Communication and Information

This resource document includes Communication and Information resources for working with Aboriginal and Torres Strait Island Communities, as well as a more general resources.

Working with Aboriginal and Torres Strait Islander Communities

Aboriginal and Torres Strait Islander Cultural protocols, *Oxfam Australia:*
https://www.reconciliation.org.au/raphub/wp-content/uploads/2013/03/respect-aboriginal-and-torres-strait-islander-protocols-oxfam-australia.pdf

> This document provides guidance for working respectfully with Aboriginal and Torres Strait Islander people. It explains what cultural protocols are and the culturally rights of Aboriginal and Torres Strait Islander people, why these protocols are important and the principles underlying them.

The AIATSIS map of Aboriginal Australia:
http://www.abc.net.au/indigenous/features/map/

> The Aboriginal Language Map attempts to represent all the language or tribal or nation groups of Indigenous Australia, and may be useful when working with ATSI communities. However, for more specific information about groups of people in particular region, always contact the relevant Land Councils and ATSI organisations.

Respecting Cultures: Working with the Tasmanian Aboriginal Community and Aboriginal Artists, *Arts Tasmania's Aboriginal Arts Advisory Committee:*
www.arts.tas.gov.au/__data/assets/pdf_file/0017/91232/Respecting_Cultures_October_2009_Revised_2014.pdf

> Although this guide has a focus on the arts and some aspects are outdated, much of the information is useful and specific to engaging with Tasmanian Aboriginal and Torres Strait Islander people.

COTA For older Australians

Working with older Aboriginal and Torres Strait Islander people, *Benevolent Society:*
https://www.benevolent.org.au/~/media/5D30EB251FC3BACCF1B73DF61E07A9A8.ashx

> This document uses research to guide community aged care organisations and practitioners to work respectfully and in a culturally sensitive manner with Aboriginal and Torres Strait Islander people. It explains some of the history of Aboriginal and Torres Strait Islander cultures, some of the issues to be considered when working with them, and includes a discussion guide and helpful resources. It strongly emphasises that while the information provided may be useful, all Aboriginal and Torres Strait Islander cultures are complex and diverse, and that accepted protocols will vary across communities.

Other Communication and Information Resources

A Community Consultation Tool, *Volunteering Queensland:*
https://volunteeringqld.org.au/docs/Resource_WT_Community_Consultation_Tool.pdf

> This tool provides a framework and lists the questions you need to ask when plan community consultations with relevant stakeholders.

Be Connected Network, *Australian Government:* www.beconnected.esafety.gov.au/

> Be Connected is the replacement program for Broadband for Seniors. The national program aims to improve digital literacy of older Australians through provision of online resources and Network of community partners committed to teaching older community members how to get and stay online.

Better Together: a practical guide to effective engagement with older people, *Government of South Australia:* http://bettertogether.sa.gov.au/prepare

> The Government of South Australia developed this guide with members of the community to support government to effectively engage with older people. It explains the principles of engagement, some of the myths and stereotypes about

older people, feedback about how older people like to engage, the benefits of engagement and how to engage effectively with examples of methods.

Community Engagement Framework 2013-2018, *The City of Newcastle*: www.newcastle.nsw.gov.au/Newcastle/media/Documents/Engagements/Comm_Engagement_framework_Final_2.pdf

The City of Newcastle developed this framework for effective community engagement. It follows the principles developed by the International Association for Public Participation to inform, consult, involve, collaborate and empower members of the community through engagement. It also includes information about considering and managing risk and a template for developing the consultation framework.

Community Planning Toolkit: Community Engagement, *Community Places* and *BIG Lottery Fund:* www.communityplanningtoolkit.org/sites/default/files/Engagement.pdf

This UK document provides guidance on issues to consider when planning and designing community engagement. It includes information about identifying stakeholders to engage, barriers you may face and how to overcome these, quality standards for community engagement and different methods of engaging and their strengths, weaknesses and appropriateness.

Engaging with Older People Evidence Review, *AgeUK:* www.ageuk.org.uk/Documents/EN-GB/For-professionals/Research/Evidence_Review_Engagement_with_Older_People.pdf?dtrk=true

This review explains a variety of ways to engage older people in consultation and decision-making. It explains the benefits and essential elements of engaging community members.

Find Help Tas: https://findhelptas.com.au/

Find Help Tas is a site that brings together all community and social services on one website to help Tasmanians find support and services in their local area. It aims to assist both community members and people working in the sector to access an up-

to-date list of useful services for addictions, children, crisis and emergency support, cultural support, disability, finances, housing, legal services, mental health, older Tasmanians, parenting and young people, plus more.

Finding Out: Supporting older people to access the right information, *COTA Tasmania:* www.cotatas.org.au/action-advocacy/finding-out-report

As service and community information move online, older people who have not grown up with digital technology face discrimination, disconnection and isolation. COTA's Finding Out report provides information about how older Tasmanians access information about health, transport, social activities, home help, financial advice and keeping up with changing technology, and how councils can ensure they engage this demographic to improve their liveability.

Measuring Australia's Digital Divide: The Australian Digital Inclusion Index 2017: https://digitalinclusionindex.org.au/the-index-report/report/

This report, conducted by RMIT University in Melbourne for Telstra, presents digital inclusion scores across Australia. Digital inclusion is taken as a measure of access, affordability and digital ability across states, age groups, incomes, employment, education and other demographics. Data is presented at a national and state level, and case studies are provided for different demographic groups.

Roadmap to Livability: Community Listening Session Tool Kit, *AARP:* https://www.aarp.org/livable-communities/tool-kits-resources/info-2017/roadmap-to-livability-collection.html

The Community Listening Session Tool Kit is the second workbook in the AARP Roadmap to Livability series. It was developed to provide information about how to best gather public feedback in small group settings. The tool kit can be easily adapted and works well in communities that don't have the resources or population size necessary for conducting larger, more formal livability survey.

Understanding Digital Behaviours of Older Australians, *Office of the eSafety Commissioner:* https://esafety.gov.au/about-the-office/research-library

> This report and summary provides research about how older Australians perceive and use digital devices and the internet. It presents findings in attitudes and motivation, confidence and fear, reporting that people aged 50 to 69 years are significantly more digitally engaged than people over 70 years.

User Power: the participation of users in public services, *National Consumers Council:* https://dspace.stir.ac.uk/bitstream/1893/3261/1/NCC071ft_user_power.pdf

> This report explains what participation of people in development of policy-making and service delivery is, why it is important and how it can be conducted. It presents an 'umbrella strategy' for participation that includes identifying potential participants, making participation meaningful, building confidence and trust, and remaining accountable. It also provides some research about what resources people need, and what engages and motivates them to participate, and a participation checklist for consultation organisers to consider.

Working with people from culturally diverse backgrounds, *Victoria's Volunteering Portal:* www.volunteer.vic.gov.au/manage-your-volunteers/encouraging-diversity/working-with-people-from-culturally-diverse-backgrounds

> This webpage explains tips and how to work with people from culturally and linguistically diverse backgrounds to ensure benefits for all involved. It includes information about how to identify communities, train staff in cultural awareness, recruit volunteers from diverse backgrounds, create a welcoming environment, culturally sensitive practices you may need to consider and other tools and resources.