



Multicultural Aged Care

CELEBRATING

25 YEARS
OF EXCELLENCE

A guide to best practice care

Supporting diversity within aged
and community care



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In care settings where consumers and workforce are increasingly diverse, there is need for a toolbox of strategies on how to deliver best practice care services. *A guide to best practice care: supporting diversity within aged and community care* is a resource designed to assist service providers to deliver best practice programs with targeted and inclusive information and services.

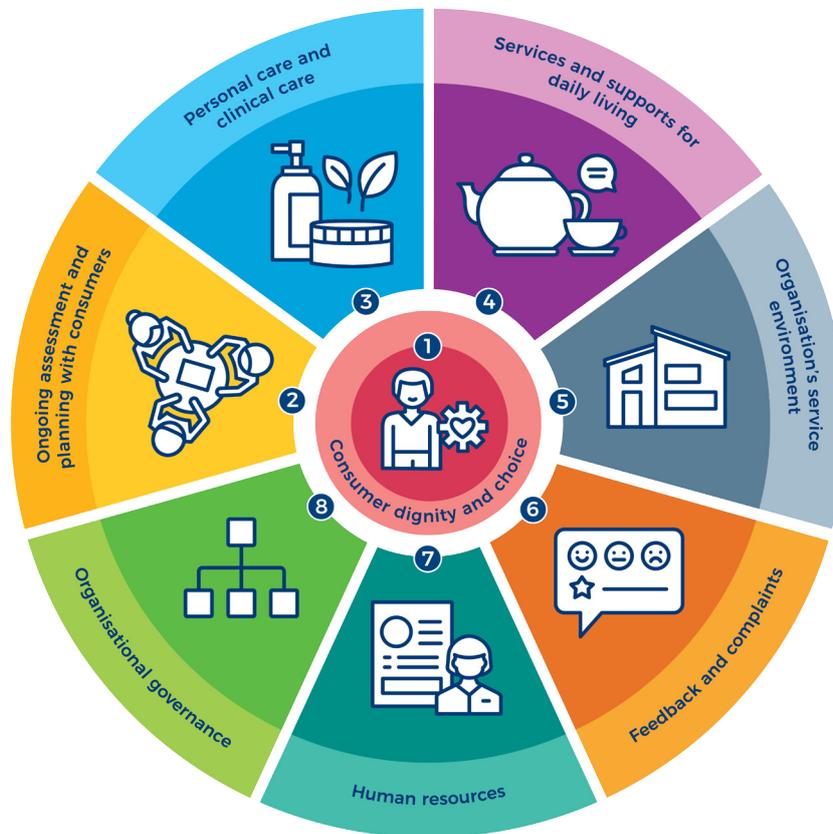
This resource builds on decades of recognised best practice in community services delivery and is informed and enriched by current trends to care services delivery and consumer directed care approaches.

As an audit tool, it may be used as a stand-alone, self-help resource which prescribes strategies for reviewing programs being implemented and services being provided, assists in evaluating the quality of care and services delivered and describes actions for the improvement of information, services and care to be delivered.



Culturally Appropriate Services in Aged and Community Care

Culturally appropriate services address and reflect current approaches to catering for cultural and linguistic diversity and the delivery of quality services, as defined by the Single Aged Care Quality Standards.



Culturally appropriate services anticipate the *Aged Care Diversity Framework* vision that culturally and linguistically diverse (CALD) older people experience a high quality aged care system which ensures equitable access and outcomes and embraces their diverse CALD characteristics and life experiences.

Culturally appropriate services affirm that the strategic imperatives of the *Aged Care Diversity Framework* are essential in ensuring a CALD inclusive aged care system that embraces the diverse characteristics and life experiences of CALD older people.

Diversity Framework Strategic Imperatives



Culturally appropriate service providers provide inclusive and targeted, quality information, care and services that are responsive to and reflective of diverse cultural ageing beliefs and practices by:

Providing information in an appropriate form, through different formats (online/hardcopy/newsletter/verbal) and in a language the consumer understands or prefers

Engaging consumers in a culturally appropriate, supportive environment that enables them to participate as active partners, as well as to comfortably articulate their individual needs

Collaborating with stakeholders to identify and overcome barriers in accessing the aged care system

Engaging with the local community and stakeholders to identify emerging needs and how service delivery models can be adapted to embrace those needs, including determining the ways in which the organisation's workforce demonstrates an inclusive approach to care

Seeking out, developing and using tools, training and information that supports the delivery of care which is inclusive of diverse characteristics and life experiences

Providing inclusive service models to address the needs of the most vulnerable, and working with other stakeholders to ensure the full spectrum of needs are met

Planning

Culturally appropriate service providers use effective engagement, governance, continuous improvement and accountability practices to support the provision of inclusive, targeted, and quality aged and community care and services that are responsive to and reflective of diverse cultural ageing beliefs, practices, and needs by:

Collecting and maintaining accurate and reliable demographic data to monitor and evaluate the impact of CALD on aged and community care equity and outcomes and to inform service delivery

Partnering with community groups to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness

Establishing culturally and linguistically appropriate goals, policies, and management accountability, and integrating them throughout the organisation's planning and operations

Conducting regular assessments of community care assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of groups and populations in the service area

Conducting ongoing assessments and evaluation of the organisation's CALD Action Plan related activities and integrating the Diversity Framework vision, outcomes, and actions into measurement and continuous quality improvement activities

Advancing sustainable organisational governance and leadership that promotes culturally and linguistically appropriate equity through policy, practices, and allocated resources

Creating conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints

Communicating the organisation's progresses in implementing and sustaining the CALD Action Plan to all stakeholders, constituents, and the general public

Processes of Communication

Culturally appropriate service providers provide inclusive, targeted, and quality information, care and services that are responsive to and reflective of preferred languages and models of communication by:

Providing targeted and responsive information in multiple communication modes including: verbally to community groups; print and multimedia (radio, audio) materials and signage in the languages commonly used by the groups and populations in the service area

Offering language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate relevant assessment, timely access to information, care and services

Promoting and facilitating access to bilingual professionals, allied health and social work personnel, and care workers who speak languages that are responsive to and reflective of the preferred languages of the consumer

Ensuring the competence of individuals providing languages support, recognising that the use of untrained individuals and/or minors as interpreters should be avoided

Informing all individuals of the availability of language assistance services and in their preferred languages, verbally and in writing

People

Culturally appropriate service providers provide inclusive, targeted, and quality information, care and services through informed and trained governance, leadership, and workforce by:

Recruiting, promotion, and ongoing support of a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area

Promoting and facilitation of access to bicultural and bilingual professionals, allied health and social work personnel, and care workers who speak languages other than English

Education and training of governance, leadership, and workforce in culturally and linguistically appropriate policies and practices, including the Diversity Framework and CALD Action Plan, on an ongoing basis



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