

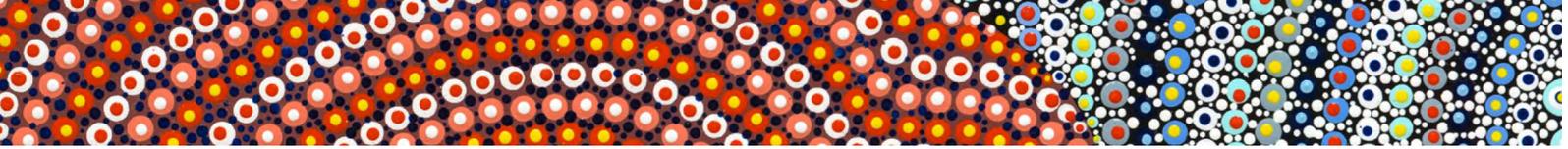
# LiveUp Better Practice Guide for Culturally Safe information about assistive products

[liveup.org.au](http://liveup.org.au)



Powered by





LiveUp is powered by iLA, a national for-purpose organisation based in Boorloo/Perth, Western Australia, with funding from the Australian Government Department of Health and Aged Care.

## Acknowledgement of Country

iLA acknowledges the Traditional Custodians of the lands, skies and waters throughout Australia and the Torres Strait where we live and work. We specifically acknowledge the Whadjuk/Noongar people as the Traditional Custodians of the lands on which our head office sits, in Boorloo/Perth, Western Australia (Noongar Boodja).

We pay our respects to all Aboriginal and Torres Strait Islander peoples across Australia, and their Elders past and present. We give gratitude for their enduring strength, spirit, and wisdom. It is an honour to connect with and learn from the world's longest continuous culture.

We are committed to walking together with Aboriginal and Torres Strait Islander peoples, to develop culturally safe information, navigation and capacity-building initiatives that will empower self-determination in health and ageing.

## The cover & banner artwork

iLA would like to thank Eulalia Martin, *Eulalia Nawajjarri Designs*, for designing the beautiful cover artwork "**Growth**" for us, and for giving her time and expertise to review our Acknowledgement of Country. Thank you for helping us share iLA's mission and purpose.

### "Growth"

The centre circle represents iLA, with the river of blue, yellow, and orange representing the Derbarl Yerrigan and iLA expanding into the community. The roots and hands of the flowing river represent a strong foundation of people reaching out to help others.

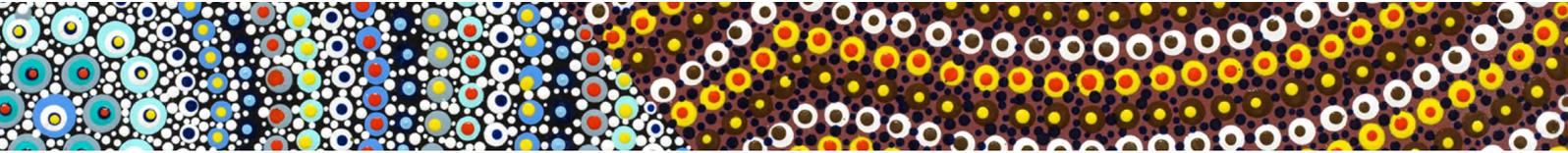
*You can find more of Eulalia's incredible work here:*

[Eulalia Nawajjarri Designs | Indigenous Art](#)

*Instagram: [eulalia\\_nawajjarri\\_designs](#)*

*Facebook: [Eulalia Nawajjarri Designs](#)*

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## Introduction

### About iLA and the LiveUp initiative

Independent Living Assessment (iLA), a not-for-profit organisation, has a long history in helping Australians make genuine and informed decisions through the provision of impartial information, navigation, and capacity building initiatives. iLA has been funded by the Department of Health and Aged Care to develop LiveUp. It's a free, national online healthy ageing guide that empowers older people to have greater choice and control over their ageing journey by providing information about low-risk and under-advice assistive products. It also connects older people to locally relevant activities and networks to support their wellbeing and reablement.

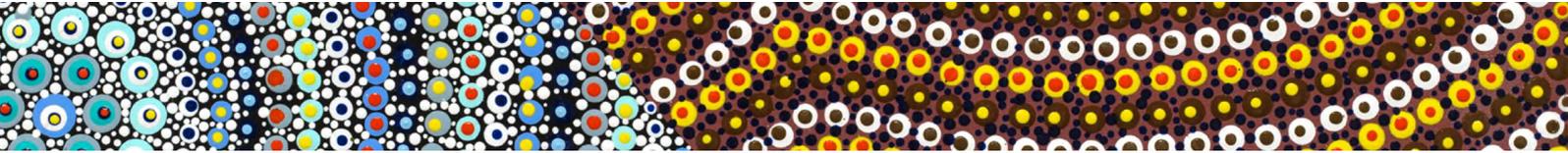
LiveUp was created in response to the *Review of Assistive Technology Programs in Australia* paper (2020), which identified a need to protect and promote older people's independence by increasing their awareness and understanding of Assistive Technology.

Assistive Technology, or AT, is an umbrella term for assistive products and services, that help maintain or improve a person's functioning and independence. Assistive products are sometimes known as aids, equipment, durables, medical equipment, and appliances. AT services refer to 'human factors' such as assessment, advice and evaluation which help match a person, their goals, and their environments to specific assistive products. Globally, more than 3.5 billion people will need at least one assistive product by 2050, with many older people needing two or more (World Health Organisation, May 2023).

#### LiveUp focuses on low-risk and under-advice assistive products:

- **Low-risk:** those assistive products with a low potential for causing harm when used for activities in daily living environments and do not require professional advice, set up or training for effective use; usually readily available through retail and online suppliers (e.g., raised garden bed).
- **Under-advice:** the person requiring the assistive product would benefit from written or professional advice to select and to ensure the product is used or installed effectively (e.g., personal alarm).

In Australia, there is significant growth projected for the older Aboriginal and Torres Strait Islander age groups (older First Nations people) due to an ageing population and improvements in life expectancy (Australian Institute of Health and Welfare, June 2023). This growth, combined with persisting health inequalities, are important drivers for the mainstream sector to invest in greater longer-term care support for older First Nations people, to ensure stronger, self-determined quality of life. This includes increasing older First Nations people's awareness, acceptance, and embedment of low-risk and under-advice assistive products where appropriate.



## About this better practice guide

In 2022, iLA engaged CultureLink, a First Nations enterprise, in partnership with positive change agency Think HQ, to conduct qualitative research with LiveUp's First Nations audience, to understand current attitudes and preferences toward information about assistive products. Topical yarns were conducted with 20 older First Nations people and 16 service provider staff. The research unearthed a significant opportunity for LiveUp to lead better practice in the provision of information about assistive products, and to offer the mainstream sector a way forward in meeting the longer-term care needs of older First Nations people.

Among the older First Nations participants, there was low awareness of any publicly available information about low-risk and under-advice assistive products in mainstream settings. Further, they felt the information that is available, uses a white lens to talk about assistive products and is targeted toward Western audiences. The participants shared stories of family and community-based service provider staff self-organising to create, tailor, and translate information about assistive products so that it felt more relevant and culturally safe. They challenged iLA and the mainstream sector to build its own capacity to deliver culturally safe information so that older First Nations people will have a more equitable opportunity to thrive in ageing.

The research helped iLA to identify nine guiding principles for culturally safe information about assistive products to support LiveUp. Many of these principles are part of a growing body of theory in the mainstream health and aged care sector. However, there is a perceived disconnect between principle and practice in the Assistive Technology space, because some older First Nations people feel they are not getting the information about assistive products they need, in the way they want to receive it.

In 2023, iLA conducted topical yarns with a further 24 older First Nations people and 26 service provider staff to explore how the nine principles are envisioned and experienced by some older First Nations people and service provider staff. This informed the creation of a better practice guide for creating culturally safe information about assistive products (the Guide).

The Guide represents iLA's first steps on a lifelong journey to help decolonise the Assistive Technology space, and to genuinely centre First Nations perspectives in information about assistive products. Through the Guide, iLA aims to create a shared vision for a culturally safe LiveUp, so that the initiative can better educate and engage older First Nations people on low-risk and under-advice assistive products.



## Who is this better practice guide for?

The Guide is for iLA internal use, to support the LiveUp initiative. The insights and recommendations may be applicable across other iLA initiatives working with older First Nations people and assistive products. This includes Regional Assessment Service, National Village Hubs Grant Program, KeepAble Sector Support & Development, AT Chat navigation and peer mentoring programs.

More broadly, other mainstream service providers working with older First Nations people and assistive products may find the insights and recommendations useful. iLA hopes the Guide can at least inspire in the mainstream sector, greater intercultural dialogue around Assistive Technology. In doing so, we can foster deeper understanding and action in attaining equitable health outcomes for Australia's ageing population.

## How to use this better practice guide

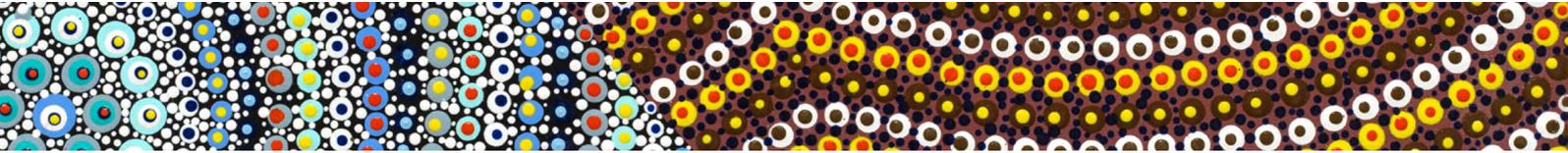
Forged through critical reflection and respectful collaboration, the Guide walks the reader through **LiveUp's nine guiding principles** for culturally safe information about assistive products. For each principle, the Guide follows the same structure:

- Concise, high-level definition of the principle
- Five challenges or gaps in the way this principle is currently applied to the Assistive Technology space in the mainstream health and aged care sector
- Five correlating better practice indicators recommended for LiveUp
- An example of how to apply 1x better practice indicator.

Australia's ageing population is diverse, as is the older Aboriginal and Torres Strait Islander population – with hundreds of clans experiencing varied information needs and preferences. The Guide does not invalidate any existing approaches to communicating about assistive products, nor does it suggest a one size fits all approach.

The Guide is designed to be iterative, and to clarify possible focus areas for LiveUp to educate and engage older First Nations people on low-risk and under-advice assistive products more effectively. The insights and recommendations may be used to validate current approaches, or to highlight areas for improvement. The Growth & Innovation Team will work closely with each LiveUp workstream to translate the Guide into the appropriate workplans.

The Guide should be used in conjunction with ongoing engagement and consultation with First Nations people to support the development of a truly inclusive and accessible healthy ageing guide.



## Our research partners



We give special thanks to Think HQ and CultureLink Consultancy, for their contributions to the 2022 research. The research findings opened the door for iLA to think differently and reimagine LiveUp in partnership with First Nations people.

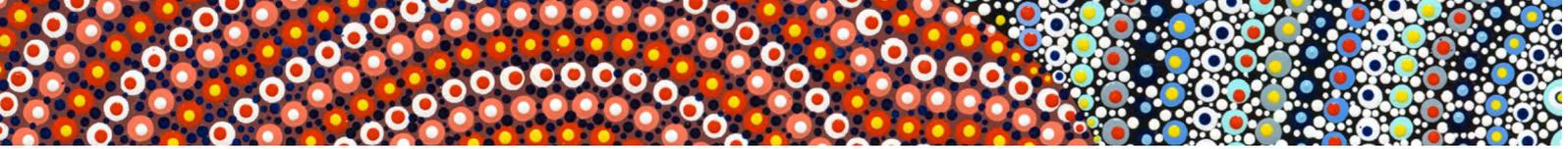


“ In this crucial endeavor to close the gap, iLA has shown not only a willingness to learn, but dedication to creating tangible change.

Their actions reflect the understanding that true progress emerges from shared wisdom, mutual respect, and collective commitment to building a healthier, more inclusive future for the growing demographic of First Nations elders.”

**Professor Shane Hearne**

Director, CultureLink Consultancy



## Contributors

iLA would like to acknowledge the older First Nations people and service provider staff who made the Guide possible. We thank you for graciously sharing your time, knowledge, and stories with us, and helping us to grow through the discomfort of knowing we should and can always do better.

**Contributing older First Nations people proudly belonging to First Nations communities and language groups including but not limited to:**

Arrente	Jagera	Turrbal
Dhurag	Jaru	Wiradjuri
Dja Dja Wuurrung	Kurna	Yarrowair
Gamillaroi	Larrakia	Yorta Yorta
Giabel	Miriwoong	Yuin
Gubbi Gubbi	Ngunnawal	
Gunditjmarra	Ngambri	
Gundungurra	Paredarerme	

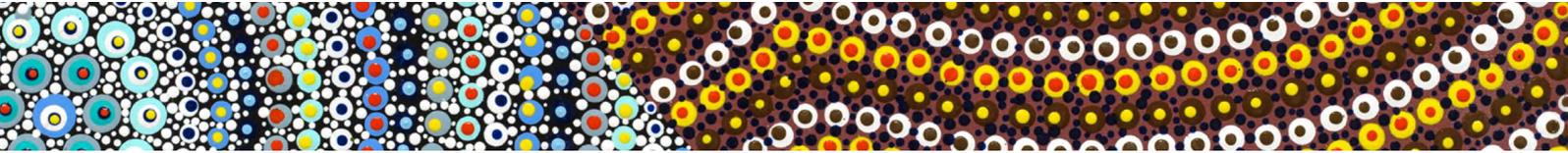
**Contributing service provider staff including but not limited to staff from the following organisations:**

Bungree Aboriginal Association	Karadi Aboriginal Corporation
Carbal Medical Services	Rumbaralara Aboriginal Cooperative
Gunditjmarra Aboriginal Cooperative	The Purple House
	Wyanga Aboriginal Aged Care

## Limitations

iLA acknowledges that the First Nations health and aged care sector is highly nuanced. While due care has been taken to capture the views of some older First Nations people and community-controlled service provider staff, this is only done at a high-level. The Guide does not speak for all in the sector and does not purport to represent all views of older First Nations people or community-controlled service provider staff.





## A collective commitment to change the narrative

**Older First Nations people and service providers** *“want to make a change and to close the gap, so will try every resource they think can help.”*

Traditional owner of the Arrente and Larrakia nations

**However,** *“the challenge with a lot of what we do – whether that be communications or access to services, is we ask people to not be Indigenous first, and then once they get that, then they can be Indigenous on top of that, and it just doesn’t work like that.”*

Non-Indigenous health worker on Turrbal & Jagera lands

*“The approach to AT is often square peg- round hole. It’s a white-centered concept”.*

Non-Indigenous health worker on Koori lands

**For example,** *“a lot of First Nations people are one day at a time people, they don’t worry until they’re there. Forward planning is in the mindset of a non-Indigenous person”.*

Traditional owner of the Jaru & Miriwoong nations

*“Even the language used, it’s a white-lens and government-speak, like AT as a tool of ‘self-management’.”*

Traditional owner of the Jarowait & Giabal people

*“It feels disconnected from me and my mob.”*

Traditional owner of the Kaurna nation

*“What will make (AT) a critical issue, is when older people see it as going to the heart of their identity, who they are and their connection to others.”*

Non-Indigenous health worker on Turrbal & Jagera lands

*“Think about why I want to stay healthy and for who – we have the responsibility for carrying on the culture.”*

Traditional owner of the Arrente & Larrakia nations

*“We need to deepen older First Nations people’s experiences of AT with culture, country and community, those things are their protection to help them thrive as they grow older.”*

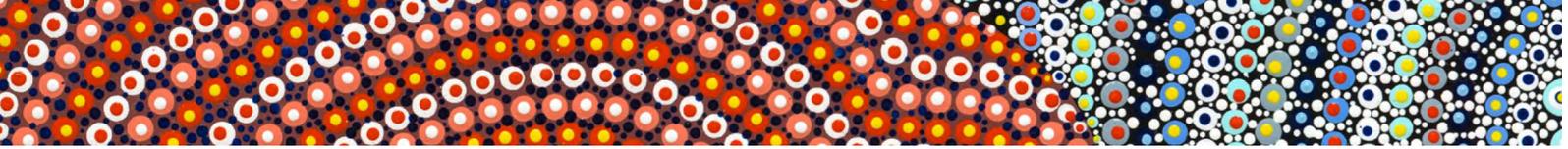
Traditional owner of the Yuin nation

*“The Government has stolen culture and taken away culture for so many years, we need to now give back to culture as much as possible, through resources that can be owned by community.”*

Traditional owner of the Yuin nation

**Because ultimately,** *“without culture, it doesn’t exist”.*

Non-Indigenous health worker on Turrbal & Jagera lands



## The Guide at a glance

### Vision

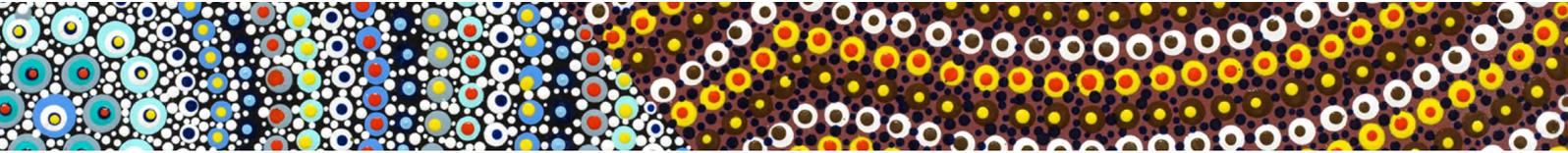
Australia's First Nations population can access the information about low-risk and under-advice assistive products they need to age well, in the way they want to receive it.

### Aim

The *LiveUp Better Practice Guide for Culturally Safe information about assistive products*, identifies a set of guiding principles and better practice indicators, to improve the way in which the mainstream sector designs and delivers information about low-risk and under-advice assistive products to older First Nations people.

### Nine guiding principles for culturally safe information about assistive products





## Nine guiding principles for culturally safe information about assistive products

<b>First Nations Informed</b>	LiveUp gives legitimate voice to older First Nations people with lived experience of assistive products, from the grassroots up.
<b>Trauma Aware</b>	LiveUp acknowledges the Stolen Generations and the impact of intergenerational trauma on assistive product uptake. It promotes dignity and control in what can be an awkward and confronting experience.
<b>Strengths Based</b>	LiveUp focuses on what's strong in ageing, instead of what's wrong. It reveals and reinforces the positives of older First Nations people seeking support, accessing resources, and engaging with assistive products.
<b>Person/Family Centered</b>	LiveUp empowers the older First Nations person to be the driver not just the recipient of care. It respects a collectivist approach to using assistive products and considers the 'person' to include the individual, family, and community.
<b>Holistic Goal Oriented</b>	LiveUp looks at all aspects of health and their relationship to assistive products. It recognises that information about assistive products that focuses on the physical aspect in isolation, will not lead to the best possible health outcomes for older First Nations people.
<b>Learning Focused</b>	LiveUp uses First Nations learning techniques to share information about assistive products effectively, such as storytelling, visuals, metaphors, and humour.
<b>Place Based</b>	LiveUp acknowledges the difference in issues on the ground across geographic locations. It delivers information about assistive products into communities aligned with local priorities, alongside broad-scale aged care policy and practice.
<b>Relevant</b>	LiveUp is inclusive in its selection of assistive products, and considers complex health needs, diverse criteria, and potential uses.
<b>Contribution Focused</b>	LiveUp recognises that the AT space is layered, and one piece of a bigger picture. It understands the role access to assistive products can play in other issues and sectors to contribute effectively to older First Nations people's health and wellbeing.



## Guiding Principle 1: First Nations Informed

**LiveUp gives legitimate voice to older First Nations people with lived experience of assistive products, from the grassroots up.**

### AT Information Challenge

### LiveUp Better Practice Indicator

**1.1** Some older First Nations people feel that information about assistive products is often written by health care professionals from a clinical perspective 'about' older people, rather than by older people from a lived experience perspective. This is a significant barrier for those who have had negative, culturally unsafe experiences seeking support through health care professionals.

LiveUp helps ensure that information about assistive products is governed by and belongs to older people, not just health care professionals. This includes writing information about assistive products primarily from the older person's perspective, with support from health care professional/s.

**1.2** Some older First Nations people feel that their approach to healthy ageing often significantly differs from the service provider perspective. Some are concerned that combining the two target audiences in one piece of information is a misalignment.

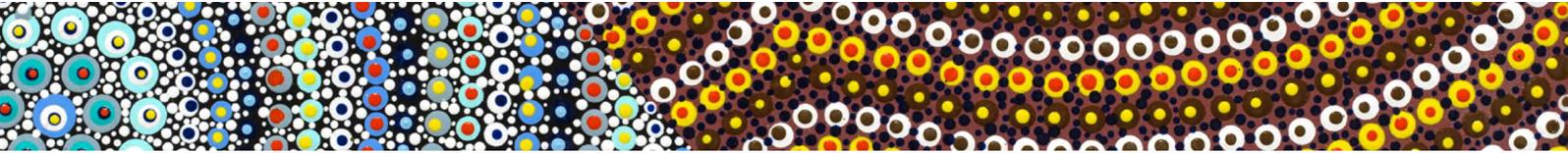
LiveUp has a clear target audience in mind for information about assistive products and tailors communications. This includes co-designing consumer-facing information with consumers, and co-designing provider-facing information with providers.

**1.3** Some older First Nations people feel that all older people, regardless of their cultural background, will benefit if First Nations' wisdom plays a larger role in mainstream information about assistive products. Currently, their wisdom is overlooked and/or reserved for First Nations-focused information.

LiveUp acknowledges the great value First Nations' wisdom can offer older people and collaborates with First Nations' stakeholders to respectfully blend Western and First Nations perspectives on assistive products, to create a richer healthy ageing guide for all. This includes gaining a deeper understanding of how to apply Social and Emotional Wellbeing frameworks.

**1.4** Some older First Nations people feel that it is difficult for non-Indigenous people to truly understand First Nations cultures and experiences, because they do not live it.  
  
As a result, sometimes the mainstream sector misconstrues First Nations'

There may be similarities between First Nations and non-Indigenous priorities and perspectives, but LiveUp respects that the nature and significance of these may differ for various reasons and empowers older First Nations people to find their own solutions.



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barriers or drivers to assistive product access as similar to, or matching with, the non-Indigenous population, not acknowledging the unique experiences of First Nations people and continuing with pre-existing approaches (confirmation bias).

E.g., some older non-Indigenous people have psycho-social priorities related to assistive product use, but this may be compounded for older First Nations people looking to heal from intergenerational trauma.

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**1.5** Some older First Nations people feel that there are local community members, leaders and organisations who are already showing leadership in the provision of culturally safe healthy ageing information, or want to contribute, but lack resourcing and support from the mainstream sector.

LiveUp works with First Nations stakeholders to develop information about assistive products through a capability-building lens. This includes creating and connecting opportunities for local members, leaders, and organisations to implement their own ideas to increase awareness, acceptance, and embedment of assistive products.

## Principle 1 Up-Close

Each Indicator requires ongoing engagement and consultation with First Nations people to meet. Below outlines some ideas to get you thinking.

### LiveUp Better Practice Indicator 1.1

LiveUp helps ensure that information about assistive products is governed by and belongs to older people, not just health care professionals. This includes writing information about assistive products primarily from the older person's perspective, with support from health care professional/s.



*Consider writing information about assistive products from a lived experience perspective by tapping into non-clinical stakeholders across diverse social spheres.*

#### CORE STAKEHOLDERS

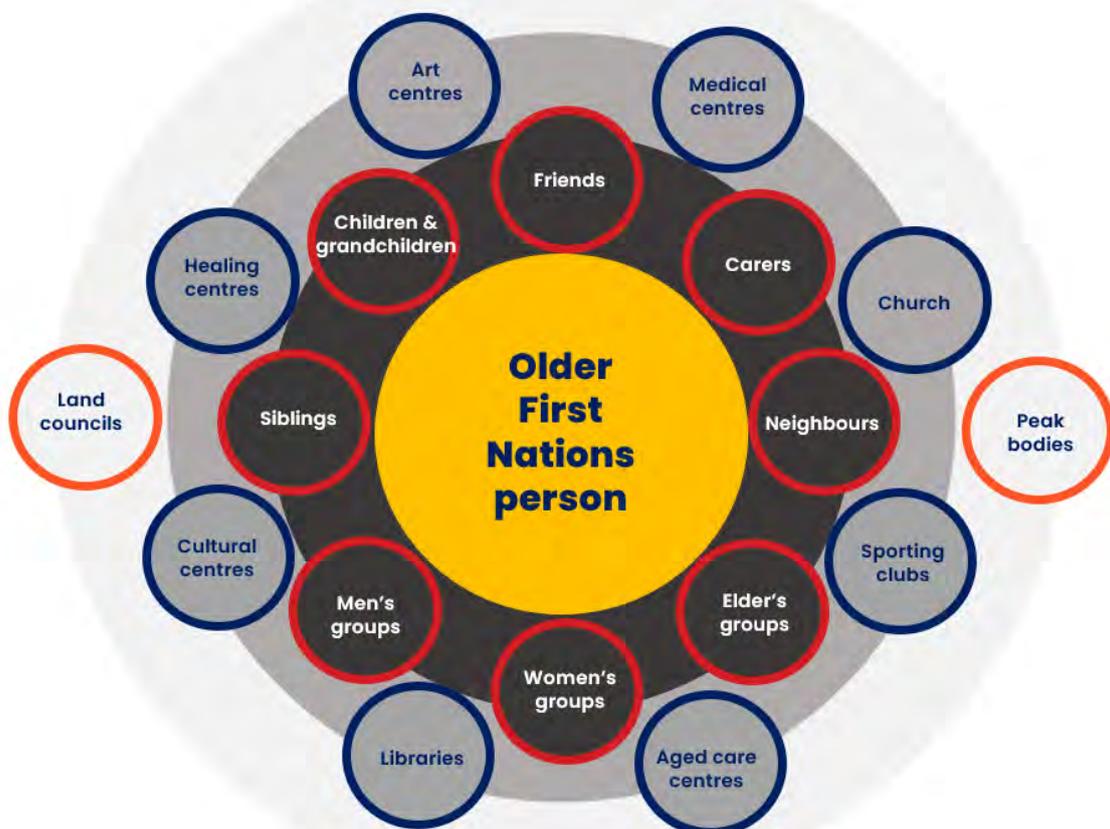
Those who have the most trusted or active relationships with some older First Nations people

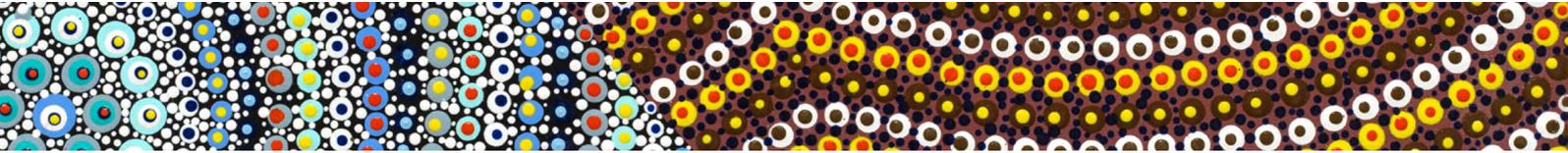
#### INVOLVED STAKEHOLDERS

Those who can help LiveUp reach core stakeholders

#### INFORMED STAKEHOLDERS

Those who must be considered during engagement with stakeholders due to existing governance structures





## Guiding Principle 2: Trauma Aware

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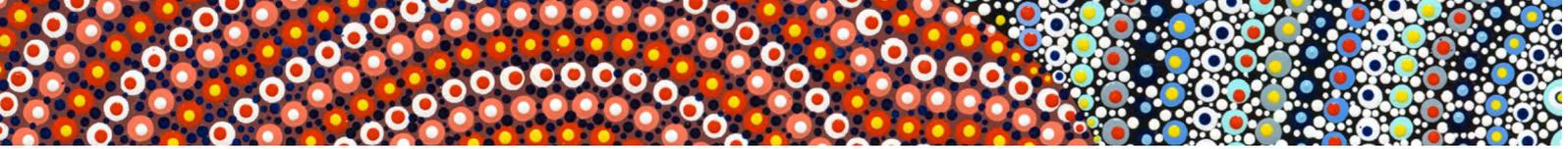
**LiveUp acknowledges the Stolen Generations and the impact of intergenerational trauma on assistive product uptake. It promotes dignity and control in what can be an awkward and confronting experience.**

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### AT Information Challenge

### LiveUp Better Practice Indicator

- |   |  |
|---|--|
| <p><b>2.1</b> Some older First Nations people worry that to access assistive products they must engage with the mainstream sector, which can sometimes feel culturally unsafe. They worry they need to have their needs assessed by others; that assistive products will need to be set up and monitored by others, increasing their risk to harmful acts, like privacy-invasion, discrimination, and racism.</p>   | <p>LiveUp increases older First Nations people's knowledge around assistive products, so they can more confidently self-advocate within and outside the system. This includes increasing awareness of low-risk assistive products that can be purchased (e.g., through a retailer) and set up without professional advice.</p> |
| <p><b>2.2</b> A clinical approach to assistive products and authoritative tone of information can be triggering for some older First Nations people. Medical jargon and terminology around assistive products can be alienating, particularly for those who have been denied an education.</p>  | <p>LiveUp uses a personable, casual approach to talk about assistive products. This includes using plain English without medical jargon, a conversational tone, indirect communication and lived experience stories, delivered across various mediums and channels such as video and audio.</p>                                |
| <p><b>2.3</b> Some older First Nations people feel that access to assistive products is a privilege. It relies on access to higher disposable income, access to funding packages, stock availability, appropriate housing infrastructure etc. This can be particularly challenging for some Stolen Generation survivors who are more likely to not own their own home and rely on government payments compared to First Nations people of the same age.</p> | <p>LiveUp is transparent about the conditions underlying assistive product uptake and breaks down barriers. This includes providing information to support older First Nations people to use assistive products in public, temporary and emergency housing (e.g., rental-safe assistive products).</p>                         |
| <p><b>2.4</b> Ageing on Country is spiritually important to older First Nations people and should be prioritised. However, some older First Nations people feel</p>   | <p>LiveUp supports older First Nations people to age on Country in physical, and less physical ways. This includes showing how wherever the older person lives, they can</p>   |
-



that they have limited control over their living space for various reasons not solved through assistive products (e.g., lower income, complex health needs). In focusing on physical ageing in place, some feel that information can foster fear or shame over living or receiving care off Country.

use different assistive products to share stories, connect to nature, or listen to songs in traditional language, to keep them strong and connected to their community.

**2.5** Some older First Nations people feel that assistive products are not a solution to task-based problems. Sometimes, the pain, fatigue and lack of concentration causing task-based problems are the result of their trauma and grief.

LiveUp connects assistive products to individual healing processes. This includes showing how assistive products can help the older First Nations person to spend more quality time with their family, participate in cultural practices like arts and craft, or travel back to Country.



## Principle 2 Up-Close

Each Indicator requires ongoing engagement and consultation with First Nations people to unpack and achieve. Below outlines some ideas to get you thinking.

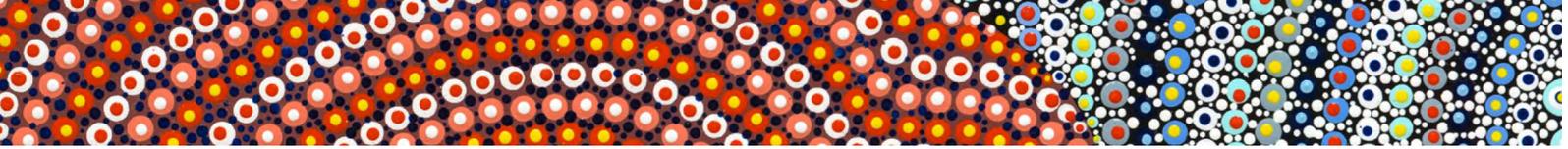
### LiveUp Better Practice Indicator 2.4

LiveUp supports older First Nations people to age on Country in physical, and less physical ways. This includes showing how wherever the older person lives, they can use different assistive products to share stories, connect to nature or listen to songs in traditional language, to keep them strong and connected to their community.



*Consider these perceived connections between assistive products and maintaining or strengthening an older person's relationship to Country, wherever they live.*





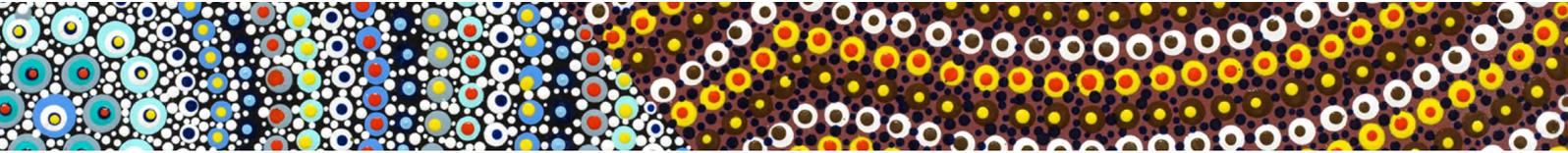
## Guiding Principle 3: Strengths Based

**LiveUp focuses on what's strong in ageing instead of what's wrong. It reveals and reinforces the positives of older First Nations people seeking support, accessing resources, and engaging with assistive products.**

### AT Information Challenge

### LiveUp Better Practice Indicator

- |   |   |
|---|---|
| <p><b>3.1</b> Some older First Nations people feel that they are battling a dual deficits discourse: that older people are less capable, and older First Nations people are less so than their non-Indigenous counterparts.</p>   | <p>LiveUp tackles ageism and discrimination by focusing on what older First Nations people can do, even if dealing with ill-health and/or functional decline. This includes spotlighting older First Nations people's strengths (skills, knowledge, experience) and contributions (past, present and future) through ordinary and extra-ordinary stories.</p> |
| <p><b>3.2</b> Some older First Nations people only become aware of assistive products following an injury and/or illness that requires they seek health advice. They learn about assistive products from an avoidant learning perspective, using assistive products to run from future painful or stressful incidents, rather than to existing strengths. Some even attach a level of anxiety to assistive products because they are hyperaware of what is at risk (e.g., falls).</p> | <p>LiveUp talks about assistive product benefits in a balanced way: what assistive products can help the older person avoid (e.g., falls) and take on (e.g., longer, more comfortable walks with their grandchildren).</p>  |
| <p><b>3.3</b> Some older First Nations people feel that to access assistive products, they must self-identify with a state of functional decline or disability, rather than what they value or find important in life.</p>  | <p>LiveUp shows how by using assistive products, the older First Nations person can cultivate existing strengths, including inner resources (e.g., resilience) and external resources (e.g., access to community).</p>  |
| <p><b>3.4</b> Some older First Nations people are hesitant to accept assistive products for fear it will change their identity, take something away from them, or make them feel 'less than'.</p>   | <p>LiveUp is careful to distinguish between ability, capacity, and capability. It focuses on an assistive product's attachment to an older person's capability, rather than their ability. This means assistive</p>   |



E.g., some who have multigenerational caregiving obligations to family and kin are concerned that using assistive products makes them look less able of looking after themselves and by extension, looking after others.

products represent capacity-building, as opposed to an ability that has been weakened or taken away.

E.g., The older person is able to watch their grandchildren play at the local football match. They have the capacity to watch their grandchildren play for short periods of time because they have lost strength in their legs. They have the capability to improve their capacity as they age, and watch their grandchildren play for longer, through an assistive product like a fold out chair.

**3.5**

Some older First Nations people only become aware of assistive products when they receive basic or complex services at home. Some believe the provider already fulfils the role of assistive products (e.g., podiatry services in place of using magnifier nail clippers; nursing services in place of using a long handle lotion brush), or that the assistive product can primarily serve the provider (e.g., domestic cleaners using a long-handled steam mop purchased through the client's funding packages).

LiveUp educates older First Nations people on how assistive products can be used in place of, or alongside, existing aged care supports. This includes explaining how by using assistive products, the older person can decrease their dependency on certain personal care supports and free up their aged care packages so they can attend to other care needs.

## Principle 3 Up-Close

Each Indicator requires ongoing engagement and consultation with First Nations people to meet. Below outlines some ideas to get you thinking.

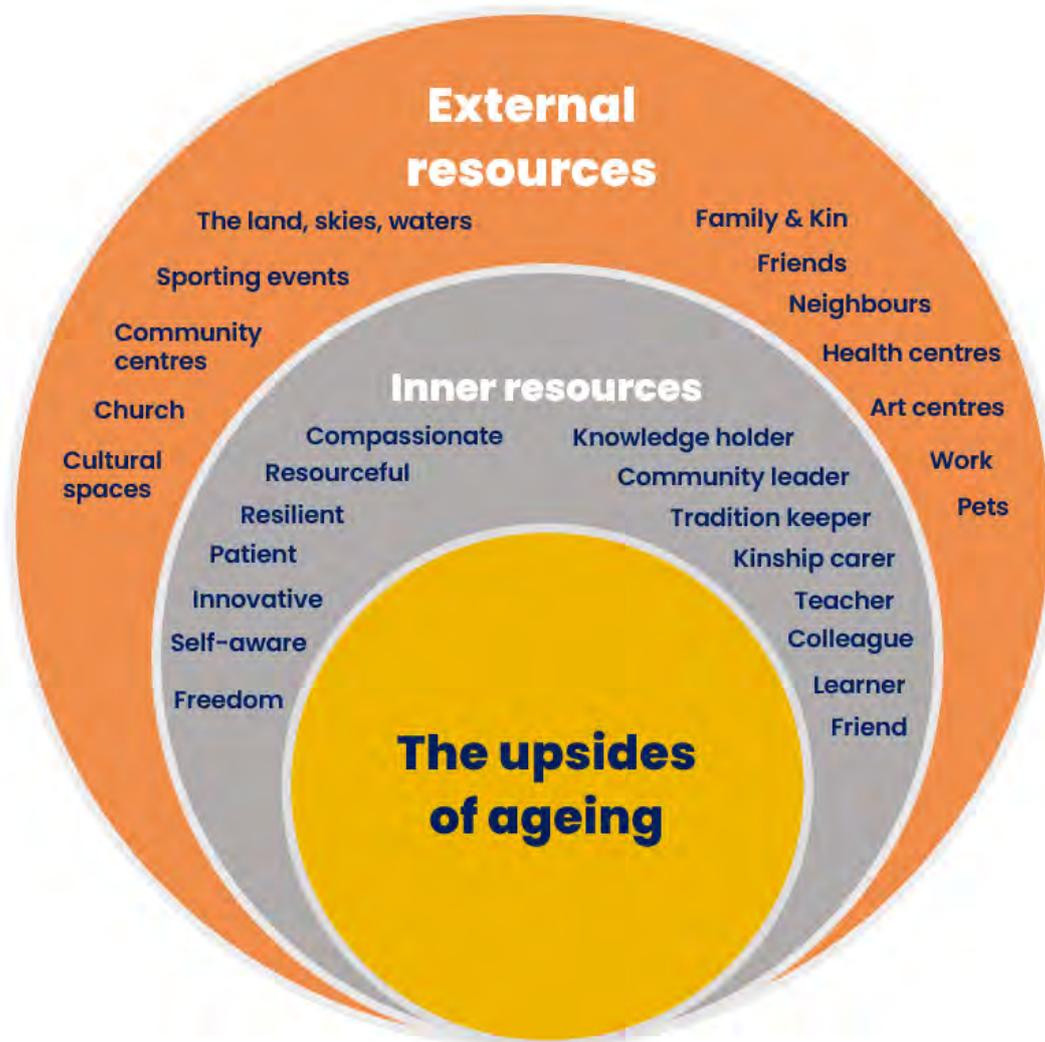
### LiveUp Better Practice Indicator 3.3

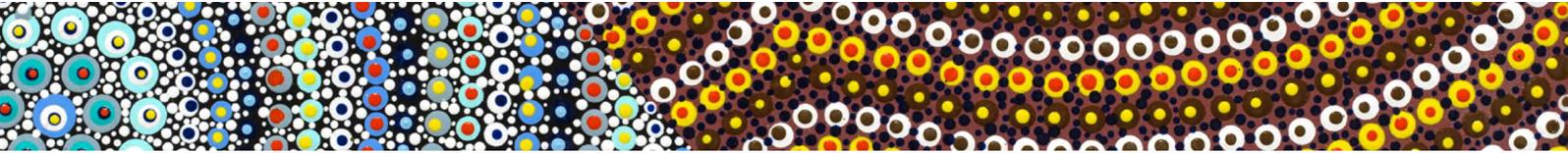
LiveUp shows how by using assistive products, the older person can cultivate existing strengths, including inner resources (e.g., resilience) and external resources (e.g., access to community).



*Consider using these perceived strengths through ageing as the foundation for information about assistive products. This will help older First Nations people associate assistive products with maintaining or improving things that are working well in their life, and see assistive products as a gain to, not a loss of life or self.*

*For example, now the older person has retired, they have more free time to visit the local art centre and pick up painting again. A soft grip paintbrush puts less stress on hand and wrist joints so the older person can keep doing the activity they love, for longer.*





## Guiding Principle 4: Person/Family Centered

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**LiveUp empowers the older person to be the driver not just the recipient of care. It respects a collectivist approach to using assistive products and considers the 'person' to include the individual, family, and community.**

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### AT Information Challenge

### LiveUp Better Practice Indicator

**4.1** Some older First Nations people require others to purchase assistive products on their behalf. After self-advocating for a type of product, some lose control along the purchase journey. They worry that the provider selects the product based on what works for the provider, or most clients, not the individual person (e.g., the older person is looking for a stand alone magnifier with light, so that they can use it while doing their beading with their local women's group, which sometimes runs outside and into the night).

LiveUp supports older First Nations people to amplify their own voice and choice throughout the purchase journey. This includes providing information about the full range of assistive products available, options and alternatives, as well as potential criteria to advocate for.

**4.2** Some older First Nations people feel that information about assistive products focuses on immediate or short-term support. Some find it difficult to remember how to install or use assistive products post-purchase (and why they should keep motivated to do so). This means they sometimes rely or wait on others to drive assistive product use.

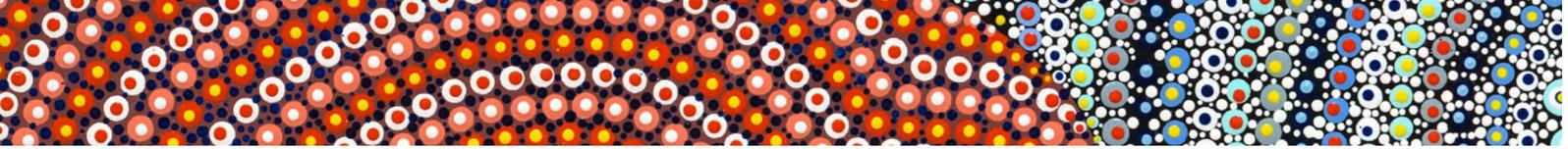
LiveUp supports older First Nations people to embed assistive products into their routine and supports greater fulfillment of the possible benefits over time. This includes providing easily digestible information on how to install assistive products (e.g., videos, infographics), and clear suggestions for the different uses in different contexts, beyond the original need.

**4.3** Some older First Nations people prioritise the health of their family and community, over themselves. They are motivated to make healthy choices for the betterment of their family, community, and Country.

LiveUp demonstrates how assistive products can have benefits for the individual, as well as family, community, and Country.

**4.4** For some older First Nations people, the extent to which they feel confident accepting and embedding assistive products is influenced by the emotional and practical support provided by their

LiveUp actively involves family and community in the information it provides, empowering them to accept and embed assistive product use. This includes providing information to help younger



family and community. However, some are concerned that others in their shared household will not 'like' the assistive products, or that assistive products in the home will discourage visitors.

generations feel more knowledgeable and comfortable around assistive products and those who use them.

E.g., some think their grandchildren look nervous around assistive products: that the grandchildren are fearful of doing something 'wrong' and causing harm to the older person.

#### 4.5

Some older First Nations people have weaker support networks which may reduce their motivation to use assistive products and embed healthy behaviours. Some fear that using assistive products is a barrier to connecting with others.

Just some reasons for weaker support networks include: some older First Nations people may prefer to live alone, have lost friends and family, children have moved away and/or they no longer work.

Some discover they are a part of the Stolen Generation later in life, so feel disconnected from others, including from those they were raised with. They may or may not be able to reconnect with their biological families.

LiveUp connects and creates opportunities for older First Nations people to engage and connect with:

- 1) Other older people who are experiencing some functional decline and using assistive products and,
- 2) Others (particularly the young) who are not experiencing functional decline or using assistive products but are welcoming and encouraging of those who do.

This includes local, culturally welcoming activities that support active, assisted, and passive participation from the older person.

## Principle 4 Up-Close

Each Indicator requires ongoing engagement and consultation with First Nations people to meet. Below outlines some ideas to get you thinking.

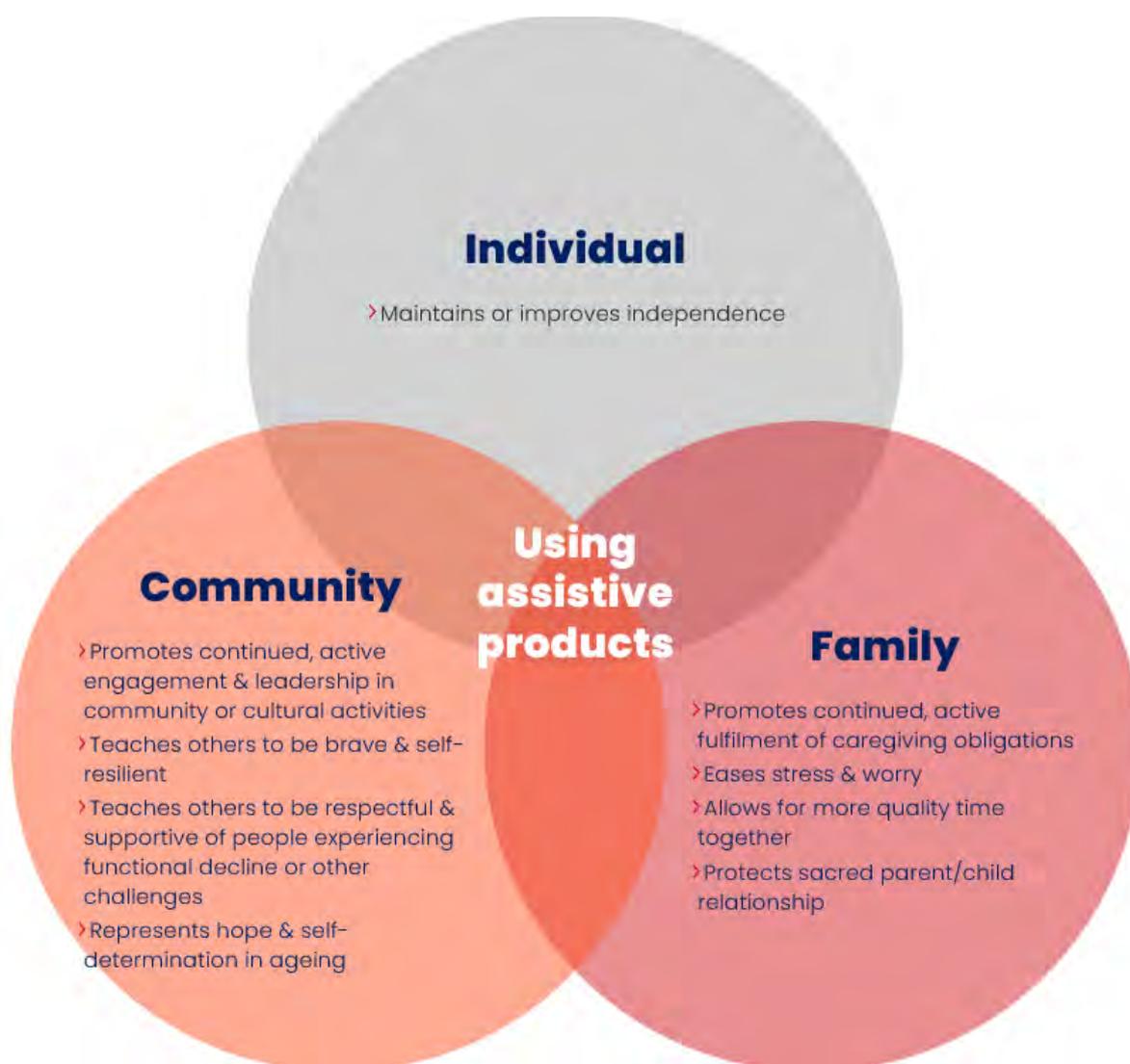
### LiveUp Better Practice Indicator 4.3

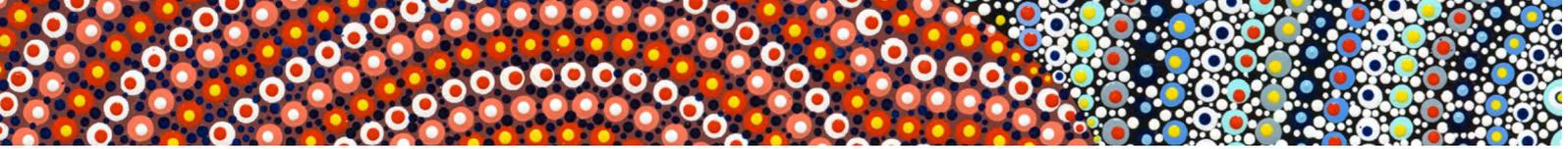
LiveUp demonstrates how assistive products can have benefits for the individual, as well as family, community, and Country.



*Consider highlighting these perceived shared benefits of assistive products use in information.*

*This will help the information resonate with those who define healthy ageing in terms of strong relationships and collective psycho-social wellbeing, as well as individual function.*



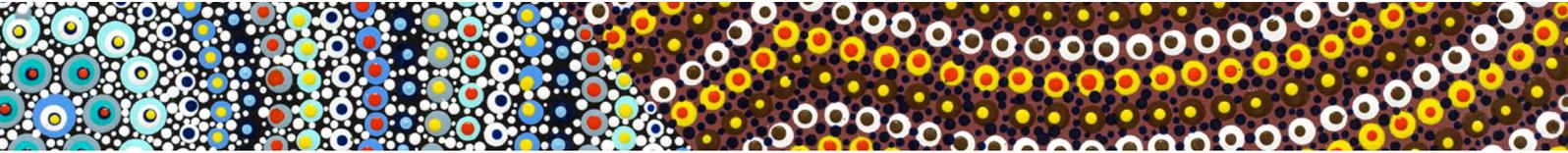


## Guiding Principle 5: Holistic Goal Oriented

**LiveUp looks at all aspects of health and their relationship to assistive products. It recognises that information about assistive products that focuses on the physical aspect in isolation, will not lead to the best possible health outcomes for older First Nations people.**

AT Information Challenge	LiveUp Better Practice Indicator
<p><b>5.1</b> Some older First Nations people feel that information about assistive products is not grounded in whole of life goals defined by older First Nations people.</p>	<p>LiveUp creates safe spaces for older First Nations people to speak frankly about whole of life health goals, and to define them how they want to. This includes understanding that goals look different for everyone.</p>
<p><b>5.2</b> Non-Indigenous understandings of holism differ from the complex holistic worldview held by older First Nations people.</p>	<p>LiveUp demonstrates cultural appreciation for why certain goals and strengths are important to older First Nations people, and how they might differ from non-Indigenous understandings.</p>
<p><b>5.3</b> Some older First Nations people see assistive products as just a piece of equipment that gets the job done (e.g., a car transfer bar can help the older person get in and out of the car).</p> <p>Some older First Nations people feel that the bigger role assistive products can play in protective factors important to them is not overt enough in information for assistive products to be prioritised as a pathway to healthy ageing (e.g., a car transfer bar can help the older person get in and out of the car so they can keep traveling back to Country).</p>	<p>LiveUp shows the direct and indirect ways assistive products can help build protective factors important to older First Nations people. Some common protective factors include safe housing, positive role-modelling, connection to community and Country, mindfulness, and nutrition.</p>
<p><b>5.4</b> Some older First Nations people feel that assistive products are framed as a solution to a task-based problem, rather than as having a role in goal setting. As a result, not enough attention is paid to the challenges some older First Nations people may encounter</p>	<p>LiveUp considers the direct and indirect ways assistive products can both facilitate and/or block the older First Nations person from achieving their healthy ageing goals.</p>





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accepting and embedding assistive products as a pathway to healthy ageing.

**5.5** Some older First Nations people feel that their strong connections to emotional, cultural, and spiritual health are treated as a secondary layer to physical health.

LiveUp respects whole of life goals and priorities as relevant to information about assistive products, even if they are outside the envelope. This includes understanding the role of assistive products in physical, social, cultural, emotional, spiritual, cognitive, and financial health.

## Principle 5 Up-Close

Each Indicator requires ongoing engagement and consultation with First Nations people to meet. Below outlines some ideas to get you thinking.

### LiveUp Better Practice Indicator 5.5

LiveUp respects whole of life goals and priorities as relevant to information about assistive products, even if they are outside the envelope. This includes understanding the role of assistive products in physical, social, cultural, emotional, spiritual, cognitive, and financial wellness.



*Consider using an extended approach to developing information about assistive products, situating the task-based problem/assistive product solution in a broader context.*

*This will help LiveUp identify the types of information points or messaging that may be required to move the older person from their goal, through to the action (awareness, acceptance, embedment of assistive products) and back to their goal again.*





*Consider how the extended pathways approach applies to these 10 commonly identified healthy ageing goals:*

## **Commonly identified healthy ageing goals**

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- 1. I can spend quality time with friends, family, and kin**

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- 2. Wherever I live, I feel comfortable and safe to move around inside and outside the house**

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- 3. I can participate in and contribute to activities that reinforce a sense of place, cultural pride, and support healing**

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- 4. I can live in and enjoy the present moment, even if some days are hard**

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- 5. I am respected as an important contributor to the growth of others, particularly the young, through the sharing of my stories, knowledge, and positive choices**

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- 6. I am the author of my own life story; I can make my own decisions and have the agency and support to carry them out**

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- 7. I can reduce the likelihood of and/or manage illness and/or injury**

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- 8. I can experience, learn, and achieve new things, even if small**

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- 9. I eat healthy and balanced foods**

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- 10. I am financially well**

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## Healthy ageing goal 1

### I can spend quality time with friends, family, and kin

Strength (What is already working well)	Motivators (Why is it important)	Practice (What does this look like)	Challenge (What is not working well)	Assistive Product (How might assistive products facilitate goal setting)	Barrier (How might assistive products be perceived to block goal setting)
I have more free time to get together with friends, family, and kin for a drink and/or meal	<ul style="list-style-type: none"> <li>&gt; Mindfulness: sight, sound, smell, taste, touch</li> <li>&gt; Love and support</li> <li>&gt; Conversation</li> <li>&gt; Knowledge-sharing</li> <li>&gt; Drawing on memories</li> </ul>	I enjoy cooking for friends, family, and kin	I find it increasingly difficult to stand in the kitchen for long periods of time, reach kitchen utensils in cupboards, open jars, turn taps and lift heavy objects	<ul style="list-style-type: none"> <li>&gt; Anti-fatigue standing mat</li> <li>&gt; Jar or can opener</li> <li>&gt; Food preparation board</li> <li>&gt; Universal tap turner</li> <li>&gt; Kitchen trolley with brakes</li> <li>&gt; Kitchen stool</li> <li>&gt; Rotating (carousel) basket</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Assistive products make me feel child-like and change relationship dynamics</li> <li>&gt; Assistive products draw attention to my weaknesses: burdening others</li> <li>&gt; Assistive products draw attention to privilege: not everyone is so lucky</li> </ul>
		I enjoy sharing recipes with friends, family and kin	I find it increasingly difficult to recall and follow recipes	<ul style="list-style-type: none"> <li>&gt; Book stand</li> <li>&gt; Digital voice recorder</li> </ul>	
		I enjoy yarnning with friends, family and kin over a drink and/or meal	I find it increasingly difficult to spend long periods of time sitting down on hard surfaces, and to grip cutlery	<ul style="list-style-type: none"> <li>&gt; Knife and fork with a built-up handle</li> <li>&gt; Dual-handled cup</li> <li>&gt; Padded seat cushion</li> </ul>	

#### Sample story

As we get older, it's nice to have more free time to spend with your family **(Strength)**. You might like to get together with the family **(Goal)** over a cuppa or a meal for a yarn **(Practice)**. It's a great way to connect with your grandchildren, share stories and teach them about who they are and where they've come from **(Motivator)**. A dual handled cup **(Enabler)** can give you greater stability and control **(Challenge)** so you can enjoy your cup of tea and their company, more comfortably for longer **(Goal)**. There are dual handled cups made from ceramic hardware which are discrete and hard wearing **(Barrier)**.

## Healthy ageing goal 2

### Wherever I live, I feel comfortable and safe to move around inside and outside the house

Strength (What is already working well)	Motivators (Why is it important)	Practice (What does this look like)	Challenge (What is not working well)	Assistive Product (How might assistive products facilitate goal setting)	Barrier (How might assistive products be perceived to block goal setting)
I live in a happy home with family and pets, and nearby amenities and facilities	<ul style="list-style-type: none"> <li>&gt; Love and support</li> <li>&gt; Exercise</li> <li>&gt; Fresh air</li> <li>&gt; Community</li> <li>&gt; Companionship</li> <li>&gt; Well-functioning household</li> </ul>	I enjoy meeting up with the neighbours, friends, and family	I find it increasingly difficult to get dressed quickly to leave the house, and to get in and out of the car	<ul style="list-style-type: none"> <li>&gt; Button hook or zip puller</li> <li>&gt; Dressing stick</li> <li>&gt; Long handled shoe horn</li> <li>&gt; Velcro shoes</li> <li>&gt; Car transfer bar</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Assistive products are not easily transportable</li> <li>&gt; Assistive products are not suitable for outdoors</li> <li>&gt; Assistive products take up too much space/require storage</li> </ul>
		I enjoy feeding, exercising and playing with my cats and dogs.	I find it increasingly difficult to maintain my balance during dog walks, to bend down or lean over to feed my dog, pick up my dog, play with my dog and clean up their waste	<ul style="list-style-type: none"> <li>&gt; Treat dispensing puzzle toys</li> <li>&gt; Light up pet collar or harness</li> <li>&gt; Elevated pet feeder with splash guard</li> <li>&gt; Long handled poop scooper</li> <li>&gt; Self cleaning litter box</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Assistive products stop me connecting with others</li> <li>&gt; Assistive products are not accepted by everyone, or can make me feel vulnerable</li> </ul>
		I enjoy doing my own shopping	I find it increasingly difficult to read food labels and carry the shopping bags	<ul style="list-style-type: none"> <li>&gt; Label reading magnifier</li> <li>&gt; Pull along trolley</li> </ul>	

#### Sample story

Pets give us unconditional love (**Strength**). In return, we take good care of them (**Goal**), and this includes feeding time (**Practice**). There's support out there so you can meet your pets needs as you age (**Motivation**). An elevated feeder with splash guard (**Enabler**), allows you to feed your pet without bending down too low, and prevents any spills that might cause falls (**Challenge**) so you can safely take care of your pet (**Goal**). There's lots of other gadgets and tools available to keep you and your pet, connected and enjoying life together – through feeding, exercising and playtime (**Barrier**).

## Healthy ageing goal 3

### I can participate in and contribute to activities that reinforce a sense of place, cultural pride and support healing

Strength (What is already working well)	Motivators (Why is it important)	Practice (What does this look like)	Challenge (What is not working well)	Assistive Product (How might assistive products facilitate goal setting)	Barrier (How might assistive products be perceived to block goal setting)
I attend a community centre/healing centre in my area that runs planned activity groups for elders, including art, music, singing, dancing, cooking, yarnning circles, connecting to and caring for Country	<ul style="list-style-type: none"> <li>&gt; Identity and belonging</li> <li>&gt; Reconnection</li> <li>&gt; Culture</li> <li>&gt; Self-esteem and confidence</li> <li>&gt; Knowledge-sharing</li> <li>&gt; Resilience</li> <li>&gt; Spiritual</li> <li>&gt; Cognitive strength</li> <li>&gt; Physical strength</li> </ul>	<p>I enjoy participating in community gatherings like attending the local BBQs, football games, NAIDOC week events and Senior Games Carnivals</p>	<p>I find it increasingly difficult to get undressed and dressed if I need to use a public bathroom when I'm out and about, to stand for long periods of time</p>	<ul style="list-style-type: none"> <li>&gt; Velcro or magnetic fastening to replace buttons on clothing</li> <li>&gt; Loop zip puller</li> <li>&gt; Shoes with Velcro closures</li> <li>&gt; No-tie shoe fasteners</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Assistive products are not easily transportable</li> <li>&gt; Assistive products are not suitable for outdoors</li> <li>&gt; Assistive products create judgement from others</li> <li>&gt; Assistive products stop me connecting with others particularly the young</li> <li>&gt; Assistive products are not suitable for diverse cultural practices</li> </ul>
		<p>I enjoy participating in arts and craft, sometimes outside and into the night</p>	<p>I find it increasingly difficult to grip tools for long periods of time and to see what I am doing</p>	<ul style="list-style-type: none"> <li>&gt; Easy grip paint brushes</li> <li>&gt; Large grip crochet hooks and/or knitting needles</li> <li>&gt; Standalone magnifier with light</li> </ul>	
		<p>I enjoy replanting essential plants in my local area</p>	<p>I find it increasingly difficult to bend down</p>	<ul style="list-style-type: none"> <li>&gt; Padded kneeling stool</li> <li>&gt; Raised garden bed</li> <li>&gt; Long handled grass shears</li> </ul>	

#### Sample story

As we get older, it's nice that to have more free time to do things that we enjoy. There's different activity groups for elders in your local area (**Strength**). You might like to ground yourself in the community and your culture (**Goal**), by joining an arts and craft group (**Practice**). It's a great way to learn a new skill, and about your connection to your ancestors and traditions (**Motivator**). A hands-free magnifier with light (**Enabler**) can give you better vision over what you are doing (**Challenge**), whether that be weaving, painting, beading (**Goal**) or any array of art and craft you want to learn (**Barrier**). Hands-free magnifiers are lightweight so easily transportable. There are also foldable options that will discreetly fit in your bag (**Barrier**).

## Healthy ageing goal 4

### I can live in and enjoy the present moment, even if some days are hard

Strength (What is already working well)	Motivators (Why is it important)	Practice (What does this look like)	Challenge (What is not working well)	Assistive Product (How might assistive products facilitate goal setting)	Barrier (How might assistive products be perceived to block goal setting)
I practice mindfulness, Dadirri - deep listening	<ul style="list-style-type: none"> <li>&gt; Connection</li> <li>&gt; Distraction</li> <li>&gt; Calm</li> <li>&gt; Place</li> <li>&gt; Purpose</li> <li>&gt; Positive mindset</li> <li>&gt; Spirituality</li> <li>&gt; Clarity</li> </ul>	Living off-Country, I enjoy returning to Country to see family, participate in ceremony	I find it increasingly difficult to travel, to get in and out of the car	<ul style="list-style-type: none"> <li>&gt; Car transfer bar</li> <li>&gt; Dressing stick</li> <li>&gt; Pill organiser</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Assistive products look clinical and are a reminder of residential, aged care, hospital settings</li> <li>&gt; Assistive products are complicated to use and/or sometimes don't work</li> </ul>
		I enjoy reading and listening to recorded meditations and singing, including in traditional language	I find it increasingly difficult to distinguish between mobile icons and to hear	<ul style="list-style-type: none"> <li>&gt; Headphones with soft ear cups (suitable for mobile phone)</li> </ul>	
		I enjoy connecting with nature through barefoot standing and walking, and activities like gardening	I find it increasingly difficult to remove my shoes myself, to bend down and to grip gardening tools	<ul style="list-style-type: none"> <li>&gt; Stretch shoe laces</li> <li>&gt; No-tie shoe fasteners</li> <li>&gt; Long handled shoe horn</li> <li>&gt; Raised garden bed</li> <li>&gt; Easy grip garden hand tools</li> <li>&gt; Foldable garden seat/kneeler</li> </ul>	

#### Sample story

Connecting with Country is a form of mindfulness (**Strength**). If you live off-Country, you might like to recentre yourself (**Goal**), by returning to your traditional lands (**Practice**). It's a great way to see family, participate in ceremony and community events (**Motivator**). A car transfer bar (**Enabler**) can provide a safe and supportive handhold for getting in and out of a car (**Challenge**), taking the stress out of travelling so you can find sanctuary on Country (**Goal**). The car transfer bar is a super simple gadget that fits quickly into the door striker of most cars, and no modification of the vehicle is required (**Barrier**).

## Healthy ageing goal 5

I am respected as an important contributor to the growth of others, particularly the young, through the sharing of my stories , knowledge and positive choices

Strength (What is already working well)	Motivators (Why is it important)	Practice (What does this look like)	Challenge (What is not working well)	Assistive Product (How might assistive products facilitate goal setting)	Barrier (How might assistive products be perceived to block goal setting)
I have accumulated life experience and wisdom	<ul style="list-style-type: none"> <li>&gt; Purpose</li> <li>&gt; Generosity</li> <li>&gt; Knowledge-sharing</li> <li>&gt; Preserve oral history</li> <li>&gt; Role modelling</li> <li>&gt; Team work</li> <li>&gt; Community strength</li> <li>&gt; Character-building skills: respect, patience, gratitude, support, resilience, bravery</li> </ul>	<p>I enjoy helping people connect to Country, to explore purpose and gratitude by visiting special places</p> <p>I enjoy spending time with my grandchildren, including playing games, telling stories and completing tasks together</p>	<p>I find it increasingly difficult to walk from one place to another, to point and reach to things</p> <p>I find it increasingly difficult to find activities that both myself and the grandchildren can enjoy</p>	<ul style="list-style-type: none"> <li>&gt; Portable chair</li> <li>&gt; Padded shoes</li> <li>&gt; Trekking cane</li>   <li>&gt; Raised garden bed</li> <li>&gt; Easy grip garden hand tools</li> <li>&gt; Jumbo playing cards</li> <li>&gt; Playing card holders</li> <li>&gt; Easy grip scissors</li> <li>&gt; Large handle paint brushes</li>   <li>&gt; Button hook or zip puller</li> <li>&gt; Anti-fatigue standing mat</li> <li>&gt; Full page magnifier sheet</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Assistive products make you feel or look 'less than' you were before, 'insignificant', 'unproductive', 'ignored'</li> <li>&gt; Assistive products only benefit the individual</li> <li>&gt; Assistive products are not suitable for diverse cultural practices</li> </ul>
		I enjoy working and volunteering in my local community	I find it increasingly difficult to get undressed and dressed, to sit or stand for long periods of time, read documents		

### Sample story

As we get older, we have a wealth of life experience and wisdom (**Strength**) that can be passed on to others to help keep them strong (**Goal**). You might like to work/volunteer in the local community (**Practice**). It's a great way to keep your body and mind sharp, while sharing your skills and knowledge with others who will enjoy learning from you (**Motivator**). A button hook with zip puller (**Enabler**) can help you get dressed (**Challenge**) and ready for work with ease (**Goal**). A button hook with zip puller is small enough to fit in your jacket pocket or in your handbag so you can bring it out with you and feel ready for anything (**Barrier**).



## Healthy ageing goal 6

### I am the author of my own life story; I can make my own decisions and have the agency and support to carry them out

Strength (What is already working well)	Motivators (Why is it important)	Practice (What does this look like)	Challenge (What is not working well)	Assistive Product (How might assistive products facilitate goal setting)	Barrier (How might assistive products be perceived to block goal setting)
I control who I allow into my home, and when I leave it	<ul style="list-style-type: none"> <li>&gt; Heard</li> <li>&gt; Listened to</li> <li>&gt; Respected</li> <li>&gt; Autonomy</li> <li>&gt; Freedom</li> <li>&gt; Control</li> <li>&gt; Trust</li> </ul>	I can maintain a clean household	I find it increasingly difficult to complete domestic tasks, like dusting lower surfaces, scrubbing the shower recess floor	<ul style="list-style-type: none"> <li>&gt; Long handle d dust pan</li> <li>&gt; Long handle d steam mop</li> <li>&gt; Light weight iron</li> <li>&gt; Laundry trolley</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Assistive products can only be accessed through authority figures</li> <li>&gt; Assistive products make me feel or look 'less than'</li> </ul>
		I can manage my self - care	I find it increasingly difficult to wash and dress my lower half, including getting pants, socks and shoes on	<ul style="list-style-type: none"> <li>&gt; Dressing stick</li> <li>&gt; Long handled shoe horn</li> <li>&gt; Long handle d hair brush</li> <li>&gt; Long handle d shower brush</li> </ul>	
		I can maintain a safe and secure household	I find it increasingly difficult to open and lock doors, stay steady on my feet, see settings	<ul style="list-style-type: none"> <li>&gt; Universal key turner</li> <li>&gt; Long handled reacher</li> <li>&gt; Anti-slip tape</li> </ul>	

#### Sample story

As we get older, we value our privacy (**Strength**). You can maintain control over your personal space (**Goal**) by exploring ways to make managing self-care easier (**Practice**). This could reduce your need for carer support (**Motivator**). An extendable lotion applicator (**Enabler**) can reduce the need to bend or stretch (**Challenge**), so you can apply lotions, moisturisers, and ointments yourself (**Goal**). By preventing strain injuries, you keep yourself strong. Extendable lotion applicators are low-risk, meaning you or your family can purchase them yourselves, with little professional advice, set up and training required (**Barrier**).

## Healthy ageing goal 7

### I can reduce the likelihood of and/or manage illness and/or injury

Strength (What is already working well)	Motivators (Why is it important)	Practice (What does this look like)	Challenge (What is not working well)	Assistive Product (How might assistive products facilitate goal setting)	Barrier (How might assistive products be perceived to block goal setting)
I have existing supports to help me manage illness and/or injury	<ul style="list-style-type: none"> <li>&gt; Fall injury reduction</li> <li>&gt; Pain management</li> <li>&gt; Life longevity</li> <li>&gt; Reduce/manage chronic illness</li> </ul>	I attend healing centres which can include social activities as well as counselling and other health advice	I find it increasingly difficult to remember the sessions, get myself there and to participate in the activities	<ul style="list-style-type: none"> <li>&gt; Large print calendar</li> <li>&gt; Car transfer bar</li> <li>&gt; Seatbelt reacher</li> <li>&gt; Easy grasp paint brush</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Assistive products do not work alongside existing infrastructure (e.g, electrical assistive products may fail during, or cause power outages)</li> <li>&gt; Assistive products do not work alongside existing supports (e.g, headphones incompatible with hearing aids)</li> <li>&gt; Assistive products can cause or exacerbate injury (e.g, non-slip bath mats too heavy to lift)</li> <li>&gt; Assistive products are challenging and stressful to install</li> </ul>
		I take medication and attend health appointments	I find it increasingly difficult to remember my medication, health appointments and to get myself there	<ul style="list-style-type: none"> <li>&gt; Pill organiser</li> <li>&gt; Eye drop dispenser</li> <li>&gt; Large print calendar</li> <li>&gt; Car transfer bar</li> </ul>	
		I follow safety advice to prevent the risk of injury at-home including falls, strains, burns	I find it increasingly difficult to stay steady on my feet, lift heavy objects, see settings	<ul style="list-style-type: none"> <li>&gt; Anti-slip tape</li> <li>&gt; Anti-slip bath mat</li> <li>&gt; Shower stool</li> <li>&gt; Plug in sensor night lights</li> <li>&gt; Kettle tipper</li> <li>&gt; Bump dots</li> <li>&gt; Kitchen trolley with brakes</li> </ul>	

#### Sample story

Age is a risk factor for falls, but they can be prevented (**Strength**). You can protect yourself from falls (**Goal**) by making small changes around the house (**Practice**). A sensor night light (**Enabler**) can help you adjust to changes in lighting (**Challenge**), so you can move around the house at night safely (**Goal**). Sensor night lights are super easy to install. There are sensor night lights that can plug into a power outlet, or those that come with an adhesive strip or folding stand and use batteries (**Barrier**).

## Healthy ageing goal 8

### I can experience, learn and achieve new things, even if small

Strength (What is already working well)	Motivators (Why is it important)	Practice (What does this look like)	Challenge (What is not working well)	Assistive Product (How might assistive products facilitate goal setting)	Barrier (How might assistive products be perceived to block goal setting)
I have more free time to learn and discover new things	<ul style="list-style-type: none"> <li>&gt; Focus</li> <li>&gt; Satisfaction</li> <li>&gt; Growth</li> <li>&gt; Connection</li> <li>&gt; Distraction</li> <li>&gt; Productivity</li> <li>&gt; Memories</li> </ul>	I enjoy travelling with family and friends	I find it increasingly difficult to manage all my different medication while away from home	<ul style="list-style-type: none"> <li>&gt; Pill organiser</li> <li>&gt; Automatic pill dispenser</li> <li>&gt; Eye drop dispenser</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Assistive products make you feel passive</li> <li>&gt; Assistive products create dependence on a product, rather than reskill</li> </ul>
		I enjoy learning new skills and hobbies	I find it increasingly difficult to find activities that I can do with poor vision and hand function	<ul style="list-style-type: none"> <li>&gt; Easy grip paint brush</li> <li>&gt; Ergonomic crochet hooks and/or knitting needles</li> <li>&gt; Standalone magnifier with light</li> <li>&gt; Desktop magnifier with light</li> <li>&gt; Easy grip scissors</li> <li>&gt; Lap tray/desk</li> </ul>	
		I enjoy hearing other people's stories and learning about new topics through television and film	I find it increasingly difficult to see and press television remote icons, to hear the TV	<ul style="list-style-type: none"> <li>&gt; Big button, universal TV remote</li> <li>&gt; Headphones with soft ear cups</li> </ul>	

#### Sample story

Age is an opportunity, to watch, listen, feel and learn from our environment **(Strength)**. You might like to get out of your daily routine and have new experiences **(Goal)**, by visiting a new place with your family **(Practice)**. It's a great way to keep active and improve your mood. Your family will enjoy learning how to explore new places with you **(Motivator)**. A pill organiser **(Enabler)** can keep your medication secure and organised **(Challenge)** so you can take the stress out of travelling **(Goal)** and enjoy creating new memories with your family **(Barrier)**.

## Healthy ageing goal 9

### I eat healthy and balanced foods

Strength (What is already working well)	Motivators (Why is it important)	Practice (What does this look like)	Challenge (What is not working well)	Assistive Product (How might assistive products facilitate goal setting)	Barrier (How might assistive products be perceived to block goal setting)
There are different foods that I enjoy	<ul style="list-style-type: none"> <li>&gt; Nutrition</li> <li>&gt; Immunity</li> <li>&gt; Energy</li> <li>&gt; Role-modelling</li> <li>&gt; Sharing and generosity</li> <li>&gt; Not rely on pre-made meals</li> <li>&gt; Shop sustainably: cost, food wastage</li> <li>&gt; Control</li> </ul>	I enjoy attending community centres and day trips, where we find, cook and/or eat foods, including traditional foods (local fish, damper in the campfire)	I find it increasingly difficult to get dressed ready to leave the house, and to get in and out of the car; to join in the cooking of foods	<ul style="list-style-type: none"> <li>&gt; Button hook or zip puller</li> <li>&gt; Dressing stick</li> <li>&gt; Car transfer bar</li> <li>&gt; Seatbelt reacher</li> <li>&gt; Food preparation board</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Assistive products add to financial stress, either by using funding or out of pocket on top of high cost of living and limited pensions</li> </ul>
		I enjoy cooking my own meals	I find it increasingly difficult to see stovetop settings, stand in the kitchen for long periods of time, open jars, turn taps; it's a lot of effort for a single meal	<ul style="list-style-type: none"> <li>&gt; Kitchen stool</li> <li>&gt; Jar or can opener</li> <li>&gt; Slow cooker</li> <li>&gt; Air fryer</li> <li>&gt; Tap turner</li> <li>&gt; Kettle tipper</li> <li>&gt; Bump dots</li> </ul>	
		I enjoy doing my own food shopping	I find it increasingly difficult to read food labels, transport food home	<ul style="list-style-type: none"> <li>&gt; Pull along trolley</li> <li>&gt; Label reading magnifier</li> </ul>	

#### Sample story

Certain foods make us feel good **(Strength)**. You might like to nourish your body and your soul **(Goal)** by doing your own food shopping **(Practice)**. It's a great way to stay in control over what you are eating **(Motivator)**. A label reading magnifier **(Enabler)** can help you read food labels whilst in the supermarket **(Challenge)** so you can select the foods you know and like and keep up with your nutrition **(Goal)**. Label reading magnifiers are low-cost and usually the size of a business card so can easily fit into your purse or wallet **(Barrier)**.

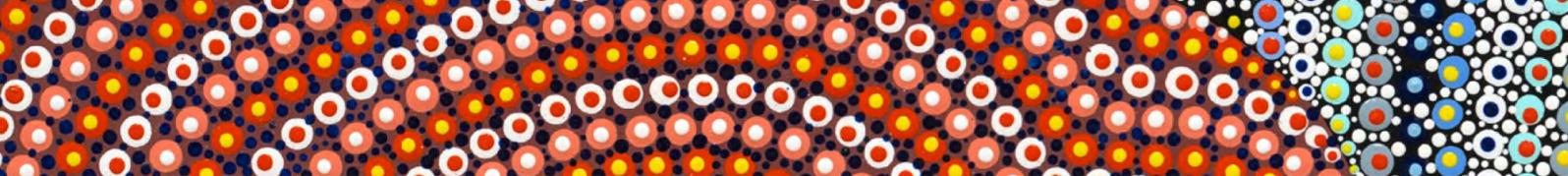
## Healthy ageing goal 10

### I am financially well

Strength (What is already working well)	Motivators (Why is it important)	Practice (What does this look like)	Challenge (What is not working well)	Assistive Product (How might assistive products facilitate goal setting)	Barrier (How might assistive products be perceived to block goal setting)
I am savvy with how I spend my money	<ul style="list-style-type: none"> <li>&gt; Stress reduction</li> <li>&gt; Positive mindset</li> <li>&gt; Longevity</li> <li>&gt; Sustainability</li> <li>&gt; Access</li> <li>&gt; Budgeting</li> <li>&gt; Resourcefulness</li> <li>&gt; Multigenerational obligations</li> </ul>	I look for ways to save gas and electricity	I find it increasingly difficult to bend and twist to turn off power appliances at the switch, to remember to turn off power appliances	<ul style="list-style-type: none"> <li>&gt; Timer switch</li> <li>&gt; Electric plug extractor</li> <li>&gt; Smart Inline Plug</li> <li>&gt; WiFi Smart Plug</li> <li>&gt; Universal knob turner</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Assistive products add to financial stress, either by using funding or out of pocket on top of high cost of living and limited pensions</li> <li>&gt; Assistive products are sometimes not worth investing in</li> <li>&gt; Role of assistive products is already filled by funded at-home care</li> </ul>
		I look for ways to save food wastage	I find it increasingly difficult to prepare appropriate portions and safely store leftovers now my family have moved out of home	<ul style="list-style-type: none"> <li>&gt; Food processor</li> <li>&gt; Slow cooker</li> </ul>	
		I look for ways to reduce the need for out-of-pocket health appointments	I find it increasingly difficult to manage my own self-care, housework and laundry	<ul style="list-style-type: none"> <li>&gt; Long handled vacuum</li> <li>&gt; Laundry trolley</li> <li>&gt; Nail clippers with magnifier</li> <li>&gt; Extendable lotion applicator</li> </ul>	

#### Sample story

There are ways to manage to the cost of living as we age (**Strength**). You might like to reduce your spending (**Goal**) by minimising trips to the store and food wastage (**Practice**). A slow cooker (**Enabler**) can help you cook larger amounts of casseroles and soups so you can freeze individual meal portions and save yourself cooking everyday (**Challenge**). It's a great way to make use of leftover or budget ingredients, like cheaper cuts of meat (**Motivator**) and put money back into your pocket (**Goal**). Slow cookers are energy-efficient, and often cheaper to run than an oven (**Barrier**).



## Guiding Principle 6: Learning Focused

**LiveUp uses First Nations learning techniques to share information about assistive products effectively, such as story-telling, visuals, metaphors and humour.**

### AT Information Challenge

### LiveUp Better Practice Indicator

**6.1** Some older First Nations people feel that information about assistive products is often dense, dry reading, relying on statistics and facts to communicate assistive product benefits. However, some older First Nations people resonate more with narrative.

LiveUp uses narrative to encourage learning about assistive products. This includes using audio storytelling, light-hearted quotes and personal case studies of older First Nations people successfully using assistive products.

**6.2** Some older First Nations people feel that there is so much 'new' healthy ageing information, that they experience information overload. Some feel that they must choose between competing information.

LiveUp explores ways to integrate information about assistive products into healthy ageing topics older First Nations people are already engaging with. This includes leveraging existing health promotion activities run by providers.

E.g., Adding on information about assistive products to social lunches and conversations about safe cooking and nutrition.

**6.3** Some older First Nations people feel that healthy ageing information is imposed on them; that assistive products are often framed as a direction, not a suggestion.

LiveUp uses lateral and creative thinking to encourage learning about assistive products.

E.g., Keeping elders strong is important so they can continue to guide, counsel, and pass on their sacred knowledge to others in the community. To keep strong, they may like to have a yarn with their grandchildren while walking on Country. They may like to use a walker to be more comfortable when taking a longer walk.



**6.4** Some older First Nations people feel that information about assistive products often uses ‘buzz words’ or ‘government speak’ like ‘healthy ageing’ and ‘positive ageing’ that have little meaning to them.

LiveUp explores different ways to talk about healthy ageing and assistive products to older First Nations people. This includes identifying and using culturally appropriate symbols and metaphors to describe healthy ageing.

**6.5** Some older First Nations people feel that older First Nations people using assistive products are visually under-represented in mainstream communications. Where there is visual representation, some feel that it is stereotypical.

E.g., the older person using assistive products is frail, isolated, or only interacting with other older people.

LiveUp helps to normalise assistive products through greater visual representation of older First Nations people using assistive products through a non-stereotypical lens. This includes intergenerational imagery and video.

E.g., a visual showing an older First Nations person who is a successful youth or sports coach and uses assistive products.

## Principle 6 Up-Close

Each Indicator requires ongoing engagement and consultation with First Nations people to meet. Below outlines some ideas to get you thinking.

### LiveUp Better Practice Indicator 6.4

LiveUp explores different ways to talk about healthy ageing and assistive products to older First Nations people. This includes identifying and using culturally appropriate symbols and metaphors to describe healthy ageing.



*Consider the different ways older First Nations people describe 'healthy ageing'.*

"Have a good life"  
"Keep strong"  
"Age with dignity"  
"Use it or lose it"

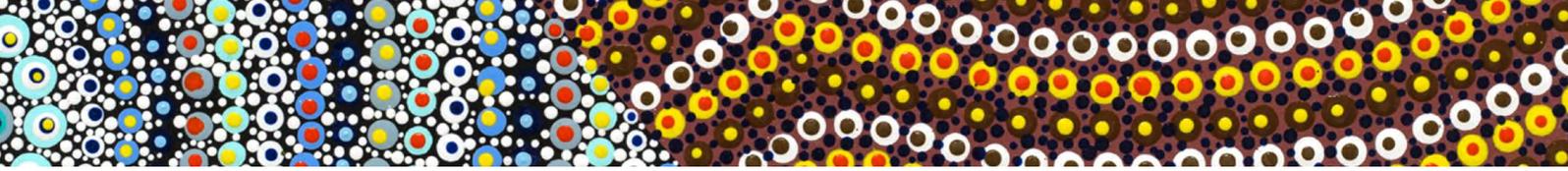


// After a bushfire, many things sprout. Trees are germinated and come to life after fires, and that conversation of rising from those ashes is important and runs parallel with your life and growing older.

You've finished work, you might not feel important anymore, things may seem burnt to the ground, but there are many things that come out of it. //

**Traditional owner of the Gamillaroi, Dhurag and Gundungurra nations**





## Guiding Principle 7: Place Based

**LiveUp acknowledges the difference in issues on the ground across geographic locations. It delivers information about assistive into communities aligned with local priorities, alongside broad-scale aged care policy and practice.**

### AT Information Challenge

### LiveUp Better Practice Indicator

**7.1** Some older First Nations people are uncertain about the credibility of information about assistive products because the mainstream sector takes a global, standardised approach that feels disconnected from their experience in Australia.

LiveUp provides information about assistive products that is written or validated by reputable, Australian sources. This includes recruiting recognisable ambassadors or community champions to publicly endorse the information for older First Nations people.

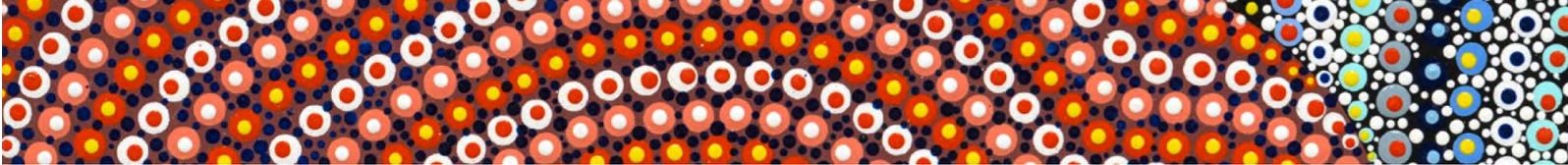
**7.2** Some older First Nations people feel that they are overloaded with generalist healthy ageing information aimed at closing the gap, but they do not see any real, tangible benefit to their community.

LiveUp maintains a value proposition that is flexible enough to meet the evolving needs of different First Nations communities. This includes using place-based engagement to learn what information about assistive products is needed at a local level at different times.

E.g., how to manage your assistive product needs during fire or flood season.

**7.3** Some older First Nations people are concerned that despite the proliferation of healthy ageing information, they lack awareness and knowledge of it. Some believe this is because the mainstream sector does not effectively leverage the different information ecosystems that already exist within First Nations communities to get the best reach.

LiveUp collaborates with First Nations stakeholders to develop localised strategies, delivering information about assistive products directly into communities. This includes integrating information about assistive products into weekly newsletters, local activities, and events where appropriate.



**7.4** The digital enables the mainstream sector to effectively connect to diverse local communities. However, for some older First Nations people, differing digital needs and behaviours greatly influence their engagement with online information about assistive products.

- Some do not have reliable internet connectivity, download and data to access online information about assistive products
- Some share digital devices with family so do not have consistent access to online information about assistive products
- Some do not feel safe sharing personal information online and distrust digital health

LiveUp is digital-first, not digital-only, and explores ways to enhance digital literacy and safety. This includes using face-to-face engagement to inspire and involve older First Nations people in online information about assistive products.

**7.5** Some older First Nations people living in regional and remote areas feel that the mainstream sector gives a metro-centric view of assistive products.

LiveUp seeks to better understand cultural and logistical barriers and drivers to assistive product access for older First Nations people living in regional and remote areas, and tailors information appropriately.



## Principle 7 Up-Close

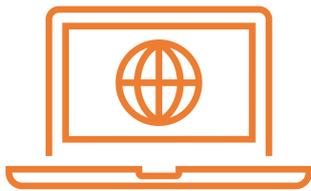
Each Indicator requires ongoing engagement and consultation with First Nations people to meet. Below outlines some ideas to get you thinking.

### LiveUp Better Practice Indicator 7.5

LiveUp seeks to better understand cultural and logistical barriers and drivers to assistive product access for older First Nations people living in regional and remote areas, and tailors information appropriately.



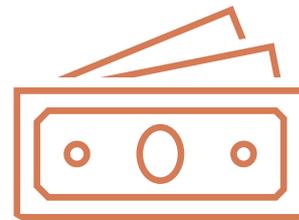
*Consider exploring these perceived barriers to engaging with low-risk and under-advice assistive products through LiveUp when living in regional or remote areas.*



Poorer digital access and literacy



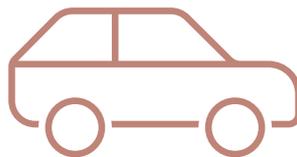
Lack of assistive products suitable for harsher environments



Higher cost of living & competing priorities



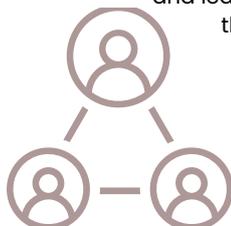
Lack of assistive product stock available in retail stores



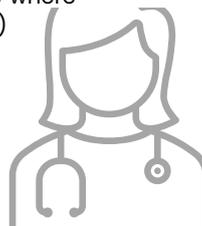
Concern over travel required to access assistive products (includes concerns over travel costs and leaving Country where they feel safe)



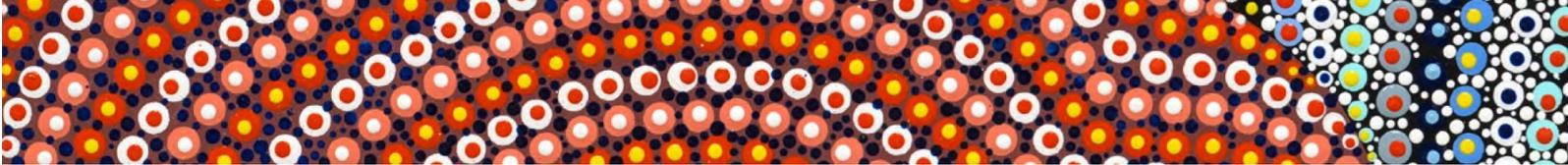
Assistive product shipping issues & delivery delays



Weaker support networks due to distance between people, and out-migration of younger people to cities



Shortage of trusted allied health professionals to support culturally appropriate conversations about assistive products



## Guiding Principle 8: Relevant

**LiveUp is inclusive in its selection of assistive products, and considers complex health needs, diverse criteria, and potential uses.**

### AT Information Challenge

### LiveUp Better Practice Indicator

**8.1** Some older First Nations people feel that purchasing assistive products is too much of a risk: assistive products are expensive, with no guarantee that they will meet the older person's needs. Some have had disappointing experiences with certain assistive products that have turned them off exploring other options.

E.g., personal alarms that are accidentally set off or anti-slip bath mats that are too heavy to lift to move and clean.

LiveUp considers a range of criteria when selecting assistive products: high quality, low cost, low effort (easy to set up/low maintenance), discreet, easily transportable, and outdoor friendly.

**8.2** Some older First Nations people feel familiar with basic injury-prevention (e.g., anti-slip bath matt) and self-care assistive products (e.g., pill organiser), and less familiar with leisure and work-related assistive products (e.g., soft grip paint brush). This means some tend to associate assistive products with surviving, not thriving through ageing.

LiveUp educates older First Nations people on how assistive products can help them to keep doing the things they love – in all areas of life. This includes identifying assistive products that may help with 'fun' activities like arts and craft, gardening, travel, and sport.

**8.3** Some older First Nations people feel that information about assistive products has delayed benefits because it relies on the older person doing something with the information, for it to have a positive impact on their health and wellbeing.

LiveUp explores ways to be an instant and longer-term resource for healthy ageing. This includes complementing information about assistive products with instant healthy ageing drivers, like positive affirmations about growing older, photographs of beautiful Country and stories to remind older First Nations people of their ancestors.



**8.4** Some older First Nations people feel that their complex health needs are not fully understood by information about assistive products. They feel they must do additional research to get all the information they need.

E.g., The older person uses a motorised wheelchair. They are interested in an easy grabber to help them shop for groceries. They require information on how to store the easy grabber or attach it to the wheelchair.

The older person has hearing aids. They are interested in noise-cancelling headphones to help them watch TV. They require information that clarifies appropriate use.

The older person has difficulty getting in and out of the car. They are interested in using a cushion support. They require information on how to safely use cushion support while driving.

LiveUp is inclusive in its selection of assistive products (e.g., hearing-aid compatible headphones). It seeks to understand, and convey to older First Nations people, how existing health issues might interact with assistive products, to ensure the best possible outcomes.

E.g., collaborating with audiologists to provide information about how noise-cancelling phones might interact with vertigo and tinnitus.

**8.5** Because information about assistive products often works back from a difficulty rather than from a goal, some older First Nations people find it difficult to identify assistive products that are fit for purpose.

E.g., using house shoes for extended outdoor walks because they have arthritis, or using an easy grabber for sand-drawing because they struggle getting low to the ground.

LiveUp organises assistive products by different goals or activities, rather than by difficulty.

E.g., assistive products that may help with getting around outside the house (rather than) assistive products that may help with arthritis pain and stiffness

## Principle 8 Up-Close

Each Indicator requires ongoing engagement and consultation with First Nations people to meet. Below outlines some ideas to get you thinking.

### LiveUp Better Practice Indicator 8.1

LiveUp considers a range of criteria when selecting assistive products: high quality, low cost, low effort (easy to set up/low maintenance), discreet, easily transportable, and outdoor friendly.



*Consider exploring suitable options relevant to the top 20 low-risk and under-advice assistive product types identified by the older First Nations participants.*

*Note. this list only relates to the assistive product types visible on LiveUp as of 15 August 2023.*

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#### Top 20 assistive products

*85% were 'very interested' in exploring this assistive product through LiveUp*

1. Soft grip squeegee
2. Jar opener/can opener
3. Slow cooker
4. Cupboard insert/drawer/carousel
5. Nonslip bath matt
6. Clothes airer

*80% were 'very interested' in exploring this assistive product through LiveUp*

7. Remote control power outlets/extensions cords
8. Adjustable showerhead
9. Long handle vacuum/dustpan/duster
10. Self-threading needle
11. Simplified TV remote

*70% were 'very interested' in exploring this assistive product through LiveUp*

12. Nail clippers
13. Washing basket trolley
14. Sensor night light
15. Swivel cushion

*65% were 'very interested' in exploring this assistive product through LiveUp*

16. Car transfer bar
17. Raised garden bed
18. Easy grip pegs
19. Pill organiser
20. Easy grabber/reacher



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### Bottom 23 assistive products

*60% were 'very interested' in exploring this assistive product through LiveUp*

21. Pull along trolley
22. Padded, non slip shoes
23. Spike vegetable board
24. Headphones

*55% were 'very interested' in exploring this assistive product through LiveUp*

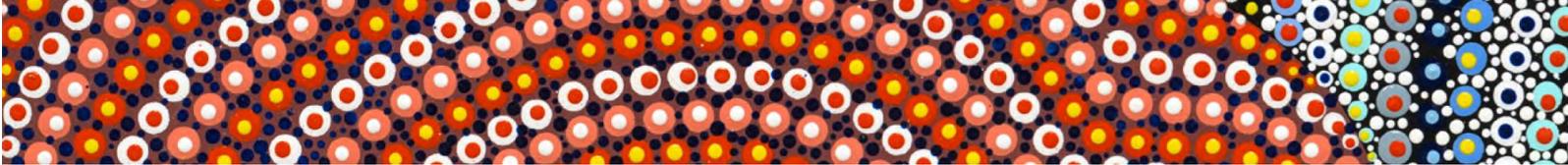
25. Long handle grass shears
26. Makeup mirror
27. Anti-slip tape
28. Food processor

*50% were 'very interested' in exploring this assistive product through LiveUp*

29. Kneeling pad/frame
30. Kettle tipper
31. Light weight iron
32. Dressing stick/shoe horn

*Less than 50% were 'very interested' in exploring this assistive product through LiveUp*

33. Knob turner
34. Key turner
35. Magnetic door stop
36. Zipper puller/button hook
37. Digital alarm clock
38. Tube wringer
39. Long handle steam mop
40. Long handle hair brush
41. Book stand
42. Playing cards/card holder
43. Home phone headset



## Guiding Principle 9: Contribution Focused

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**LiveUp recognises that the AT space is layered, and one piece of a bigger picture. It understands the role assistive products can play in other issues and sectors to contribute effectively to older First Nations people’s health and wellbeing.**

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### AT Information Challenge

### LiveUp Better Practice Indicator

9.1

For some older First Nations people, assistive products can play a role in elder abuse.

- Some feel that assistive products make them look frail and ‘easier’ targets for abuse
- Some have had assistive products moved, misused or torn away from them
- Some have had their money stolen after asking someone to purchase assistive products on their behalf

LiveUp explores ways to better protect older First Nations people using assistive products from intended and unintended harm. This includes providing information about how to safely use and store assistive products (e.g., where to store your handbag if you use a walker); and what appropriate family participation looks like, covering issues like overbearing and neglectful care.

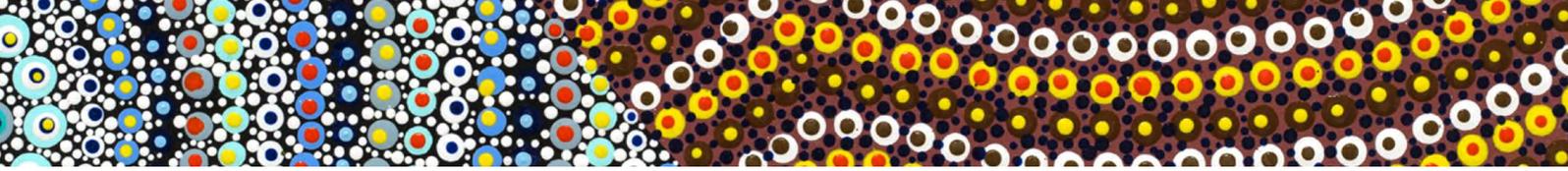
9.2

For some older First Nations people, assistive products can play a role in housing stress.

- Some may purchase assistive products but lack the housing infrastructure required for effective installation and use (e.g., strong Wi-Fi, electrical power, wiring)
- Some are concerned that assistive products will not be accepted, respected or looked after by others in the household or those visiting
- Some do not own their own home and worry about installing assistive products (e.g., using anti-slip tape in a rental)

LiveUp explores ways to better protect older First Nations people using assistive products from housing stress. This includes providing information on housing support and services to assist with assistive product installation and use (e.g., bundled packages); and information about assistive products targeted to family and community, so the older person can feel safe, welcome, and included wherever they live.





**9.3**

For some older First Nations people, assistive products can play a role in mental health and trauma.

- > Some feel like using assistive products is a removal of control
- > Some look further into their history and genetics as the result of a functional difficulty or medical condition being identified, which can be distressing
- > Some experience feelings of hopelessness, worthlessness, overwhelm and/or grief

LiveUp explores ways to highlight the upsides of ageing, while still respectfully acknowledging the challenges that do exist. This includes providing information to normalise certain feelings and seeking mental health support and other services when appropriate (e.g., The Healing Foundation; WellMob; 13Yarn; Brother to Brother).

**9.4**

For some older First Nations people, assistive products can confuse health and other priorities.

- > Some sacrifice a health service they need, so that they have enough money or funding to purchase an assistive product (e.g., reduce or stop at-home care to save funding for assistive products)
- > Some purchase an assistive product and disregard other healthy ageing pathways they need (e.g., reduce or stop doctor visits and medication they need)
- > Some purchase an assistive product and risk financial stress in other areas (e.g., paying their gas or car registration bills)

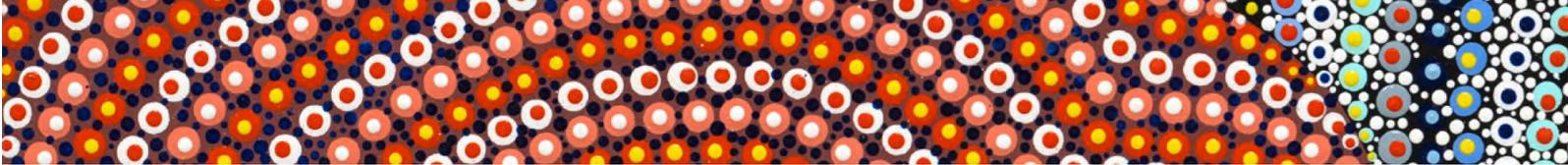
LiveUp explores ways to responsibly encourage greater assistive product uptake. It frames assistive products as a choice, as opposed to the only or right way to age well. This includes providing information about complementary and alternative healthy ageing pathways to assistive products (e.g., nutrition, exercise, social groups.).

**9.5**

For some older First Nations people, assistive products can play a role in client and provider power dynamics.

- > Some self-advocate for an assistive product with their provider (even for low-risk items), but do not have realistic expectations for what the provider can and cannot offer

LiveUp explores ways to alleviate pressure on providers. This includes providing information aimed at enhancing literacy around available assistive product subsidies and funding schemes.



through available funding, which causes tension with the provider.

E.g., The older person wants to purchase a more accessible phone using their funding. LiveUp promotes the ease and availability of assistive products so the older person does not understand why their provider is telling them they cannot immediately purchase the phone from a local retailer, and they must wait weeks for the phone.

## Principle 9 Up-Close

Each Indicator requires ongoing engagement and consultation with First Nations people to meet. Below outlines some ideas to get you thinking.

### LiveUp Better Practice Indicator 9.1

LiveUp explores ways to better protect older First Nations people using assistive products from intended and unintended harm. This includes providing information about how to safely use and store assistive products (e.g., where to store your handbag if you use a walker); and what appropriate family participation looks like, covering issues like overbearing and neglectful care.



*Consider how LiveUp can respond to existing anecdotal evidence describing a link between using assistive products and the risk to, and protection of elder abuse, and better align LiveUp with the National Plan to Respond to the Abuse of Older Australians beyond 2023.*

*This includes building an evidence base that specifically examines the relationship between using assistive products, and protective and risk factors for elder abuse. Some perceived protective and risk factors are outlined below.*



# National Plan to Respond to the Abuse of Older Australians

## An overview



Australia has an ageing population. As a community with a growing proportion of older people, we have an opportunity to recognise the positive contributions that older people make to our society.

However, we also need to address the risks of abuse people may face as they get older.

Abuse of older people is a health and social problem, which can have devastating consequences. Abuse does not have to be physical to cause harm—misusing an older person's money, threatening to or restricting access to friends and family, or neglecting an older person's basic needs can cause lasting damage to an individual, their family and the community.

Ensuring that Australia's diverse population of older people are safe, cared for, respected and empowered is everyone's business.

That is why all Australian governments are working together to implement a National Plan that sets out a high level policy framework and initiatives to support older people to live life to the fullest.



The National Plan is available at: [www.ag.gov.au/ElderAbuseNationalPlan](http://www.ag.gov.au/ElderAbuseNationalPlan)



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Department of Health and Aged Care.