



Multicultural
Aged Care

Accessible care and support

How can the Diversity Framework
enhance Effective Communication
9th March 2023



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



Accessible care and support

The Aged Care Diversity Framework
Outcome for Consumers (3)



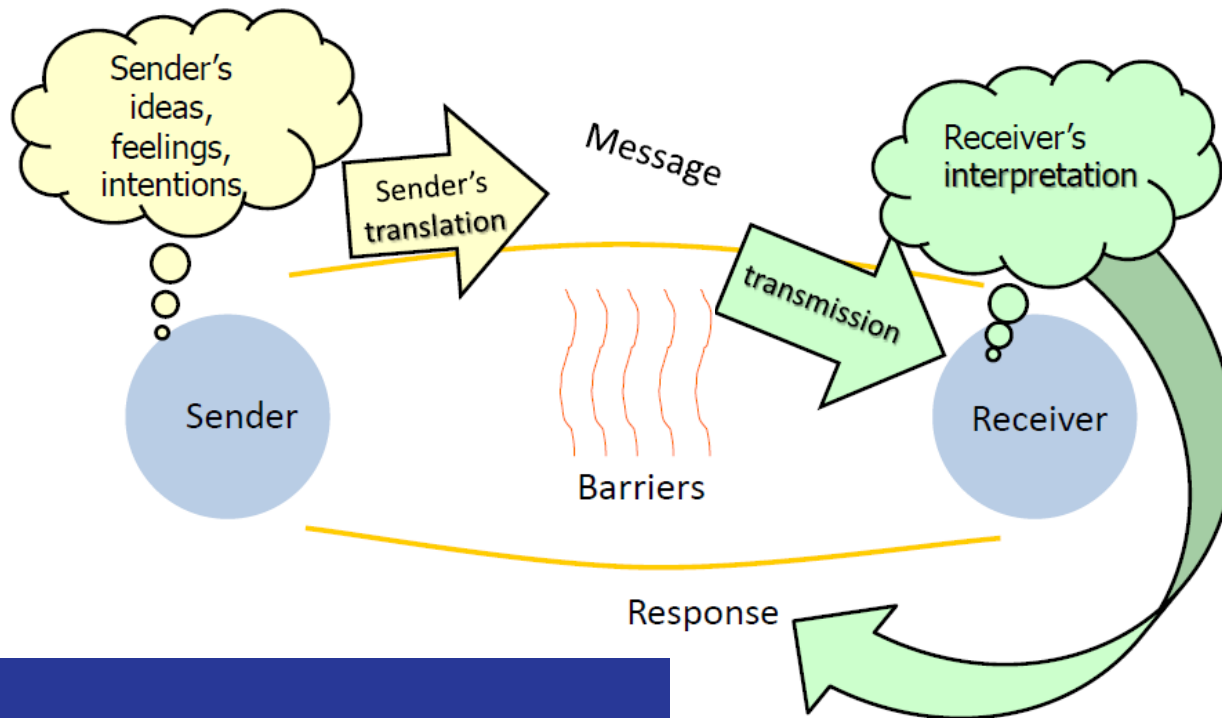
Accessible care and support

- Older people in rural, remote, regional and metropolitan Australia have access to aged care services and supports appropriate to their diverse characteristics and life experiences.



Effective Communication

Communication Model

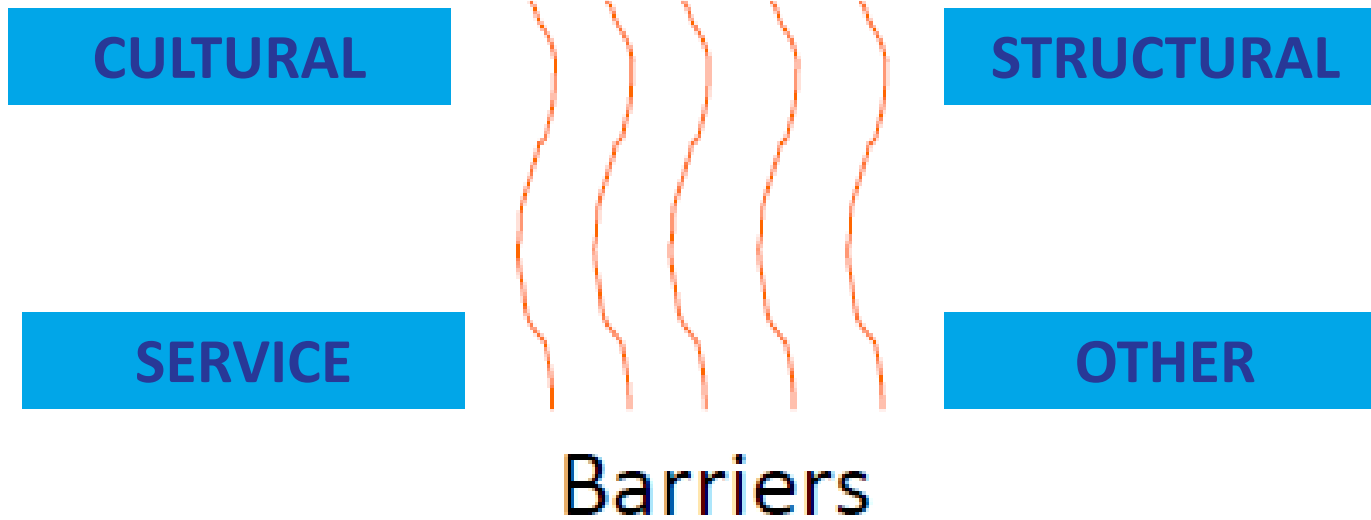


Where possible
articulate
the **barriers**
to be overcome.

Provide feedback
of **potential**
solutions.

Collaborate with stakeholders to **identify**
and **overcome barriers** in accessing the aged care system.

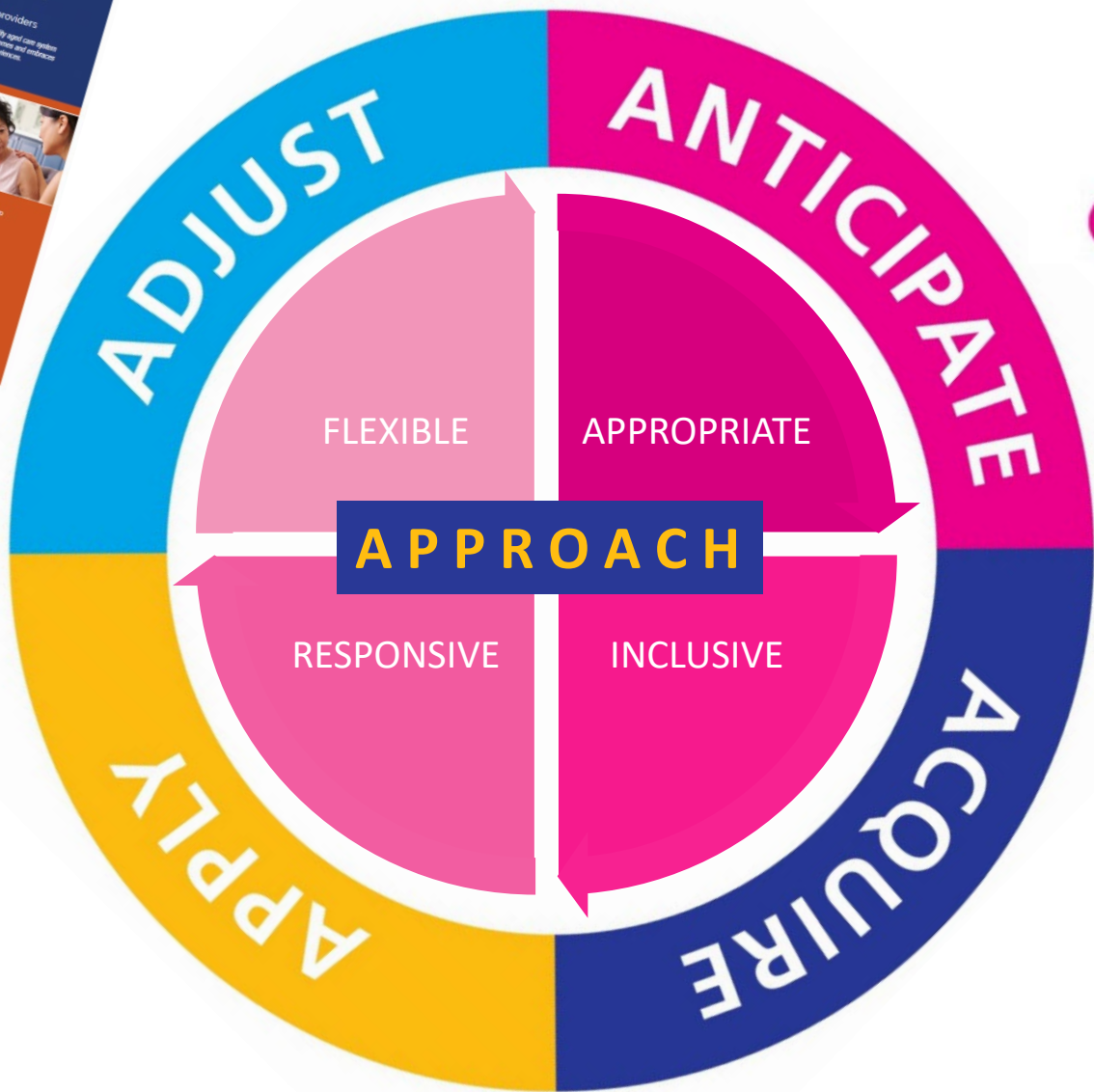
Effective Communication



Where possible articulate the **barriers** to be overcome.

Provide feedback of **potential solutions**.

Collaborate with stakeholders to **identify** and **overcome barriers** in accessing the aged care system.





Foundational action

Provide accurate and clear information on the cultural and linguistic capabilities and services provided by your organisation through the Service Finder and other marketing channels.

The screenshot shows the 'myagedcare' website interface. At the top left is the Australian Government logo. To its right is the 'myagedcare' logo. Further right are a search box and a 'Languages' button. Below the logo is a navigation menu with items: Home, Types of care, Assessment, Find a provider (highlighted), Manage my services, Contact us, and News. The main content area has a blue header with the text 'Find a provider' and icons for 'Print' and 'Share'. Below this is a white search box titled 'Search for a provider that can help me'. It contains three sections: 1. 'Where are you looking?' with a text input field and the placeholder 'Type in a suburb or postcode...'. 2. 'What type of care are you looking for?' with two dropdown menus: 'Care type' (set to 'Please select') and 'Service or room type' (set to 'Select a care type first'). 3. 'Refine your results by the things that are important to you' with several filter buttons: 'Specialised care', 'Health support', 'Language', 'Faith', and 'More options'.

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



Foundational action

Provide accurate and clear information on the cultural and linguistic capabilities and services provided by your organisation through the Service Finder and other marketing channels.



[About us](#) [Ministers](#) [News](#) [Contact us](#)

Search this website

[Home](#) [Topics](#) [Our work](#) [Resources](#)

[Translations](#)

[Home](#) > [Resources](#) > [Collections](#)

Listen Print Share

My Aged Care provider Specialisation Verification resources

This collection contains links to information and resources about Australia's diverse senior population and the requirements aged care providers must meet to cater for them.

In this collection

[Guidelines](#)

[Forms](#)

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





Foundational action

Provide information about your service
in **a range of languages**
appropriate to the **local demographics**.

The screenshot shows a website page with a dark blue header containing the Australian Government logo and the text 'Australian Government Department of Health and Aged Care'. A navigation menu includes 'Home', 'Eligibility checklist', 'Request a translation', and 'Contact us'. The main content area features the title 'Different languages, same aged care' and two buttons: 'Request a translation' and 'Eligibility checklist'. A paragraph below reads: 'The Australian Government Department of Health and Aged Care is offering free translation services to help aged care providers communicate with older Australians in their preferred language.' To the right is a photograph of three people sitting on a couch, looking at a document together.

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

Free translation service

Languages other than English

Older diverse Australians



Foundational action

Provide promotional material that includes your **commitment to diversity.**



Multicultural Calendar 2023

Month	Day	Event / Holiday									
January	1	Boxing Day									
	2	Day After Boxing Day									
	3	Chinese New Year									
	February	1	Chinese New Year (cont.)								
		2	Chinese New Year (cont.)								
		3	Chinese New Year (cont.)								
		March	1	Good Friday							
			2	Good Friday (cont.)							
			3	Good Friday (cont.)							
			April	1	Good Friday (cont.)						
				2	Good Friday (cont.)						
				3	Good Friday (cont.)						
				May	1	Labour Day					
					2	Labour Day (cont.)					
					3	Labour Day (cont.)					
					June	1	King's Birthday				
						2	King's Birthday (cont.)				
						3	King's Birthday (cont.)				
						July	1	Independence Day			
							2	Independence Day (cont.)			
							3	Independence Day (cont.)			
							August	1	Labour Day		
								2	Labour Day (cont.)		
								3	Labour Day (cont.)		
								September	1	Labour Day (cont.)	
									2	Labour Day (cont.)	
									3	Labour Day (cont.)	
									October	1	Labour Day (cont.)
										2	Labour Day (cont.)
										3	Labour Day (cont.)
										November	1
2											Labour Day (cont.)
3											Labour Day (cont.)
December											1
	2										Labour Day (cont.)
	3										Labour Day (cont.)



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 competencies on benefits, palliative care, care 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

Maintain **ongoing consultations** with consumers, carers and consumer representatives on **overcoming service access barriers** and the **development of culturally competent services**.



<https://www.agedcarequality.gov.au/consumers/>





Foundational action

Commit to implementing this Action Plan and to using the **resources** listed in it.





Moving forward

Work alongside advocates that specialise in working with CALD background consumers or system navigators to assist individual older consumers and carers with accessing assessment and other services.



The screenshot shows the website header with the Australian Government logo and the Department of Health and Aged Care name. Navigation links include Home, Topics, Our work, Resources, and a search bar. A 'Translations' button is also visible. The main content area has a dark blue background with the title 'Partners in Culturally Appropriate Care (PICAC)'. Below the title, a paragraph states: '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.' A 'Listen' button is present. On the left side, there is a 'On this page' section with links: About PICAC, Why it is important, Our services, How to get support, and Contact. The URL <https://www.health.gov.au> is displayed at the bottom right.

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



Moving forward

Work alongside advocates that specialise in working with CALD background consumers or system navigators to assist individual older consumers and carers with accessing assessment and other services.

The screenshot shows the myagedcare.gov.au website. At the top left is the Australian Government logo. To its right is the myagedcare logo. Further right are search and language selection boxes. Below the logo is a navigation menu with items: Home, Types of care, Assessment, Find a provider, Manage my services, Contact us, and News. The main content area has a blue header with the title 'Help from a care finder' and 'Print' and 'Share' icons. Below the header, the text reads: 'Some older people need extra, intensive support to access aged care services and other supports in the community. In these situations, a care finder may be able to help. Care finders is a free service. It exists to support vulnerable people – who have no one else who can support them – to learn about, apply for and set up support services.' At the bottom left, there are four links: 'Who can use the care finder service?', 'How does the care finder service work?', 'What help can care finders provide?', and 'How do I contact a care finder organisation?'. At the bottom right, the URL 'https://www.myagedcare.gov.au' is displayed in blue.

Australian Government | myagedcare

Search | Languages

Home | Types of care | Assessment | Find a provider | Manage my services | Contact us | News

Help from a care finder

Print | Share

Some older people need extra, intensive support to access aged care services and other supports in the community.

In these situations, a care finder may be able to help.

Care finders is a free service. It exists to support vulnerable people – who have no one else who can support them – to learn about, apply for and set up support services.

[Who can use the care finder service?](#)
[How does the care finder service work?](#)
[What help can care finders provide?](#)
[How do I contact a care finder organisation?](#)

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



Moving forward

Work alongside advocates that specialise in working with CALD background consumers or system navigators to assist individual older consumers and carers with accessing assessment and other services.

The screenshot shows the top navigation bar of the Australian Government Department of Health and Aged Care website. It includes the Australian Government crest and logo, the text 'Australian Government Department of Health and Aged Care', and a search bar with the text 'Search this website'. Below the navigation bar, there are links for 'Home', 'Topics', 'Our work', and 'Resources'. On the right side, there is a 'Translations' button. The main content area has a dark blue background and features the text 'Home > Our work' followed by the heading 'Care finder program'. Below the heading, there is a paragraph: 'The care finder program delivers a national, face-to-face network of care finders. It provides support for vulnerable older people to interact with My Aged Care, access aged care services and access other relevant supports in the community.' At the bottom right of the main content area, there are icons for 'Listen', 'Print', and 'Share'.

On this page

- [About the program](#)
- [Why is it important](#)
- [Who it is for](#)
- [Goals](#)

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



Moving forward

Work alongside advocates that specialise in working with CALD background consumers or system navigators to assist individual older consumers and carers with accessing assessment and other services.



The screenshot shows the Adelaide PHN website header with navigation links: CAREERS, CONTACT US, a search bar, and a menu with ABOUT, OUR WORK, ENGAGE WITH US, RESOURCES & NEWS, COVID-19 PROVIDER UPDATE, and CONNECTING YOU. The main content area displays a news article titled "Care Finder Program" with the following text:

Eleven organisations will provide Care Finder Program in Adelaide Primary Health Network (Adelaide PHN) region until 30 June 2025.

The Care Finder Program supports vulnerable older Australians who require intensive assistance to access aged care and other supports. The program was developed in response to recommendations from the [Royal Commission into Aged Care Quality and Safety report](#). The program supports a workforce of care finders to provide one to one support to assist people navigate and access aged care. The program complements the My Aged Care channels, providing greater access and support to people who experience problems navigating the My Aged Care system.

The outcome of our recent Request for Proposal process resulted in four organisations being awarded contracts to deliver the Care Finder Program. A further seven organisations have transitioned from the Assistance with Care and Housing (ACH) program to the Care Finder Program.

The new organisations providing the Care Finder Program are: Council of the Ageing South Australia Inc (COTA SA), Seniors Information Service, UnitingCare Wesley Bowden Incorporated (UCWB), and Aged Rights Advocacy Service (S.A.) Inc (ARAS).

The organisations transitioning to the Care Finder Program are: City of Onkaparinga, Hutt Street

<https://adelaidephn.com.au>



Moving forward

Monitor the cultural diversity of consumers in your service and consider whether this is reflective of the local demographics.

Australian Bureau of Statistics

Statistics Census Complete your survey About

Home > Data by region

Data by region

For information about the statistics and geographies view [Data by region methodology](#)

Browse region

- Australia - [View Data](#)
- ✚ Main Statistical Area Structure
- ✚ Greater Capital City Statistical Areas
- ✚ Local Government Areas
- ✚ Indigenous Structure
- ☒ Remoteness Areas
- ✚ New South Wales - [View Data](#)
- ✚ Victoria - [View Data](#)
- ✚ Queensland - [View Data](#)
- ☒ South Australia - [View Data](#)
- Major Cities of Australia (SA) - [View Data](#)
- Inner Regional Australia (SA) - [View Data](#)
- Outer Regional Australia (SA) - [View Data](#)
- Remote Australia (SA) - [View Data](#)
- Very Remote Australia (SA) - [View Data](#)
- ✚ Western Australia - [View Data](#)
- ✚ Tasmania - [View Data](#)
- ✚ Northern Territory - [View Data](#)

Search by map

Enter a location, region name or

Map data © OpenStreetMap contributors, CC-BY, **esri**

<https://dbr.abs.gov.au/>



Moving forward

Ensure that care is accessible and individually tailored to meet the needs of each CALD background consumer:

- partner with community organisations
- partner with local and state government services
- integrate other specialist service providers into your care provision





Moving forward

Consider using technology
(for example: Skype, Facetime, WhatsApp, Facebook,
etc.)

to connect CALD background consumers with
family, friends, and community
who live far away e.g. interstate or overseas.



<https://beconnected.esafety.gov.au/>

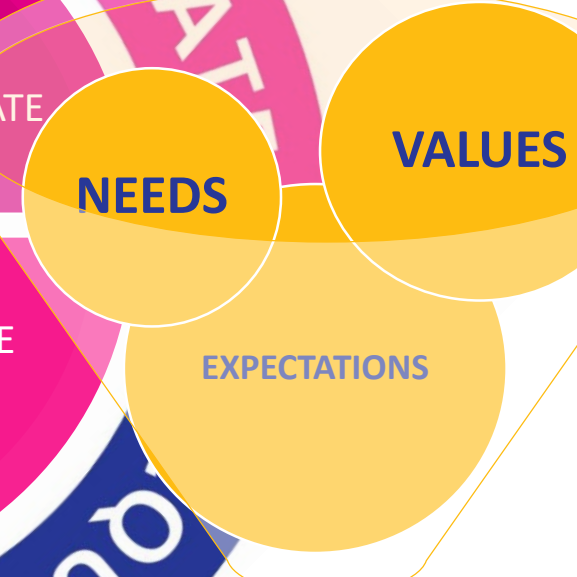
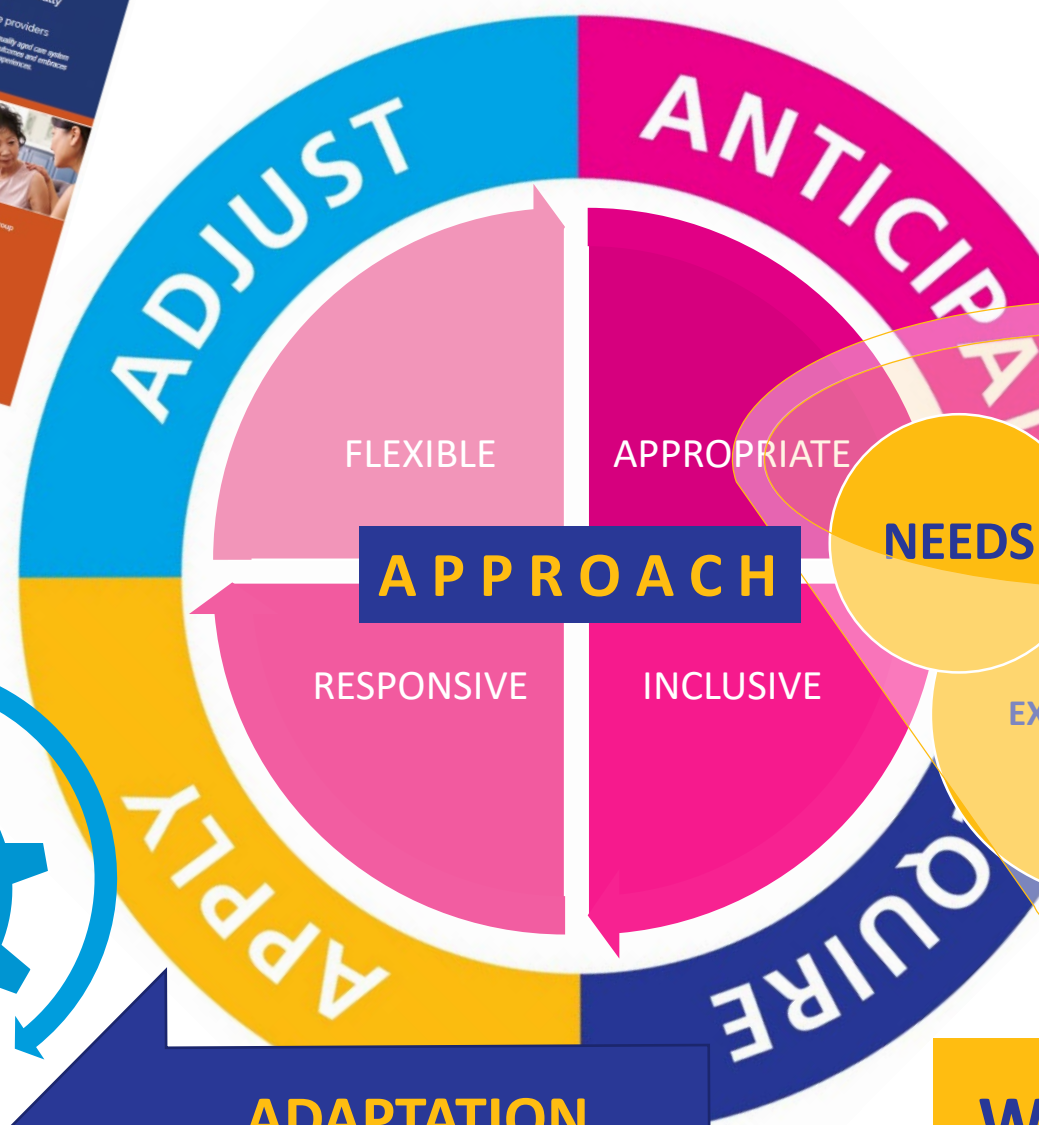
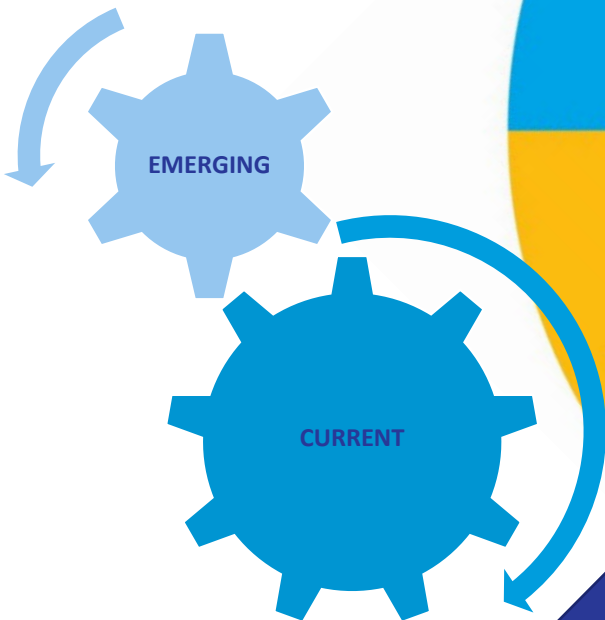


Leading the Way

Link consumers to the local community.

You might offer space on-site for a local CALD community group to meet, for example.





ADAPTATION

A large, dark blue arrow pointing to the left, with the word 'ADAPTATION' written in yellow text inside it.

WELLBEING

A large, yellow arrow pointing downwards, with the word 'WELLBEING' written in dark blue text inside it.





Into your Action Plan

Exemplary **Actions**:

- Is your organisation flexible in altering the services you provide to better meet client needs?
- Does your organisation look at other ways to reach diverse older people (e.g. outreach)?
- Has your organisation build relationships and connections with local diverse communities?
- What has your organisation done to identify and address barriers?



Into your Action Plan

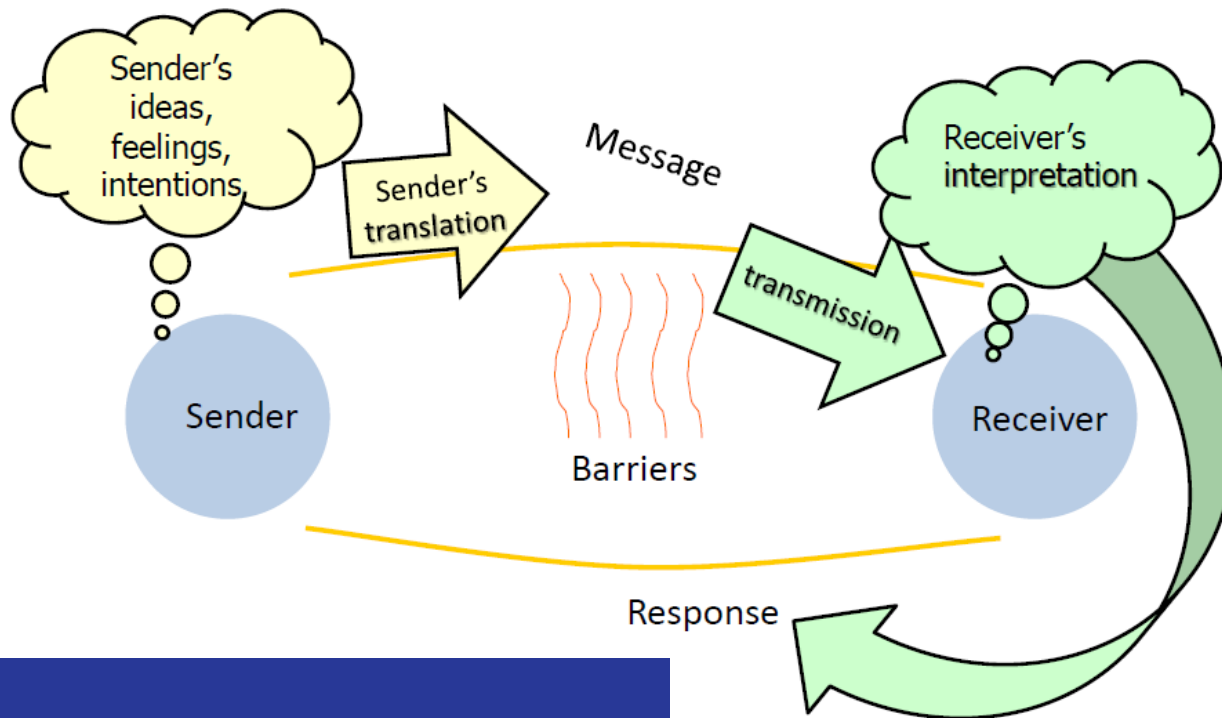
Exemplary **KPIs / Targets**

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

- To engage with clients
- To incorporate feedback from clients to better meet needs

Effective Communication

Communication Model



Where possible articulate the **barriers** to be overcome.

Provide feedback of **potential solutions**.

Collaborate with stakeholders to **identify** and **overcome barriers** in accessing the aged care system.



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

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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>



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- Department of Health and Aged Care (DHAC). (2023). *Care finder program*. Retrieved from <https://www.health.gov.au/our-work/care-finder-program>
- Department of Health and Aged Care (DHAC). (2022). *Different languages, same aged care*. Retrieved from <https://diversityagedcare.health.gov.au/>

Internet links

- Aged Care Quality and Safety Commission (ACQSC). (2022). *Charter of Aged Care Rights*. Retrieved from <https://www.agedcarequality.gov.au/consumers/consumer-rights>
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- Department of Health and Aged Care (DHAC). (2023). *Stakeholder Toolkit – Connecting older Australians from diverse backgrounds with aged care services*. Retrieved from <https://www.health.gov.au/resources/publications/stakeholder-toolkit-connecting-older-australians-from-diverse-backgrounds-with-aged-care-services>
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Internet links (continued)

- Multicultural Aged Care (MAC/PICAC SA). (2020). *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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E: macsa@mac.org.au

W: www.mac.org.au

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