

Diversity Framework

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



Multicultural
Aged Care

18 November 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.

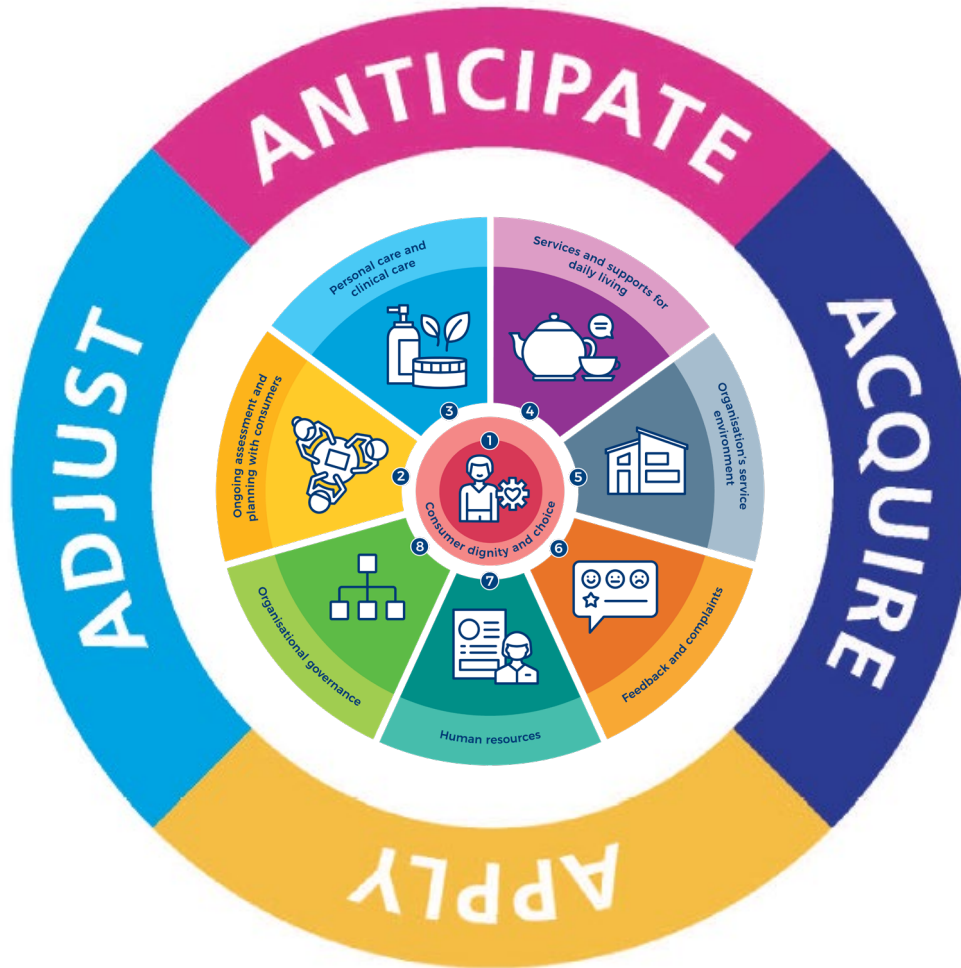


Anticipated learning outcomes



- 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

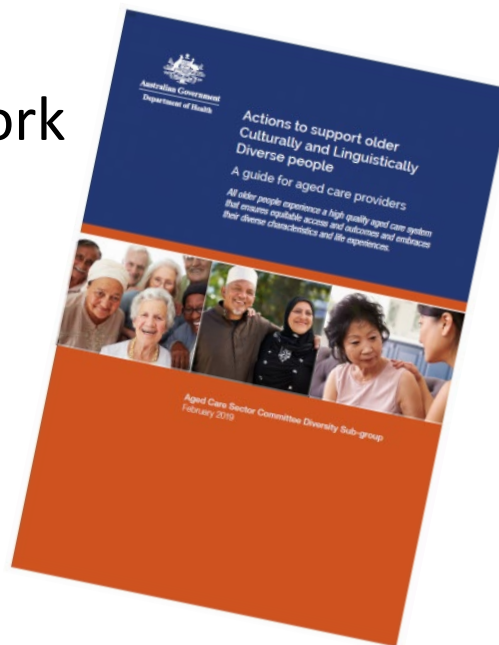


Respectful and inclusive services

The Aged Care Diversity Framework
Outcome for Consumers (5)



Multicultural
Aged Care



Respectful and inclusive services

- 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

- Provide opportunities for CALD background consumers to connect to their language and culture by:
 - Creating a library of books, magazines and other materials in languages spoken by consumers
 - Using SBS's In Language service, SBS radio and television channels, YouTube and satellite television channels and in-language films
 - Offering culturally appropriate meals



Multicultural Aged Care Inc. (MAC)

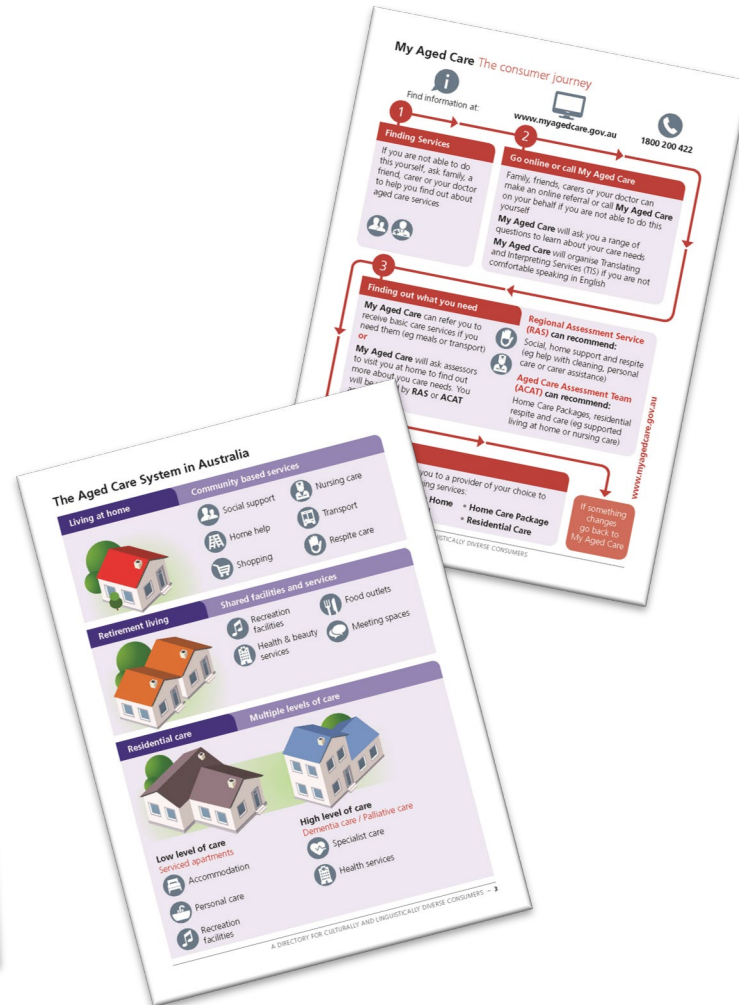


MAC Library

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

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

2019 Resources: *A Directory*



Foundational action

- Provide opportunities for CALD background consumers to connect to their language and culture by:
 - Sourcing artwork and posters and other items that reflect the diversity of the consumer population
 - Facilitating participation in local community events or social groups relevant to their cultural background, especially where the consumer has existing link



Foundational action

- Provide opportunities for CALD background consumers to connect to their language and culture by:
 - Seeking out bilingual volunteers, for example, through the Community Visitors Scheme or local community groups, who can visit the older CALD background person where they live and speak to them in their language



ABOUT US

POLICY

SUBMISSIONS

PROGRAMS

- Advance Care Directive
- Postcards
- Moving Right Along
- Information Access
- Legal Services
- Links

VOLUNTEERING

LET'S TALK AGED CARE

COTA VISITORS

RAINBOW HUB

STRENGTH FOR LIFE

THE PLUG-IN

ZESTFEST



COMMUNITY VISITORS SCHEME

Friends for older people



Community Visitors Scheme

About the Scheme

The Community Visitors Scheme is an Australian Government initiative that provides friendly volunteers for older people who are at risk of loneliness or social isolation. There are times when people may need a little help to stay connected to the wider community. This can happen whether living alone in their own homes, or in Aged Care Homes. Volunteer visitors bring conversation, news, new interest and friendship. Visitors may also bring a special connection through a shared language, life experience, or cultural understanding.

[https://www.cotasa.org.au/programs/
community-visitors-scheme.aspx](https://www.cotasa.org.au/programs/community-visitors-scheme.aspx)

Foundational action

- Ensure religious needs of individuals are met and respected.



Foundational action

- Make your governing body and management aware of the Aged Care Diversity Framework and associated Action Plans.

<https://www.health.gov.au/resources/publications/aged-care-diversity-framework>





Downloads

Aged Care Diversity Framework

 [Download PDF](#) - 3.3 MB , 16 pages

 [Download Word](#) - 1.4 MB , 16 pages

We aim to provide documents in an accessible format. If you're having problems using a document with your accessibility tools, [please contact us for help](#).

Publication date:

December 2017

Publication type:

Strategy or framework

Intended audience:

General public

Description:

This framework aims to make sure our aged care system is accessible to all older Australians.

It recognises that to support our diverse population, aged care needs to be respectful and inclusive of all people — no matter their background, life experience or care needs.

The framework outlines:

- the common reasons why some people cannot access the aged care they need
- how we can remove these barriers

The [action plans for the Aged Care Diversity Framework](#) help providers, governments and older people to address specific barriers.

Foundational action

- Ensure that all staff, management and governing body are aware of the *Charter of Rights and Responsibilities*.
 - On 1 July 2019, a single **Charter of Aged Care Rights (the Charter)** came into effect. It replaced previous charters of care recipients' rights and responsibilities.

<https://www.agedcarequality.gov.au/consumers/consumer-rights>

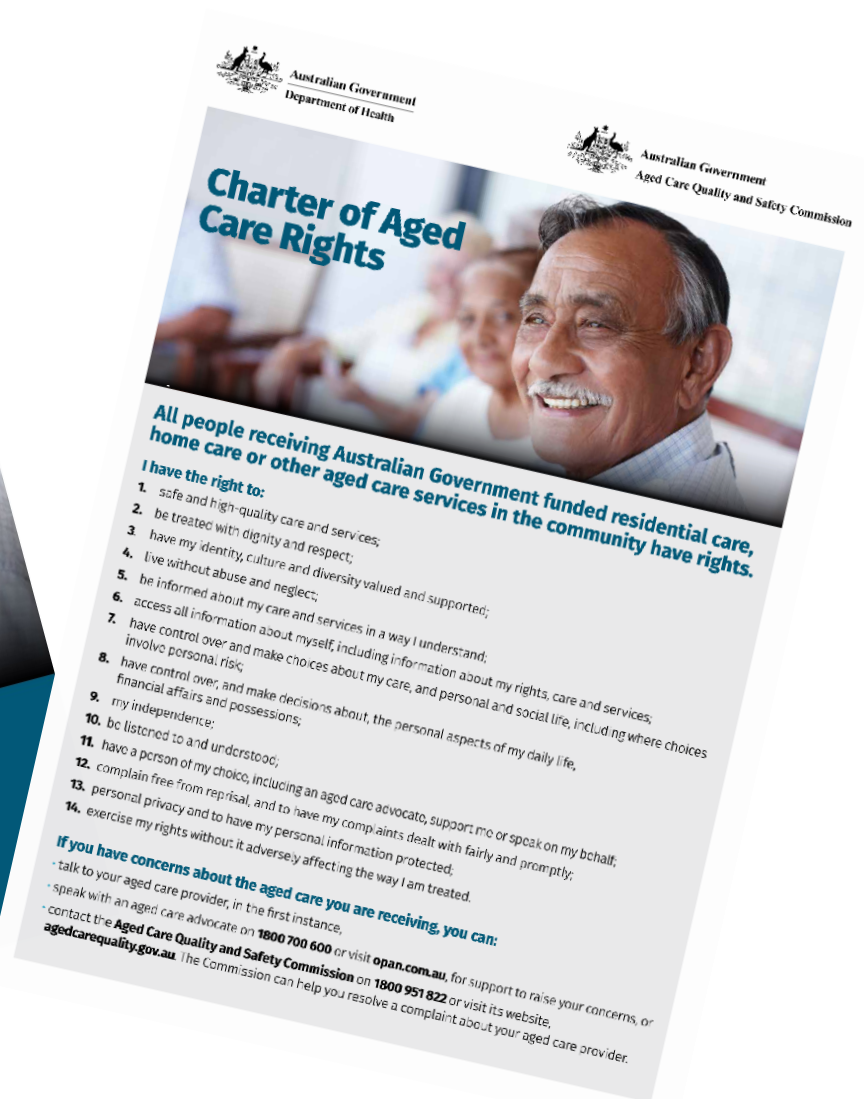


Foundational action

- Ensure that all staff, management and governing body are aware of the *Charter of Rights and Responsibilities*.
- Consumers receiving Australian Government funded aged care services **have the right** to be properly looked after, treated well and given high quality care and services. The rights of consumers are protected by a **Charter of Aged Care Rights**.



Charter of Aged Care Rights (the Charter)



All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
7. have control over, and make decisions about, the personal aspects of my daily life;
8. my independence;
9. be listened to and understood;
10. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
11. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
12. personal privacy and to have my personal information protected;
13. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance;
- speak with an aged care advocate on [1800 700 600](tel:1800700600) or visit opan.com.au, for support to raise your concerns, or contact the **Aged Care Quality and Safety Commission** on [1800 951 822](tel:1800951822) or visit its website, agedcarequality.gov.au. The Commission can help you resolve a complaint about your aged care provider.

Charter of Aged Care Rights A5 Booklet - translated

Attachments:

- [Charter of Aged Care Rights - Arabic](#) (1.65 MB)
- [Charter of Aged Care Rights - Chinese simplified](#) (1.67 MB)
- [Charter of Aged Care Rights - Chinese traditional](#) (1.7 MB)
- [Charter of Aged Care Rights - Croatian](#) (1.58 MB)
- [Charter of Aged Care Rights - Dutch](#) (1.54 MB)
- [Charter of Aged Care Rights - German](#) (1.54 MB)
- [Charter of Aged Care Rights - Greek](#) (1.56 MB)
- [Charter of Aged Care Rights - Hindi](#) (1.62 MB)
- [Charter of Aged Care Rights - Hungarian](#) (1.58 MB)
- [Charter of Aged Care Rights - Italian](#) (1.55 MB)
- [Charter of Aged Care Rights - Korean](#) (1.58 MB)
- [Charter of Aged Care Rights - Macedonian](#) (1.57 MB)
- [Charter of Aged Care Rights - Maltese](#) (1.55 MB)
- [Charter of Aged Care Rights - Polish](#) (2.15 MB)
- [Charter of Aged Care Rights - Russian](#) (1.57 MB)
- [Charter of Aged Care Rights - Serbian](#) (1.57 MB)
- [Charter of Aged Care Rights - Spanish](#) (1.54 MB)
- [Charter of Aged Care Rights - Vietnamese](#) (1.56 MB)

The rights of Consumers are protected by a Charter of Aged Care Rights. Download this helpful booklet for aged care service providers and their consumers.

This resource is not available to order on the Commission's website. Hard copies of the [English version](#) of the booklet are available at no cost from National Mailing and Marketing (please quote I50148).

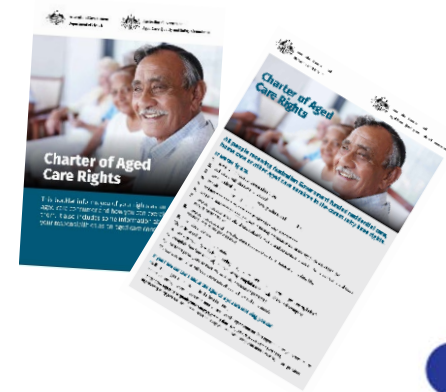
[https://www.agedcarequality.gov.au/resources/
charter-aged-care-rights-a5-booklet-translated](https://www.agedcarequality.gov.au/resources/charter-aged-care-rights-a5-booklet-translated)



Charter of Aged Care Rights (the Charter)

Responsibilities of providers

- From 1 July 2019, **providers have responsibilities to support consumers to understand the *Charter***. They must:
 - give consumers a copy of the *Charter* signed by the provider
 - **assist the consumer to understand the *Charter***
(how this is achieved will be up to providers and will depend on the needs of individual consumers)



Charter of Aged Care Rights (the Charter)

The image shows a document titled "Charter of Aged Care Rights" from the Australian Government Department of Health and the Australian Government Aged Care Quality and Safety Commission. It lists 14 rights for aged care consumers. At the bottom, there are signature lines for both the Consumer and the Provider, along with fields for full names and dates. A note at the bottom states that the Charter takes effect from 1 July 2019.

Australian Government
Department of Health

Australian Government
Aged Care Quality and Safety Commission

Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Consumer

Consumer (or authorised person) signature (if choosing to sign) _____

Full name of consumer _____

Full name of authorised person (if applicable) _____

Provider

Signature (Signature) _____

Name of provider _____

Date on which the consumer was given a copy of the Charter _____

Date on which the consumer (or authorised person) was given the opportunity to sign the Charter _____

Charter of Aged Care Rights takes effect from 1 July 2019

<https://www.agedcarequality.gov.au/resources/translated-charter-aged-care-rights-template-signing>

Charter of Aged Care Rights (the Charter)



Australian Government
Aged Care Quality and Safety Commission

Engage
Empower
Safeguard

Start your search



[Contact us](#)

[Minister](#)

[Royal Commission](#)

[About us](#)

[Make a complaint](#)

[Aged care performance](#)

[Consumers](#)

[Providers](#)

[Resources](#)

[Education](#)

[Media](#)

[1800 951 822](#)



[Home](#) > [Resources](#) > Translated Charter of Aged Care Rights Template for Signing

Translated Charter of Aged Care Rights Template for Signing

Attachments:

- [Charter of Aged Care Rights Template for Signing - Arabic \(PDF\)](#) (178.74 KB)
- [Charter of Aged Care Rights Template for Signing - Arabic \(Word doc\)](#) (223.18 KB)
- [Charter of Aged Care Rights Template for Signing - Chinese \(Simplified\) PDF](#) (201.38 KB)
- [Charter of Aged Care Rights Template for Signing - Chinese \(Simplified\) Word doc](#) (223.36 KB)
- [Charter of Aged Care Rights Template for Signing - Chinese \(Traditional\) PDF](#) (172.29 KB)
- [Charter of Aged Care Rights Template for Signing - Chinese \(Traditional\) Word doc](#) (223.23 KB)
- [Charter of Aged Care Rights Template for Signing - Croatian \(PDF\)](#) (158.19 KB)
- [Charter of Aged Care Rights Template for Signing - Croatian \(Word doc\)](#) (222.89 KB)
- [Charter of Aged Care Rights Template for Signing - Dutch \(PDF\)](#) (133.18 KB)
- [Charter of Aged Care Rights Template for Signing - Dutch \(Word doc\)](#) (223.1 KB)
- [Charter of Aged Care Rights Template for Signing - German \(PDF\)](#) (138.48 KB)
- [Charter of Aged Care Rights Template for Signing - German \(Word doc\)](#) (221.29 KB)
- [Charter of Aged Care Rights Template for Signing - Greek \(PDF\)](#) (158.44 KB)

<https://www.agedcarequality.gov.au/resources/translated-charter-aged-care-rights-template-signing>

1800 700 600 6am-10pm seven days per week

This number will connect you with the aged care advocacy organisation in your state or territory.

Listen to the site

A A A



Search this website ...



Wybierz język

Call us on [1800 237 981](tel:1800237981), 6am-10pm (AEDT), 7 days a week, to chat about your COVID-19 (coronavirus) concerns. [Click here for more information](#)



[ABOUT](#) [ADVOCACY](#) [INFORMATION](#) [RESOURCES](#) [EDUCATION](#) [ELDER ABUSE](#) [ROYAL COMMISSION](#) [CONTACT US](#)

[SIGN UP](#)

Resources to support aged care consumers and service providers

- ★ The OPAN Charter Information Line, is available for consumers, families and carers and service providers. If you have a question or need further information about the Charter, contact the OPAN Charter information line on 1800 237 981 8am – 8pm (AEST) Monday to Friday.
- ★ Explainer video for consumers, in English, Mandarin, Italian and Greek – accessible below
- ★ Explainer video for the aged care workforce – accessible below
- ★ More information about the Charter is available on the Department of Health [website](#) including:
 - ★ A Charter of Aged Care Rights [booklet](#) (available in English and 18 languages). The booklet is designed to support understanding of the Charter. The content informs aged care consumers of their rights and how to exercise them. The booklet also includes information about consumer responsibilities. The booklet can also be used by aged care service providers to have the conversation with consumers and take them through their rights and responsibilities under the Charter
 - ★ A Charter of Aged Care Rights [poster](#) to display and promote awareness of the Charter

<https://open.com.au/charter/>

Charter of Aged Care Rights

for providers of
Australian Government funded Aged Care



<https://open.com.au/charter/>



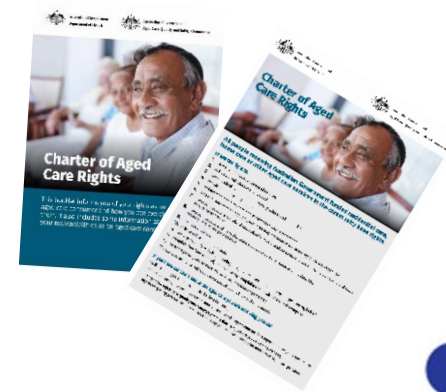
<https://open.com.au/charter/>



Charter of Aged Care Rights (the Charter)

Responsibilities of providers

- From 1 July 2019, providers have responsibilities to support consumers to understand the *Charter*. They must:
 - ensure that the consumer or their representative has been given a reasonable opportunity to sign a copy of the *Charter*
 - keep a record of the *Charter* given to the consumer

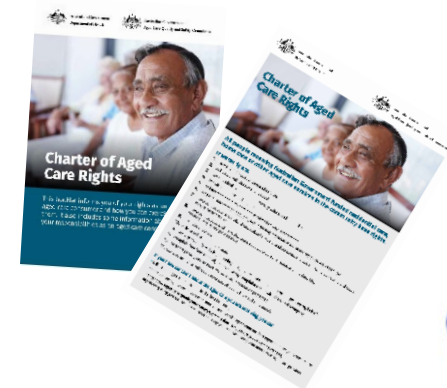


Charter of Aged Care Rights (the Charter)

Responsibilities of providers

- The purpose of requesting the consumer's signature is to allow them to acknowledge they have received the *Charter* and had assistance to understand it.

Consumers **are not required to sign** the *Charter* and **can commence or continue to receive care and services**, even if they choose *not to sign the Charter*.



Foundational action

- Engage with the resources in this document.



Moving forward

- Create a register of the cultural and linguistic skills of your staff.



Moving forward

- Ensure that your service has the skills and resources to rollout an inclusive approach to addressing diversity as required by the new Single Aged Care Quality Standards.



PICAC Victoria

(The Centre for Cultural Diversity in Ageing)



Home

Consumers & Carers

Service Providers

News & Events

About Us

Contact

Search



Latest news

Feedback

Home > News & events > Latest news

27 October 2020

Inclusive Service Standards New Online Portal: WEBINARS

The Centre for Cultural Diversity in Ageing is hosting a series of webinars on its new Inclusive Service Standards Portal. The portal provides an easy means by which aged care services can track their progress against the Inclusive Service Standards, and access tools and resources designed to assist them in implementing and monitoring inclusive service strategies and practices. The portal is free to access.

You will be able to register for one of 3 sessions on offer.

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

Moving forward

- Plan activities throughout the year that celebrate all diversity.

2020 Multicultural Calendar

The image shows a grid calendar for the year 2020, with months listed on the left (JAN to DEC). Each day of the month is represented by a small square, many of which are color-coded (pink, blue, yellow, orange) to indicate specific cultural events or observances. The grid is dense with text, likely listing the names of these events. At the bottom left of the grid is the Multicultural Aged Care logo, and at the bottom center is the website address www.mac.org.au.

Multicultural Calendar 2020

A wall planner calendar for diversional therapists, lifestyle coordinators, and other activity coordinators.

Planning activities around cultural events is difficult to do without information about when they are.

This calendar has been developed to assist workers who organise activities for older CALD persons and others, to plan culturally appropriate activities to better enable older CALD persons to live a healthy and fulfilling life.

Download the [Multicultural Calendar 2020](https://www.mac.org.au/resources/multicultural-calendar-2020) or contact the MAC office to order a copy.

<https://www.mac.org.au/resources/>



Leading the Way

- Support staff to learn languages spoken by consumers of CALD background.



Leading the Way

- Engage additional supports, as required, for CALD background consumers who have experienced traumatic events such as war, financial hardship, torture et cetera and may require psychological /psychiatric services. This especially applies to people living with dementia.





[Ministers](#) > [Senator the Hon Richard Colbeck](#) > [Senator Colbeck's media](#)

Grief and trauma support for Australia's aged care sector

The Australian Government is investing \$12.4 million in a Grief and Trauma Response Package to ensure support is available for those affected by COVID-19 across the aged care sector.

[Listen](#) [Print](#) [Share](#)

Date published: 14 October 2020

Media type: Media release

Audience: General public

The Australian Government is investing \$12.4 million in a Grief and Trauma Response Package to ensure support is available for those affected by COVID-19 across the aged care sector.



Senator the Hon Richard Colbeck
Minister for Aged Care and Senior
Australians, Minister for Youth and
Sport

<https://www.health.gov.au/ministers/senator-the-hon-richard-colbeck/media/grief-and-trauma-support-for-australias-aged-care-sector>



[Ministers](#) > [Senator the Hon Richard Colbeck](#) > [Senator Colbeck's media](#)

Grief and trauma support for Australia's aged care sector

The Australian Government is investing \$12.4 million in a Grief and Trauma Response Package to ensure support is available for those affected by COVID-19 across the aged care sector.

[Listen](#) [Print](#) [Share](#)



Senator the Hon Richard Colbeck
Minister for Aged Care and Senior Australians, Minister for Youth and Sport

The Grief and Trauma Response Package will be evaluated and monitored to ensure services are effective in meeting the needs of aged care recipients, their families and aged care staff.

Resources will be provided in a number of languages, and counselling support will be accessible through the Translation and Interpretation Service (TIS) and Australian Sign Language (Auslan), as required.

<https://www.health.gov.au/ministers/senator-the-hon-richard-colbeck/media/grief-and-trauma-support-for-australias-aged-care-sector>



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 [macsalib](#) | Nov 17, 2020 | [News](#) | 0 comments

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](#)

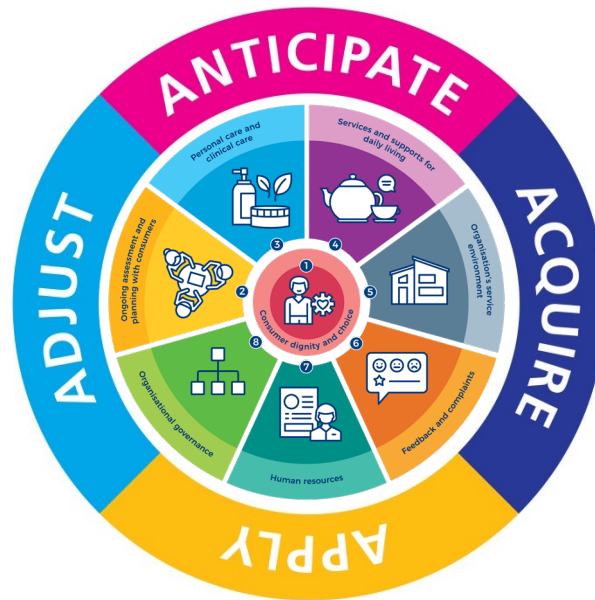
[Where to Find More Information](#)

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

Connect the dots...

- Anticipate diversity

- Adjust assumptions



- Acquire cultural information

- Apply knowledge

References

- Aged Care Quality and Safety Commission (ACQSC). (2020). *Charter of Aged Care Rights*. Retrieved from <https://www.agedcarequality.gov.au/consumers/consumer-rights>
- Aged Care Quality and Safety Commission (ACQSC). (2020). *Charter of Aged Care Rights A5 Booklet*. Retrieved from <https://www.agedcarequality.gov.au/resources/charter-aged-care-rights-a5-booklet-translated>
- Aged Care Quality and Safety Commission (ACQSC). (2020). *Charter of Aged Care Rights (information for providers)*. Retrieved from <https://www.agedcarequality.gov.au/providers/provider-information>
- Aged Care Quality and Safety Commission (ACQSC). (2020). *Translated Charter of Aged Care Rights Template for Signing*. Retrieved from <https://www.agedcarequality.gov.au/resources/translated-charter-aged-care-rights-template-signing>
- Centre for Cultural Diversity in Ageing (PICAC Victoria). (2020). *Latest news. Inclusive Service Standards New Online Portal: WEBINARS*. Retrieved from <http://www.culturaldiversity.com.au/news-and-events/latest-news/671-inclusive-service-standards-new-online-portal-webinars>

References

- COTA SA. (2020). *Community Visitors Scheme*. Retrieved from <https://www.cotasa.org.au/programs/community-visitors-scheme.aspx>
- Department of Health (DoH). (2017). *Aged Care Diversity Framework*. Retrieved from <https://www.health.gov.au/resources/publications/aged-care-diversity-framework>
- Department of Health (DoH). (2020). *Grief and trauma support for Australia's aged care sector*. Retrieved from <https://www.health.gov.au/ministers/senator-the-hon-richard-colbeck/media/grief-and-trauma-support-for-australias-aged-care-sector>
- Older Persons Advocacy Network (OPAN). (2020). *Understanding of the new Charter of Aged Care Rights. What it means for consumers and service providers*. Retrieved from <https://opan.com.au/charter/>
- Multicultural Aged Care (MAC). (2020). *Library*. Retrieved from <https://www.mac.org.au/>
- Multicultural Aged Care (MAC). (2020). *Resources*. Retrieved from <https://www.mac.org.au/resources/>

For more information:

Contact MAC

Information, resources and training opportunities

P: 08 8241 9900

E: macsa@mac.org.au

W: www.mac.org.au

Funded by the Department of Health

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

