to ensure there is top-down support for the work
- considering site-specific roll-out requirements
- working through the Verification Specialisation Framework for Care Leavers to understand what evidence is required.

Already, the increased awareness from these early discussions has allowed several conversations to take place with some Care Leavers about accessing aged care services.

The opportunity for Care Leavers to be part of the pilot process provides an opportunity for support workers to engage in a conversation with Care Leavers who have previously expressed deep concern about accessing aged care services in any form.

Christmas Day in residential aged care for Forgotten Australians and Care Leavers



Along with the cheer and the food and the presents, Christmas Day can bring stress and anxiety for many of us. For some people, Christmas Day brings enormous pain and sadness due to the experiences they had in care as children.

“We never got presents in the orphanage”, says Valadia Cooper (pictured above), a Forgotten Australian who spent several years in an orphanage run by nuns. “Christmas Day was the only day I remember ever getting green vegetables. At least we got a proper meal that day.”

For many Forgotten Australians and Care Leavers, Christmas Day as a child in an institution was a reminder of what they were missing – family, a caring home, full bellies, and gifts. In care, most never received presents, some were told their family didn’t care about them, and many were kept from seeing their siblings who may

have even been in the same institution.

“I don’t celebrate Christmas,” Valadia says. “I just can’t understand what there is to celebrate. I respect other people’s right to practice their religion, but for me, I can’t see what there is to celebrate. Rosary beads were used to beat me – I still have the scars – so anything related to religion is really upsetting for me.”

When Valadia’s children were young, they asked her why they couldn’t have Christmas like other kids. After that, Valadia came around a little, so that her children could enjoy the family gathering aspects of Christmas.

“Since my children are adults now and have left home, I don’t celebrate,” she says.

Valadia says if she was in residential aged care, she would want to have a choice about whether to participate in Christmas events. “As kids, we had no choices, no power,” she says. “So, I wouldn’t want to be forced to do Christmas-related things if I was in an aged care home.”

Other celebration days such as Mothers Day, Fathers Day and birthdays can also be triggering.

Some Forgotten Australians and Care Leavers like to mark days of significance, such as anniversaries of apologies provided by Governments and Churches.

Aged care providers can work through these difficult times with Forgotten Australians and Care Leavers by asking if there are any days of significance that they would like to mark, or events or days that they would prefer to not celebrate.

Providers should provide choices, be sensitive to the preferences of Forgotten Australians and Care Leavers, and remember that it is different for everyone.

Valadia says it is important to her to have good relationships and she would want to know that staff take care of themselves and each other. “We are all humans, and if I’m telling someone about my experiences, I would want to try to understand that person as well. We should all be able to see the human side of things.”

RCSTA training on having sensitive intake conversations will be available in early 2024. We thank Valadia for her time and sharing her story with us.

Raising awareness through advertising



As part of the Forgotten Australians Real Care the Second Time Around project, Hughes PR was engaged to develop a strategic paid media approach to directly reach identified stakeholders to build both awareness and use of the free trauma training tools and broader resources, which have been co-designed with people with lived experience.

Identified stakeholders include aged care workers, specifically in the roles of leadership, training, and development; government and policymakers in relation to the aged care sector; and the broader ecosystem of referrers (GPs, counsellors, and other health care workers who deal in aged care).

The campaign began in September 2023 and will run to the end of June 2024. It will include the following phases: awareness building, credibility building and endorsement. The key messaging and language were guided by the information in the brochure materials and downloadable documents available

on the Helping Hand website. The campaign imagery was created using the Forgotten Australians assets to ensure consistency across the campaign and project.

Based on the identified audiences, LinkedIn was chosen as the most appropriate social media platform for the paid advertising campaign. The campaign includes still images and videos and has been set up to target specific occupations and employees of relevant organisations.

While the campaign is still in the early stages the results are pleasing. For the month of September, we reached an estimated 57,000 users, with approximately 81,000 impressions (the number of times an ad from the campaign has shown up in users’ feeds).

Hughes will begin work on creating the next phase shortly. This will involve compiling and drawing upon relevant project information (data, testimonials, feedback etc) to inform the content creation.

Days of significance

22 October marks the anniversary of the 2018 National Apology to Survivors of Institutional Child Sexual Abuse, many of whom were Forgotten Australians and Care Leavers. It was delivered by then Prime Minister Scott Morrison to many gathered in Parliament House and across the nation watching online.

More information about the apology can be found here:
www.childabuseroyalcommissionresponse.gov.au/national-apology/html

Today, we apologise for the pain, suffering and trauma inflicted upon victims and survivors as children, and for its profound and ongoing impact.

As children, you deserved care and protection. Instead, the very people and institutions entrusted with your care failed you. You suffered appalling physical and mental abuse and endured horrific sexual crimes.

As fellow Australians, we apologise for this gross betrayal of trust and for the fact that organisations with power over children: schools; religious organisations; governments; orphanages; sports and social clubs; and charities – were left unchecked.

Today, we say we are sorry. Sorry that you were not protected, sorry that you were not listened to. We are sorry for refusing to trust the words of children, for not believing you.

16 November marks the anniversary of the 2009 National Apology to Forgotten Australians and Former Child Migrants. The Apology was delivered at Parliament House by then Prime Minister Kevin Rudd MP.

More information about the apology can be found here:
www.nma.gov.au/defining-moments/resources/national-apology-to-forgotten-australians-and-former-child-migrants

We come together today to deal with an ugly chapter in our nation's history. To say to you, the Forgotten Australians, and those who were sent to our shores as children without your consent, that we are sorry.

Sorry that as children you were taken from your families and placed in institutions where so often you were abused. Sorry for the physical suffering, the emotional starvation and the cold absence of love, of tenderness, of care. Sorry for the tragedy, the absolute tragedy, of childhoods lost, childhoods spent instead in austere and authoritarian places. Sorry for all these injustices to you who were placed in our care.

And let us also resolve this day that this national apology becomes a turning point in our nation's story. A turning point for shattered lives. A turning point for governments at all levels and of every political hue and colour to do all in our power to never let this happen again. For the protection of children is the sacred duty of us all.

Why are anniversaries important to Forgotten Australians and Care Leavers?

The delivery of National Apologies was a public recognition of the failures to care for children. Marking the anniversaries of these apologies is an important ongoing recognition and remembering of Australians who were once "Forgotten".

The Anniversaries can be an important time of reflection for Forgotten Australians and Care Leavers. They can

be a time to remember their strengths and survival skills. And they can allow Forgotten Australians and Care Leavers to come together as a community to share stories, tears and memories. It can be a happy or sad day for people – often both.

For aged care providers, you might like to note the anniversaries in your resident communications. You could

work with your local Find and Connect Service to check if there is an event on and ask any Forgotten Australians you are caring for whether they would like to participate, either in person if that is possible, or online. Some people might want to be part of a local event, others might find the day too stressful and choose to have a quiet day to themselves.

By recognising the anniversary, service providers can help Forgotten Australians feel seen and acknowledged.

Respecting people's preferences about how they personally wish to mark the day is crucial.

Useful Organisations

Care Leavers Australasia Network (CLAN)

CLAN offers support to people who have grown up in orphanages, children's homes, missions and foster care in Australia and New Zealand, or whose parents or other family members had this experience.

Phone: 1800 008 774

Website: www.clan.org.au

Alliance for Forgotten Australians (AFA)

AFA promotes and encourages greater recognition for Forgotten Australians / Care Leavers. AFA advocates for national policies and high-quality services available in each State and Territory which are tailored to meet the needs and interests of all Forgotten Australians / Care Leavers. AFA strongly encourages the inclusion of Forgotten Australians / Care Leavers in service planning and delivery. AFA delegates seek to improve outcomes for all children and young people affected by current child protection systems and policies.

Phone: 0488 460 646

Website: www.forgottenaustralians.org.au

The National Aged and Community Care Roundtable for Forgotten Australians

This is a group that brings together Forgotten Australians and other Care Leavers as well as a diverse range of individuals and organisations throughout Australia all focused to help increase the availability, appropriateness, and quality of aged and community care services for Forgotten Australians.

The group was successful in receiving funding through the Queensland Government Truth, Healing and Reconciliation Taskforce to develop a website to promote awareness of Forgotten Australians and Care Leavers and key considerations for ageing and ageing prematurely.

They are pleased to announce that their official website has been launched. The website was co-designed with Forgotten Australians and provides information on Forgotten Australians and Care Leavers, the work of the National Roundtable, personal experiences of Forgotten Australians, and helpful resources on aged and community care services.

They encourage all to access the website, and to also visit and subscribe to other social media to stay up to date on all National Roundtable activities.

Website: www.forgottenaustraliansroundtable.com.au

LinkedIn: www.linkedin.com/company/national-aged-and-community-care-roundtable-for-forgotten-australians

YouTube: www.youtube.com/@agedcareroundtableforforgo8728

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 |

Publications

All Real Care the Second Time Around resources can be downloaded by going to 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 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 Helping Hand on 1300 653 600 or info@helpinghand.org.au



Contact us

The Real Care The Second Time Around Project, funded by the Australian Government through the Dementia and Ageing Services Fund, commenced in 2019. This important project has been developed with Forgotten Australians by Helping Hand, in partnership with Relationships Australia South Australia. The project is working towards improving the access to quality aged care services for Forgotten Australians and Care Leavers.

Phone: 1300 653 600

Email: info@helpinghand.org.au

Website: www.helpinghand.org.au/forgotten-australians

