

**Multicultural Aged Care
Network for CALD Ageing Services
Minutes**

Date: Tuesday 13th April 2021

Time: 2:00 – 4pm

1. Welcome & Registration

Attendees:

Shannon Taheny (Multicultural Aged Care)

Agnieszka Chudecka (PICAC SA)

Deepak Dev (Project Officer, Aged Care Navigators, UnitingSA)

Wenhao Zhong (Multicultural Aged Care)

Lan Nguyen Vietnamese Association

Hong (Multicultural Aged Care)

Italia Mignone (Multicultural Aged Care)

Kiki Le (Multicultural Aged Care)

Vicki Kanakaris (Plateia St Basils)

Andrijana Jovic (Multicultural Aged Care)

Penny Hickman

Derek Dittrich (ACSA)

Tina Karanastasis (UnitingSA)

Joanna Golaszewska (Multicultural Aged Care)

Gosia Skalban (RDNS)

Maria Johns (Multicultural Aged Care)

Maria Tkachuk (OPIKA)

Jill Gael (CPD BIZ Consulting)

Marite Rumpe (Latvian Aged Care)

Joe Taheny (Muslim Meals Project)

Roy Inglis (Department of Health)

Irene (Department of Health)

2. Privacy and confidentiality

3. Business of the Day:

3.1 Standing items:

• *CHSP*

Connect and Navigate Info Hub Tina Karanastasis & Deepak Dev UnitingSA Ethnic LinkServices

- Aged Care Navigators: Project Officer Deepak Dev. UnitingSA is delighted to have Deepak Dev on board – very experienced team leader.
- Changes to My Aged Care made it difficult to navigate, especially those from CALD.



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Ph : 08 8241 9900 Web: www.macsa.org.au

- COTA Australia working with 30 delivery partners across Australia to ensure program delivered; UnitingSA in SA – one of 8 organisations working to deliver to people of CALD backgrounds. In SA: COTA SA and ARAS as well; reciprocal referral arrangements in place.
- Trialled programme in country (Riverland) first. Now also in metropolitan Adelaide.
- Multimodal communications strategy: language assistance, ethnic radio, translated resources, other key stakeholders.
- Gaining momentum but appreciate your support.
- Provide independent, impartial advice.
- Don't refer – leave that to assessors.
- Deepak Dev's second month as project officer
- Once get referral, go with bilingual support worker to meet client and speak with My Aged Care.
- Continue to be in touch with client during and after assessment process.
- Can come and present to groups about Aged Care Navigators.
- Newsletter and flyer put in MAC's newsletter; will send them out again.
- 1 page fact sheets have been created into 11 languages.
- Programme gives people a sense of what options they have.
- Formal evaluation has now been undertaken to guide continuation of programme.
- In addition to the \$7.4MM grant, government made a further announcement for a CALD specific programme – FECCA will probably do it as its communications-based.

PCAN Update – FECCA Tina Karanastis AM

Tina works closely with FECCA (PCAN auspiced by FECCA).

Priorities April 2021:

- A. Royal Commission into Aged Care Quality and Safety
 - Developing response to Final Report
 - Support rights-based system, concerned about insufficient focus on issues for CALD community
 - FECCA/PCAN conducting State/Territory based consultations from April to June before PCAN Forum in June; would welcome input from other organisations
- B. Continuity of community-based CALD-specific care following Royal Commission report
- C. Received funding from DoH to deliver CALD Navigation Program from 2021-2022
 - Going to synergise with COTA Australia in current program
- D. Issues around vaccine roll out in aged care settings for older people of CALD backgrounds

Department of Health update - Roy Inglis Health Engagement and Representation Officer

- Providers now need to make a judgement and risk assessment about who needs first aid certification instead of all staff; if anyone has an assessment tool, send to Maria.
- Police checks for orgs with both NDIS and CHSP clients; if police checks for NDIS don't need for CHSP (unfortunately not updated in latest manual).
- Waiting to see budget response to Royal Commission.
- KPMG report on SSD going to be put online soon
- For providers with home care packages, webinar in late April on new payment system.

Royal Commission Report and Updates – Derek Dittrich State Manager (SA/NT) ACSA

Royal Commission Final Report Overview: CHSP and Community Care presentation – went through slides

- Government will respond by 31 May



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- Contact Shannon at MAC if people would like a copy of the slides

Training Opportunities: Jill Gael, CPD BIZ Consulting

- Available funded training:
 - o Cert 4 in Project Management tailored to Aged Care sector; mostly online; takes most people 9-10 months
 - o Fully online Diploma in Project Management
- Need to be eligible for subsidy (broad eligibility parameters)
- Will provide MAC with flier for distribution

National Updates from MAC: Agnieszka Chudecka and Maria Johns

National Aged Care Alliance (NACA)

- As part of PICAC MAC are part of NACA

PICAC Alliance

- Position paper released yesterday in response to Royal Commission final report; currently available on ACSA website
- When referring to aged care, cannot forget about the significant role of carers
- Small providers need to be considered

Health Covid 19 CALD Advisory Working Group

- You would have received vaccination multicultural information packs. Spread them out to your members. In 62 languages. Also on SBS. We need to reassure our older people that the vaccination is safe and need to support them with it.
- Ask older people how their vaccination experiences were

4. Information from MAC

- 4.1.1 All resources on the MAC Website: www.mac.org.au/mlearndev/ncas/
- 4.1.2 Aged Care Quality Standards – changes in CHSP service delivery
- 4.1.3 Diversity Framework; CALD Action Plans are available
- 4.1.4 MAC Newsletters: Monthly @ MAC; Training Schedule (weekly); Circular (fortnightly); e-MAC (six monthly)
- 4.1.5 MAC Website for accessing relevant resources and information: www.mac.org.au

5 Information sharing around the table (if there is time)

None

6 Any other business

None

Next Meeting: Tuesday 15th June @ 2pm

NCAS Terms of Reference

- Provide a forum for the sharing of information and resources for organisations that provide services to CALD clients
- Provide a forum for networking and information exchange on better practice processes for managing services to CALD clients
- Identify and respond to learning and development needs of coordinators and managers of programs
- Provide peer support and mentoring to coordinators and managers



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