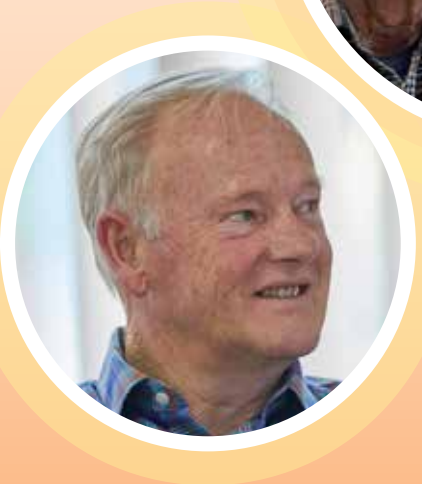


# Real Care the Second Time Around



*Practical tips to assist aged care  
providers and staff to engage with  
Forgotten Australians / Care Leavers*

Thanks are given to everyone who contributed to this resource, in particular, the Co-Design Forum members of Helping Hand's Real Care the Second Time Around Project. All members identify as Forgotten Australians / Care Leavers, and some of their images are used throughout this publication:

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- Amy Phillips, Digital Communications Coordinator, Helping Hand Aged Care

#### Co-Authors

Meg Schwarz, Project Officer - Real Care the Second Time Around, Helping Hand Aged Care  
Dr Victoria Cornell, Housing Research Manager, ECH

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Ph 1300 653 600  
PO Box 66, North Adelaide SA 5006  
[www.helpinghand.org.au](http://www.helpinghand.org.au)

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This publication aims to assist aged care providers with practical tips, information and resources when working with people who identify as Forgotten Australians / Care Leavers.

It is intended as a companion guide following trauma-informed care training, and assumes a basic understanding of the history and experiences of Forgotten Australians / Care Leavers.

*Knowing something about someone is the first step to providing real person-centred care.*



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# Real Care the Second Time Around Project

The Real Care the Second Time Around Project (RCSTA) commenced in 2019 and was funded by the Australian Government, through the Dementia and Aged Care Services Fund, until June 2021.

This important project was influenced by the voices of the Project's Co-Design Forum of 16 Forgotten Australians / Care Leavers, and managed by a Project Team which included Fran Lovell (Program Manager) and Meg Schwarz (Project Officer). Meg identifies as a Forgotten Australian / Care Leaver.

The RCSTA Project was a partnership between Helping Hand Aged Care, Relationships Australia South Australia and Flinders University. The recommendations from the Flinders University Safe and Inclusive Aged Care for Forgotten Australians / Care Leavers report were undertaken as part of the RCSTA Project.

The Project's overall aim was to develop aged care responses to ensure that Forgotten Australians / Care Leavers can access the care they want as they age. These now older Australians experienced the physical and emotional trauma of being placed in institutional 'care' as children during the 20th century.

Outcomes from the Project include developing and trialling models of care, in conjunction with Flinders University and Relationships Australia (South Australia) to respond to this group's needs and to raise awareness of those needs within the wider aged care sector.

The Project activities included a wide range of aged care workshops for Forgotten Australians / Care Leavers to enable them to engage with providers and to understand the aged care sector.

This resource, *Practical Tips to Assist Aged Care Providers and Staff to Engage with Forgotten Australians / Care Leavers*, has been developed through a range of narrative approaches (for example: meetings, interviews, and forums) with the Project's Co-Design Forum, and represents their voices in supporting the aged care sector to understand their history, experiences and needs.

Helping Hand Aged Care has been delighted to have the opportunity to work alongside Forgotten Australians / Care Leavers to increase the understanding in the aged care sector about their past trauma and resulting barriers to accessing care.

We hope that this resource supports all aged care providers to understand this very large group; to listen to their needs; and to ensure that they are offered real person-centred care.

Thank you to all the committed Forgotten Australians / Care Leavers who were part of this important Project and to everyone else who was involved.

*Read Helping Hand Aged Care's Position Statement on Forgotten Australians / Care Leavers*

[www.helpinghand.org.au/diversity-inclusion/forgotten-australians](http://www.helpinghand.org.au/diversity-inclusion/forgotten-australians)

## Who are Forgotten Australians / Care Leavers?

For this resource, we use the collective term *Forgotten Australians / Care Leavers* to denote the estimated 500,000 children placed in institutional (for example, orphanages) and out-of-home 'care' in Australia between the 1920s and the 1980s. This 500,000 comprises over 400,000 non-indigenous children, known as Forgotten Australians; an estimated 50,000 Indigenous children, some of whom were also from the Stolen Generations, and between 7,000-10,000 former child migrants from Britain, Ireland and Malta.

Forgotten Australians / 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 as a child is often associated with a range of negative social, economic and health outcomes in adulthood and as older adults.

Forgotten Australians / Care Leavers report significant anxiety about accessing aged care services, based on 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.

*Watch: Who are the Forgotten Australians?, a six minute video*

[www.youtube.com/watch?v=FVD-bJcFbEk](https://www.youtube.com/watch?v=FVD-bJcFbEk)

## Barriers to Support for Forgotten Australians / Care Leavers

As children, many Forgotten Australians / Care Leavers were denied family support and contact and were deprived of love and a sense of belonging; they felt a profound sense of loss and abandonment. Conditions inside institutions were not conducive to healthy childhood development. Forgotten Australians / Care Leavers were often lonely and exploited, subjected to punishment, rigid rules, humiliation, and suffered physical, emotional, and sexual abuse.

Many Forgotten Australians / Care Leavers were denied an adequate education and were forced to work for those entrusted with their care. These conditions created a lack of identity, safety, and dignity for children and have had negative consequences for their adult wellbeing.

Trust in authority and institutions has been impacted and many report ongoing mental and physical health concerns. A lack of opportunity to build healthy relationships and adequate skills has had lifelong consequences for social relationships, employment, housing, and income.

These lifetime experiences create important barriers to accessing safe and inclusive care for Forgotten Australians / Care Leavers. Research has shown that people who have experienced traumatic life events need to feel in control of their environment and make their own choices in order to feel safe.

There are aspects of aged care that can reduce personal choice and control, including:

- Lack of awareness and understanding of the aged care sector, and confusion about how to seek aged care support.
- Distrust of institutional settings, health systems and government.
- A lack of understanding by aged care providers about psychological trauma, its impact, and the past experiences of Forgotten Australians / Care Leavers.
- A lack of perceived and real flexibility in institutional settings such as hospitals and aged care facilities, limiting the person's sense of choice and control.
- The lifelong impact of Forgotten Australians / Care Leavers' experiences, including:
  - Low literacy levels for some, which can cause difficulty filling out forms and reading important information. These experiences are often associated with feelings of shame.
  - Concern about being separated from a loved companion (including a pet).
  - Fear of not 'fitting in'.
  - Having to repeat difficult life stories.
  - Loss of identity, independence, and privacy.
  - Fear of having to abide by a strict regimen, for example set mealtimes and showering times.



# Tips and Considerations for Aged Care Providers to Overcome Barriers to Support

## Collect information and avoid assumptions

- Understand and raise awareness of the history and experiences of Forgotten Australians / Care Leavers within your organisation.
- Provide training in trauma-informed care to all staff.
- Get to know each person's history.
- Consider past experiences and possible psychological trauma when planning and providing any care or support.
- Don't make assumptions about family. Many Forgotten Australians / Care Leavers do not have family they can depend on.
- Be sensitive to the person's broader relationships. Ask each Forgotten Australian / Care Leaver how they want their friends or family to be involved in their support.
- Give it time. Forgotten Australians / Care Leavers may not tell you about their childhood experiences initially (or at all), but they are more likely to if they feel comfortable with you.

## Be transparent and trustworthy

- Always explain what you are going to do, and when you are going to do it - before you do it.
- Have respectful and empowering conversations that encourage trust.
- Ask respectful questions and be patient. Wait for a reply and clarify understanding if needed.
- If you do not have time to talk right now, let Forgotten Australians / Care Leavers know when you will have time.
- Listen when Forgotten Australians / Care Leavers talk. It is important that they have a voice and are heard.
- Provide consistent support workers who keep appointments and do what is expected.
- Ensure privacy when showering or changing.

## Work as a team, with the Forgotten Australian / Care Leaver as the team leader

- Involve Forgotten Australians / Care Leavers in all decision-making about their support.
- Encourage independence with daily tasks including showering and dressing. Avoid 'doing for' a person, instead support them to complete the task themselves.
- Consider varying literacy levels and help with the filling out of forms if needed. Do not take over or be patronising.
- Respect privacy and space, including personal possessions.

## Offer choice

- Ask each Forgotten Australian / Care Leaver what they need to feel safe.
- Offer personal choice of a male or female support worker and continuity of care.
- Include people in activities and events so that they are not socially isolated. Many Forgotten Australians / Care Leavers do not like noise or large crowds, so small groups are better. Excursions to parks and places that have space may be ideal.
- Respect a person's choices if they do not want to participate in activities.
- Offer choices about when and where a person will eat. Remember that communal eating places may be distressing reminders of institutional settings.
- Offer food choices, remembering that most Forgotten Australians / Care Leavers had limited choice of food as children.
- Making decisions can be difficult for many Forgotten Australians / Care Leavers; take time to ensure you do not overwhelm people with too much information all at once.





## Tips and Considerations for Aged Care Providers to Overcome Barriers to Support

### Share information appropriately

- If you observe that the person is distressed, or learn something about the person that is important for other staff to know, let your supervisor/coordinator know. They may want to discuss changing the care plan and sharing new information (with the person's consent) with relevant staff that provide support for the person.

### Consider individual needs and preferences

- Get to know the possessions that are valuable to people and ensure staff do not touch or replace them.
- Be sensitive to the fact that many Forgotten Australians / Care Leavers did not celebrate special occasions like birthdays, Christmas, Mother's Day, or Father's Day as children. Ask people what their preferences are for these occasions.
- Ask permission before touching or hugging a person – many Forgotten Australians / Care Leavers do not like to be touched without permission.

### Link to support

- Provide mentoring and counselling support, particularly for Forgotten Australians / Care Leavers who have completed Lived Experience Training and may be about to share their stories with the community for the first time.



## Tips for Having Effective Conversations with Forgotten Australians / Care Leavers

It is essential that aged care services try to identify Forgotten Australians / Care Leavers at intake, admission and assessment.

### Essential questions to ask during Intake, Admission and Assessment\*

*Were you in any form of out-of-home care as a child (for example, orphanage or foster care)? Yes/No*

1. *If 'Yes', ask: Is there anything about your childhood experience that you would like to tell me so that we can provide the best support for you? Do you want to do that now, or would you prefer to talk about it later?*
2. *Ask: Have you heard about the Find and Connect services? Give the person the brochure and contact details (refer to Referral Services in this guide); and/or Would you like to see a social worker in our organisation (if available)?*
3. *Ask: Is there anything you need to ensure you feel safe here?*

\*Remember: Not all Forgotten Australians / Care Leavers will want to disclose information about their past or be aware of this collective term.

\*Remember: Forgotten Australians / Care Leavers may also have other special needs (for example, they may also be a veteran).

Before facilitating further conversations with people who identify as Forgotten Australians / Care Leavers, consider the following tips:

### Pick the right person

- Decide who is the most suitable person/s to have the conversation. Is the staff member trained in trauma-informed care? Does the staff member understand who Forgotten Australians / Care Leavers are?
- Ensure staff have a knowledge of the history and experiences of this group of people.
- Make sure all staff understand childhood trauma, its impacts, and potential triggers.
- Think about where and when you will have the conversation so that everyone feels relaxed and free from any distractions.

### Create a safe space

- A great way of establishing a safe space to talk is to ask people: "What do you need to ensure you feel safe?", or "Where would you like to meet?"
- A safe space has easy access to exits and extra supports.
- Be aware that individuals may need time and support to be able to express their needs. Ensure that you make the time to listen.
- Don't take over the conversation. It is important that Forgotten Australians / Care Leavers feel in control.
- Let the person know that they do not have to share personal experiences if they do not want to. If they do, let them know that a counsellor is available through a Find and Connect service and/or a social worker through your organisation.

## Tips for Having Effective Conversations with Forgotten Australians / Care Leavers

### Be transparent and trustworthy

- Write any responses down (with the person's consent) so that everyone understands and agrees what each other needs.
- Allow enough time for people to speak and actively listen. This helps to build trust.
- Ensure Forgotten Australians / Care Leavers know that they can leave at any time. If they do leave, ensure you know where they are and follow up to see if they are OK.
- Reassure people that they can come back at any time.

### Follow up

- Think about what follow up might be needed after the conversation. For example, working with a social worker to decide how care can be tailored for the person or linking them with a counsellor (see the Referral Services section of this resource).
- After each meeting, ask the person if they would like to meet again, what they are still unsure of, and what they would like to consider next.
- Always inform the person where they can get further support if needed.



## Tips for Putting Meaning to Emotions

Below is a list of a number of emotional responses that can occur when a Forgotten Australian / Care Leaver is distressed. Not all Forgotten Australians / Care Leavers will exhibit any or all of these responses, and the list is not exhaustive.

This list provides some hints about what may be triggering reactions and how to tailor your care to support the person. These responses or behaviours may be triggered whether the person is receiving in-home support or is in a residential aged care facility.

Possible Emotional Response	Possible Context	Possible Reminder of Childhood Experience	Tips for Providing Support
Anger	Not being included in an activity	Rejection Abandonment	Collaboration Inclusion Involvement in a group or one-on-one activity
Anger	Treasured possession is moved or touched	Invasion of privacy	Ask before touching Let staff know (for example, care workers)
Anger	Walking in unannounced Overstaying welcome Crowds Too much noise and confusion	Invasion of privacy	Knock before entering Ring before visiting Enter alone, not with a crowd
Anger	Use of infantilising language Use of the words 'should' or 'must' Tone of voice Being 'talked down to'	Lack of control or authority	Respectful conversations Mindful of language (for example, 'should' or 'must' – use 'could you' or 'would you' instead)
Anger	Reaction to repeating stories Too much information (for example, detailed intake, admission processes)	Overwhelmed Pressured Confused	Staff training in history and past experiences as well as trauma Giving people space and time to respond

## Tips for Putting Meaning to Emotions

Possible Emotional Response	Possible Context	Possible Reminder of Childhood Experience	Tips for Providing Support
Anger	Porridge Minced food White sauce Bread and milk Rejecting food	Traumatic memories of 'flavourless and sloppy' food eaten as a child	Provide diverse menus and choices Where minced food is necessary, provide in appetising ways by using moulds and garnishes
Anger	Religious pictures on walls Chapels within residential care facilities Rosary beads	Traumatic memories of abuse, regimentation and control	Note: these can be triggers for some people, but also comforting for others
Shame Guilt	Not being able to read or write	Low literacy due to lack of education Inability to voice or express oneself	Support to fill in forms Build literacy skills Encourage opportunities to talk and be listened to
Shame Guilt	Withdrawal or non-disclosure Slumped posture	Past abuse that has been personalised as 'worthlessness'	Support through counselling Validation as an individual
Suspicion	Being overly nice	Distrust of intentions	Allow time to build rapport - do not be over-familiar too quickly
Anxiety Distress	Excessive or unnecessary information	Confusion Overwhelmed	Encourage making decisions Give information in bite-sized pieces to reduce overload
Anxiety Distress	Personal care Intimacy	Being touched or abused	Ask permission before hugging, showering, etc Advise what you will be doing so the person is prepared

Possible Emotional Response	Possible Context	Possible Reminder of Childhood Experience	Tips for Providing Support
Anxiety Distress	Being asked interrogating questions Being shouted at or reprimanded	Conflict Violence Emotional abuse	Be encouraging and constructive Use caring and compassionate language Explain clearly Avoid reprimanding and raised voices or blaming Provide constructive feedback
Anxiety Distress	Birthdays Christmas Mother's or Father's Day	Distress about celebrated occasions	Be mindful and sensitive around these standard celebrations Understand that people may not have experienced these celebrations as children
Anxiety Distress	Trusted support worker leaving	Abandonment Loneliness Insecurity	Provide continuity of care - have two workers rather than one to reduce anxiety if one leaves
Anxiety Distress	Rosters being changed Appointments being moved without enough notice	Change Instability	Give enough notice Consult with the person Offer alternatives
Fear	Public places with crowds and lots of noise	Lots of people No space Confinement	Keep noise to a minimum Encourage small group activities
Fear	People in uniforms (for example, nurses, doctors, etc)	Authority Punishment	Explain what they are doing, why they are there Encourage friendly and respectful conversations as reassurance



## Tips for Putting Meaning to Emotions

Possible Emotional Response	Possible Context	Possible Reminder of Childhood Experience	Tips for Providing Support
Fear	Being surrounded by people Medication Dormitory-style environments Uniforms	Institutional 'care'	Ensure staff are trained in trauma and know barriers to support Ask Forgotten Australians / Care Leavers what they need to feel safe
Fear	Closed rooms Small spaces No windows or small windows No way out	Trapped Unsafe	Allow space and easy exits Windows and doors unlocked Gardens
Fear	Being watched while taking medication	Forced participation in medical experiments	Explain what the medication is for, and ensure the person is able to take the medication themselves
Fear	Going to a dentist	Cruel dental practices as children	Explain what the treatment is for, and collaborate with the person to administer care



## Questions that Forgotten Australians / Care Leavers Might Ask Aged Care Providers

The questions that many Forgotten Australians / Care Leavers will ask aged care providers reflect their past experiences in institutional and out of home 'care'. These experiences represent current barriers to care and support which inform most of the below questions:

- Will you ensure that I am always called by my preferred name and not a term of endearment (for example, darling, love)?
- What are the rules and regulations here?
- Do you and your staff know about Forgotten Australians / Care Leavers?
- How will you ensure that no one touches me unless I give permission?
- Can I have my pets here?
- I feel trapped very easily – can I go outside anytime, including night time, and leave a window or door open?
- How do I complain if a worker is rude? Will you believe me?
- Will you have time to listen to me when I speak?
- Do you have at least one Forgotten Australian / Care Leaver on your Board of Management?
- How will you let your staff know my story so that I do not have to tell it again?
- Do I have an opportunity to share my story so that you include my likes and dislikes in my support plan?
- Can I choose a female/male support worker?
- Do residents have their own rooms here? Does the room have a window/door that I can open and close? Does it lock?
- Have staff been trained in Silver Rainbow Training? Do you have Rainbow Tick Accreditation?
- My interests may be different to other people. Will you still support me to do an activity when no one is interested?
- Do you lock rooms here?

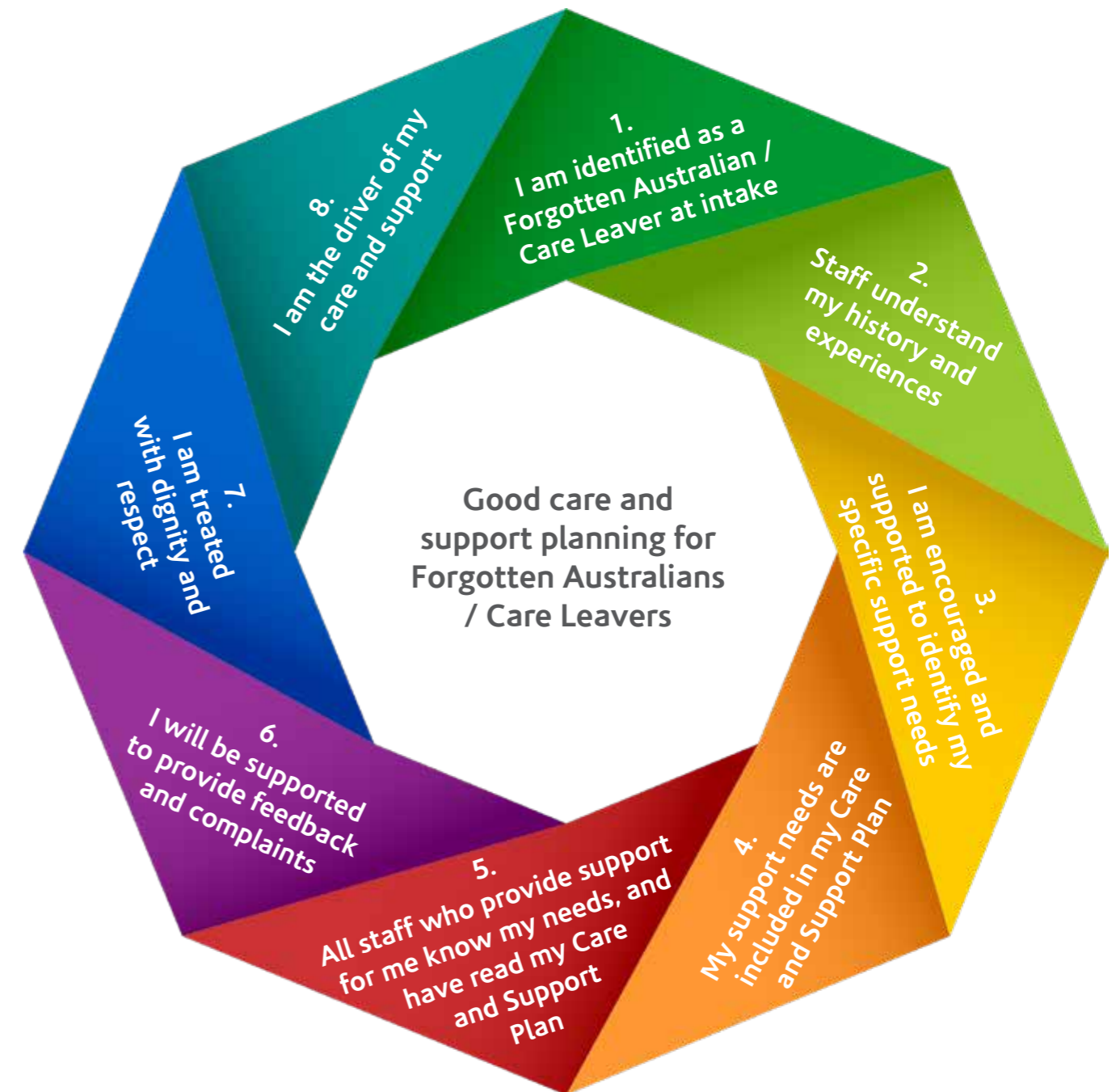
## Questions that Forgotten Australians / Care Leavers Might Ask Aged Care Providers

- I don't want people coming into my room unannounced. Can I lock my room door?
- Do I have to share a bedroom or will I have my own?
- Do I have to eat in a communal room? I want to eat alone or in my room.
- I am used to eating, showering and going to bed anytime I want. Are there restrictions on when I can conduct these activities?
- I want to keep the lights on in my room if I want. Is this negotiable?
- Do your staff display a name tag large enough for all residents and visitors to be able to read it? How will I know that they work here?
- Do you have a photo board of all staff members, in public access areas, that is updated regularly?
- What will you do about a resident behaving in racist or discriminatory ways towards me?
- Sometimes I would like to be in the company of others, other times not. Can I choose whether to be involved in a group activity?
- How do you ensure that my possessions are not touched?
- Do you have the resources and time to care for me?
- Do residents come and go as they please here?
- Do I need to have family and friends with me to go out?

Read the *Real Care the Second Time Around* resource: Top 10 Questions for Forgotten Australians/Care Leavers to ask when looking for residential aged care accommodation

[www.helpinghand.org.au/diversity-inclusion/forgotten-australians](http://www.helpinghand.org.au/diversity-inclusion/forgotten-australians)

## What Does Good Care and Support Planning Look Like for Forgotten Australians / Care Leavers?



# Harry's Story - Residential Care

## History

Harry is a 90 year old man who has been admitted to a residential aged care facility.

He advised aged care staff on admission that he was a Forgotten Australian / Care Leaver, after spending many years in an orphanage and other 'care' placements as a child.

Harry's father was imprisoned when he was a child and his mother could not afford to take care of him and his two sisters. All children were then placed in separate orphanages. Harry was also placed in a series of foster care homes, but was often sent back to the orphanage as those placements broke down.

## Intervention

Harry disclosed that he had been in an orphanage as a child during admission to a residential aged care facility.

He was asked by residential aged care staff:

1. Were you in an orphanage, children's home, mission, foster care, or any other form of out-of-home care as a child? This was then followed up by asking:
2. Is there anything about your childhood experiences that you would like to talk about – either now or in the future – so that we can provide the best support for you? and;
3. Is there anything you need to ensure you feel safe here? and;
4. Have you heard about the Find and Connect Service (for example, Relationships Australia (South Australia) Elm Place? (See Referral Services section of this resource.)

Staff advised Harry that counselling support was available, either through his own counsellor or a social worker within the residential care facility. He was asked if he would like to develop his own *About Me* one-

At 15 years of age, Harry was placed by the state on a cattle farm where he was expected to look after livestock. This, and a series of further placements, also broke down. He was put into a Psychiatric Unit because of 'uncontrollable behaviour'.

Harry cannot remember this time but knows he was given a range of drugs. He was diagnosed with post-traumatic stress disorder, anxiety and depression as an adult.

page-profile which would include the people and things that were most important to Harry and the support he felt he needed to feel cared for. This profile would be kept as the cover page in Harry's care plan to ensure that all staff that supported Harry understood his needs.

Staff learned from Harry and his *About Me* profile that he had difficulty voicing his opinions and making decisions. Harry advised that he was never allowed to express himself while in the orphanage and had difficulty making choices about his life.

This led to Harry demonstrating some behaviours of concern (for example, exerting his control over others by raising his voice or withdrawing into his room).

Staff continually emphasised his choices, options, and rights, respecting his dignity.

Though this doesn't seem so hard, it is something that Harry had not experienced before. In the past, his aggression led to punishment in one form or another. Staff now make sure that this is never a consequence for Harry.

## I now feel in control and at home

### Outcome

- Over an 18-month period, Harry has been establishing friendships with three other residents and has joined in a few activities.
- His health conditions are supported by medication and his choice of his own counsellor.
- Harry has also received support through the Find and Connect service to find his childhood records.
- Harry says he now feels 'in control' and 'at home'



### Ask yourself:

- How did the staff response differ from how you and your colleagues may have responded?
- How was their response the same as what you would have done?
- What might have happened if the staff were not aware of Harry's prior experiences and preferences for care?

# Dora's Story - Home Care

## History

Dora is a 70 year-old woman. She receives home care services, including personal care, through the Commonwealth Government Home Support Program (CHSP) with an aged care provider.

Dora advised aged care staff that she identifies as a Forgotten Australian / Care Leaver and that her single mother had placed her in an orphanage when she was two years of age. Her two brothers were also placed in 'care' in an orphanage for boys. Dora had multiple foster care placements while in the

orphanage, was separated from her siblings and did not see them again until she was 11 years of age, when her mother was able to support all three children.

Dora said that she, like many of the children in the orphanage, suffered many abuses, including lack of love and affection, lack of adequate food, harsh punishments, and strict regimentation. Her experiences have had an effect on her quality of life and Dora suffers from anxiety and depression, for which she has sought counselling.

## Intervention

During Intake, Dora was asked the same questions that Harry was asked but by Home Care Services staff. She was offered the opportunity to have her *About Me* profile developed and included in her care plan. Dora was excited about having this opportunity to express what was important for her and what she needed to support her.

Staff learned from Dora's *About Me* one-page-profile that she wanted to be matched with a female support worker, particularly for personal care; and that it was important for support workers to be on time for all appointments. Having her pet close by at all times also reduced Dora's anxiety.

## Outcome

- Dora has advised that she is very happy with the services she receives. She has been matched with a support worker who she feels comfortable with and who understands her specific needs.
- Dora says she feels that aged care staff have listened to her. Being able to prepare her *About Me* profile has meant that she

has been able to receive the support she has identified as important for her as well as reducing the need to keep re-telling her story.

- Like Harry, Dora has also been connected to a Find and Connect service and has met other Forgotten Australians / Care Leavers.



**I feel that staff have listened to me**

### Ask yourself:

- How did the staff response differ from how you and your colleagues may have responded?
- How was their response the same as what you would have done?
- What might have happened if the staff were not aware of Dora's prior experiences and preferences for care?

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

## Appendix: Useful Contacts and Resources

### Aged Rights Advocacy Service (ARAS)

ARAS is the South Australian member of the Commonwealth funded Older Persons Advocacy Network (OPAN). They support older people with information, education and advocacy about aged care, retirement villages and abuse of older people. ARAS provides an Aboriginal Advocacy Program including supporting Stolen Generations seeking advocacy support in aged care.

Phone: 08 8232 5377 or 1800 70 06 00  
Website: [www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.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 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 or 0419 854 980  
Website: [www.forgottenaustralians.org.au](http://www.forgottenaustralians.org.au)

### 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](http://www.clan.org.au)

### Department of Health

The Department of Health host an information package – Caring for Forgotten Australians / Care Leavers, Former Child Migrants and Stolen Generations.

Website: [www.health.gov.au/resources/collections/caring-for-forgotten-australians-former-child-migrants-and-stolen-generations-information-package](http://www.health.gov.au/resources/collections/caring-for-forgotten-australians-former-child-migrants-and-stolen-generations-information-package)

### Flinders University

Flinders University completed a research project in 2020 and produced a detailed report with recommendations for aged care providers who are supporting Forgotten Australians / Care Leavers entitled *Safe and Inclusive Aged Care for Forgotten Australians / Care Leavers*

Website: [www.flinders.edu.au/college-education-psychology-social-work/our-research/safe-inclusive-aged-care-forgotten-australians](http://www.flinders.edu.au/college-education-psychology-social-work/our-research/safe-inclusive-aged-care-forgotten-australians)

### Phoenix Australia

Phoenix Australia are Australia's National Centre of Excellence in Post Traumatic Mental Health, the internationally recognised experts in trauma-related mental health and wellbeing. They build evidence and translate knowledge into action, such as improved treatment options and greater support for trauma-affected individuals, families and communities.

Phone: 03 9035 5599  
Website: [www.phoenixaustralia.org](http://www.phoenixaustralia.org)  
Website for trauma-informed care training: <https://training.phoenixaustralia.org/offers/tic-2022>

## Appendix: Useful Contacts and Resources

### Older Persons Advocacy Network (OPAN)

The Older Persons Advocacy Network is a national program providing advocacy support across Australia.

Phone: 1800 70 06 00

Website: [www.opan.com.au](http://www.opan.com.au)

### Tuart Place

Tuart Place is funded by the Western Australian State government to provide specialist services to support Forgotten Australians / Care Leavers who were in out-

of-home care in Western Australia. Offering trauma-informed counselling; therapeutic support groups; advocacy; family tracing; supported access to records; IT, computer and life skills development; support with historical abuse complaints and redress; newsletters; social activities, events and reunions. Tuart Place is based in Perth and provides phone outreach nationwide to those who were in out-of-home care in WA. Tuart Place also receives Federal Government funding to assist Care Leavers to engage with the National Redress Scheme.

Phone: 08 6140 2380 or 1800 619 795

Website: [www.tuartplace.org](http://www.tuartplace.org)

### Videos and Webinars

#### Exploring Better Aged Care Solutions for our Forgotten Australians

[www.youtube.com/watch?v=vJbFax8VE8E](http://www.youtube.com/watch?v=vJbFax8VE8E)

This video shines a light on the often overlooked experiences and needs of Forgotten Australians / Care Leavers in relation to aged care. This work was led by Dr. Mandy Archibald in collaboration with filmmaker Justin Broughton and collaborating investigator Dr. Rachel Ambagtsheer as part of a Centre of Research Excellence in Frailty and Healthy Aging (NHMRC). Development of this has been proudly supported by the AAG Research Trust Fund.

#### Navigating Aged Care Services for Forgotten Australians and Care Leavers

[www.vimeo.com/480046776](http://www.vimeo.com/480046776)

The needs of Forgotten Australians and Care Leavers are unique, and they face particular challenges in entering aged care because

of past trauma. But options are available to meet their needs, and panellists discuss them during this webinar hosted by Older Persons Advocacy Network.

#### Creating Safe and Inclusive Care for Forgotten Australians / Care Leavers

[www.vimeo.com/475269598](http://www.vimeo.com/475269598)

To address the unique barriers to entering aged care that Forgotten Australians / Care Leavers face, Flinders University in South Australia conducted a research project called *Inclusive Care for Older Trauma Survivors*. From this, the report *Safe and Inclusive Care for Forgotten Australians / Care Leavers* was produced, which outlines several recommendations for aged care providers to ensure they're providing safe and inclusive care for Forgotten Australians / Care Leavers. This webinar was hosted by Older Persons Advocacy Network (OPAN).

More resources are under development, and will be listed on Helping Hand's website as they become available: [www.helpinghand.org.au/diversity-inclusion/forgotten-australians](http://www.helpinghand.org.au/diversity-inclusion/forgotten-australians)



