

Diversity Framework

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



Multicultural
Aged Care

16 December 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.

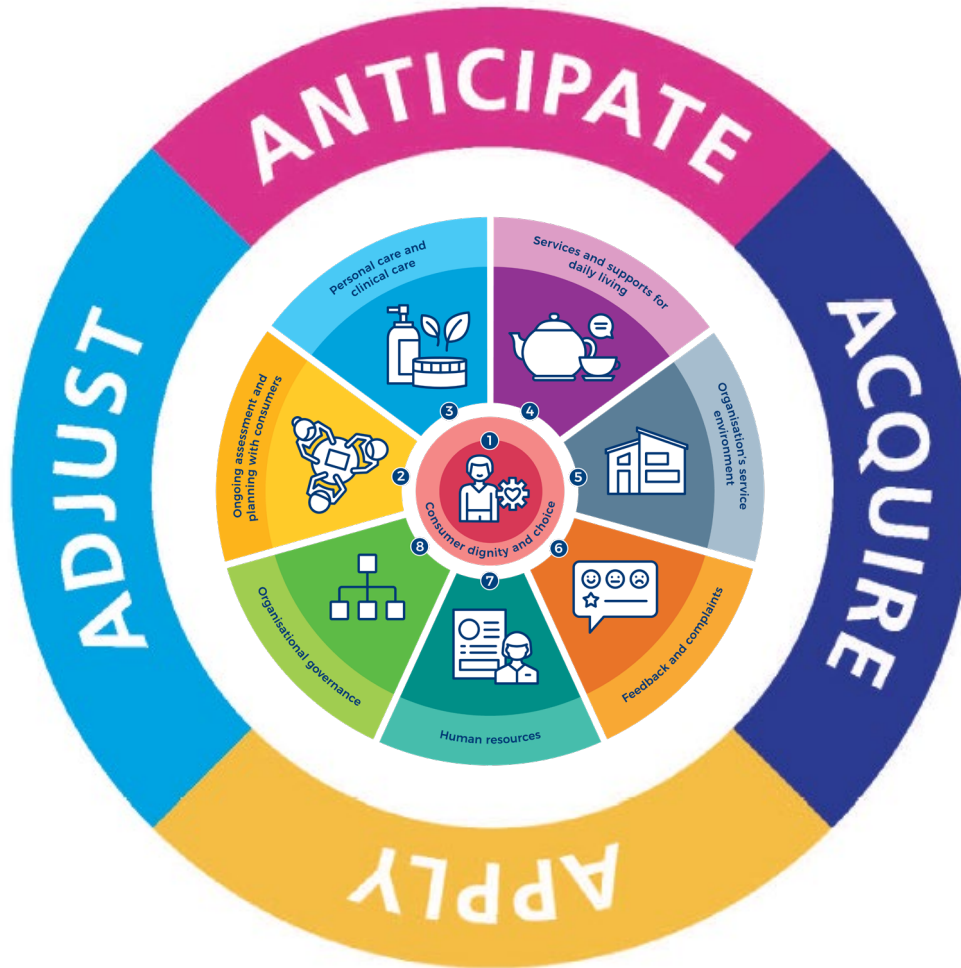


Anticipated learning outcomes



- 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

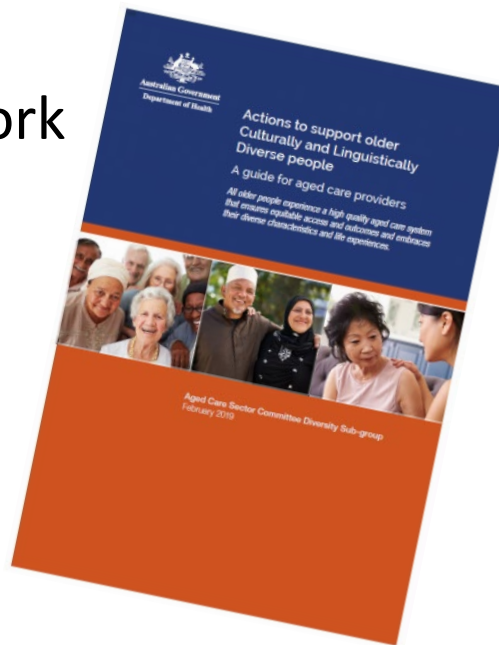


Meeting the needs of the most vulnerable

The Aged Care Diversity Framework
Outcome for Consumers (6)



Multicultural
Aged Care



Meeting the needs of the most vulnerable

- Older people can access high quality and culturally safe aged care services and supports that meet their needs irrespective of their personal, social or economic vulnerabilities.
- Provide inclusive service models to address the needs of the most vulnerable, and work with other stakeholders to ensure that the full spectrum of needs are met



Foundational action

- Research and understand the culturally-specific needs of CALD background consumers in palliative care, end of life and funeral arrangements.



Multicultural Aged Care Inc. (MAC)



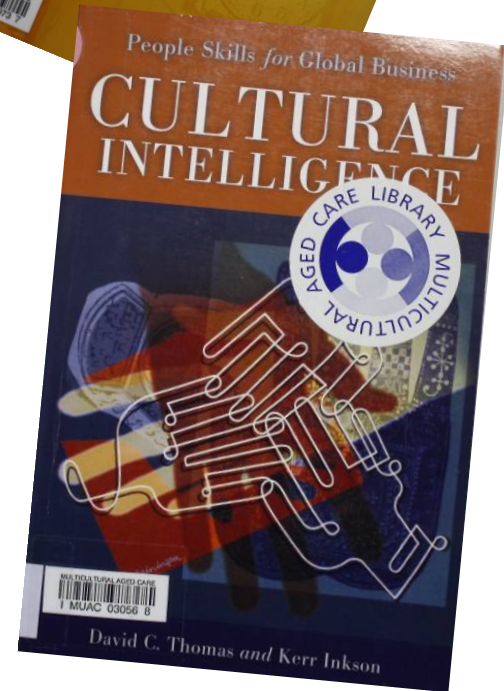
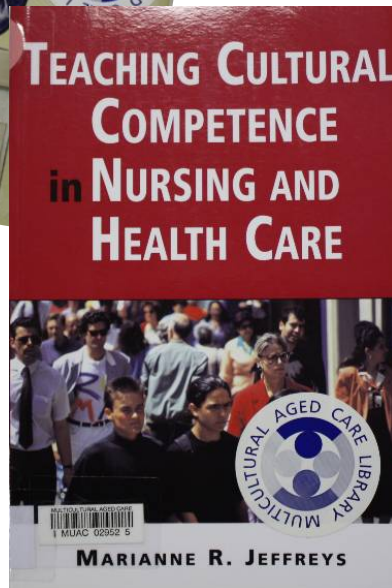
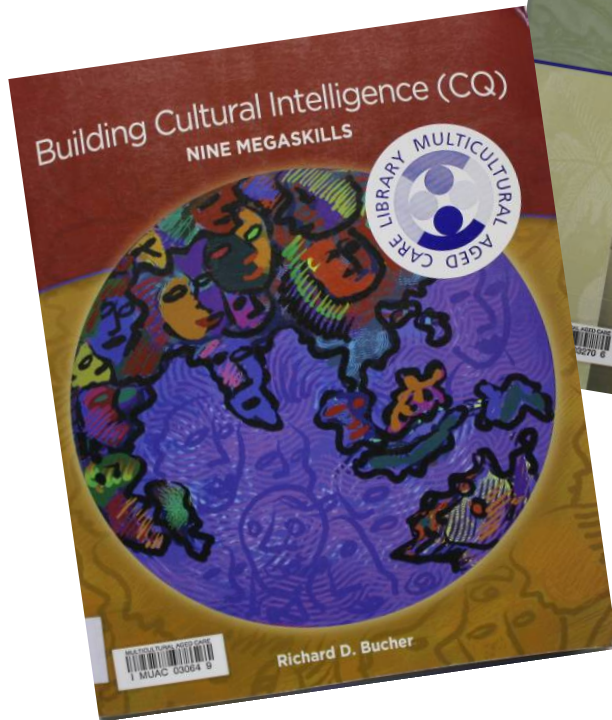
MAC Library

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

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

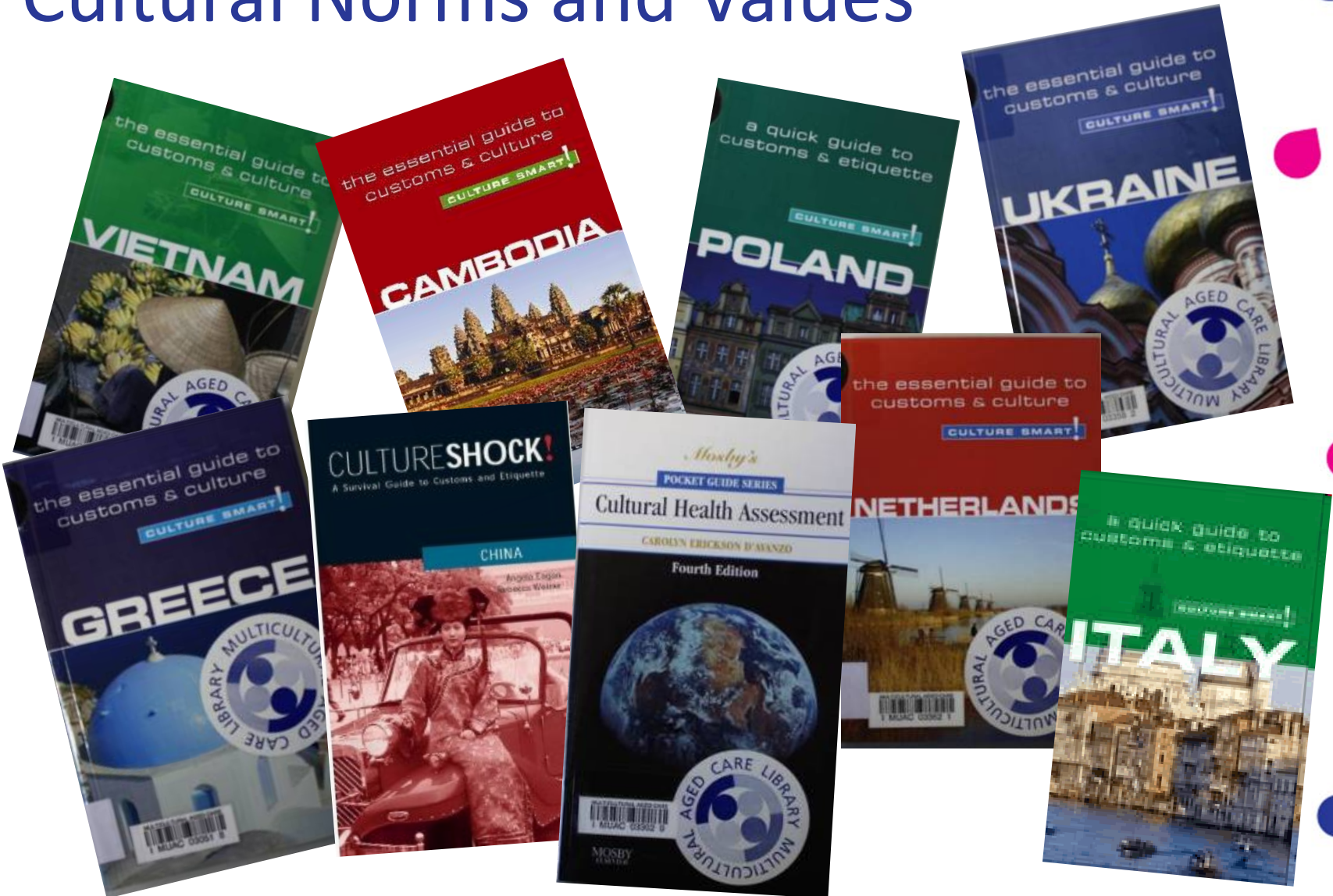


Cultural Intelligence (CQ)





Cultural Norms and Values





Religion and Spirituality



- > [Advance Care Planning](#)
- > [Recognise End of Life](#)
- > [Assess Palliative Care Needs](#)
- > [Provide Palliative Care](#)
- > [Work Together](#)
- > [Respond to Deterioration](#)
- > [Manage Dying](#)
- > [Bereavement](#)
- > [Palliative Care](#)
- > [Primary Care](#)
- > [Aged Care](#)
- > [Diverse Population Groups](#)

Australia's ageing Culturally and Linguistically Diverse population

Australia's population is culturally diverse. According to ABS (2016) data, older Australians speak over 260 different languages, and many older CALD adults are not proficient in English.

Following specific migration patterns, older CALD populations are growing faster than the older Australian-born, English-speaking population. The needs of various CALD communities and individuals within those communities vary considerably. The aged care system must be accessible and fair to all. For culturally and linguistically appropriate care to be provided, organisations and staff must recognise and respond to individuals of all cultural and linguistic backgrounds. There are often challenges faced by older CALD adults in accessing and engaging with services and supports. These barriers can be individual, cultural, structural and service related. Barriers often include poorer literacy and numeracy, lower health literacy and poor English. This can impact their health, well-being and quality of life, and may result in poorer employment, income, life satisfaction, social participation, less opportunity for

On this page:

- [CALD diversity and intersectionality](#)
- [Refugee groups](#)
- [What does culture shape?](#)
- [Aged care considerations for CALD individuals](#)
- [Palliative care considerations for CALD individuals](#)
- [Advance care planning considerations for CALD individuals](#)

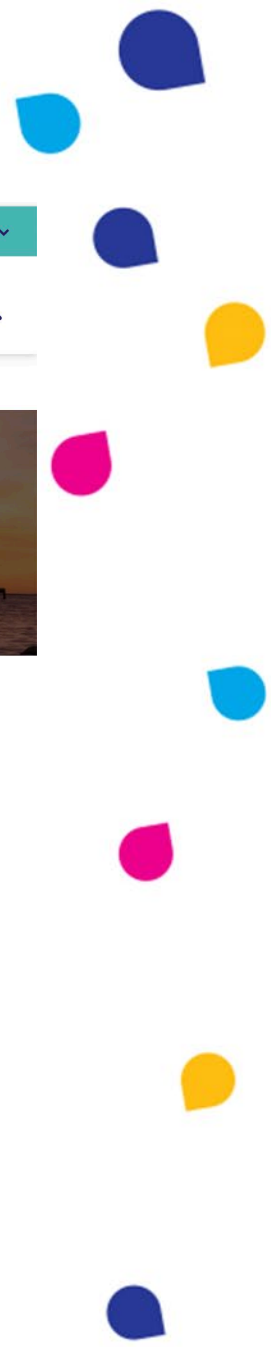
[← Back to population groups](#)



Foundational action

- Support CALD background consumers, carers and families to plan for end of life decisions that meet their cultural and spiritual needs.





NEED ADVICE? ☎ 1300 208 582

OTHER LANGUAGES ▾



Create your plan in South Australia

Before documenting your plan in South Australia, it's important to have a good understanding of [what advance care planning](#) is and what's involved in [the advance care planning process](#).

On this page you can learn about the process and find the form to make an advance care directive.

Recording your choices

In South Australia you can record your choices for future medical care by completing an [Advance Care Directive](#).

In your Advance Care Directive, you can:

<http://www.advancecareplanning.org.au/create-your-plan/create-your-plan-sa>



Welcome

Resources and advocacy for meaning, purpose and connectedness to be part of every ageing journey.



Wishing you peace
and joy this Christmas



Search

Our office will close on 24 December and re-open on 11 January.

<https://meaningfulageing.org.au/>

Six things we all need to know about palliative care

Read more



Find the Right Information for You

News

<https://www.caresearch.com.au/>

Foundational action

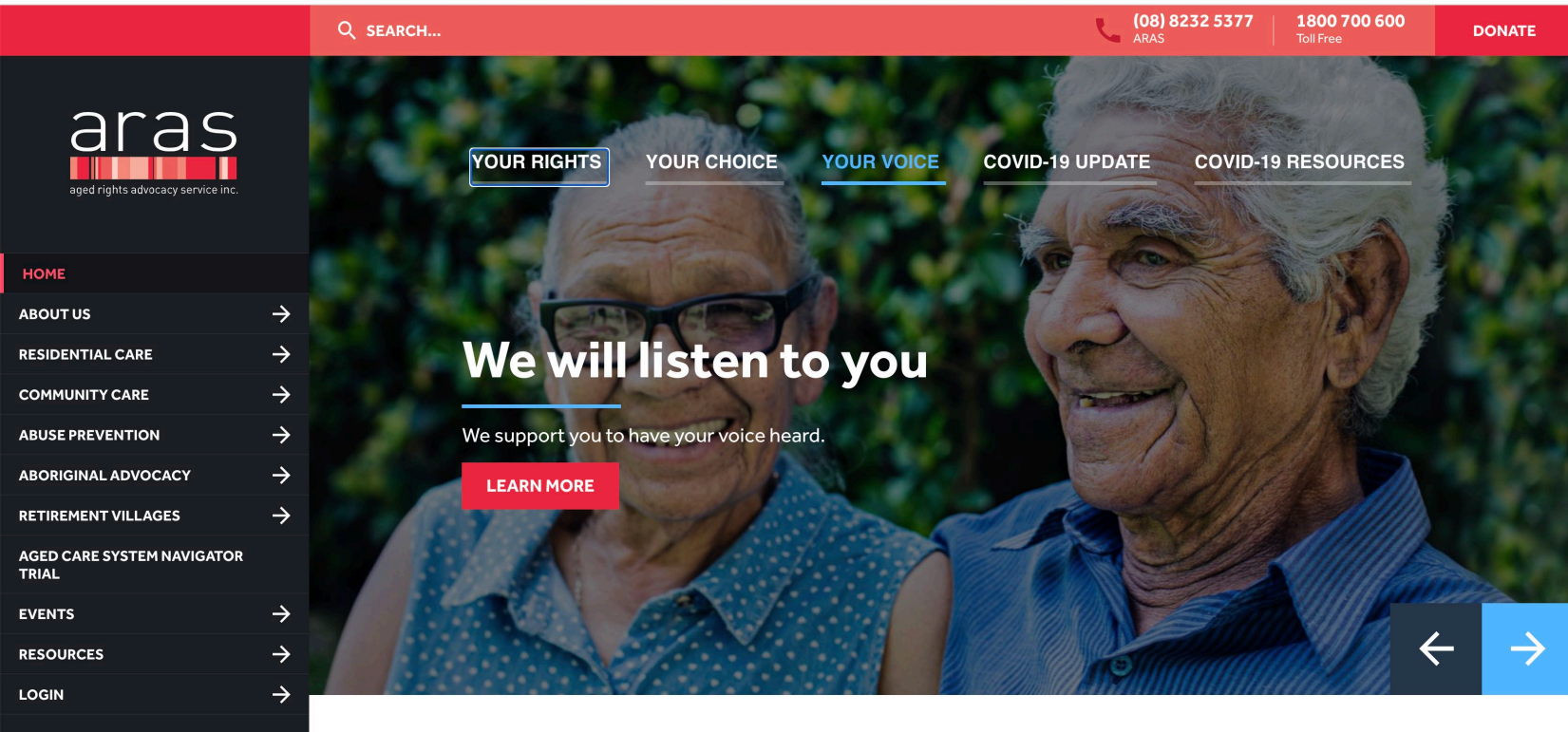
- Develop relationships with relevant local religious or spiritual leaders to facilitate CALD background consumer's wishes.



Foundational action

- Provide information to CALD consumers (translated into their preferred language where required) on elder abuse and how to access support.





<https://www.sa.agedrights.asn.au/>

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, 6am-10pm (AEDT), 7 days a week, to chat about your COVID-19 (coronavirus) concerns. [Click here for more information](#)



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[SIGN UP](#)

Elder Abuse

OPAN and Elder Abuse

<https://opan.com.au/elder-abuse/>

Foundational action

- Ensure staff are briefed and skilled to identify psychological issues that may be experienced by older migrants including those resulting from traumatic experiences due to war, dispossession, economic hardships, institutional abuse and torture.

It is important to seek additional professional supports if required, for example: counselling, psychological or psychiatric referrals.



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

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ABOUT ADVOCACY INFORMATION RESOURCES EDUCATION ELDER ABUSE ROYAL COMMISSION CONTACT US

SIGN UP

FREE WEBINAR

Aged care visits during COVID-Normal

Wednesday 2 December 2020, 3.30pm-4.30pm
Australian Eastern Daylight Time



Aged Care Visits During COVID-Normal, 2 December 2020

[Read More...](#)

FREE WEBINAR

COVID-19, life & meaning and how this shapes your care

Friday 27th November 2020, 3pm-4pm
Australian Eastern Daylight Time



COVID-19, life & meaning – and how this shapes your care, 27 November 2020

[Read More...](#)

FREE WEBINAR

Accessing grief and trauma support during COVID-19

Wednesday 28 October 2020, 3pm-4pm
Australian Eastern Daylight Time



Accessing grief and trauma support during COVID-19, 28 October 2020

[Read More...](#)

FREE WEBINAR

Keeping Well at Home During COVID-19

Wednesday 16 September 2020, 3pm-4pm
Australian Eastern Standard Time



Keeping Well at Home During COVID-19, 16 September 2020

FREE WEBINAR

COVID-19: Things to consider if you're thinking of moving out of an aged care home.

Wednesday 19 August 2020, 3pm-4pm
Australian Eastern Standard Time



COVID-19: Things to consider if you're thinking about moving out of an aged care home, 19

[Read More...](#)

FREE WEBINAR

Home Care support for older people & their carers during COVID-19

Wednesday 5 August 2020, 3pm-4pm
Australian Eastern Standard Time



Home Care support for older people & their carers during COVID-19, 5 August 2020

[Read More...](#)

1

Web Chat

<https://opan.com.au/videos/#covid>

📞 **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](#)



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[SIGN UP](#)

Older Persons COVID-19 Support Line **1800 171 866**

8:30am-6pm (AEST) Monday - Friday



The Older Persons Support Line is a joint initiative of:



National Seniors
AUSTRALIA



Supported by funding from the Australian Government

<https://opan.com.au/opcsi/>

Moving forward

- Develop awareness of social issues that can lead to disadvantage and the particular vulnerabilities of CALD background older people including:
 - Mental health / PTSD related conditions including those resulting from an individual's migration journey





[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](#)

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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>



About dementia

[What is dementia?](#)[Dementia statistics](#)[Memory loss](#)[Types of dementia](#)[How can I find out more?](#)[Diagnosing dementia](#)[Genetics of dementia](#)[Planning ahead](#)[A coronavirus \(COVID-19\) update](#)

About you

[I have dementia](#)[I am a carer, family member, or friend](#)[I am a health professional](#)

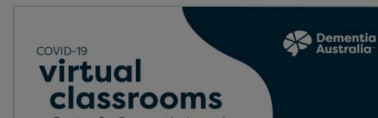
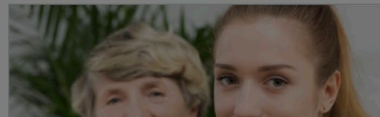
Risk reduction

[Look after your heart](#)[Look after your body](#)[Look after your mind](#)[Risk reduction resources](#)

Resources

[Videos](#)[Information in other languages](#)[Library](#)[Browse all resources](#)[Find a resource](#)[Help sheets](#)[Technology](#)

Latest updates



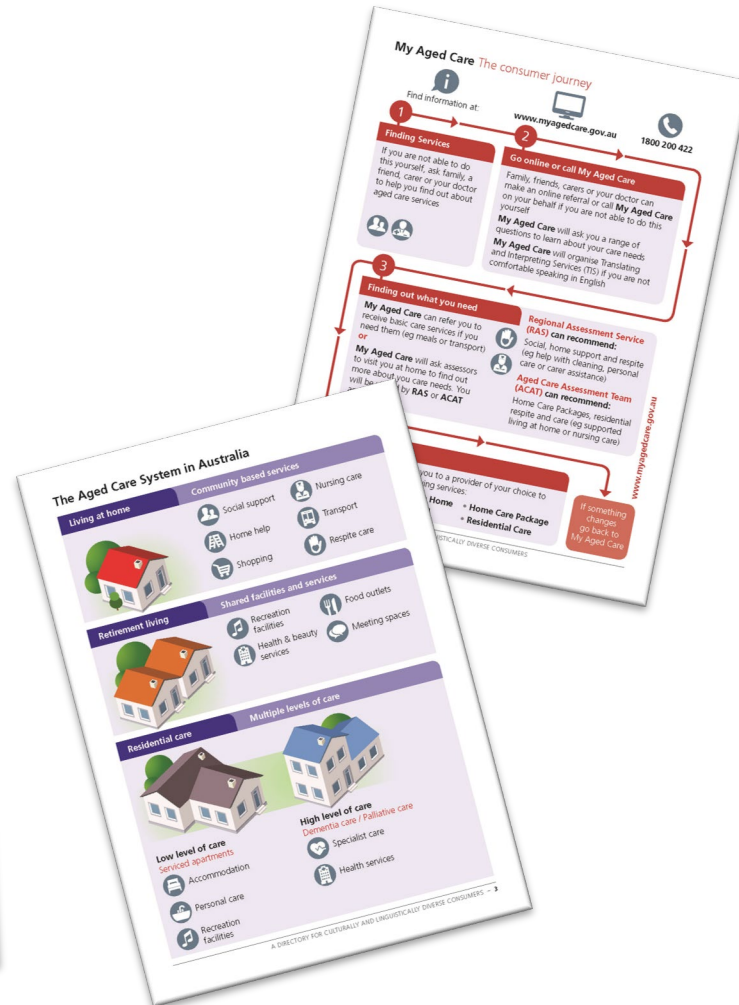
<https://www.dementia.org.au/>

Moving forward

- Develop awareness of social issues that can lead to disadvantage and the particular vulnerabilities of CALD background older people including:
 - Social isolation due to lack of English language proficiency and geographical background
 - Lack of family connections



2019 Resources: *A Directory*



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/>

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

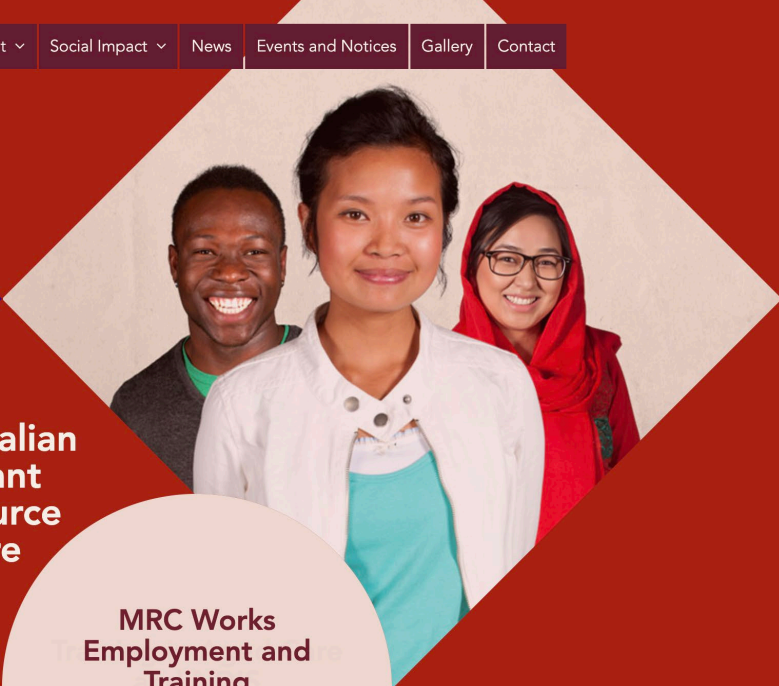
The Community Visitors Scheme is an Australian Government initiative that provides friendly volunteers for older people who are at risk of loneliness or social isolation. There are times when people may need a little help to stay connected to the wider community. This can happen whether living alone 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)

Moving forward

- Develop awareness of social issues that can lead to disadvantage and the particular vulnerabilities of CALD background older people including:
 - Visa status / insecurity





**Australian
Migrant
Resource
Centre**

**MRC Works
Employment and
Training
Opportunities**

[Learn more](#)



<https://amrc.org.au/>

Moving forward

- Develop awareness of social issues that can lead to disadvantage and the particular vulnerabilities of CALD background older people including:
 - Elder abuse
 - Domestic violence
 - Homelessness
 - Social inequality
 - Physical and intellectual disabilities



Leading the Way

- Employ bilingual and bicultural staff that reflect the cultural and language demographic of consumers at your service and train them to offer support to the most vulnerable CALD consumers.



Leading the Way

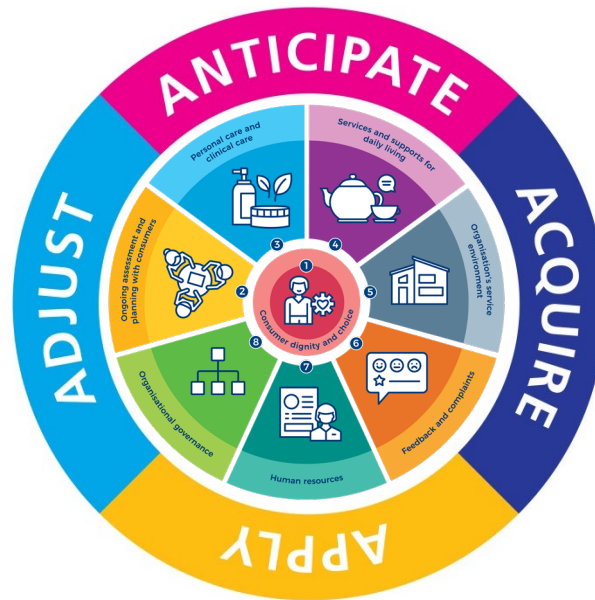
- Employ bilingual and bicultural staff that reflect the cultural and language demographic of consumers at your service and train them to provide culturally specific end of life care.



Connect the dots...

- Anticipate diversity

- Adjust assumptions



- Acquire cultural information

- Apply knowledge

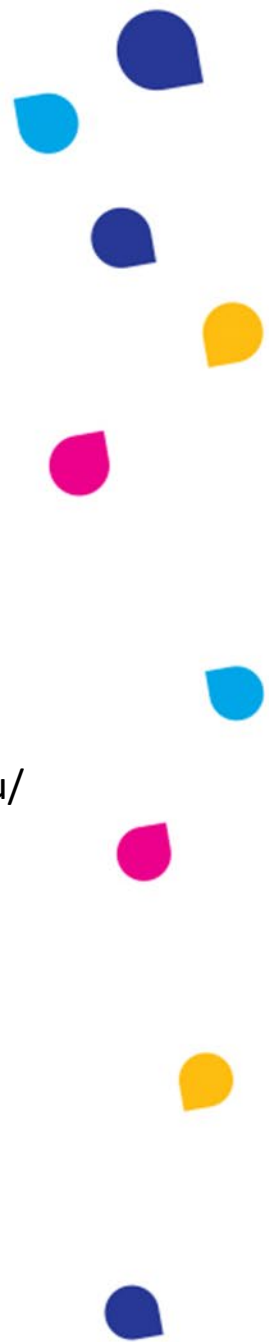
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- Department of Health (DoH). (2020). *Grief and trauma support for Australia's aged care sector*. Retrieved from <https://www.health.gov.au/ministers/senator-the-hon-richard-colbeck/media/grief-and-trauma-support-for-australias-aged-care-sector>



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- Meaningful Ageing Australia. (2020). Retrieved from <https://meaningfulageing.org.au/>
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- Multicultural Aged Care (MAC). (2020). *Resources*. Retrieved from <https://www.mac.org.au/resources/>



For more information:

Contact MAC

Information, resources and training opportunities

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W: www.mac.org.au

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