

AGEING WELL KEY MESSAGES

Thankyou for taking part in this experience, we hope you enjoyed it and it makes a positive difference in your life and the lives of others.



Ability

- **The physical and mental abilities we use, we keep.**
Rather than helping just because a person looks older, offer help if they appear to be struggling.
- **If someone asks for help,**
ask what they need help with and what they don't.
- **It's better to assume ability** i.e. 'what's your email?' **than assume inability** i.e. 'do you use email?'.
- **Look for a co-worker's strengths** and share them with the team.

Listening

- **People want to be seen and heard.**
Take a moment to ask people about their day, you might even enjoy it!
- **Talk to the person who is applying for a service,**
instead of their daughter, son, or carer.

Language

- **Use words which edify,**
instead of; 'elderly', 'frail', or 'old',
say; 'older person', 'retiree', 'senior Australian', or 'person aged 65-85'.
- **Use words which include,**
instead of; 'you look good for your age',
say 'you look good'.
- **Use a persons name,** instead of; 'sweetie', or 'cutie'.
- **Use age-positive imagery:**
"which shows older people as active participants in society, doing meaningful activities and diverse in their capacity and independence". – nari.net.au
- **Use strengths-focused-language i.e.**
instead of 'Mary described being a diabetes sufferer', say 'Mary described how she manages the challenges of living with diabetes'. – nari.net.au