

ITAC 2026 · AGEING AUSTRALIA

Blending Culture, Tech and Community

First Nations Health Innovation in Aged Care

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Ngakkan Nyaagu (NGNY)



12:00pm · Speaker Session

We don't have
a technology problem.

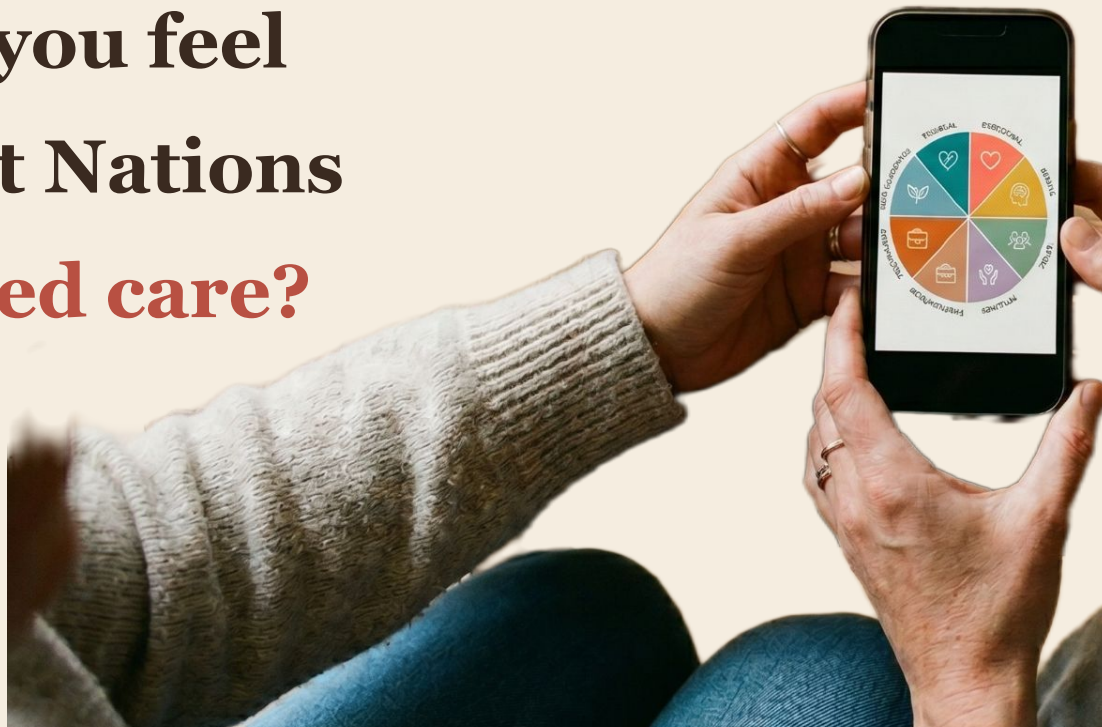
We have a *trust*
problem.



Let's start with a quick check-in.

How confident do you feel engaging with First Nations communities in aged care?

→ Lockie runs the live check-in setup. Audience completes it now.



On the ground.

Access ≠ Engagement

Connecting people to a system isn't the same as them participating in it.

Willingness is high

Communities want to engage. The block isn't desire — it's the way we ask.

Trust sits with people

Not with platforms, brochures or forms. With known faces and known voices.

Safety determines participation

Cultural and emotional safety decides whether a yarn even starts.



We are collecting data. *But how accurate is it?*

- 01 Literacy gaps** Forms assume reading levels and language fluency that don't reflect every participant.
- 02 Different interpretations** Words like 'wellbeing', 'family', 'safe' carry different meanings across cultures.
- 03 Form-based systems** Tick-box flows reward completion, not understanding. The signal is shallow.



If people don't understand the question,
the data isn't reliable.

The order is wrong.

Forms

first

Compliance

first

Data

first

→ **Relationship** *last.*

We're not trying to
~~*collect data.*~~

We're trying to
capture stories.

Both art and data are ways of sharing story.

Built on how people already communicate.

①

Structured yarning

A guided format that fits the conversation, not the form.

②

Guided conversation

Prompts that respect culture, time, and how trust gets built.

③

Safe engagement

Designed so people show up as themselves — no judgement, no exam.

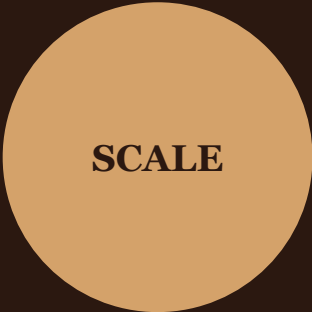
→ *A platform that meets people where they already are.*

Story + Measurement, *together.*



STORY

Qualitative. The 'why' people don't tick.



SCALE

Quantitative. A visual scale anyone can use.

→ One interaction. Deeper insight. *Better data.*

Three steps. Built with community.



Process visual / hand-drawn arrows + icons (optional)

Community → Yarning circle → Insights. Hand-drawn style feels human, not corporate.

Three shifts.

Shift 01

Users

→ **Relationships**

Shift 02

Data collection

→ **Listening**

Shift 03

Access

→ **Enablement**

If we improve how we listen, we improve outcomes.

How do you feel now?

 **More confident**

 **More aware**

 **Still unsure**

 **Ready to act**

If we improve how we
listen,
we improve
outcomes.

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