

Diversity Framework

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



Multicultural
Aged Care

26 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.

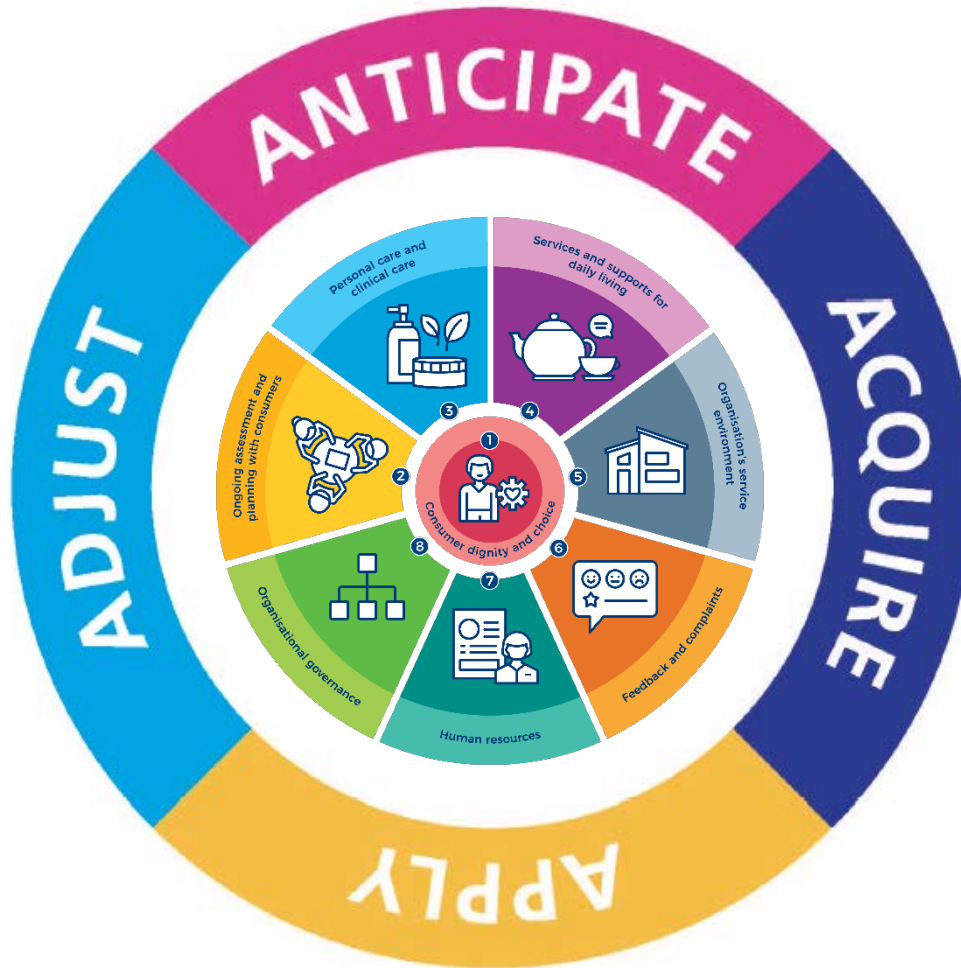


Anticipated learning outcomes



- 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

Four As MODEL

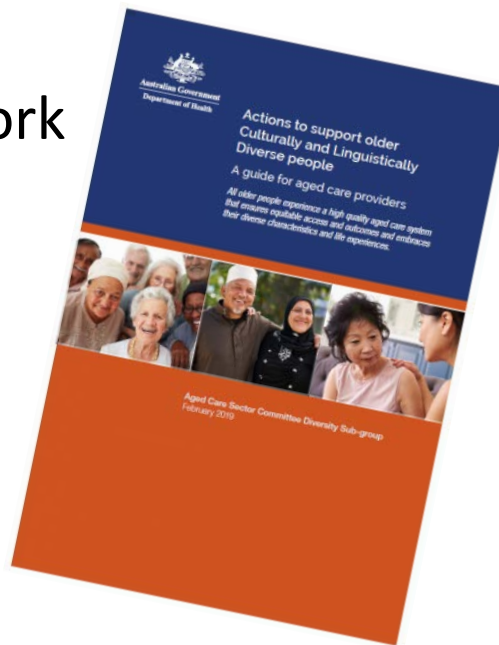


Adopting systemic approaches to planning and implementation

The Aged Care Diversity Framework
Outcome for Consumers (2)



Multicultural
Aged Care



Adopting systemic approaches to planning and implementation

- Older people are active partners in the planning and implementation of the aged care system.



Foundational action

Evaluate and review of your organisation's service design and delivery of aged care to ensure CALD background consumers feel empowered to articulate their needs.



Foundational action

Ensure CALD background consumer's cultural, linguistic, spiritual, religious and social needs are identified and included in their care plans.



Foundational action

Provide regular opportunities for CALD consumers, their families, carers and representatives to provide feedback on the quality of service delivery:

- through internal and external mechanisms
- through access to interpreters and provision of translated materials
- by providing access to advocates



Foundational action

- Encourage CALD background consumers to involve a trusted entity or support person in their assessment process and other decision-making processes if they wish.



Foundational action

- Ensure assessments are conducted by staff with appropriate cultural competency training and use culturally appropriate assessment tools.



Moving forward

- Include culturally inclusive service provision in the strategic plan of your organisation.



Moving forward

- Provide training and professional development to staff around cultural capability.



Moving forward

- Develop a Diversity Policy approved by Board/Council.



Moving forward

- Develop or make available to staff resources that facilitate culturally competent care and inform consumers of these efforts.



Moving forward

- Ensure senior organisational leaders are accountable for inclusion-related outcomes.



Moving forward

- Establish internal procedures to respond to feedback from CALD background consumers.



Leading the Way

- Reflect cultural diversity of your local community in the governing body of your service.



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

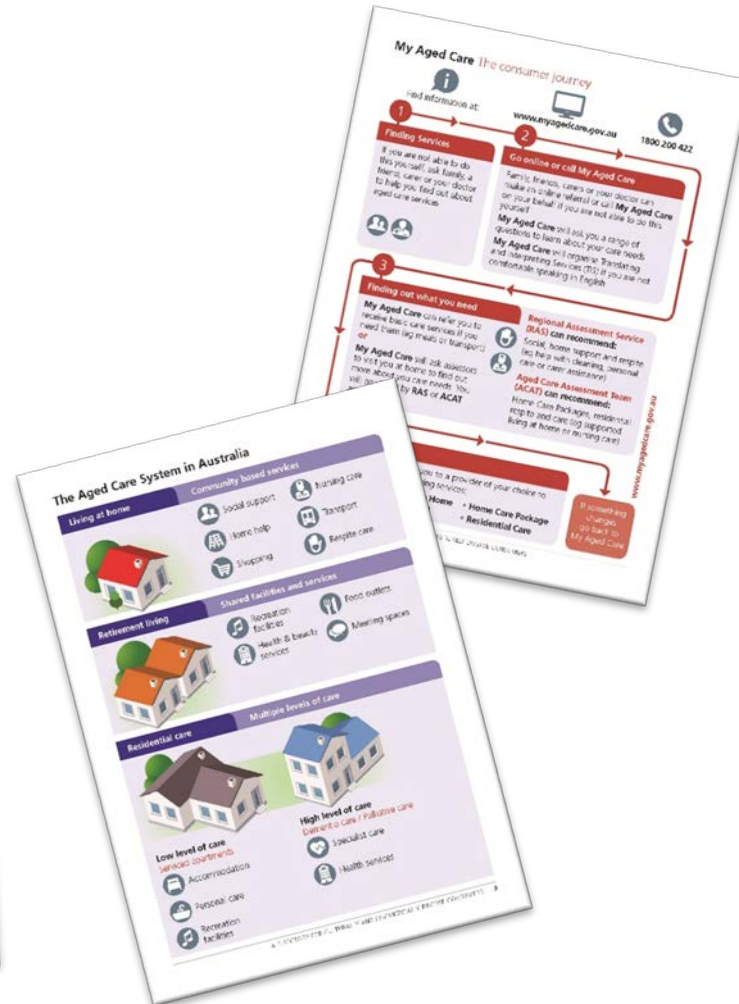
Latest Resources

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

2019 Resources: *A Guide*



2019 Resources: *A Directory*



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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

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/>

Aged Care Quality and Safety Commission (ACQSC)



Australian Government
Aged Care Quality and Safety Commission

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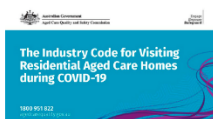
[Home](#) > [Resource Library](#)

Resource Library

Search

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Displaying 1 - 20 of 31 results



[Fact Sheet - The Industry Code for Visiting Residential Aged Care Homes during COVID-19](#)

Fri, 22/05/2020

Resource Type:

Fact sheets

The Industry Code for Visiting Residential Aged Care Homes during COVID-19 (the Code) sets out the aged care industry's expectations of

Audience

Consumers (17)

Assessors (4)

Providers (31)

Topics

Residential services (44)

Home services (28)

Health services (20)

<https://www.agedcarequality.gov.au/resource-library>

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[Home](#) > [Resources](#) > Self-Assessment Tool - Aged Care Quality Standards

Self-Assessment Tool - Aged Care Quality Standards

Attachments:

[Self-Assessment Tool - Quality Standards - v1.4.docx](#) (570.48 KB)
[Self-Assessment Guidance - Quality Standards - v1.5.pdf](#) (327.59 KB)
[Self-assessment tool v1.1 \(Quality Standards\).xlsx](#)

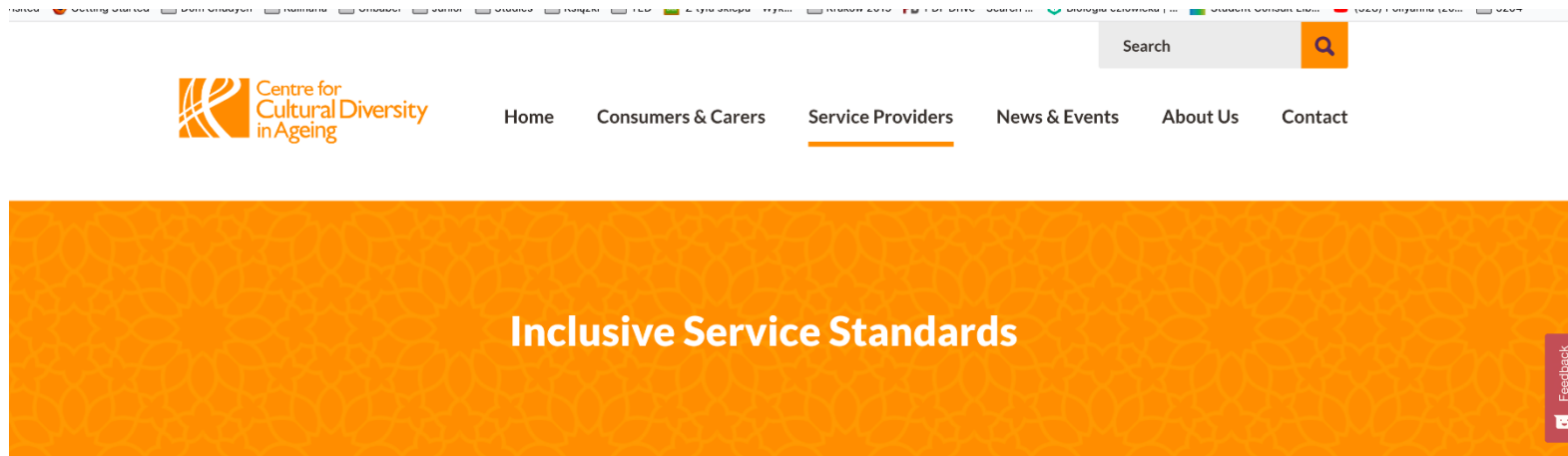
Please refer to our [self-assessment information page](#) before downloading this tool relating to the new Aged Care Quality Standards. Note: this resource is not available to order.

[Forms](#)
[Guides & Handbooks](#)
[Residential services](#)
[Home services](#)
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Changed: Thursday, 8 August 2019 - 4:28pm

<https://www.agedcarequality.gov.au/resources/self-assessment-tool-aged-care-quality-standards>

Centre for Cultural Diversity in Ageing (PICAC Victoria)



Home > Service Providers

Inclusive Service Standards

The Inclusive Service Standards were developed by the Centre for Cultural Diversity in Ageing to assist aged care providers in the development and the delivery of inclusive services to all consumers.

They provide a framework for services to adapt and improve their services and organisational practices so they are welcoming, safe and accessible.

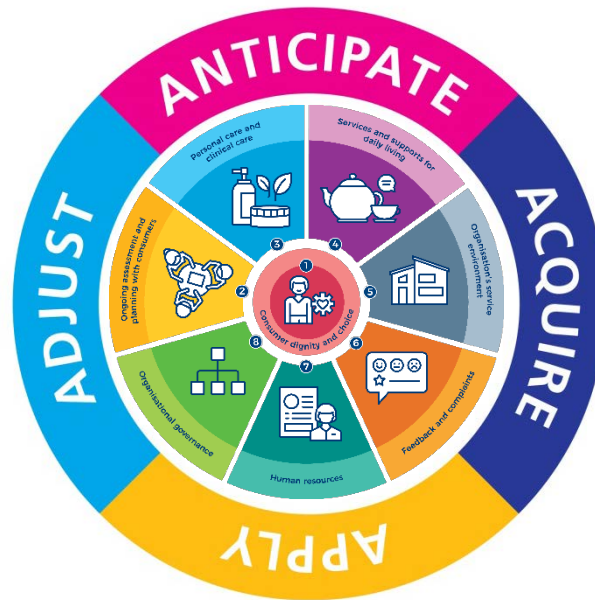
By meeting the Inclusive Service Standards aged care providers will be able to:

- better understand the diverse interests, goals and needs of their consumers;
- empower consumers to make informed decisions about their service provision;
- deliver flexible, accessible services free of barriers and discrimination; and
- implement the Consumer Directed Care approach and achieve quality outcomes for all consumers.

<http://www.culturaldiversity.com.au/service-providers/inclusive-service-standards>

Connect the dots...

- Anticipate diversity



- Adjust assumptions

- Acquire cultural information

- Apply knowledge

Internet links

- 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/>
- Department of Health. (n.a.). Aged Care Diversity Framework.
<https://www.health.gov.au/resources/publications/aged-care-diversity-framework>
- Department of Health. (2019). Aged Care Diversity Framework action plans.
<https://www.health.gov.au/resources/collections/aged-care-diversity-framework-action-plans>
- Resources in languages other than English: <https://www.health.gov.au/resources/translated/actions-to-support-older-cald-people-a-guide-for-consumers>
- Aged Care Quality and Safety Commission. (2020). Resource Library.
<https://www.agedcarequality.gov.au/resource-library>
- Centre for Cultural Diversity in Ageing. (n.a.). Inclusive Service Standards.
<http://www.culturaldiversity.com.au/service-providers/inclusive-service-standards>

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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W: www.mac.org.au

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