

Diversity Framework

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



Multicultural
Aged Care

28 October 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.

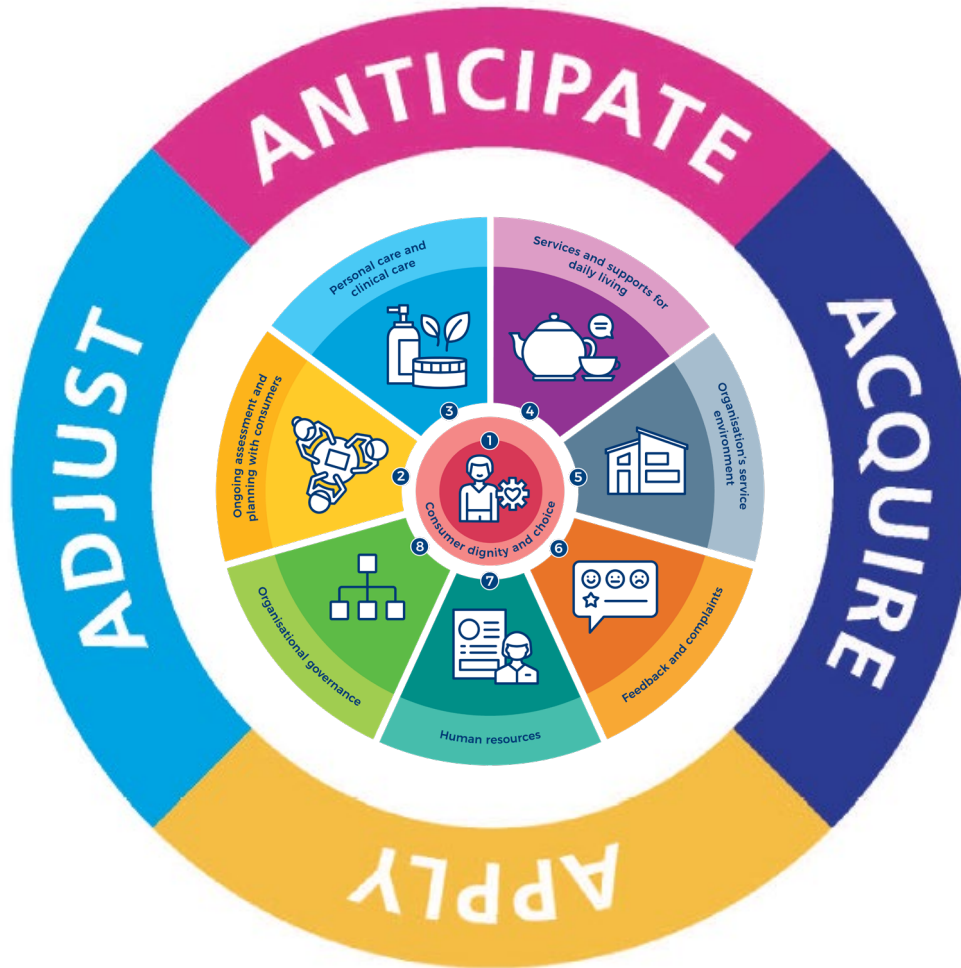


Anticipated learning outcomes



- 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

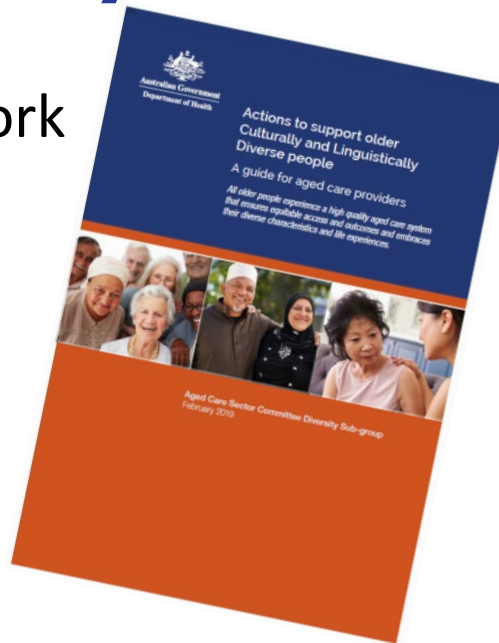


Supporting a proactive and flexible system

The Aged Care Diversity Framework
Outcome for Consumers (4)



Multicultural
Aged Care



A proactive and flexible aged care system

- A proactive and flexible aged care system that responds to the needs of existing and emerging diverse groups, including an increasingly diverse aged care workforce.



Foundational action

- Regularly consult with CALD background consumers, carers and families and consumer representatives.



Foundational action

- Increase awareness amongst consumers of the complaints mechanisms available to them and ensure supports are in place to assist them to make a complaint.



Foundational action

- Provide up-to-date resources, training, information and tools on cultural competence, diversity and inclusive service provision to staff at all levels.



PICAC SA (MAC SA)



Multicultural
Aged Care

Information Circular

- [2020 Wellness and Reablement Report for Commonwealth Home Support Programme providers](#)
- [EthnicLinks Information Hub - Launched in Adelaide to assist older people from diverse cultural backgrounds to access services which are right for them](#)
- [Free Webinar: Palliative Care - CALD perspectives - What we know today can improve what we offer tomorrow](#)
- [ACQSC translated resources](#)
- [Only days to go - register for CALDWays 2020](#)
- [My Aged Care Outage Notice – Saturday 24 & Sunday 25 October 2020](#)
- [Free Webinar: Accessing grief and trauma support during COVID-19 – live OPAN webinar](#)
- [Tarnanthi 2020 celebrates culture and creativity across generations](#)
- [Recommended Reading](#)

[Training Schedule for 2020](#)

The new Training Schedule will be online soon, Web based training and other options can be found in our training schedule. Check your [subscription](#) to ensure you get the latest news. Please check regularly, as dates may change.

[Don't forget](#)

to visit our [Library Catalogue](#), [Facebook page](#), or [Twitter feed](#).

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PICAC NSW & ACT (MCCI)

MCCI CALDWays Conference 2020

WATCH LIVE CONTENT SEARCH LOGIN

Times are shown in your local time zone (GMT +10:30)

CALDWAYS CONFERENCE 2020

Diversity & Inclusion

Less Talk More Action

1 Day 20 HOURS 10 MINUTES 31 SECONDS

REGISTER NOW SEE PROGRAM

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website: <https://caldways.delegateconnect.co/>

PICAC Victoria

(The Centre for Cultural Diversity in Ageing)



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29 July 2020

Launch of online training modules

The Centre for Cultural Diversity in Ageing is pleased to launch 4 new online training modules on inclusive service provision. These short modules are free to download and provide an overview of the Inclusive Service Standards together with ideas on how these can be adopted by aged care services.

[Access training modules](#)

website: <http://www.culturaldiversity.com.au/>

Foundational action

- Regularly engage with your local Partner in Culturally Appropriate Care (PICAC).



Multicultural Aged Care Inc. (MAC)

Home About Us ▾ Library ▾ CSHP Services ▾ **Multicultural Learning and Development ▾** Contact Us 🔍

WED
28

■ **Featured** 28 October @ 3:00 pm - 4:00 pm

Palliative Care – CALD perspectives. What we know today can improve what we offer tomorrow – Part 1

Zoom Webinar

🔗 **Virtual Event**

The first in a series of live webinars happens next week. We have invited a number of amazing guest speakers to share their wealth of knowledge and discuss various aspects of palliative care over the next months.

RSVP Now Free

Training Schedule

Diversity Framework
Webinar Series
Cultural Connections
Day

MAC website:

<https://www.mac.org.au/mlearndev/training-schedule-2/>

Multicultural Aged Care Inc. (MAC)



MAC Library

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

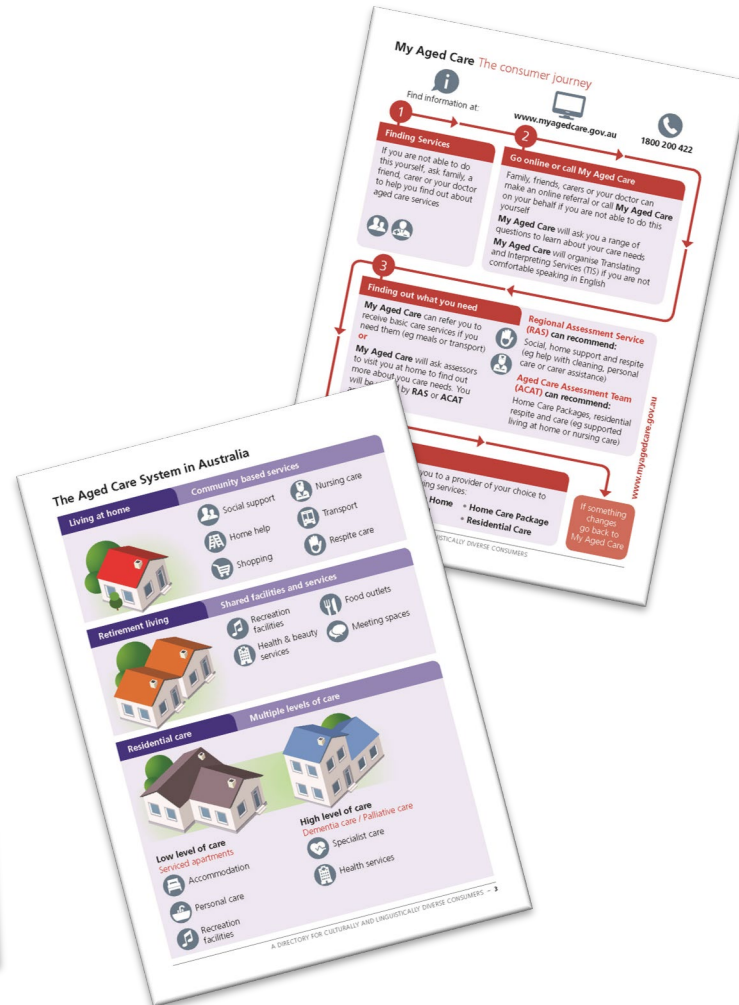
MAC Library: <https://library.mac.org.au/>

Foundational action

- Engage with local cultural, religious and community organisations to gain a deeper understanding of existing and emerging CALD communities' needs.



2019 Resources: *A Directory*



Foundational action

- Provide care that meets religious, customary or personal preferences of consumers.



Foundational action

- Include a statement about your organisation's commitment to diversity regarding staff and consumers in job advertisements and intake paperwork for new employees.



Moving forward

- Have measurable outcomes relating to CALD background consumers that are regularly reviewed, monitored and evaluated.

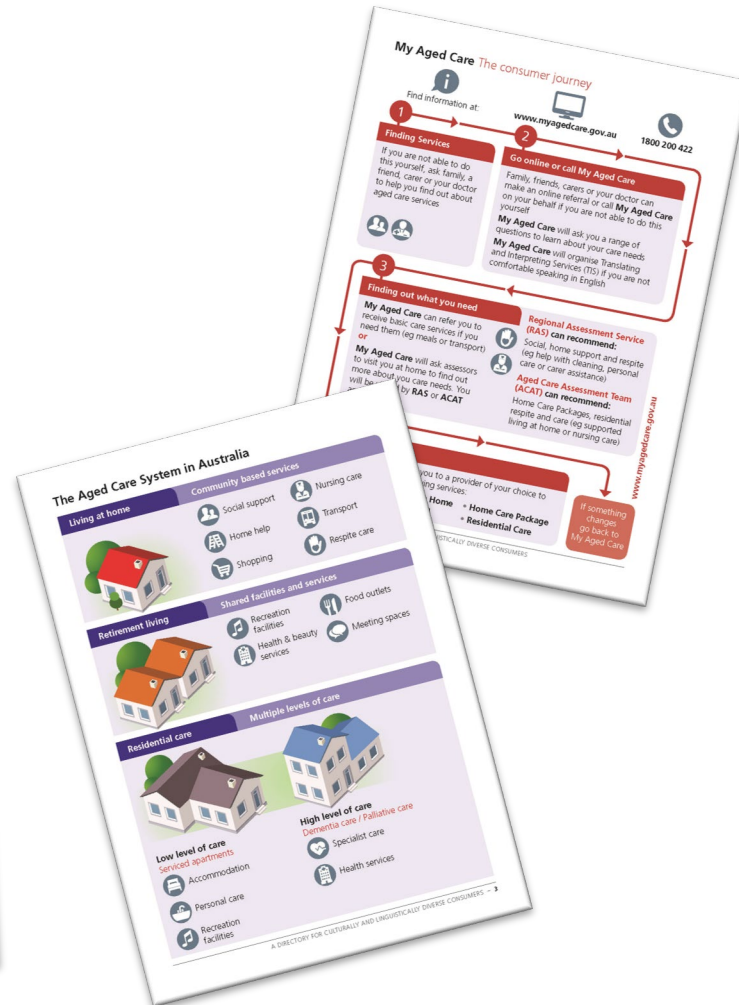


Moving forward

- Enhance the opportunities for meeting consumer needs by accessing external culturally appropriate services to complement your own service offering.



2019 Resources: *A Directory*



Moving forward

- Actively seek assistance from community organisations that can support with informing practice on inclusive and respectful care for individual CALD background consumers.



Moving forward

- Develop your organisation's policies around cultural diversity/inclusiveness and anti-discrimination relating to staff and consumers.



Moving forward

- Adopt workforce recruitment, retention and development approaches that ensures a skilled and culturally competent workforce that is responsive to local needs.



Leading the Way

- Appoint a diversity champion from senior levels of staff to motivate improvements to cultural competency.



Leading the Way

- Provide additional incentives to attract and retain bilingual, bicultural staff that meet the needs of consumers – for example, opportunities for training, sponsorship of English or other language tuition, support for advancement and permanency.



Leading the Way

- Appropriately reward and recognise bilingual and bicultural staff who work in your organisation including salary, and professional development that acknowledges their skillset.



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 macsalm | 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](#)

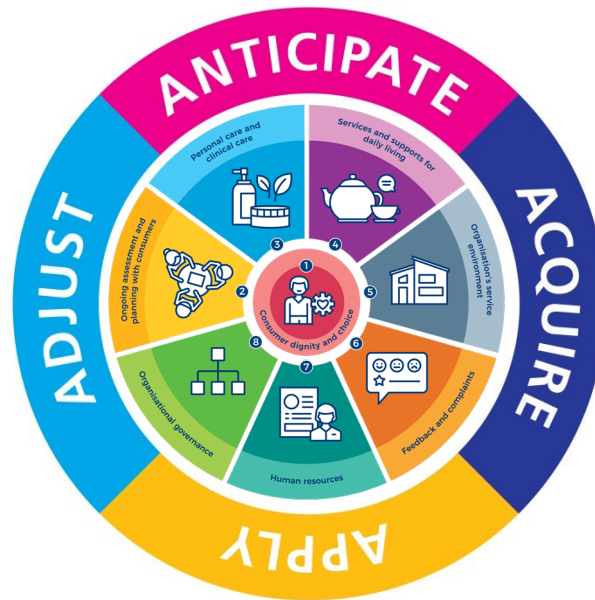
[Where to Find More Information](#)

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

Connect the dots...

- Anticipate diversity

- Adjust assumptions



- Acquire cultural information

- Apply knowledge

Internet links

- Multicultural Aged Care (MAC). (2020). Library. Retrieved from <https://www.mac.org.au/>
- Multicultural Aged Care (MAC). (2020). Multicultural Learning and Development. Retrieved from <https://www.mac.org.au/>
- Multicultural Communities Council of Illawarra. (2020). Retrieved from <https://www.mcci.org.au/page/Serviceproviders>
- PICAC Alliance. (n. d.). Retrieved from <http://www.picacalliance.org/>
- The Centre for Cultural Diversity in Ageing. (2020). Retrieved from <http://www.culturaldiversity.com.au/>

For more information:

Contact MAC

Information, resources and training opportunities

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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

