

# Diversity Framework

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



Multicultural  
Aged Care

5 August 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

# Making informed choices

The Aged Care Diversity Framework  
Outcome for Consumers (1)



Multicultural  
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# Making informed choices

- Older people have easily accessible information about the aged care system and services that they understand, and find the information helpful to exercise choice and control over the care they receive.



# Background to the workshop



- Census - demographic data



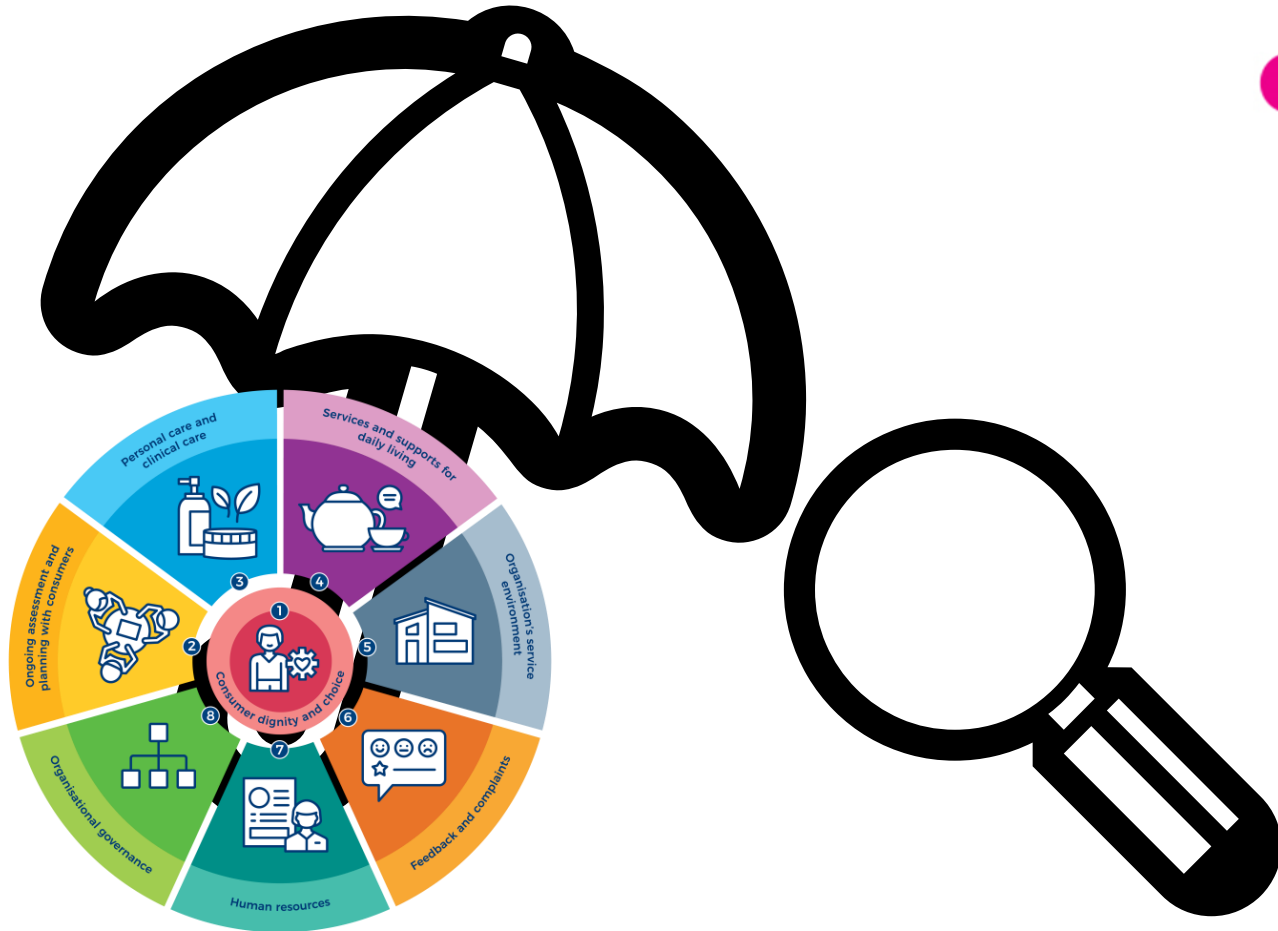
- Diversity Framework



- Action Plans



# Background to the workshop



# Diversity Framework



Department of Health. (2020). *Aged Care Diversity Framework initiative*.  
<https://www.health.gov.au/initiatives-and-programs/aged-care-diversity-framework-initiative>

Department of Health. (n.a.). *Aged Care Diversity Framework*.  
<https://www.health.gov.au/resources/publications/aged-care-diversity-framework>



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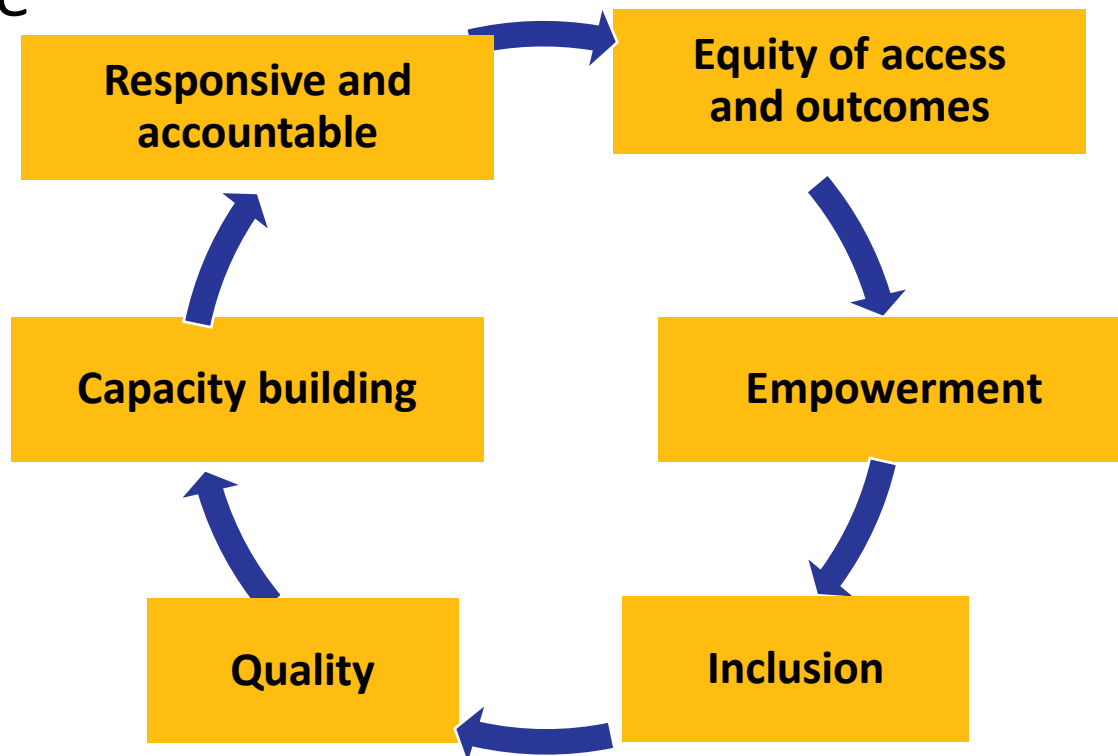
# Vision

- All older people experience a high quality aged care system that ensures equitable access and outcomes and embraces their diverse characteristics and life experiences.



# Overarching Imperatives

The strategic imperatives are essential in ensuring an inclusive aged care system that embraces the diverse characteristics and life experiences of older people



# Culture

Culturally appropriate care and service provision



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# Embracing cultural diversity involves

- Developing understandings about our own cultural self and cultural compass
- Building knowledge and understandings about cultural content and contexts
- Recognising, respecting, responding to and reflecting the cultural and linguistic diversity in our community, workplace...
- Working, living, communicating effectively in intercultural settings



# Ageing statistics in South Australia

- 12 largest birthplace groups (NESB), 2016 Census

Total population

India	27,592	Greece	8,681
China	24,609	Malaysia	7,744
Italy	18,537	South Africa	6,609
Vietnam	14,338	Netherlands	6,597
Philippines	12,460	Afghanistan	6,313
Germany	10,118	Poland	4,957

# Birthplace - % aged 65 & over

- 2016 Census, South Australia

Latvia	86	Austria	68
Lithuania	80	Malta	67
Estonia	77	Netherlands	62
Italy	73	Germany	62
Greece	72	Luxembourg	60
Slovenia	69	Hungary	59

# CALD Ageing in SA

2006

- 49,000 people aged 65+ born in NES country
- (21% of total 65+ population)
- 1 in 4 of older CALD population aged 80+

2016

- 58,000 people aged 65+ born in NES country
- (20% of total 65+ population)
- 1 in 3 older CALD population aged 80+

Source: ABS, 2011

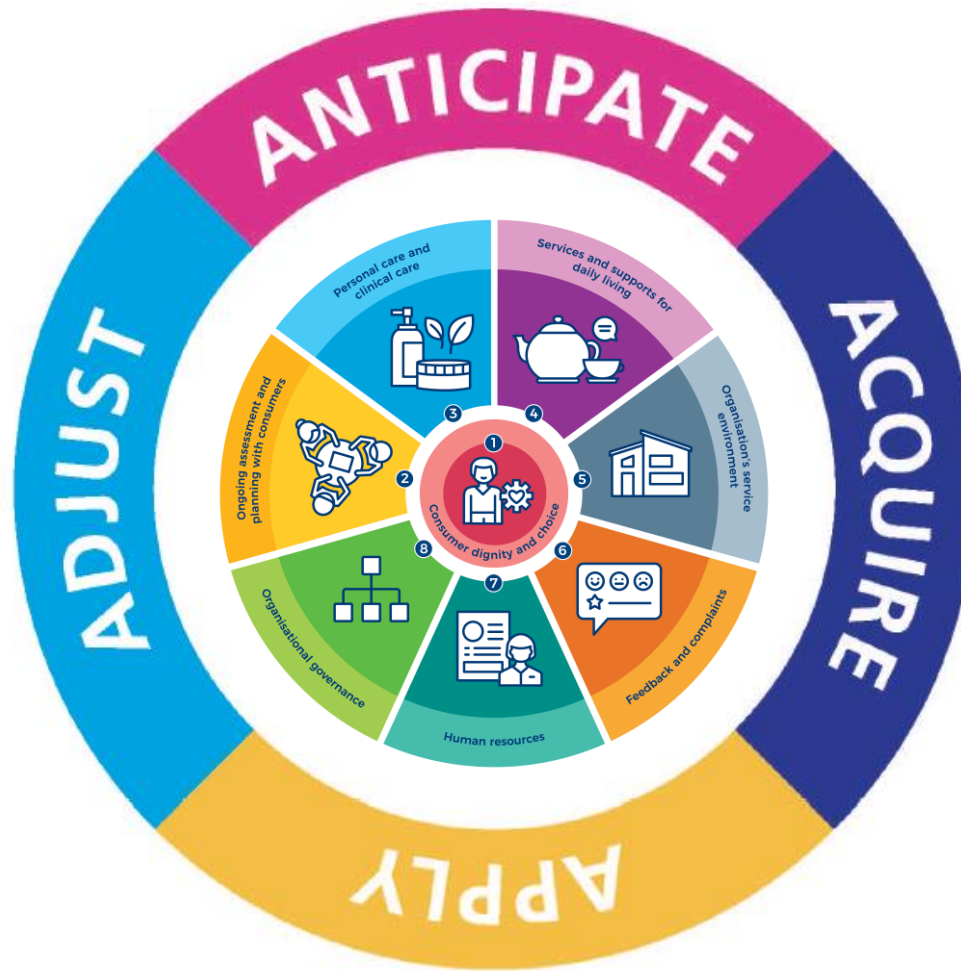


# What do we know about CALD?

- Well/over represented in the over 65/80 age cohorts
- Less proficient in speaking English...(women)
- Reverting to primary languages and cultures
- Not accessing some services in proportion to presence
- Not liking some of the services provided
- Diversity will continue and increase



# Four As MODEL



# Making informed choices

The Aged Care Diversity Framework  
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# Making informed choices

- Older people have easily accessible information about the aged care system and services that they understand, and find the information helpful to exercise choice and control over the care they receive.



# Foundational action

Provide consumers with simple, understandable information (translated into their preferred language where required) about:

- how services will cater for their personal, clinical, spiritual, social, end of life and palliative care needs
- their rights, including the right to culturally appropriate care
- financial transactions for consumers including the compulsory monthly budget statement for Home Care Packages
- policies and processes for reporting racism and discrimination



# Foundational action

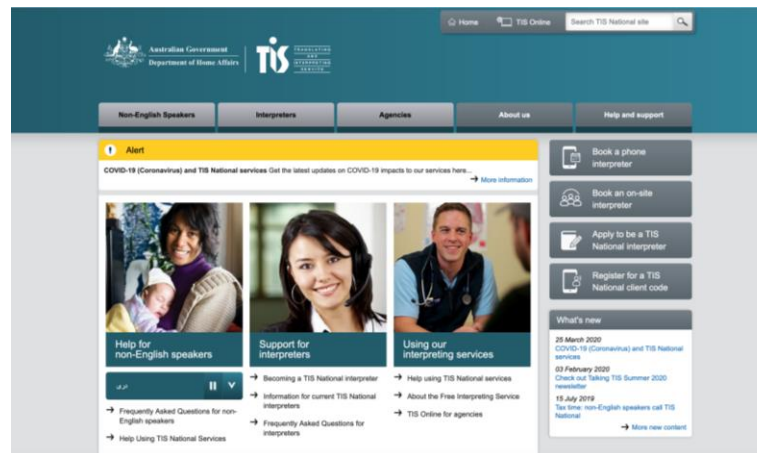
Make use of key documents translated into preferred language where required, for example:

- Care Plan and residential / home care agreements
- Charter of Aged Care Rights and Responsibilities



# Foundational action

- Ensure all staff are familiar with the Translating and Interpreting Service (TIS National) and other available free interpreting supports for aged care services



- <https://www.tisnational.gov.au/>



# Foundational action

- Develop a *Use of Interpreter Services* policy and make it available to consumers, carers and staff.



# Foundational action

- Display in-language signage (reflective of the current linguistic demographic) throughout your service to assist people to navigate common areas in residential aged care facilities.





# Foundational action

- Ensure cultural competency and effective communication training for staff to facilitate effective communication between staff and CALD consumers.



# Moving forward

- Establish referral pathways for CALD background consumers to CALD advocacy or community organisations which can support them and/or their families with information and advocacy.



# Moving forward

- Consult with consumers, carers and consumer representatives when designing or redesigning forms and information resources.



# Moving forward

- Collect data and set performance indicators with regards to dissemination of information, accessibility of information and value of information to CALD background consumers.



# Leading the Way

- Employ bilingual, bicultural staff that reflect the cultural and linguistic demographic of consumers at your service. This may change over time.



# Multicultural Aged Care Inc. (MAC)

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## Resources

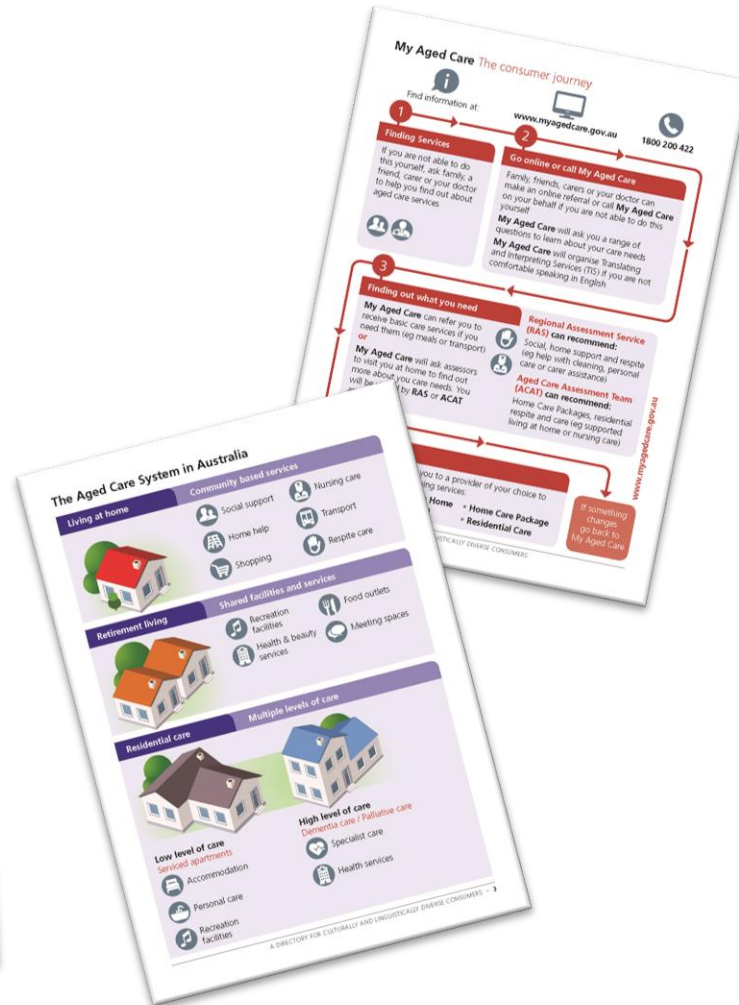
Catalogue

Resources

Latest Resources

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

# 2019 Resources: *A Directory*



# 2019 Resources: *A Guide*





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## Resources

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# Multicultural Aged Care Inc. (MAC)



## MAC Library

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

# Communication Guides

Available in 40 different languages

- Afrikaans
- Bosnian
- Cantonese
- Croatian
- Dinka
- Dutch
- Fijian
- German
- Greek
- Hungarian
- Italian
- Latvian
- Mandarin
- Polish
- Russian

and more...

# Phrase Cards

Available in 24 different languages

- Afrikaans
- Bosnian
- Cantonese
- Croatian
- Dinka
- Dutch
- Fijian
- German
- Greek
- Hungarian
- Italian
- Latvian
- Mandarin
- Polish
- Russian

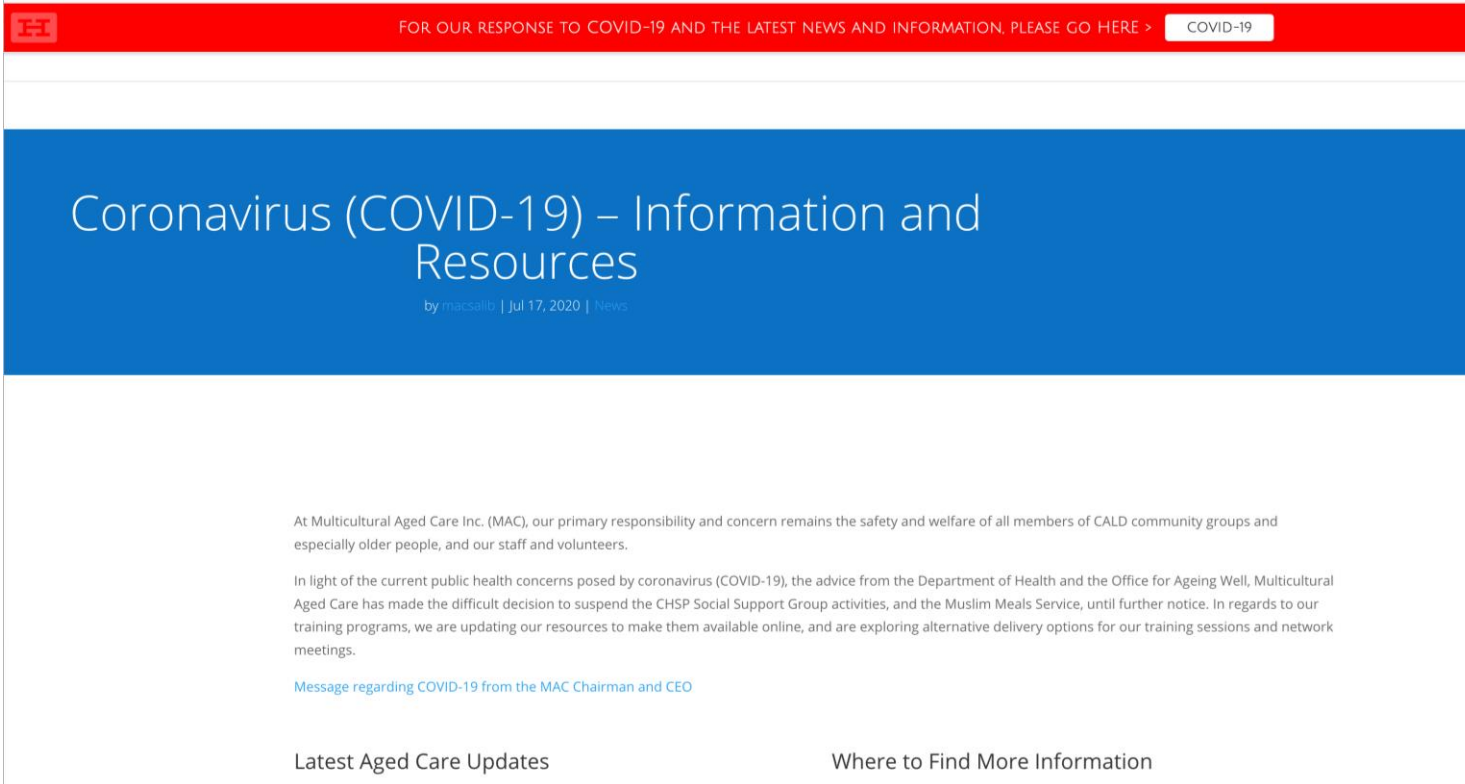
and more...

plus 2 Multi-lingual Cards:

for Carers  
for DTs



# Multicultural Aged Care Inc. (MAC)



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

## Coronavirus (COVID-19) – Information and Resources

by macsali | Jul 17, 2020 | News

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/>

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COVID-19

Additionally, the standing consumption of food and drink will no longer be permitted. Further details will be available shortly on the [www.covid-19.sa.gov.au](http://www.covid-19.sa.gov.au) website.

#### COVID-19 school closures

Two schools, Roma Mitchell Secondary College and Thebarton Senior College are closed as a student who attended the sites has been diagnosed with COVID-19. The Department for Education has enacted its COVID-19 protocol and the sites have been shut to allow deep cleaning to occur. The schools will both remain closed on Tuesday 4 August.

#### COVID-19 cases – Saturday 01/08/20

- A man in his 20s who has returned from overseas and has been in quarantine since his arrival

#### COVID-19 cases – Sunday 02/08/20

- A teenager who has returned from interstate and has been in quarantine since her arrival.
- A woman in her 20s who is a close contact of a confirmed case.

#### COVID-19 cases – Monday 03/08/20

- A man in his 50s who arrived on a repatriation flight from overseas
- A man in his 50s who is a close contact of a confirmed case

#### South Australian COVID-19 Cases

- 2 new cases today
- 8 active COVID-19 cases
- 3,336 tests yesterday
- 250,229 tests in total
- 455 confirmed cases in total

South Australian Information and Updates

#### Translated Resources

[SA Health – 6 Simple Steps](#) – 26 languages

[SA Health – Ramadan During COVID-19](#) – 8 Languages

[SA Health – COVID-19 South Australia symptoms poster](#) – 16 languages

[Department of Health](#) – A list of resources about COVID-19 in other languages. The resources include fact sheets, guidelines and other publications.

[It's ok to have home care Factsheet](#) – This language set contains translations of information sheets for older people who may have an aged care worker visiting them at home. – Department of Health

Information about COVID-19 and the [COVIDSafe app](#) is available in 63 languages on the [Department of Home Affairs website](#). The [COVIDSafe app privacy policy](#) is also available in 63 languages.

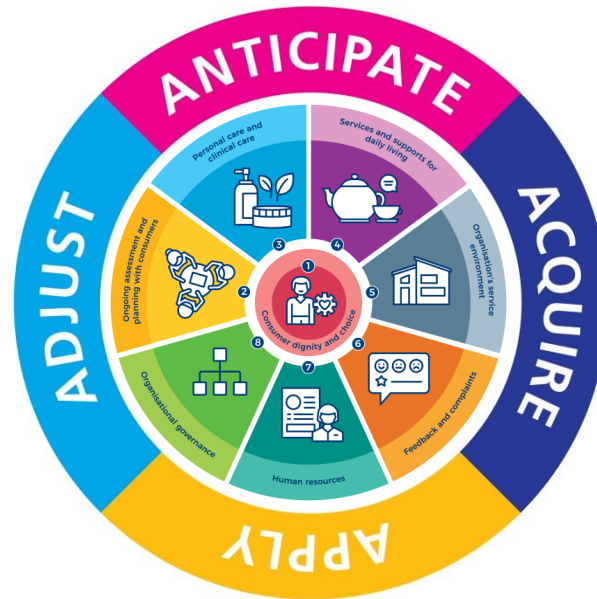
[Coronavirus \(COVID-19\) – When to use personal protective equipment in aged care \(other languages\)](#) – Department of Health – This language set contains translations of the personal protective equipment (PPE) in aged care flowchart. This flowchart outlines when and how aged care workers should wear PPE to protect themselves and others against coronavirus (COVID-19).

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

# Connect the dots...

- Anticipate diversity

- Adjust assumptions



- Acquire cultural information

- Apply knowledge

# References

- Australian Bureau of Statistics (ABS). (2011). 3412.0 - Migration, Australia, 2008-09. Retrieved from <https://www.abs.gov.au/Ausstats/abs@.nsf/0/C3E6A415D9A4CB86CA2578B000119FD2?OpenDocument>
- Australian Bureau of Statistics (ABS). (2019). Data by Region. Retrieved from <https://itt.abs.gov.au/itt/r.jsp?databyregion>
- Australian Institute of Health and Welfare (AIHW). (2018). *Older Australia at a glance*. Retrieved from <https://www.aihw.gov.au/reports/older-people/older-australia-at-a-glance/contents/diversity/culturally-andlinguistically-diverse-people>





# Internet links

- Department of Health. (2020). *Aged Care Diversity Framework initiative*.  
<https://www.health.gov.au/initiatives-and-programs/aged-care-diversity-framework-initiative>
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- Department of Health. (2019). *Aged Care Diversity Framework action plans*.  
<https://www.health.gov.au/resources/collections/aged-care-diversity-framework-action-plans>
- 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/>
- 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*

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