



Multicultural
Aged Care



Respectful and inclusive services

How can the Diversity Framework
enhance Effective Communication
11th May 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



Respectful and inclusive services

The Aged Care Diversity Framework
Outcome for Consumers (5)



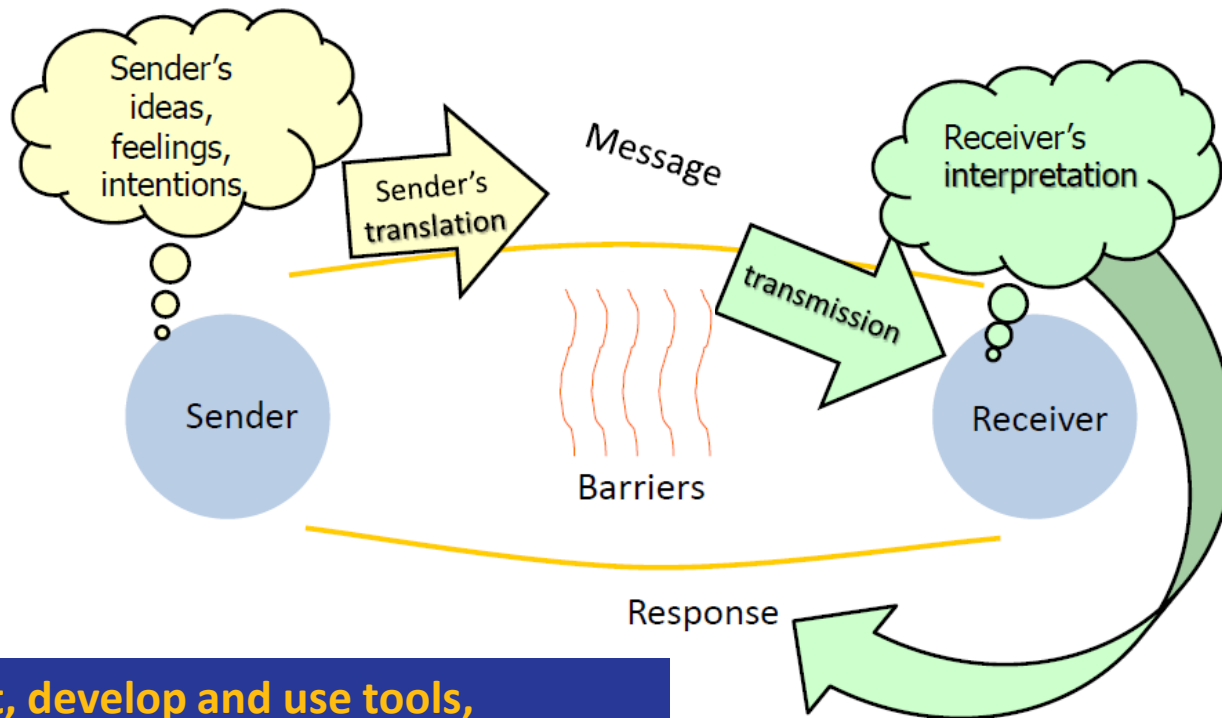
Respectful and inclusive services

- Services effectively meet the specific needs of older people with diverse characteristics and life experiences, their families, carers and representatives in a respectful and inclusive way.



Effective Communication

Communication Model



Seek out, develop and use tools, training and information that support

delivery of care that is inclusive of diverse characteristics and life experiences.

Respect the diversity of other service users and the aged care workforce.
Provide feedback on the **inclusiveness** of services.



Foundational action

Provide opportunities for CALD background consumers to connect to their language and culture by:

- Creating a library of books, magazines and other materials in languages spoken by consumers
- Using SBS's In Language service, SBS radio and television channels, YouTube and satellite television channels and in-language films
- Offering culturally appropriate meals



Foundational action

Provide opportunities for CALD background consumers to connect to their language and culture by:

- Sourcing artwork and posters and other items that reflect the diversity of the consumer population
- Facilitating participation in local community events or social groups relevant to their cultural background, especially where the consumer has existing link



Foundational action

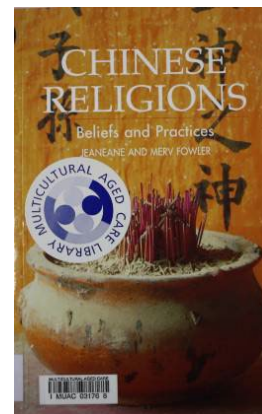
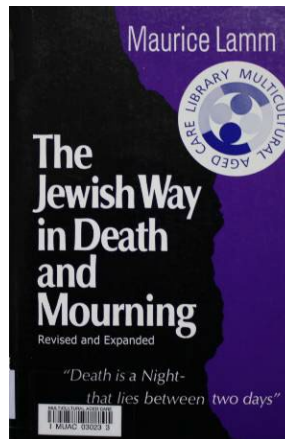
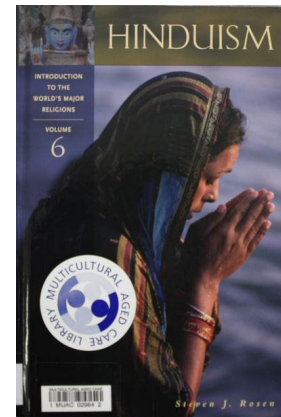
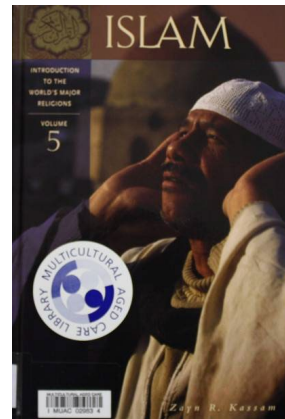
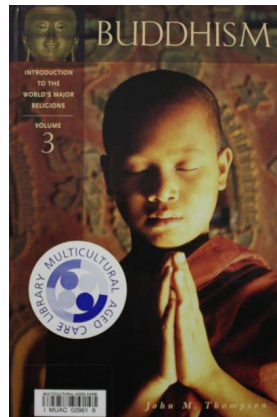
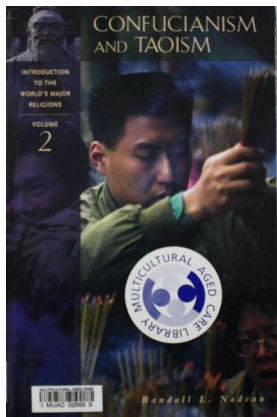
Provide opportunities for CALD background consumers to connect to their language and culture by:

- Seeking out bilingual volunteers, for example, through the Community Visitors Scheme or local community groups, who can visit the older CALD background person where they live and speak to them in their language



Foundational action

Ensure religious needs of individuals are met and respected.





Foundational action

Make your governing body and management aware of the Aged Care Diversity Framework and associated Action Plans.





Foundational action

Ensure that all staff, management and governing body are aware of the *Charter of Rights and Responsibilities*.

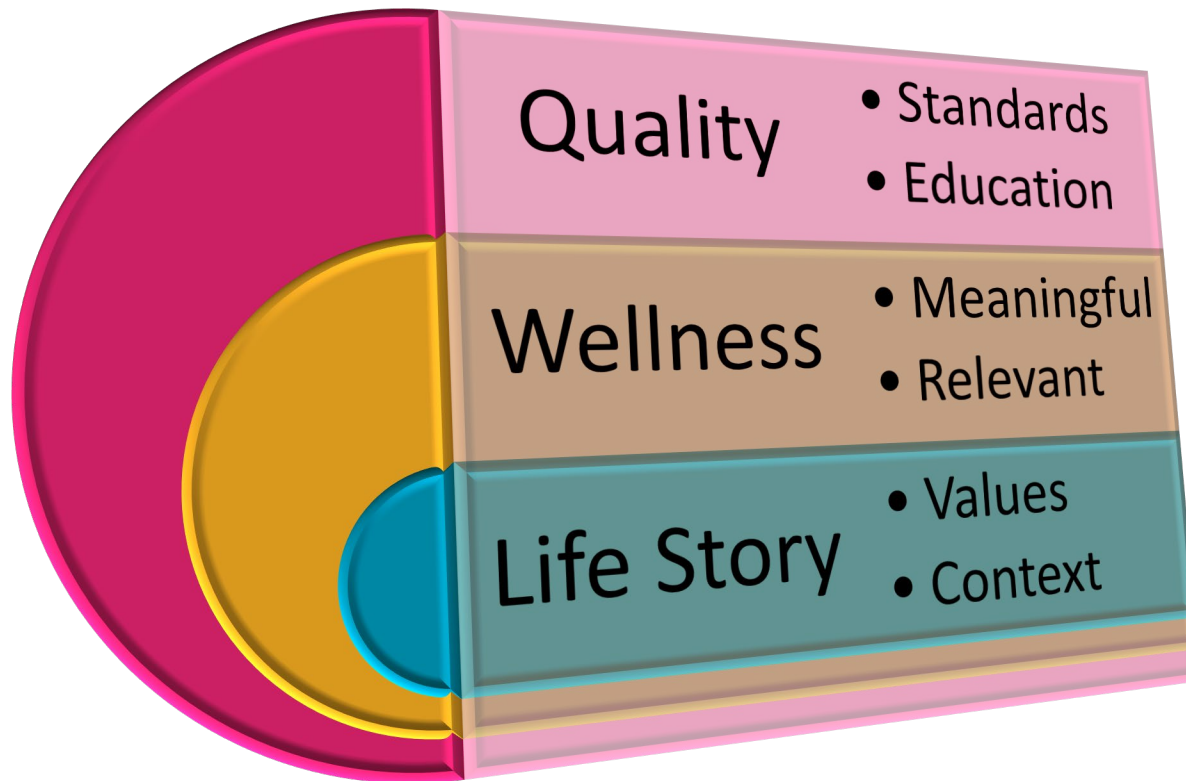
- Consumers receiving Australian Government funded aged care services **have the right** to be properly looked after, treated well and given high quality care and services. The rights of consumers are protected by a **Charter of Aged Care Rights**.

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



Foundational action

Engage with the resources in this document.





Moving forward

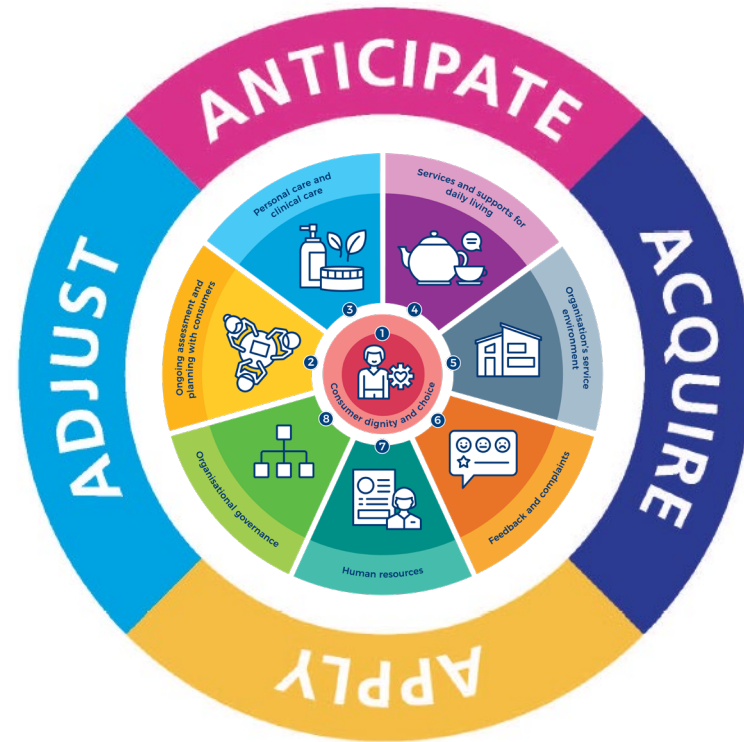
Create a register of the cultural and linguistic skills of your staff.





Moving forward

Ensure that your service has the skills and resources to rollout an inclusive approach to addressing diversity as required by the new Single Aged Care Quality Standards.





Moving forward

Plan activities throughout the year that celebrate all diversity.



Multicultural Calendar 2023

A wall planner calendar for diversional therapists, lifestyle coordinators, and other activity coordinators.

This calendar has been developed to assist workers who organise activities for older CALD persons and others, to plan culturally appropriate activities to better enable older CALD persons to live a healthy and fulfilling life.

Download the Multicultural Calendar 2023 or click on the button below to purchase a full size, high quality, printed copy of the 2023 Calendar.

Buy Now

<https://mac.org.au/resources/>



Leading the Way

Support staff to learn languages spoken by consumers of CALD background.





Leading the Way

Engage additional supports, as required, for CALD background consumers who have experienced traumatic events such as war, financial hardship, torture et cetera and may require psychological/ psychiatric services. This especially applies to people living with dementia.





Into your Action Plan

An organisational internal audit





Into your Action Plan

An organisational internal audit

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





Into your Action Plan

Exemplary **Actions**:

- How are staff made aware of the diverse needs of clients?
- Are staff trained to identify and address the diverse needs of clients either through orientation, formal training, on-the job training or mentoring, including cultural awareness training?
- How is diversity recognised and celebrated in an ongoing way in your service?
- What other tools do you use to support diversity?





Into your Action Plan

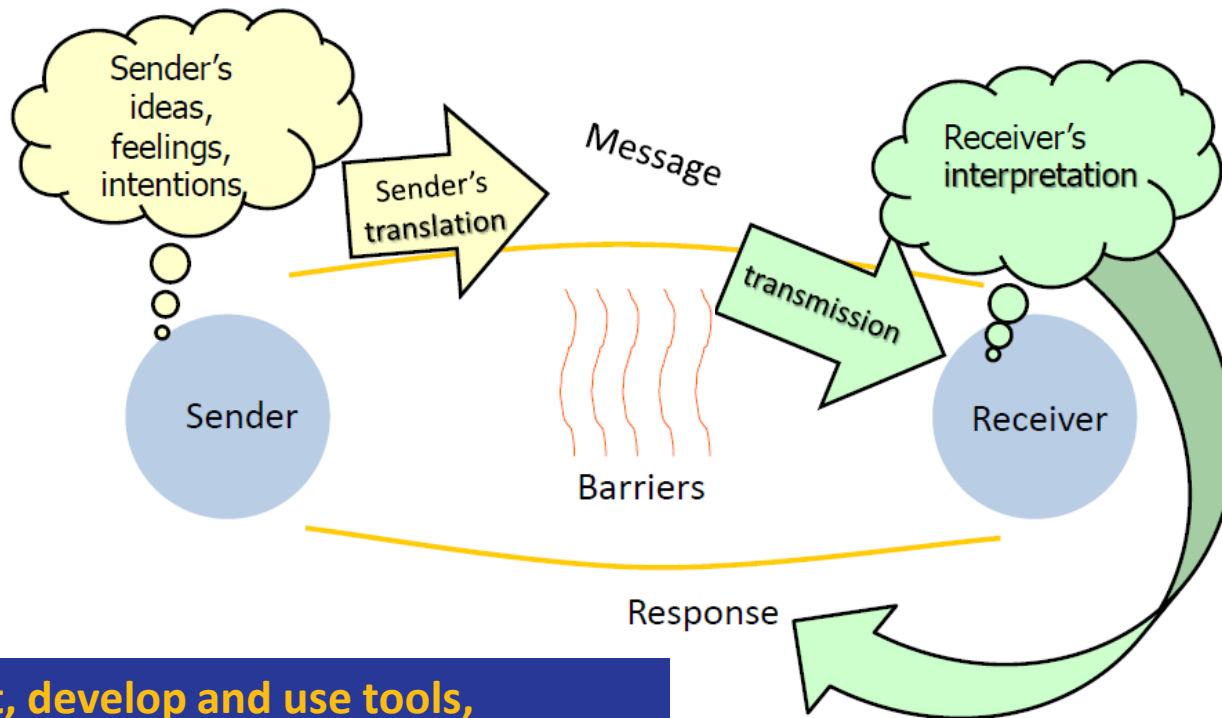
Exemplary **KPIs / Targets**

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

- Are staff reporting greater confidence in meeting the diversity needs of clients?
- Are clients reporting greater satisfaction of care?

Effective Communication

Communication Model



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Respect the diversity of other service users and the aged care workforce.
Provide feedback on the **inclusiveness** of services..



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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Internet links

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- Department of Health and Aged Care (DHAC). (2023). *Provider Specialisation Evidence Form – People from culturally and linguistically diverse backgrounds*. Retrieved from <https://www.health.gov.au/resources/publications/provider-specialisation-evidence-form-people-from-culturally-and-linguistically-diverse-backgrounds?language=en>
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- 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>



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- 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/>
- 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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