



Multicultural
Aged Care

A proactive and flexible system

How can the Diversity Framework
enhance Effective Communication
13th April 2023

Centre of Excellence in Cultural Diversity and Inclusion

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.

Diversity Framework



Department of Health and Aged Care. (2022).

Aged Care Diversity Framework initiative.

<https://www.health.gov.au/our-work/aged-care-diversity-framework-initiative>

Department of Health and Aged Care. (n.a.).

Aged Care Diversity Framework.

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

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.





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

A proactive and flexible system

The Aged Care Diversity Framework
Outcome for Consumers (4)



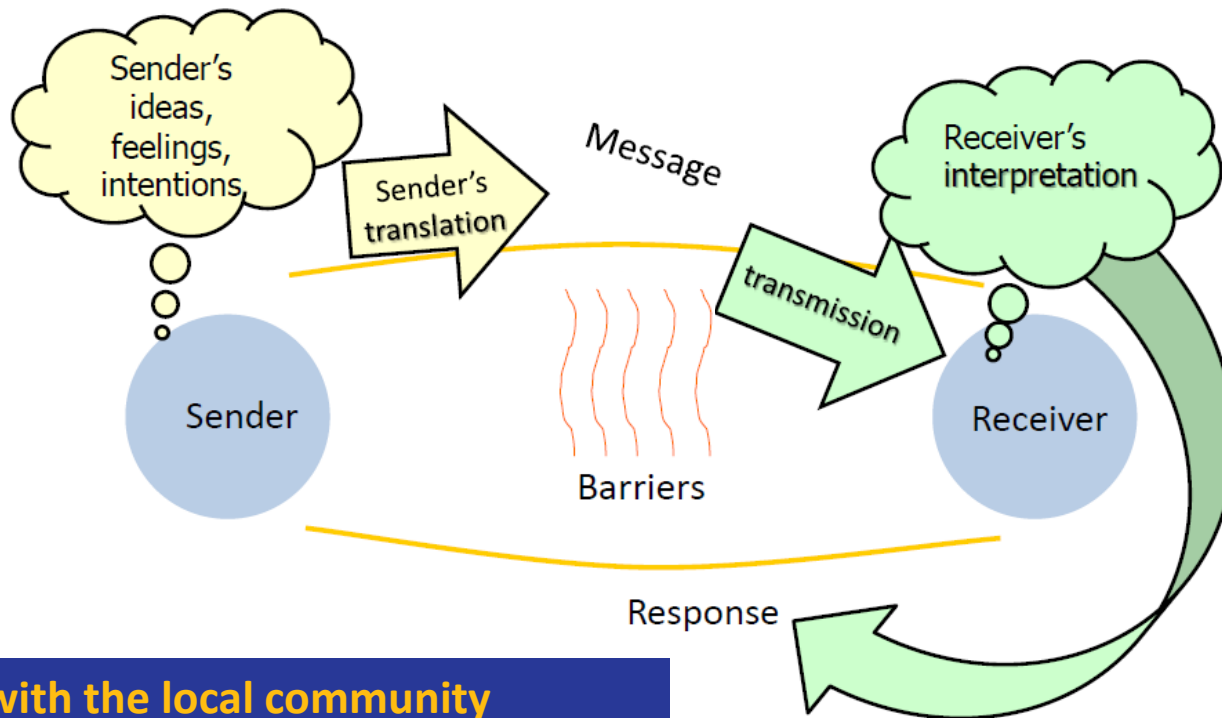
A proactive and flexible system

- 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.



Effective Communication

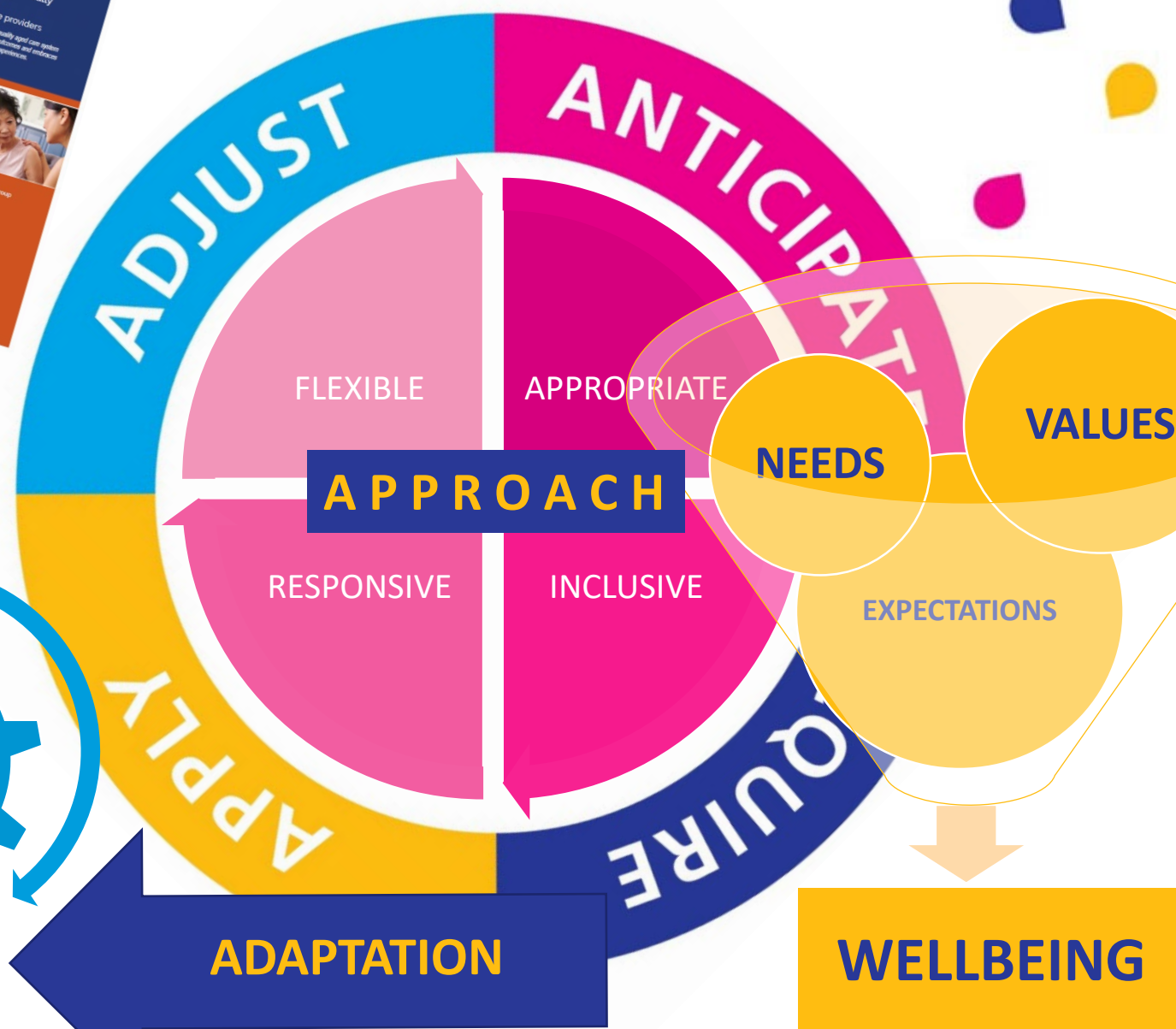
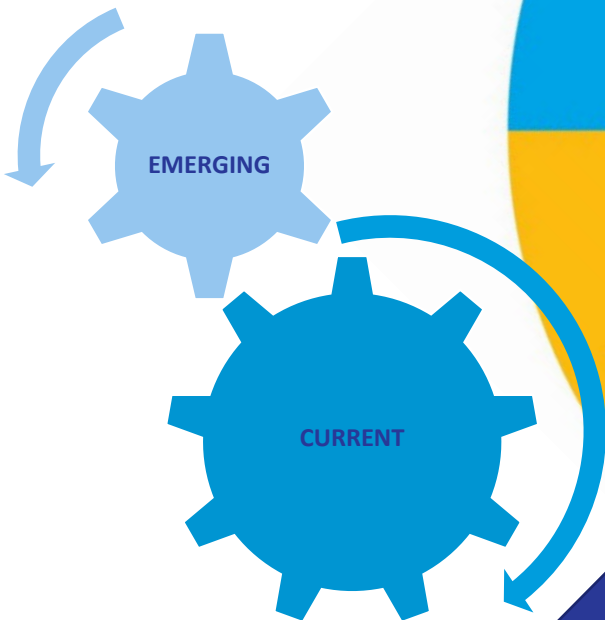
Communication Model



Provide **feedback** on the **appropriateness** of services and **articulate** any **unmet needs**.

Engage with the local community and stakeholders

to identify **emerging needs** and how service delivery models can be **adapted to embrace** those needs, including how the organisation's workforce demonstrates an **inclusive approach to care**.





PURPOSE



PROCESS



PERFORMANCE



Foundational action

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



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



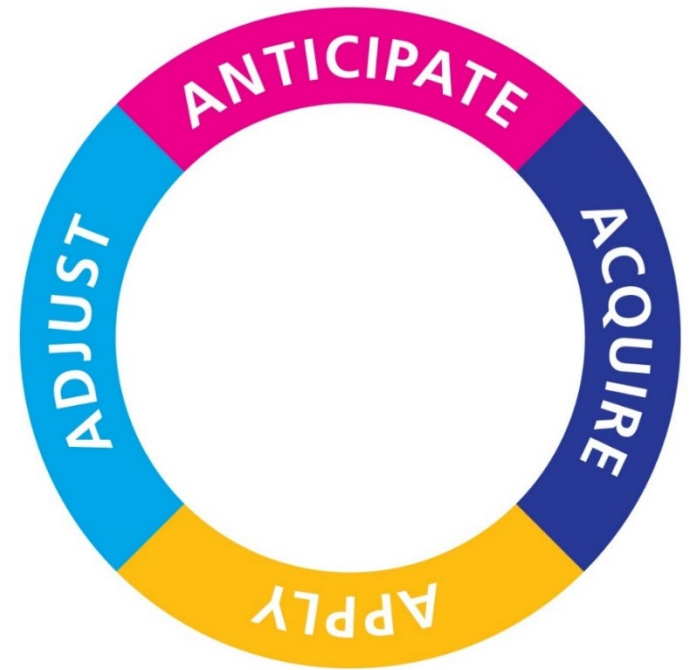
Foundational action

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.





Foundational action

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



The screenshot shows the top navigation bar of the Australian Government Department of Health and Aged Care website. It includes the Australian Government logo, the department name, and a search bar. Below the navigation bar, there are links for Home, Topics, Our work, and Resources. A 'Translations' button is also visible. The main content area has a dark blue background with the title 'Partners in Culturally Appropriate Care (PICAC)' and a brief description of the service. At the bottom of the page, there is a list of links for 'On this page'.

Australian Government
Department of Health and Aged Care

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Partners in Culturally Appropriate Care (PICAC)

PICAC supports aged care service providers to deliver care that meets the needs of culturally and linguistically diverse (CALD) people. You can access their workshops, training, information sessions, fact sheets and guides.

On this page

- [About PICAC](#)
- [Why it is important](#)
- [Our services](#)
- [How to get support](#)
- [Contact](#)

<https://www.health.gov.au>



Foundational action

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





Foundational action

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



Multicultural Calendar 2023

Month	Day	Event / Holiday
Jan	1	Chinese New Year
Jan	2	Chinese New Year
Jan	3	Chinese New Year
Jan	4	Chinese New Year
Jan	5	Chinese New Year
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Multicultural Aged Care

FOR SERVICE PROVIDERS

- Sector support and systems development
- Aged care quality standards
- Business transformation
- Multicultural resource development
- Training, education and information
- Cultural competency, cultural safety
- Cultural intelligence in practice
- CALD perspectives on dementia, palliative care, care home management, communication and mental health and more
- Changing framework and CALD action plan
- Aged care information sessions

FOR THE PUBLIC

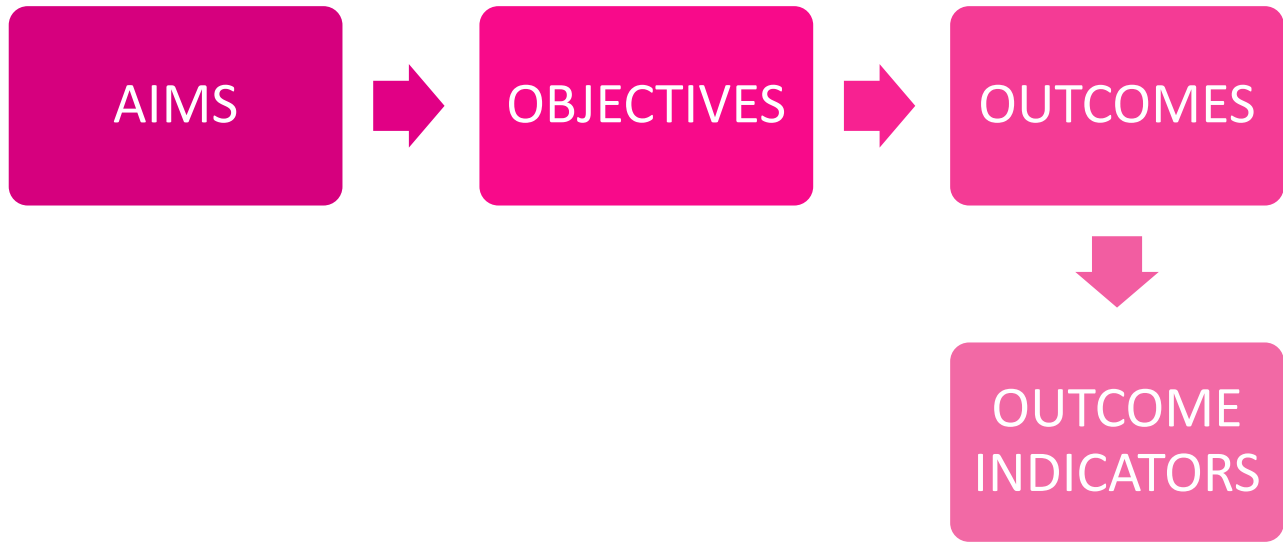
- Multicultural library resources including mobile library
- Arm chair travel
- Social support program
- My aged care information and access



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.





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 safety and anti-discrimination relating to staff and consumers.

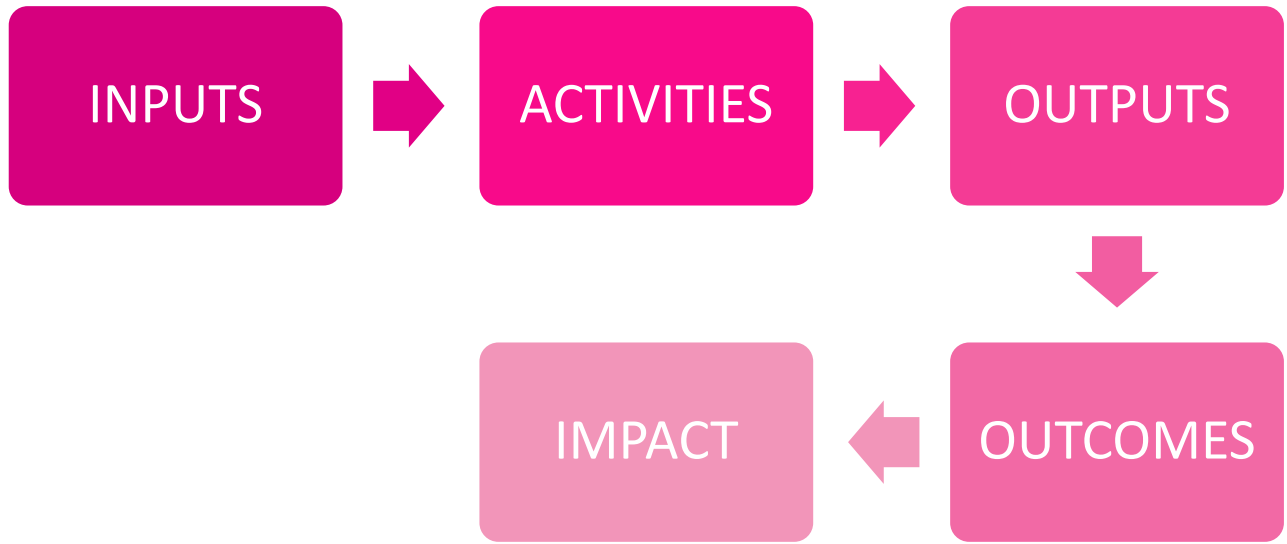




Moving forward

Adopt workforce recruitment, retention and development approaches that ensure 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 and/or 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.





Into your Action Plan

Exemplary **Actions**:

- How does our organisation network with other peak, provider and consumer organisations to discuss better practice and to learn from each other?
- Is our organisation supportive of the diversity needs of staff, as well as clients?
- What is our mechanism to identify emerging needs within the community in which we are based?



Into your Action Plan

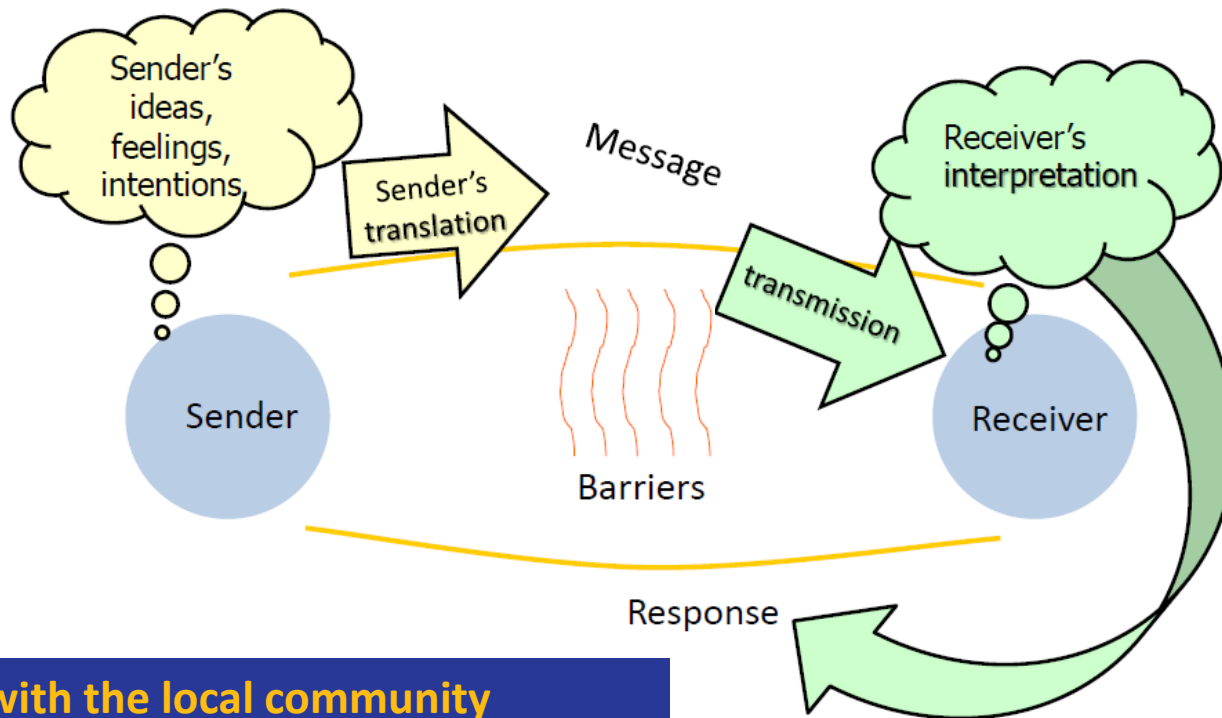
Exemplary **KPIs / Targets**

– may be split into short, medium and long-term:

- Aim to capture/ measure how networking helped in making our service delivery more inclusive

Effective Communication

Communication Model



Provide **feedback** on the **appropriateness** of services and **articulate** any **unmet needs**.

Engage with the local community and stakeholders

to identify **emerging needs** and how service delivery models can be **adapted to embrace** those needs, including how the organisation's workforce demonstrates an **inclusive approach to care**.



Thank you for attending
Let us keep in touch

Come back for more

<https://www.mac.org.au/contact-us/>

Agnieszka Chudecka
Partners in Culturally Appropriate Care (PICAC) SA

References

- Department of Health and Aged Care (DHAC). (2022). *Aged Care Diversity Framework initiative*. Retrieved from <https://www.health.gov.au/our-work/aged-care-diversity-framework-initiative>
- Department of Health and Aged Care (DHAC). (2017). *Aged Care Diversity Framework*. Retrieved from <https://www.health.gov.au/resources/publications/aged-care-diversity-framework?language=en>
- Department of Health and Aged Care (DHAC). (2021). *Aged Care Diversity Framework action plans*. Retrieved from <https://www.health.gov.au/resources/collections/aged-care-diversity-framework-action-plans?language=en>
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- Department of Health and Aged Care (DHAC). (2021). *Continuous Improvement Template*. Retrieved from <https://www.health.gov.au/resources/publications/continuous-improvement-template>



Internet links

- Aged Care Quality and Safety Commission (ACQSC). (2023). *Consumer Advisory Bodies*. Retrieved from <https://www.agedcarequality.gov.au/consumers/consumer-advisory-bodies>
- Older Persons Advocacy Network (OPAN). (2023). *Hear our voices: participating in aged care and reform*. Retrieved from <https://opan.org.au/videos/hear-our-voices>
- Multicultural Aged Care (MAC/PICAC SA). (2023). *Multicultural Aged Care Library. Respecting Diversity in Ageing*. Retrieved from <https://library.mac.org.au/>
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- PICAC Alliance. (2023). *Meet Our Members*. Retrieved from <https://www.picacalliance.org/>





For more information:

Contact MAC (PICAC SA)

Information, resources and training opportunities

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W: www.mac.org.au

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