



Multicultural
Aged Care

Adopting systemic approaches

How can the Diversity Framework
enhance Effective Communication
9th February 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



Adopting systemic approaches to planning and implementation

The Aged Care Diversity Framework
Outcome for Consumers (2)



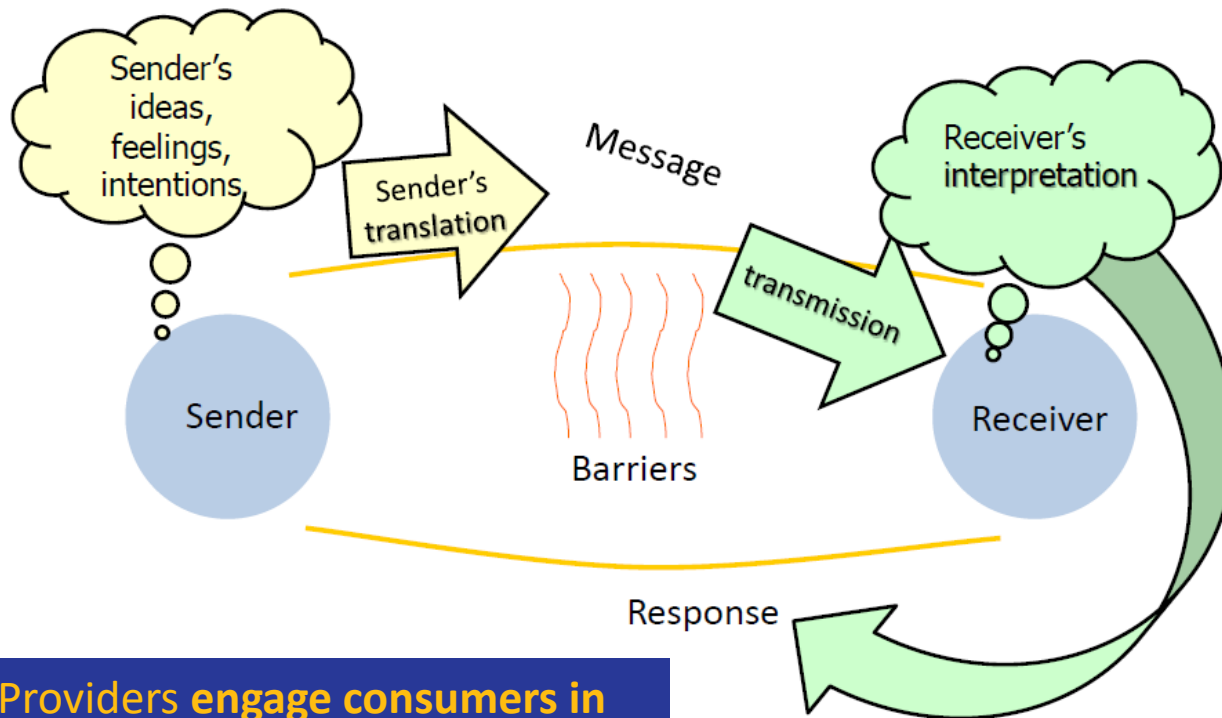
Adopting systemic approaches to planning and implementation

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



Effective Communication

Communication Model



Consumers, their family, carers, or representatives **engage as active partners and articulate their individual needs**

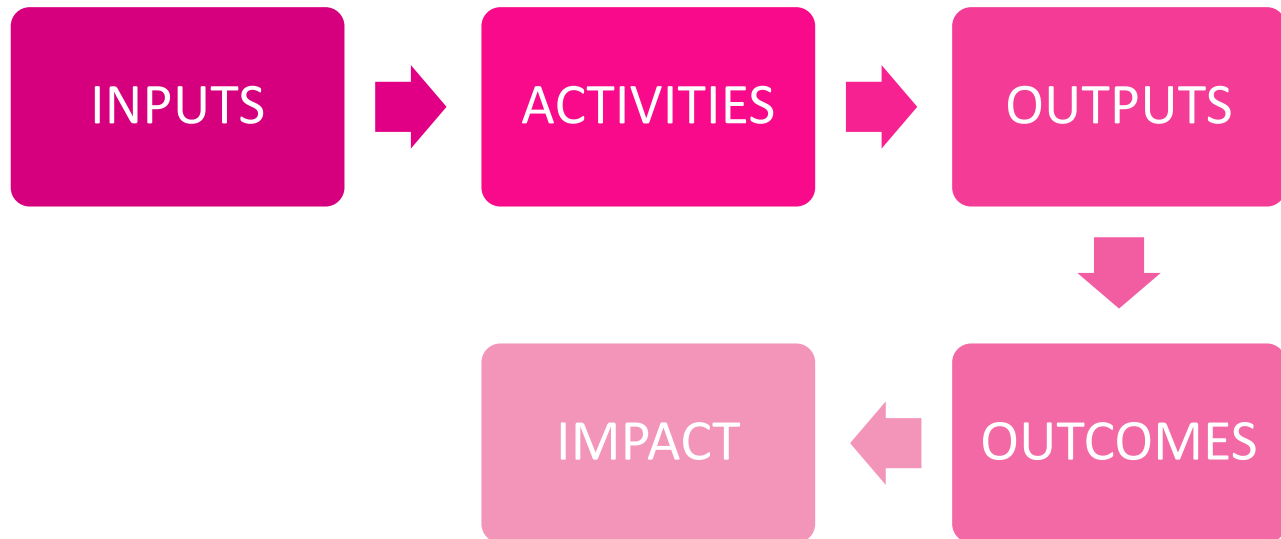
Aged Care Providers engage consumers in a culturally safe, supportive environment

that enables them to participate as active partners, as well as articulate their individual needs.



Implement a systems-level approach

to facilitating the delivery of best practice, culturally responsive care to older people from migrant and refugee backgrounds.





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.





Implement a systems-level approach





Moving forward

- Include culturally inclusive service provision in the strategic plan of your organisation.
- Provide training and professional development to staff around cultural capability.
- 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.
- Ensure senior organisational leaders are accountable for inclusion-related outcomes.
- Establish internal procedures to respond to feedback from CALD background consumers.





Implement a systems-level approach





Leading the Way



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

Employ bilingual, bicultural **staff** that reflect the cultural and linguistic demographic of consumers at your service.

This may change over time.



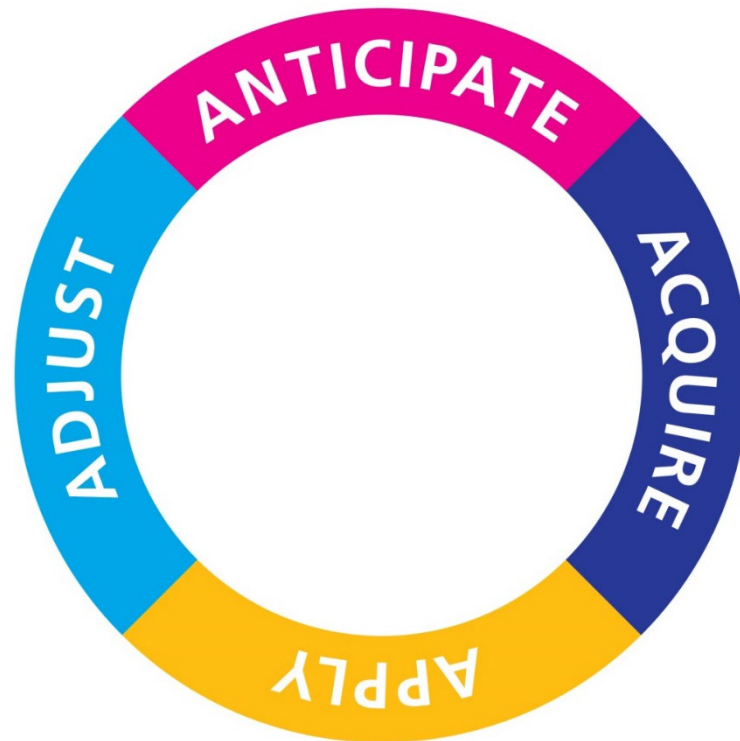
Into your Action Plan

- Does the client base reflect your community's demographic?
- How does the service work with older people to plan the service?
- **What mechanisms are in place?**
- How do you engage with diverse older people in the community?
- Have you asked for feedback?



Into your Action Plan

Implement a systems-level approach





Implement a systems-level approach





Into your Action Plan

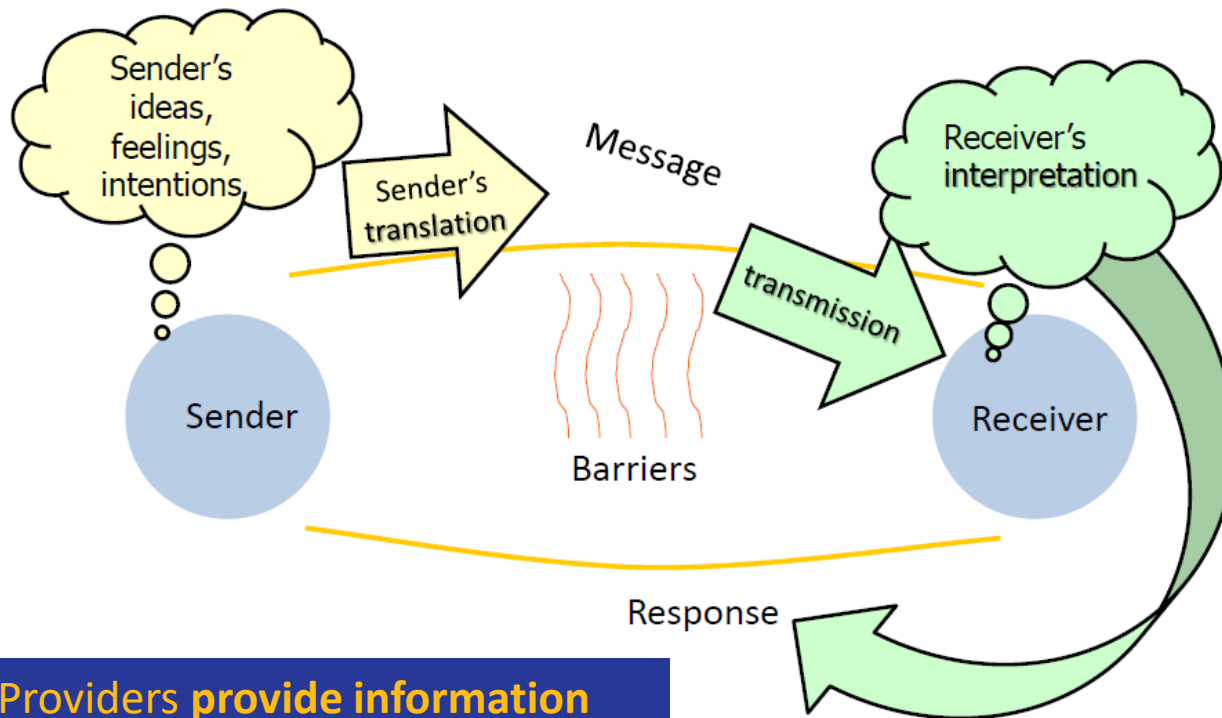
Implement a systems-level approach

- Who?
- When?
- Why?
- Where?
- What?
- How?



Effective Communication

Communication Model



Consumers, their family, carers, or representatives **provide feedback** on the quality and accessibility of information

Aged Care Providers **provide information** in an appropriate format,

through different forms (online/hardcopy/newsletter/verbal) and in a language the consumer understands



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>
- Department of Health and Aged Care (DHAC). (2019). *Sample Provider Diversity Plan*. Retrieved from <https://www.health.gov.au/resources/publications/sample-provider-diversity-plan>
- 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

- Department of Home Affairs. (2022). *Translating and Interpreting Service (TIS National)*. Retrieved from <https://www.tisnational.gov.au/>
- Department of Health and Aged Care (DHAC). (2022). *Different languages, same aged care*. Retrieved from <https://diversityagedcare.health.gov.au/>
- Department of Health and Aged Care (DHAC). (2022). *The Translating and Interpreting Service (TIS National) for Aged Care Service Providers*. Retrieved from <https://www.health.gov.au/our-work/the-translating-and-interpreting-service-tis-national-for-aged-care-service-providers>
- Aged Care Quality and Safety Commission (ACQSC). (2022). *Charter of Aged Care Rights*. Retrieved from <https://www.agedcarequality.gov.au/consumers/consumer-rights>

Internet links (continued)

- Australian Institute of Health and Welfare (AIHW). (2022). *Reporting on the health of culturally and linguistically diverse populations in Australia: An exploratory paper*. Retrieved from <https://www.aihw.gov.au/reports/cald-australians/reporting-health-cald-populations/summary>
- Multicultural Aged Care (MAC/PICAC SA). (2020). *Multicultural Aged Care Library. Respecting Diversity in Ageing*. Retrieved from <https://library.mac.org.au/>
- Multicultural Aged Care (MAC/PICAC SA). (2022). *Resources*. Retrieved from <https://www.mac.org.au/resources/>





For more information:

Contact MAC (PICAC SA)

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 and Aged Care

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