



Multicultural
Aged Care

Making Informed Choices

How can the Diversity Framework
enhance Effective Communication
6th December 2022

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.

Outcomes

- Improved capacity to deliver culturally appropriate care targeting CALD specific needs, expectations and understandings of aged care
- Improved access to information and resources on CQ, cultural competency, culturally appropriate care and CALD perspectives
- Support in developing a Diversity Framework organisational Action Plan



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>

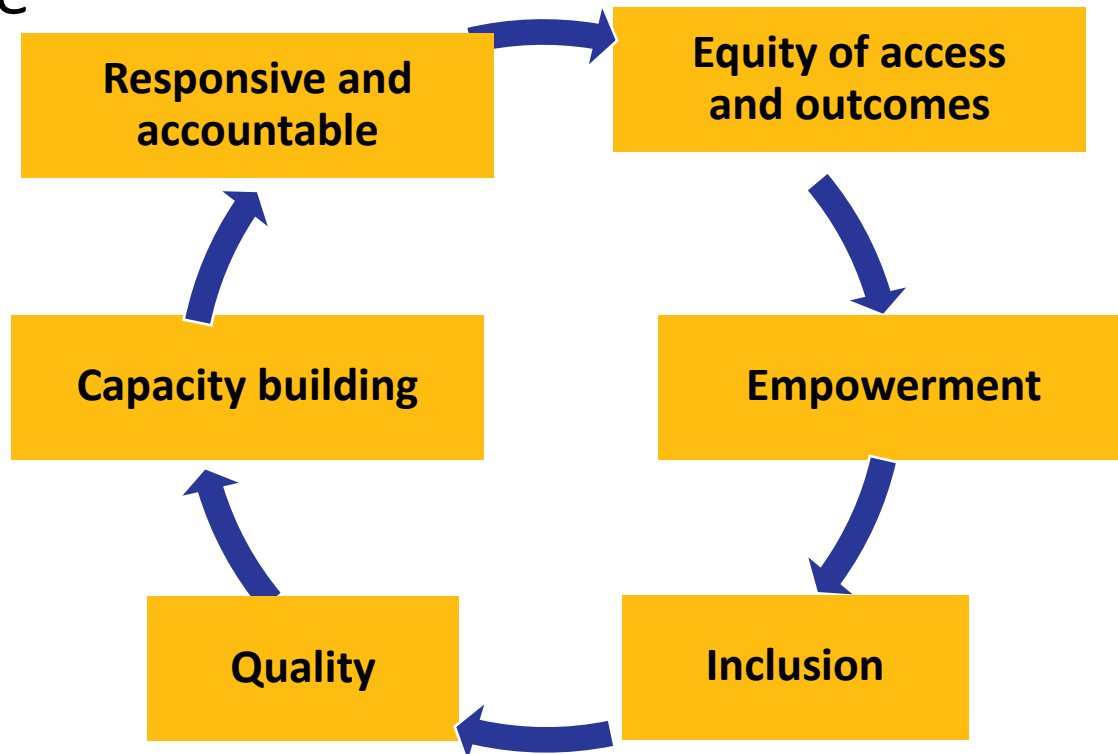
Vision

- All older people experience a high quality aged care system that ensures equitable access and outcomes and embraces their diverse characteristics and life experiences.



Overarching Imperatives

The strategic imperatives are essential in ensuring an inclusive aged care system that embraces the diverse characteristics and life experiences of older people



Effective Communication for





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

Making informed choices

The Aged Care Diversity Framework Outcome for Consumers (1)



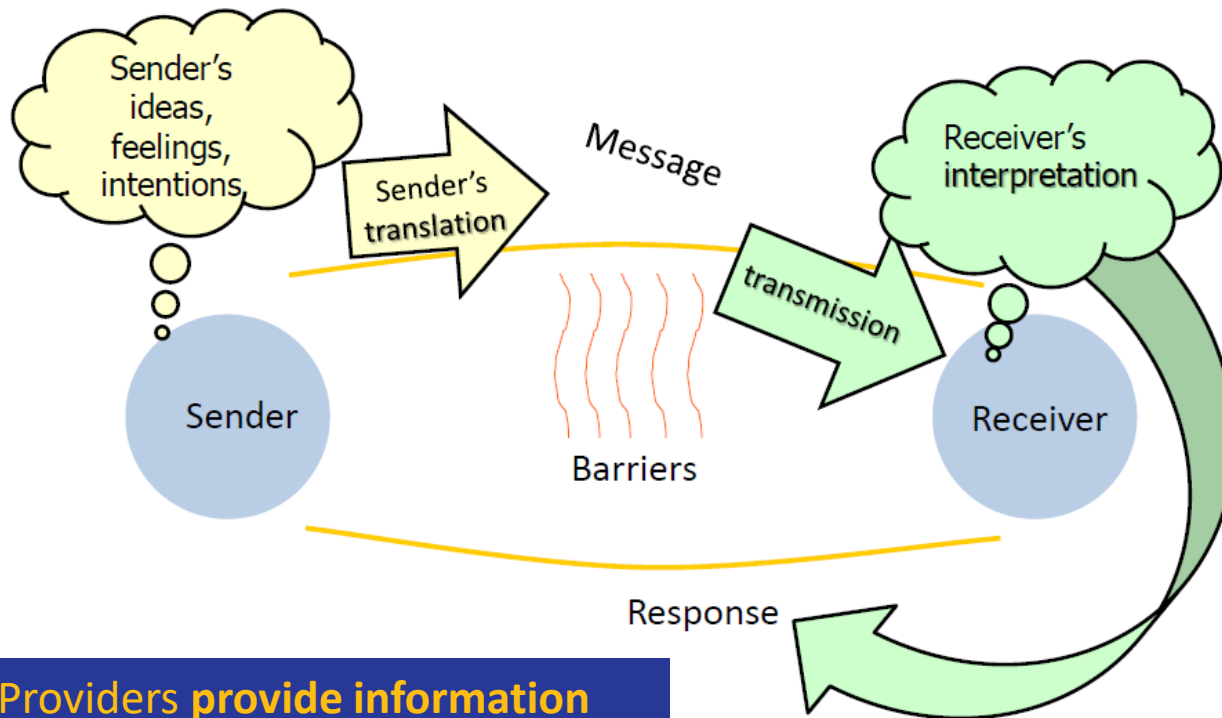
Making informed choices

- Older people have easily accessible information about the aged care system and services that they understand, and find the information helpful to exercise choice and control over the care they receive.



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



Foundational action

Provide consumers with simple, understandable information (translated into their preferred language where required) about:

- how services will cater for their personal, clinical, spiritual, social, end of life and palliative care needs
- their rights, including the right to culturally appropriate care
- financial transactions for consumers including the compulsory monthly budget statement for Home Care Packages
- policies and processes for reporting racism and discrimination



Foundational action

Make use of key documents translated into preferred language where required, for example:

- Care Plan and residential / home care agreements
- Charter of Aged Care Rights and Responsibilities



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

The screenshot shows the Australian Government Department of Health and Aged Care website. The main navigation bar includes links for Home, Topics, Our work, Resources, and Translations. A search bar is located in the top right corner. Below the navigation bar, the page title is "Translations" and it includes a sub-header "Use the filters to see resources in a selected language, or use the search box to find what you need. Some resources can be ordered – check the resource entry for details." A filter for "Language" is visible, listing various languages with checkboxes. The search results show 647 results, with a filter for "Aged care" applied. A specific result is highlighted: "COVID-19 vaccination – Residential care workers show support rolling up their sleeves for the COVID-19 vaccine (Thai)". The result includes a video thumbnail and a brief description: "This video, captioned in Thai, explains that thousands of residential aged care workers around Australia have already rolled up their sleeves for a COVID-19 vaccine. All residential aged care workers have access to vaccinations through their workplace."



Foundational action

Ensure all staff are familiar with the Translating and Interpreting Service (TIS National) and other available free interpreting supports for aged care services



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

Australian Government
Department of Home Affairs

TIS TRANSLATING AND INTERPRETING SERVICE

Home TIS Online Search TIS National site

Non-English Speakers Interpreters Agencies About us Help and support

Alert
COVID-19 (Coronavirus) and TIS National services Get the latest updates on COVID-19 impacts to our services here TIS National – COVIDSafe arrangem... → More information

Help for non-English speakers
Support for interpreters
Using our interpreting services

Book an interpreter
Apply to be a TIS National interpreter
Register for a TIS National client code

What's now
22 November 2022
Amended TIS National terms & conditions coming into effect 15/12/22
24 October 2022
Free Interpreting Service extended to eligible allied health professions
15 August 2022
Decommissioning of the pre-booked telephone interpreting form → More new content

→ Frequently Asked Questions for non-English speakers
→ Help Using TIS National Services
→ Becoming a TIS National Interpreter
→ Information for current TIS National Interpreters
→ Frequently Asked Questions for interpreters
→ Help using TIS National services
→ About the Free Interpreting Service
→ TIS Online for agencies



Foundational action

Develop a *Use of Interpreter Services* policy and make it available to consumers, carers and staff.

Informal interpreters



may be inappropriate or ineffective in some situations, due to:

- inaccurate translations
- confidentiality issues
- potential disempowerment of the individual
- lack of impartiality

Formal interpreters



To get the most from the experience of working with an interpreter, be aware of your responsibilities:

- before the session
- during the session
- after the session

Working with interpreters

Situation	Any situation that requires accurate communication between residents or clients and/or their family members and careworkers	Urgent situations requiring accurate communication when it is not possible to access an on-site interpreter	Simple daily living situations
Type of interpreter required	NAATI-accredited interpreters or bilingual health professionals with relevant training and experience	Telephone interpreting service	Informal interpreters



Foundational action

Display in-language signage (reflective of the current linguistic demographic) throughout your service to assist people to navigate common areas in residential aged care facilities.



Christmas Cards in Different Languages

Providing culturally appropriate care at Christmas is as easy as having Christmas cards in the languages of your clients. Here are a few examples of Christmas cards developed for MAC clients in English, Greek, Hindi, Polish, Serbian, Simplified Chinese, Traditional Chinese, Spanish and Vietnamese. These are available without the MAC logo for you to use.





Foundational action

Ensure cultural competency and effective communication training for staff to facilitate effective communication between staff and CALD consumers.





Moving forward

Establish referral pathways for CALD background consumers to CALD advocacy or community organisations which can support them and/or their families with information and advocacy.





Moving forward

Consult with consumers, carers and consumer representatives when designing or redesigning forms and information resources.





Moving forward

Collect data and set performance indicators with regards to dissemination of information, accessibility of information and value of information to CALD background consumers.





Leading the Way

Employ bilingual, bicultural staff that reflect the cultural and linguistic demographic of consumers at your service. This may change over time.





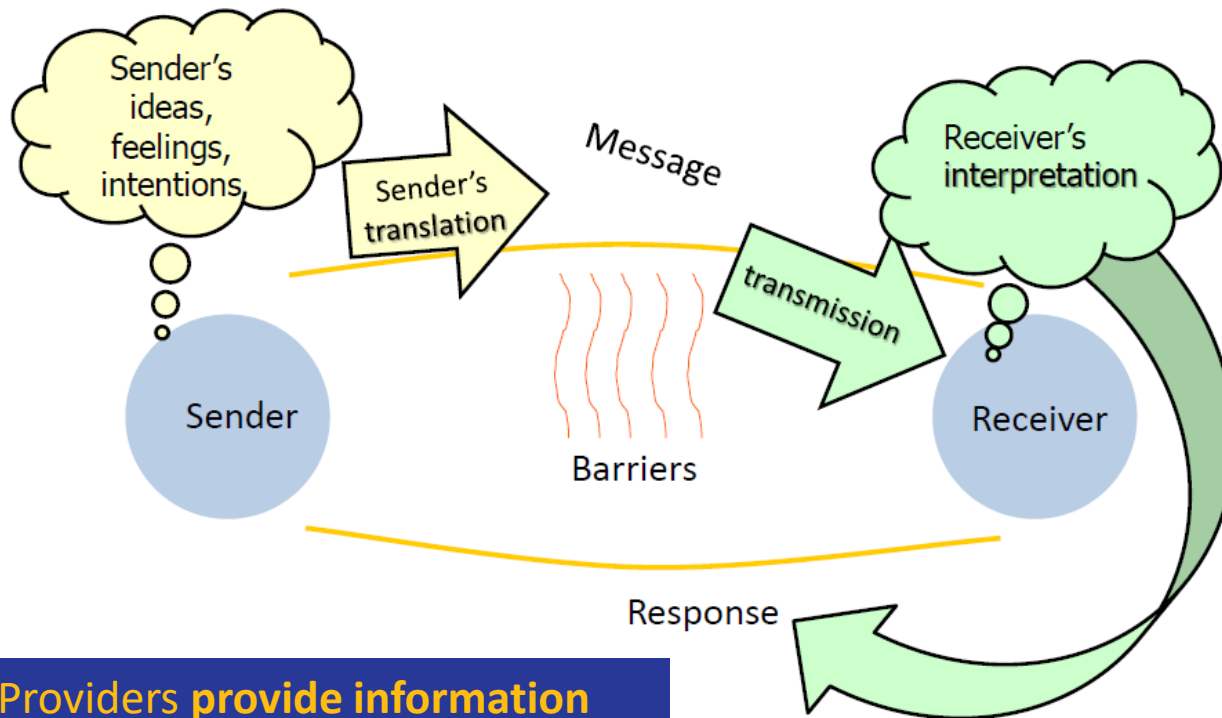
Into your Action Plan

- Is information accessible and clear to your consumers?
 - How do you know? How it was developed?
 - In what format it is available? (written, verbal, visual; hard copy, online; in English, which other languages?)
 - Have you consulted regarding the content?
 - Have you asked for feedback?

- How does information support your consumers' capacity to make informed choice and control regarding care and support they receive?
 - How do you know? How it was developed?
 - Have you asked for feedback?

Effective Communication

Communication Model



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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/>

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Partners in Culturally Appropriate Care (PICAC) SA

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Recommended further reading





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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