

Diversity Framework

Providing culturally appropriate care
for older People
from culturally and linguistically diverse (CALD)
backgrounds



Multicultural
Aged Care

30 September 2020
Agnieszka Chudecka



Kurna Acknowledgement

Adelaide and its surrounds are nestled within the lands traditionally owned and protected by the Kurna people and their forebears

for many thousands of years.

Throughout the Adelaide Plains, the Kurna people

have performed age-old ceremonies of celebration, initiation and renewal.

In convening this meeting, we take the opportunity

to acknowledge and honour

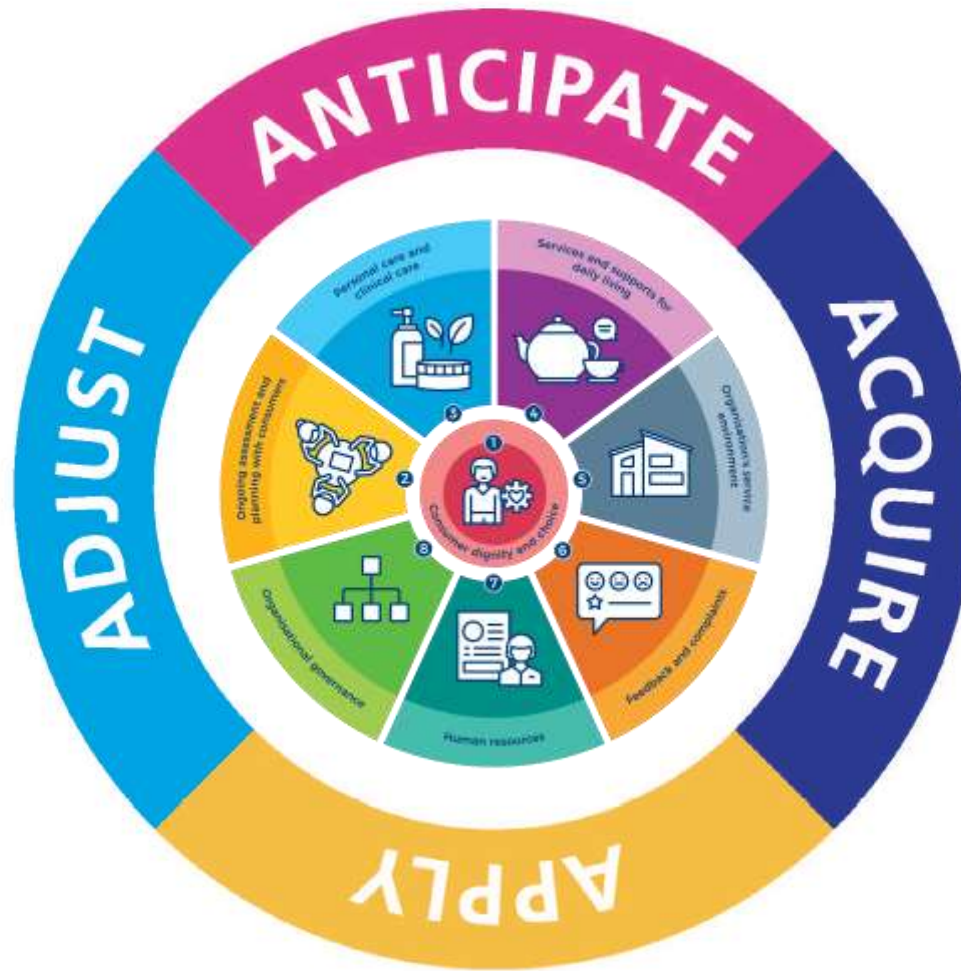
the Kurna people's traditional ownership of this land, their living culture and the unique role they have played in the life of this region.



Anticipated learning outcomes

- increased understanding of what is culturally appropriate care in service delivery
- improved knowledge on how culturally appropriate care provision supports the implementation of the Aged Care Quality Standards
- improved knowledge on how to implement the Aged Care Diversity Framework and prepare your organisation's Action Plans
- improved access to practical resources and tools to support the implementation of inclusion and diversity strategies

Four As MODEL

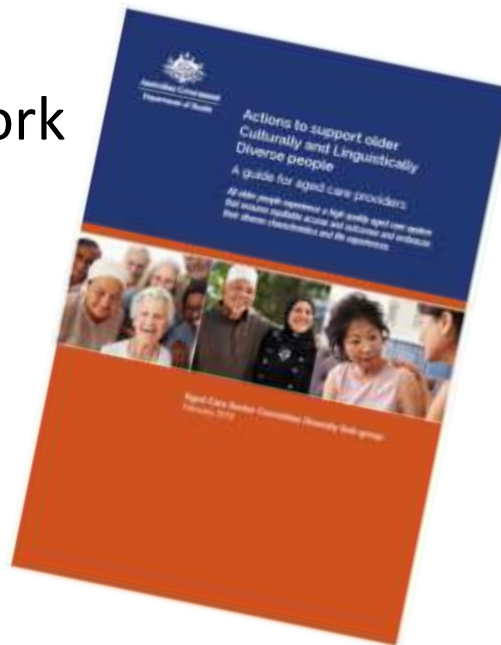


Accessible care and support

The Aged Care Diversity Framework
Outcome for Consumers (3)



Multicultural
Aged Care



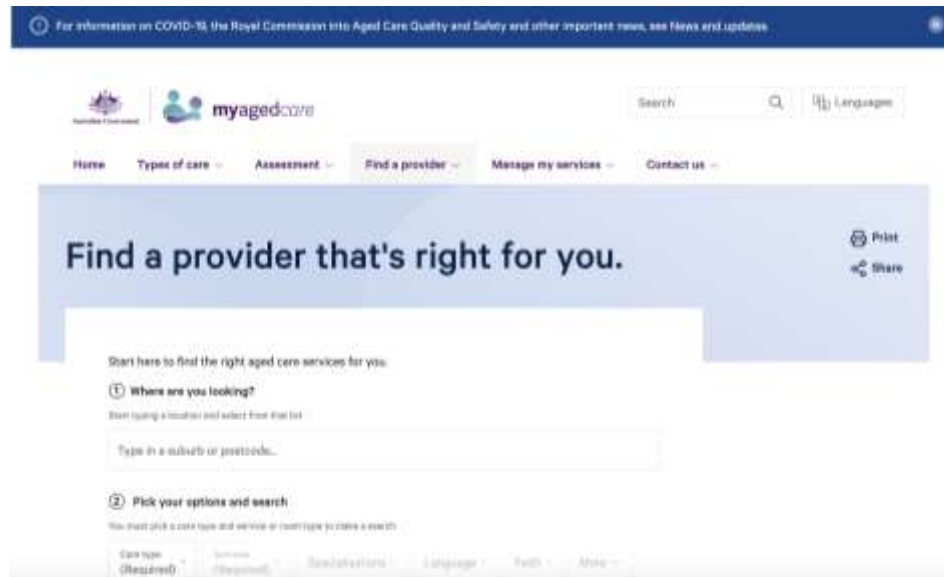
Accessible care and support

- Older people in rural, remote, regional and metropolitan Australia have access to aged care services and supports appropriate to their diverse characteristics and life experiences.



Foundational action

- Provide accurate and clear information on the cultural and linguistic capabilities and services provided by your organisation through the Service Finder and other marketing channels.



Foundational action

- Provide information about your service in a range of languages appropriate to the local demographics.



Foundational action

- Provide promotional material that includes your commitment to diversity.



Foundational action

- Maintain ongoing consultations with consumers, carers and consumer representatives on overcoming service access barriers and the development of culturally competent services.



Foundational action

- Commit to implementing this Action Plan and to using the resources listed in it.



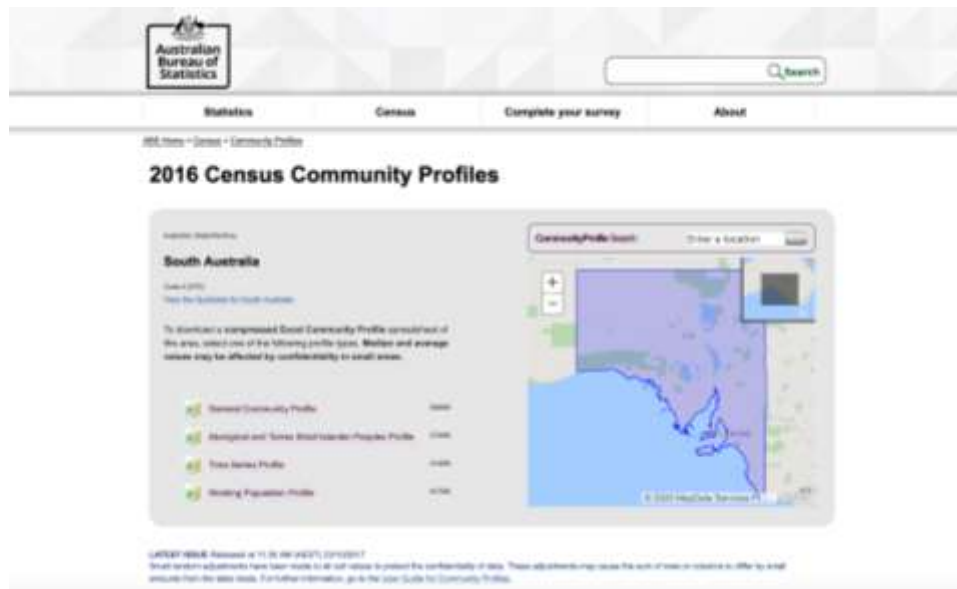
Moving forward

- Work alongside advocates that specialise in working with CALD background consumers or system navigators to assist individual older consumers and carers with accessing assessment and other services.



Moving forward

- Monitor the cultural diversity of consumers in your service and consider whether this is reflective of the local demographics.



https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/communityprofile/4?opendocument



Moving forward

- Ensure that care is accessible and individually tailored to meet the needs of each CALD background consumer:
 - partner with community organisations
 - partner with local and state government services
 - integrate other specialist service providers into your care provision



Moving forward

- Consider using technology (for example: Skype, Facetime, WhatsApp, Facebook etc.)
to connect CALD background consumers with family, friends and community who live far away
e.g. interstate or overseas.

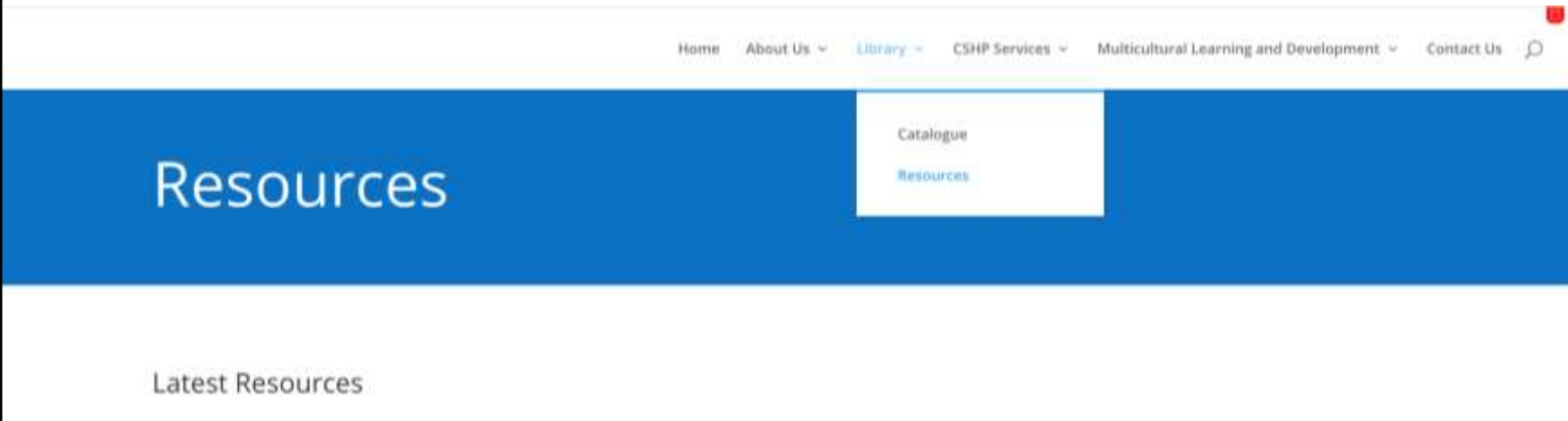


Leading the Way

- Link consumers to the local community. You might offer space on-site for a local CALD community group to meet, for example.

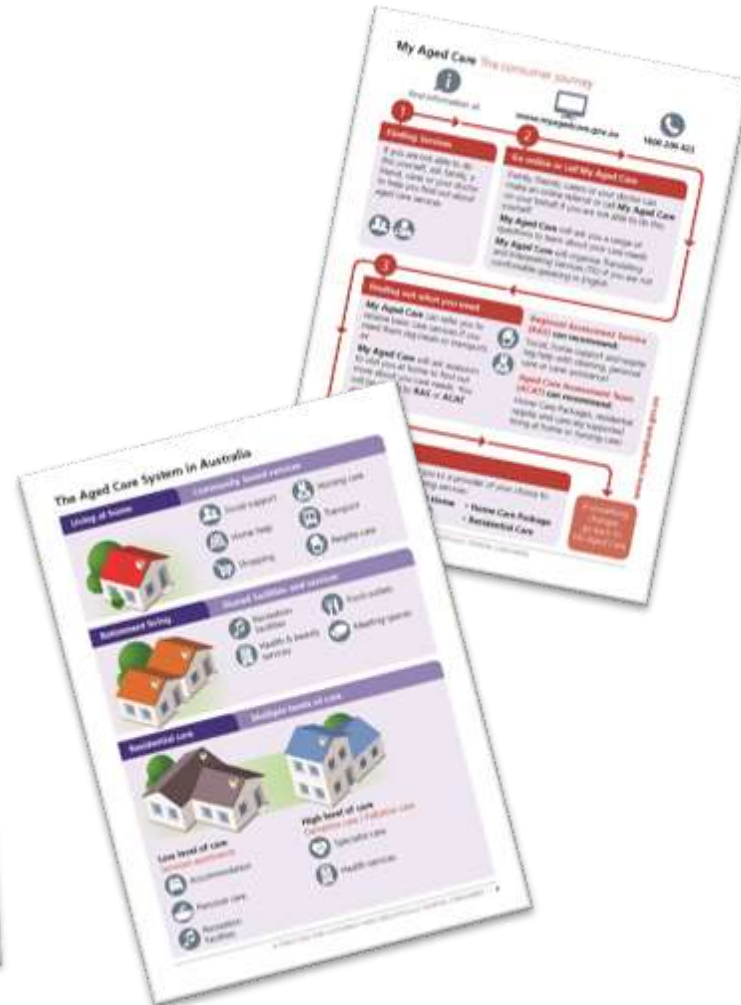


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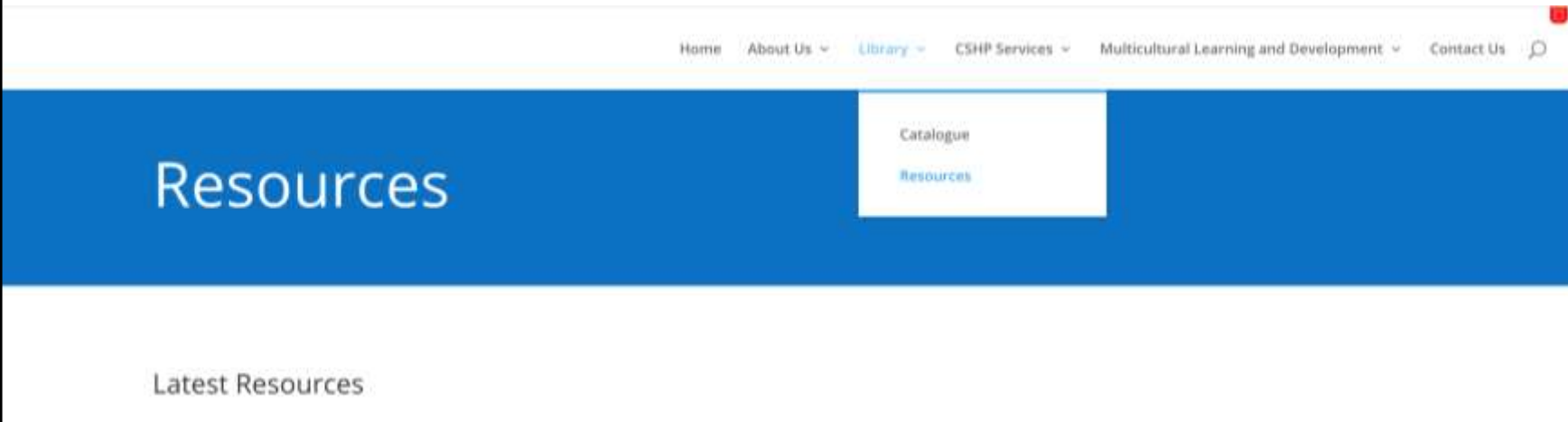


MAC Library: <https://library.mac.org.au/>

2019 Resources: *A Directory*



Multicultural Aged Care Inc. (MAC)



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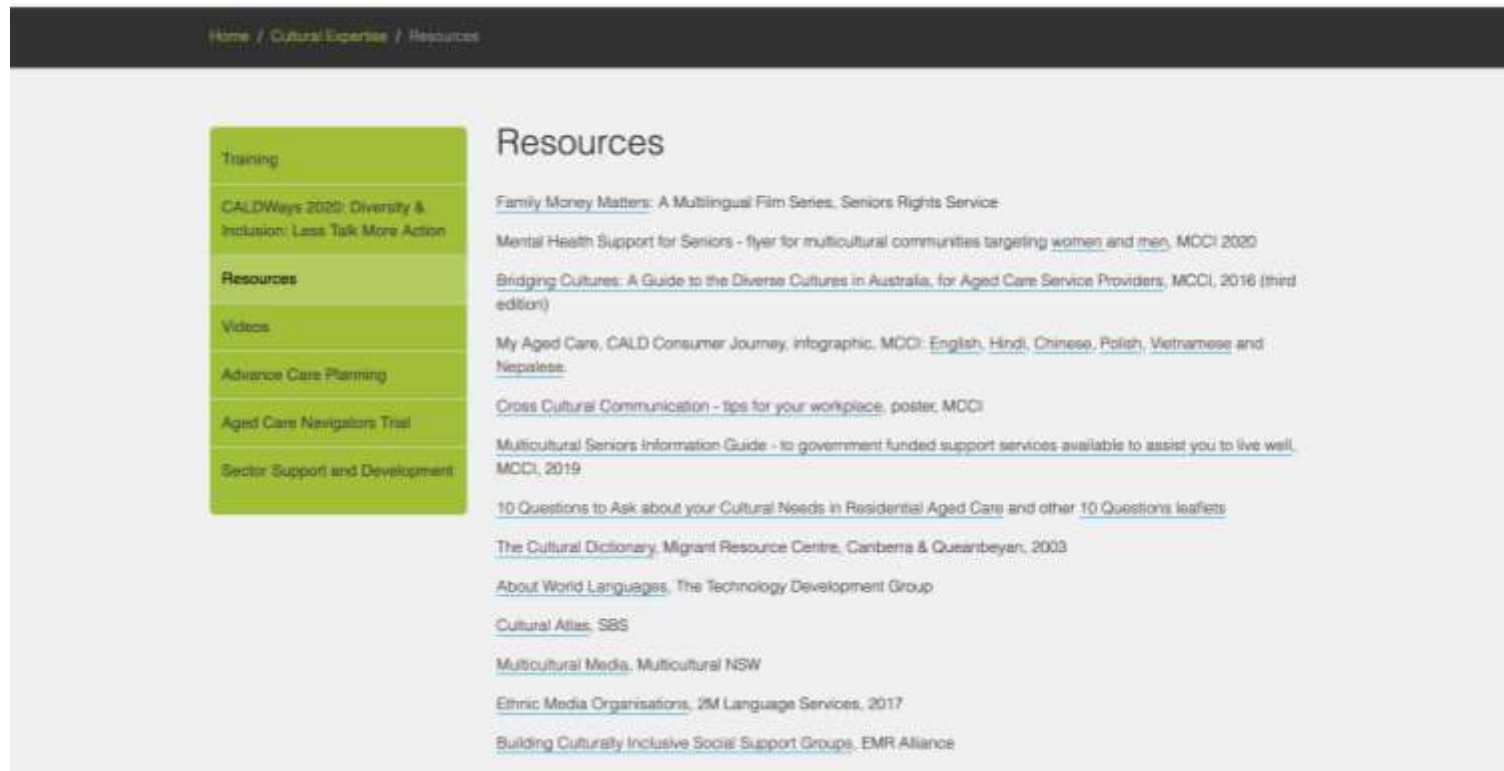
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MAC Library

is the biggest collection of
CALD ageing resources in Australia;
and it is available nationwide

PICAC NSW & ACT (MCCI)

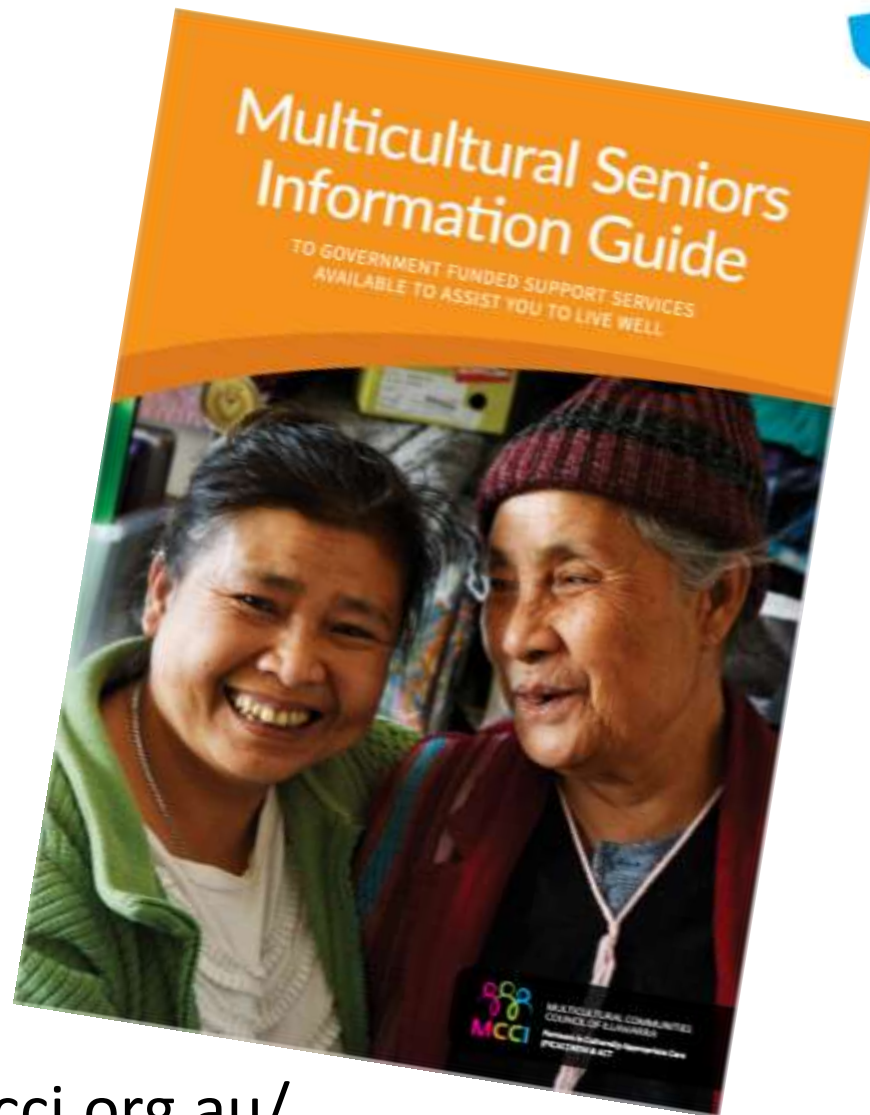
A screenshot of the MCCI website's 'Resources' page. The page has a dark grey header with the breadcrumb 'Home / Cultural Expertise / Resources'. On the left is a green sidebar with menu items: 'Training', 'CALDWays 2020: Diversity & Inclusion: Less Talk More Action', 'Resources' (highlighted), 'Videos', 'Advance Care Planning', 'Aged Care Navigators Trial', and 'Sector Support and Development'. The main content area is titled 'Resources' and lists various materials with blue underlined links. The items listed are: 'Family Money Matters: A Multilingual Film Series, Seniors Rights Service'; 'Mental Health Support for Seniors - flyer for multicultural communities targeting women and men, MCCI 2020'; 'Bridging Cultures: A Guide to the Diverse Cultures in Australia, for Aged Care Service Providers, MCCI, 2016 (third edition)'; 'My Aged Care, CALD Consumer Journey, infographic, MCCI: English, Hindi, Chinese, Polish, Vietnamese and Nepalese'; 'Cross Cultural Communication - tips for your workplace, poster, MCCI'; 'Multicultural Seniors Information Guide - to government funded support services available to assist you to live well, MCCI, 2019'; '10 Questions to Ask about your Cultural Needs in Residential Aged Care and other 10 Questions leaflets'; 'The Cultural Dictionary, Migrant Resource Centre, Canberra & Queanbeyan, 2003'; 'About World Languages, The Technology Development Group'; 'Cultural Atlas, SBS'; 'Multicultural Media, Multicultural NSW'; 'Ethnic Media Organisations, 2M Language Services, 2017'; and 'Building Culturally Inclusive Social Support Groups, EMR Alliance'.

Home / Cultural Expertise / Resources

Resources

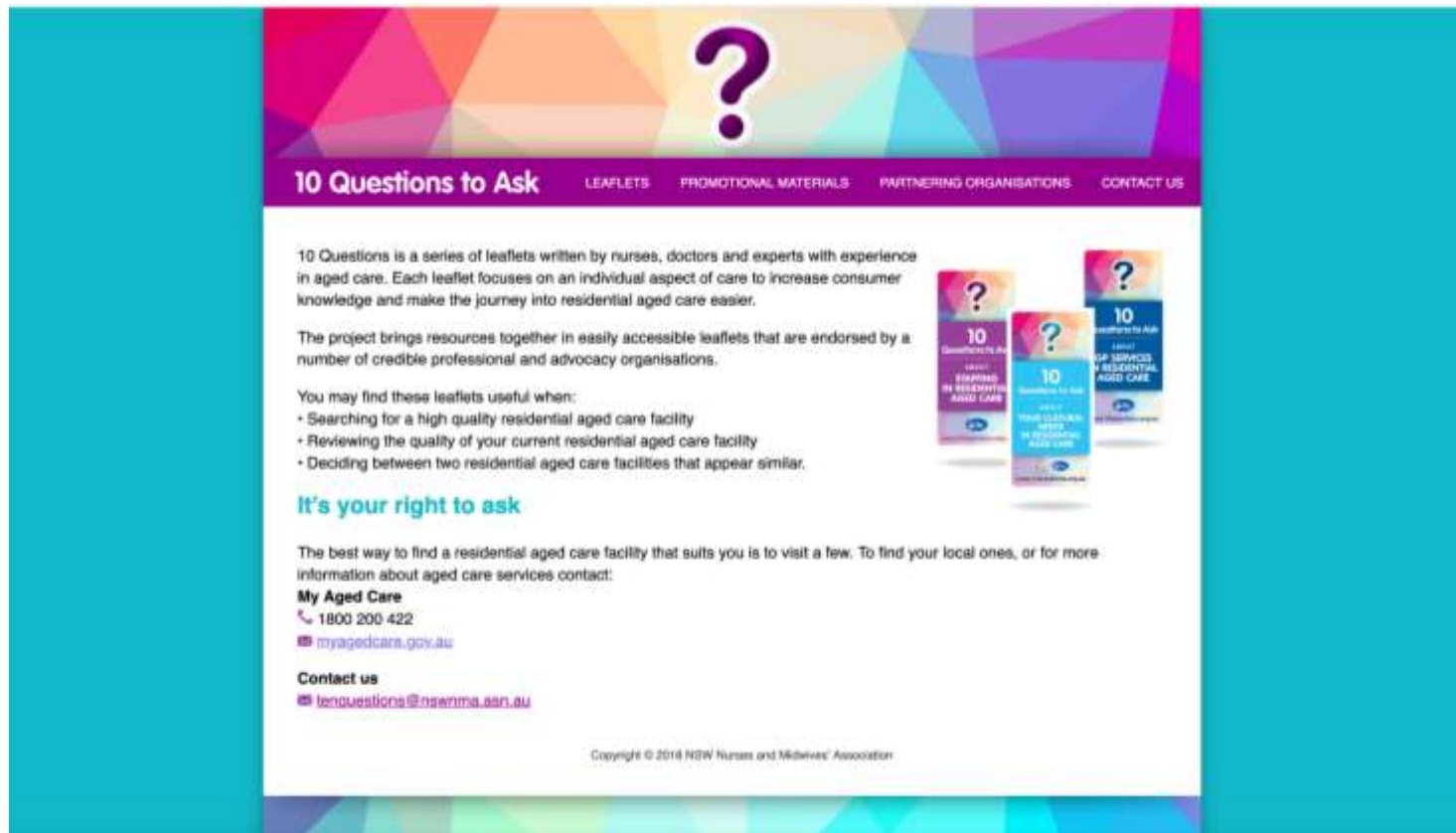
- [Family Money Matters: A Multilingual Film Series, Seniors Rights Service](#)
- [Mental Health Support for Seniors - flyer for multicultural communities targeting women and men, MCCI 2020](#)
- [Bridging Cultures: A Guide to the Diverse Cultures in Australia, for Aged Care Service Providers, MCCI, 2016 \(third edition\)](#)
- [My Aged Care, CALD Consumer Journey, infographic, MCCI: \[English\]\(#\), \[Hindi\]\(#\), \[Chinese\]\(#\), \[Polish\]\(#\), \[Vietnamese\]\(#\) and \[Nepalese\]\(#\)](#)
- [Cross Cultural Communication - tips for your workplace, poster, MCCI](#)
- [Multicultural Seniors Information Guide - to government funded support services available to assist you to live well, MCCI, 2019](#)
- [10 Questions to Ask about your Cultural Needs in Residential Aged Care and other 10 Questions leaflets](#)
- [The Cultural Dictionary, Migrant Resource Centre, Canberra & Queanbeyan, 2003](#)
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- [Building Culturally Inclusive Social Support Groups, EMR Alliance](#)

website: <https://www.mcci.org.au/page/resources>



website: [https://www.mcci.org.au/
media/Multicultural_Seniors_Information_Guide.pdf](https://www.mcci.org.au/media/Multicultural_Seniors_Information_Guide.pdf)

10 Questions leaflets



10 Questions to Ask LEAFLETS PROMOTIONAL MATERIALS PARTNERING ORGANISATIONS CONTACT US

10 Questions is a series of leaflets written by nurses, doctors and experts with experience in aged care. Each leaflet focuses on an individual aspect of care to increase consumer knowledge and make the journey into residential aged care easier.

The project brings resources together in easily accessible leaflets that are endorsed by a number of credible professional and advocacy organisations.

You may find these leaflets useful when:

- Searching for a high quality residential aged care facility
- Reviewing the quality of your current residential aged care facility
- Deciding between two residential aged care facilities that appear similar.

It's your right to ask

The best way to find a residential aged care facility that suits you is to visit a few. To find your local ones, or for more information about aged care services contact:

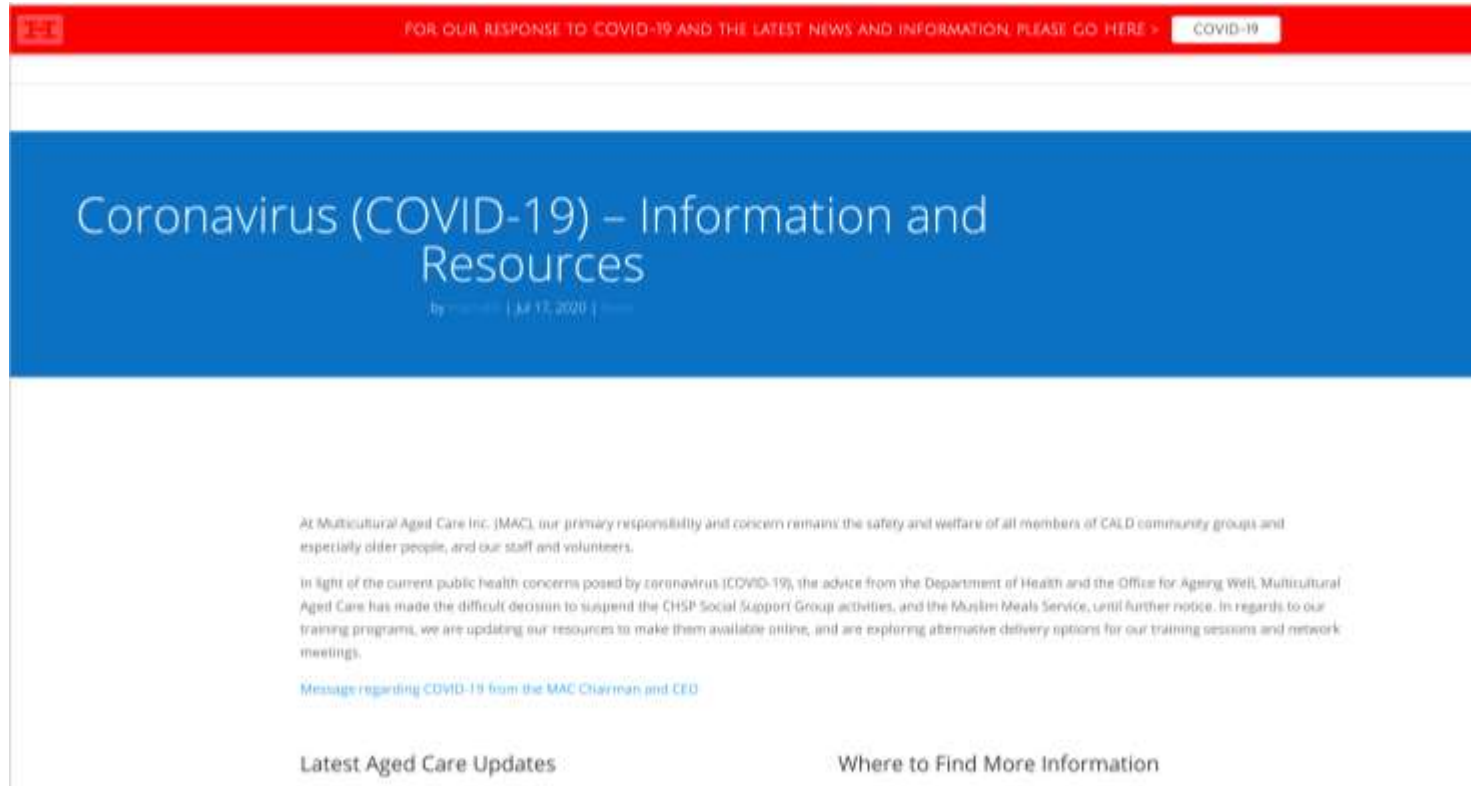
My Aged Care
☎ 1800 200 422
🌐 myagedcare.gov.au

Contact us
✉ tenquestions@nswnma.aan.au

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website: <http://www.10questions.org.au>

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FOR OUR RESPONSE TO COVID-19 AND THE LATEST NEWS AND INFORMATION, PLEASE GO HERE > COVID-19

Coronavirus (COVID-19) – Information and Resources

by mac | Jul 12, 2020 | 0

At Multicultural Aged Care Inc. (MAC), our primary responsibility and concern remains the safety and welfare of all members of CALD community groups and especially older people, and our staff and volunteers.

In light of the current public health concerns posed by coronavirus (COVID-19), the advice from the Department of Health and the Office for Ageing Well, Multicultural Aged Care has made the difficult decision to suspend the CHSP Social Support Group activities, and the Muslim Meals Service, until further notice. In regards to our training programs, we are updating our resources to make them available online, and are exploring alternative delivery options for our training sessions and network meetings.

[Message regarding COVID-19 from the MAC Chairman and CEO](#)

Latest Aged Care Updates Where to Find More Information

MAC on COVID-19: <https://www.mac.org.au/covid-19/>

Connect the dots...

- Anticipate diversity

- Adjust assumptions



- Acquire cultural information

- Apply knowledge

Internet links

- Department of Health. (2019). *Actions to Support Older CALD People: a Guide for Aged Care Providers*.
<https://www.health.gov.au/resources/publications/actions-to-support-older-cald-people-a-guide-for-aged-care-providers>
- Multicultural Aged Care (MAC). (2020). Retrieved from <https://www.mac.org.au/>
- Department of Health. (n.a.). Aged Care Diversity Framework.
<https://www.health.gov.au/resources/publications/aged-care-diversity-framework>
- Department of Health. (2019). Aged Care Diversity Framework action plans.
<https://www.health.gov.au/resources/collections/aged-care-diversity-framework-action-plans>
- Resources in languages other than English: <https://www.health.gov.au/resources/translated/actions-to-support-older-cald-people-a-guide-for-consumers>

Recommended further reading

- Aged Care Sector Committee Diversity Sub-group. (2017). *Aged Care Diversity Framework*. Retrieved from <https://agedcare.health.gov.au/support-services/people-from-diverse-backgrounds/aged-care-diversity-framework>
- Australian Bureau of Statistics (ABS). (2017a). *Census of population and housing: Australia revealed, 2016*. Retrieved from <http://www.abs.gov.au/ausstats/abs@.nsf/mf/2024.0>
- Australian Bureau of Statistics (ABS). (2017b). *Community profiles. Advanced search*. Retrieved from <http://www.abs.gov.au/websitedbs/D3310114.nsf/Home/2016%20search%20by%20geography>
- Australian Government Department of Health. (2020). *Working with diverse groups in aged care*. Retrieved from <https://www.health.gov.au/health-topics/aged-care/providing-aged-care-services/working-in-aged-care/working-with-diverse-groups-in-aged-care#framework>

For more information:

Contact MAC

Information, resources and training opportunities

P: 08 8241 9900

E: macsa@mac.org.au

W: www.mac.org.au

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Although funding for this information session has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government

