

PICAC SA:

Who we are and what we do



Multicultural
Aged Care



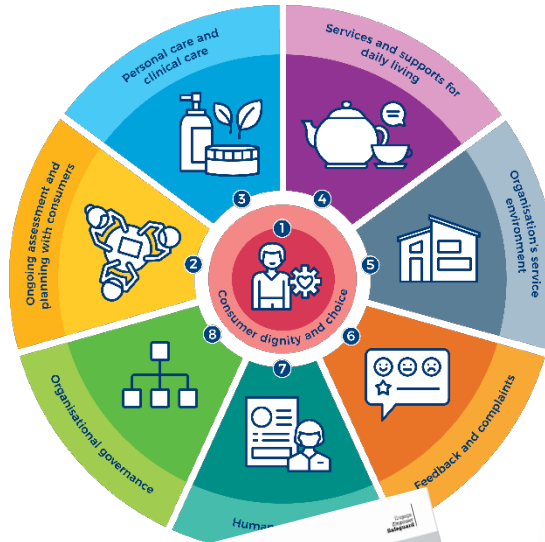
Kurna Acknowledgement

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.

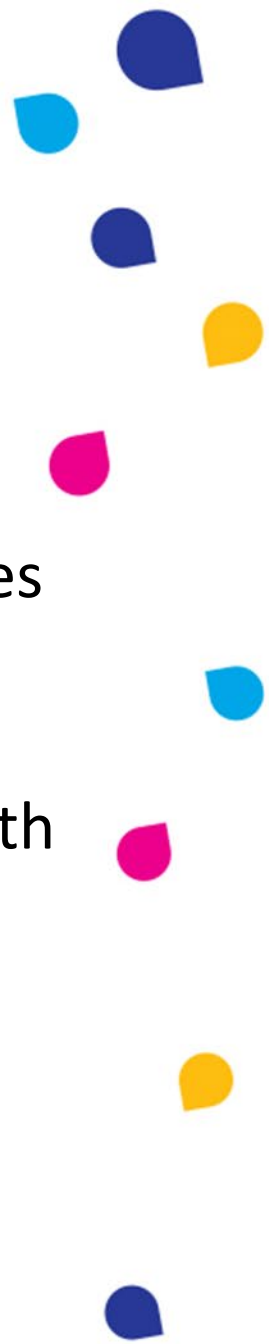
In convening this meeting, we take the opportunity to acknowledge and honour the Kurna people's traditional ownership of this land, their living culture and the unique role they have played in the life of this region.

Culturally appropriate care



Partners in Culturally Appropriate Care (PICAC)

- The PICAC Alliance is a national organisation
 - PICAC organisations in every state and territory - working together to collect, collate and share examples of best practices, and resources.
- PICAC program has been funded by the Commonwealth Government to operate in each state and territory since 1997 and to support service providers to provide care that is sensitive to the cultural needs and preferences of the individuals being served.



Partners in Culturally Appropriate Care (PICAC)

- PICAC Alliance aims to be a leader in promoting culturally appropriate care in the field of aged and community services by:
 - providing information and training
 - raising awareness about the importance of cultural sensitivity in caregiving
 - advocating for the inclusion of cultural competency in the development of care services,
- to help create a more inclusive and respectful environment for all individuals receiving care.



Partners in Culturally Appropriate Care (PICAC) SA

Multicultural Aged Care

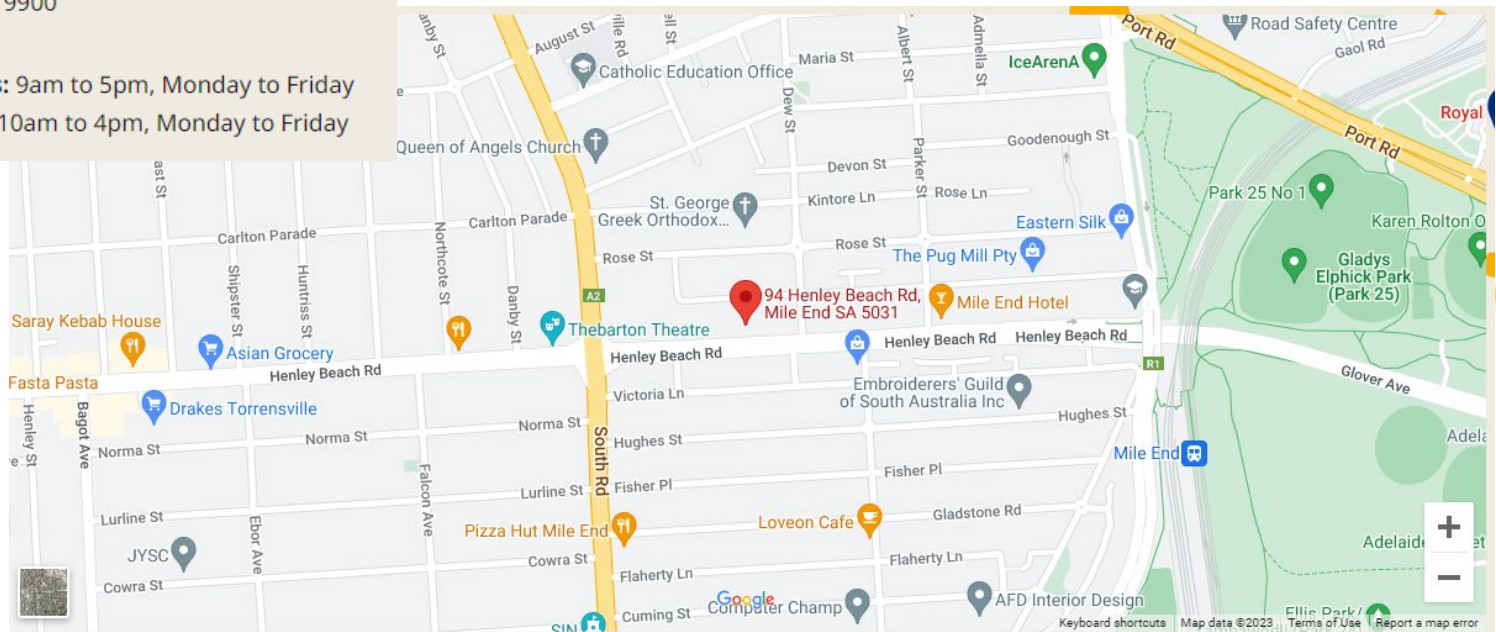
Address 94 Henley Beach Road
Mile End SA 5031

Postal Address: PO Box 488
Torrensville Plaza SA 5031

Phone: 08 8241 9900

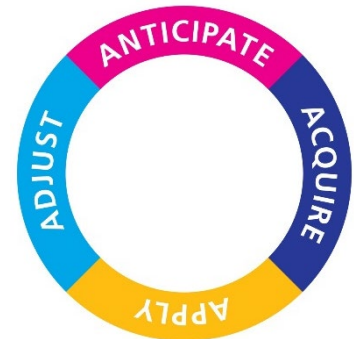
Business Hours: 9am to 5pm, Monday to Friday
Library Hours: 10am to 4pm, Monday to Friday

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



Ps: **Planning** – Processes – People

- Anticipate knowledge, skills and resources required
- Acquire knowledge, demographics, statistics, profiles & stories
- Apply cultural content information
- Adjust policies, procedures



... where can we start?



- Aged Care Quality Standards



- Diversity Framework



- Census - demographic data

PICAC SA is here for you

- Face-to-face sessions and workshops facilitated
- PICAC SA Library and Mobile Library service
 - <https://mac.org.au/library/>
- PICAC Alliance national collection of digital resources
 - <https://mac.org.au/picac/repository/>
- Links to all PICAC websites and resources available online
 - <https://mac.org.au/picac/members/>



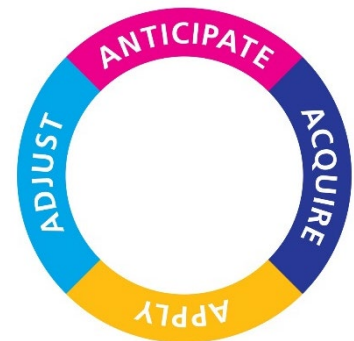
Ps: Planning – Processes – People

Communication is a two-way process

Listening is not enough: we need to **prompt, hear** and **manage our assumptions**

Ask to minimise reinventing the wheel

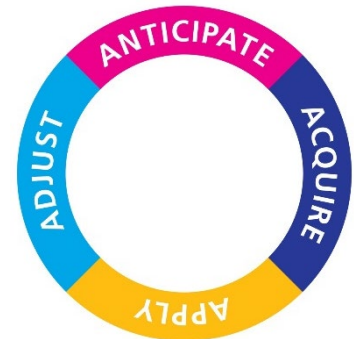
Co-design and **co-production**
can be fun and practice makes perfect



Ps: Planning – Processes – People

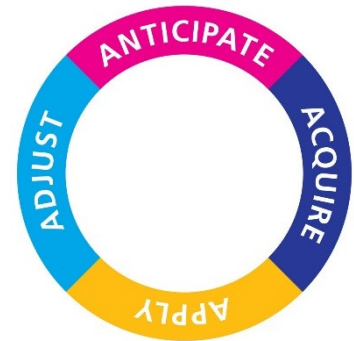
Supporting your organisation's system development, implementation and revision:

- is our language user-friendly?
- do we communicate in a consumer's preferred language? in accessible modes?
- do we involve interpreters? do we work with them striving for effective communication?
do we offer printed copies? in LoTE?
- do we offer regular feedback to consumers?



Ps: Planning – Processes – People

- it's all about people
 - People from diverse backgrounds
 - People with diverse skills, understandings and experiences
 - Bilingual/bicultural workers and professionals
 - Everyone trained to efficiently engage with a range of people



Cultural safety for embracing cultural diversity

- Developing understandings about our own cultural self and our cultural compass
- Building knowledge and understandings about cultural content and contexts
- Recognising, respecting, responding to and reflecting the cultural and linguistic diversity in our community, workplace...
- Cultural intelligence (CQ) is working, living and communicating effectively in culturally diverse settings



CQ theory unpacked



Cultural Intelligence (CQ)

Develop and demonstrate CQ in living and working in a culturally diverse society, community, work environment by:

- **Anticipating** knowledge, skills and competencies to be effective in intercultural settings
- **Acquiring** cultural experiences, knowledge and understandings
- **Applying** cultural content factors to knowledge, skills and competencies
- **Adjusting** behaviours: being mindful of cultural content and checking assumptions



The value of learning

- 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 our organisation's **Action Plans**
- combining available **resources and tools** with **practical strategies** to implement inclusion and diversity strategies



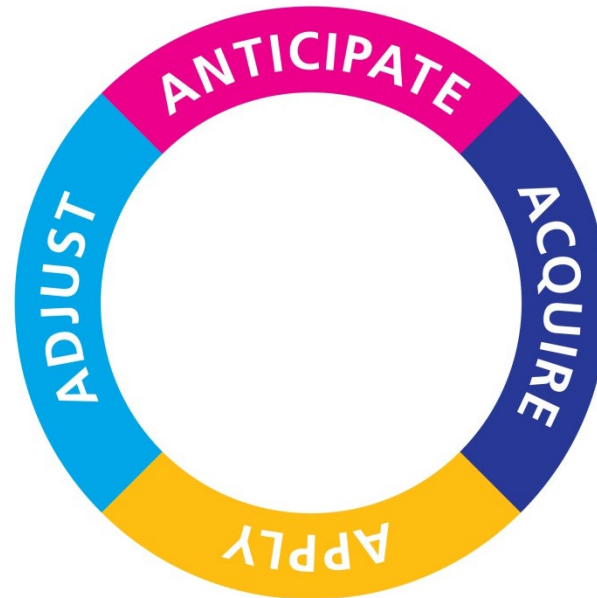
Outcomes

- Improved capacity to **match expectations and needs** with individualised, timely, quality response
- Improved competency to deliver **culturally appropriate care** targeting CALD specific needs, expectations and understandings of aged care
- Improved **access to information and resources** on cultural intelligence (CQ), cultural competency and cultural safety



Connect the dots

- Anticipate diversity



- Adjust assumptions

- Acquire cultural information

- Apply knowledge



For more information

Contact PICAC SA for

*information, resources and
training opportunities*



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