



Multicultural
Aged Care

Meeting the needs of the most vulnerable

How can the Diversity Framework
enhance Effective Communication

8th June 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.



Meeting the needs of the most vulnerable

The Aged Care Diversity Framework Outcome for Consumers (6)



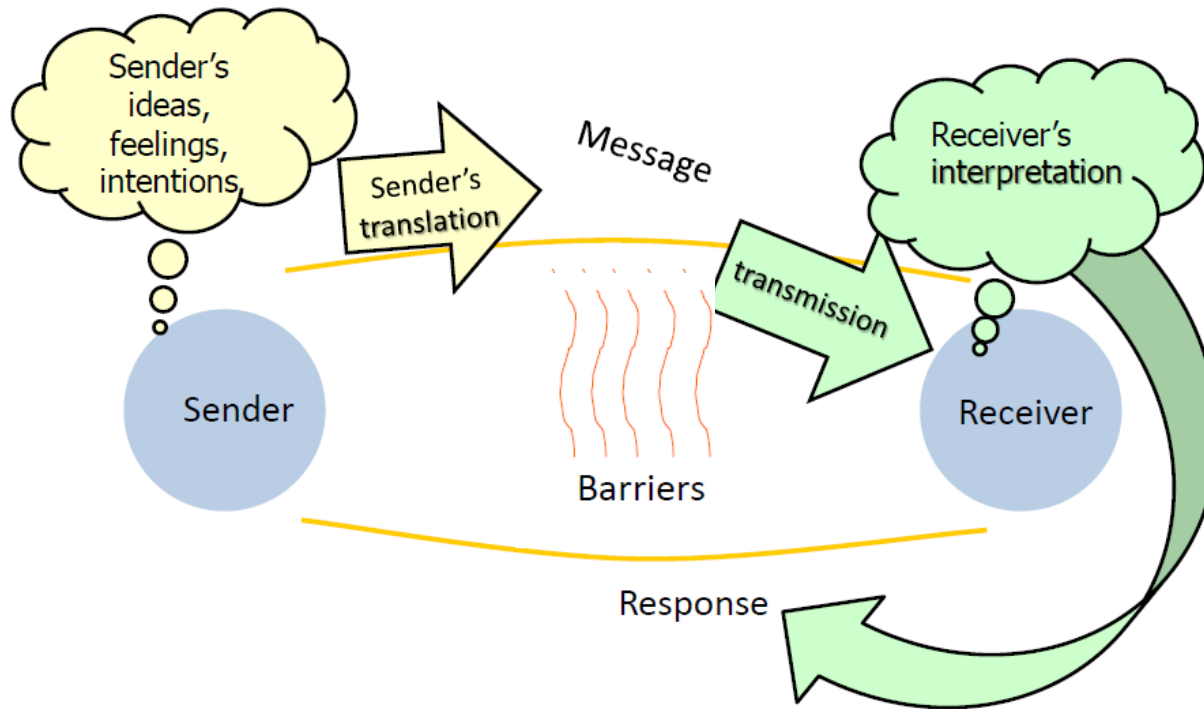
Meeting the needs of the most vulnerable

- Older people can access high quality and culturally safe aged care services and supports that meet their needs irrespective of their personal, social or economic vulnerabilities.



Effective Communication

Communication Model



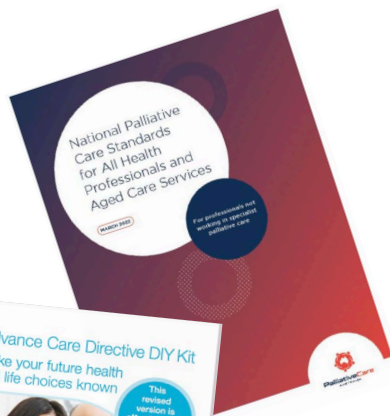
Respect other people with vulnerabilities. Vulnerable consumers, where possible, articulate needs, express their opinion and identity, and provide feedback.

Provide inclusive service models to address the needs of the most vulnerable, and work with other stakeholders to ensure the full spectrum of needs are met.



Foundational action

Research and understand the culturally-specific needs of CALD background consumers in palliative care, end of life and funeral arrangements.



English

Home | COVID-19 | News | About | Enquire Now

Multicultural Aged Care

For the Public | For Service Providers | Training, Education & Information | **Community & Networks** | Resources | PICAC | Library | Donate

The Community of Practice (CoP) Palliative Care – CALD Perspectives

About Communities of Practice

A Community of Practice (CoP) is a group of people who share a common concern, a set of problems, or an interest in a topic and who come together to fulfil both individual and group goals. Communities of Practice often focus on sharing best practices and creating new knowledge to advance a domain of professional practice. Interaction on a regular basis is an important part of this process.

Community & Networks

The Community of Practice (CoP) Palliative Care - CALD Perspectives

Network of CALD Ageing Services

CALD Providers Roundtable





Foundational action

Develop relationships with relevant local religious or spiritual leaders to facilitate CALD background consumer's wishes.





Foundational action

Provide information to CALD consumers, (translated into their preferred language where required) on elder abuse and how to access support.

Overview

HOME > ABUSE PREVENTION > OVERVIEW

ARAS Abuse Prevention advocacy assists community-living older people who are experiencing or at risk of abuse from family or friends. The abuse might be physical, psychological, financial, sexual or neglect.

An advocate can help you or an older person you know to understand and exercise your right to live free from elder abuse and to safeguard your future.

There Is No Excuse for Abuse.

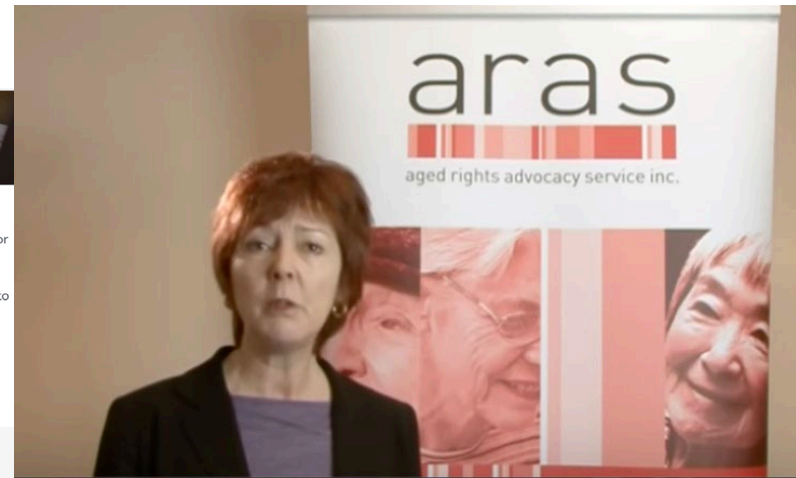
An ARAS advocate can support you if you are:

- Over 65 (or over 50 if you an Aboriginal person) and at risk of, or experiencing abuse from someone with whom you are in a relationship of trust, such as family or friends.
- An older person's nominated representative.

[Click here](#) to find out how an ARAS advocate can support you or an older person you know.

Abuse Prevention advocates can help you by:

Contact ARAS on
(08) 8232 5377 or 1800 700 600





Foundational action

Support CALD background consumers, carers and families to plan for end of life decisions that meet their cultural and spiritual needs



ACD Consumer Brochure - Other Languages

Listen

The Advance Care Directive Consumer Brochure is available in the following languages:

ARABIC
عربي

CHINESE (SIMPLIFIED)
简体中文

CHINESE (TRADITIONAL)
中文繁體

DARI
دري

DINKA
Dinka

GREEK
Ελληνικά

ITALIAN
Italiano

KHMER
ខ្មែរ

NEPALI
नेपाली

PERSIAN
فارسی

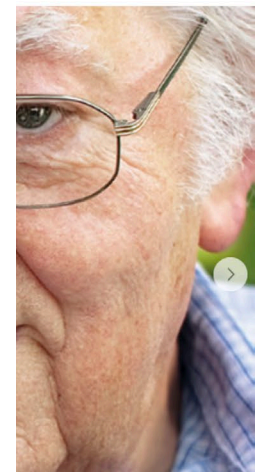
RUSSIAN
Русский

SERBIAN
Српски

SPANISH
Español

SWAHILI
Kiswahili

VIETNAMESE
Việt Ngữ



- Information for you
- Substitute Decision-Makers
- Who are authorised witnesses?
- Additional information
- Other Languages
 - ACD Consumer Brochure - Other Languages
- Key Words Explained
- Example Form
- Cancelling my Advance Care Directive
- Information Brochure
- Wallet Card
- People's stories
- Purchase Advance Care Directive



Foundational action



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[Languages](#)

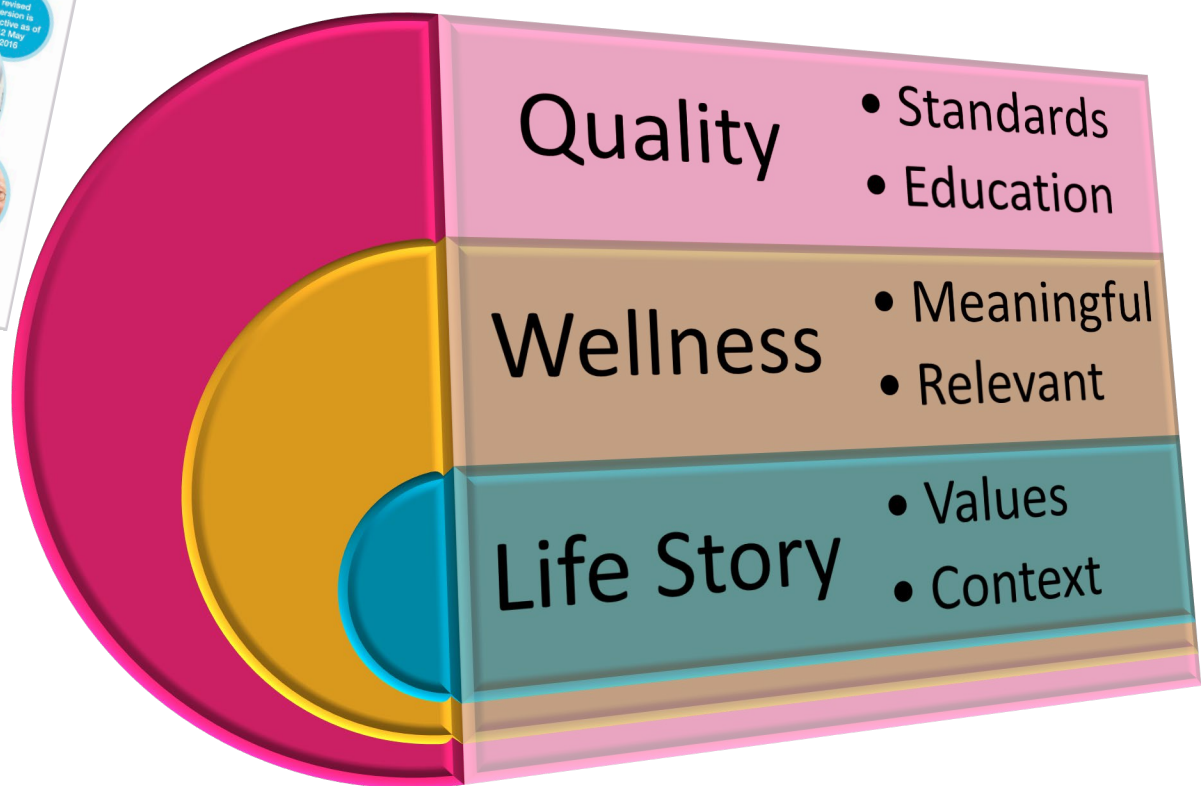
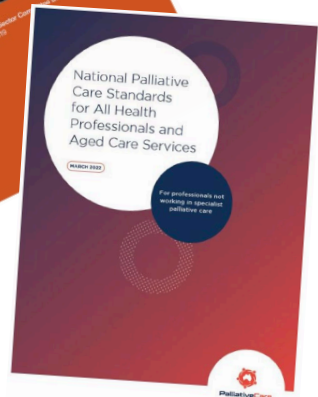


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STTARS is the Survivors of Torture and Trauma Assistance and Rehabilitation Service

Foundational actions





Moving forward

Develop awareness of social issues that can lead to disadvantage and the particular vulnerabilities of CALD background older people including:

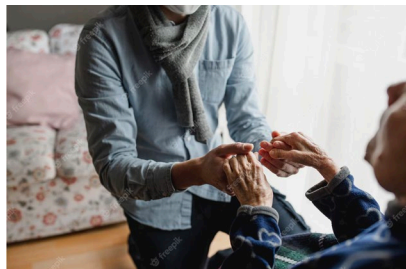
- Mental health / PTSD related conditions including those resulting from an individual's migration journey
- Social isolation due to lack of English language proficiency and geographical background
- Visa status / insecurity
- Lack of family connections
- Elder abuse



Moving forward

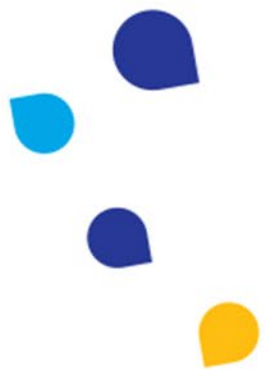
Develop awareness of social issues that can lead to disadvantage and the particular vulnerabilities of CALD background older people including:

- Domestic violence
- Homelessness
- Social inequality
- Physical and intellectual disabilities.





Moving forward





Leading the Way

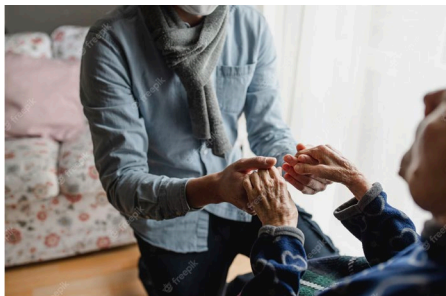
Employ bilingual and bicultural staff that reflect the cultural and language demographic of consumers at your service and train them to offer support to the most vulnerable CALD consumers.

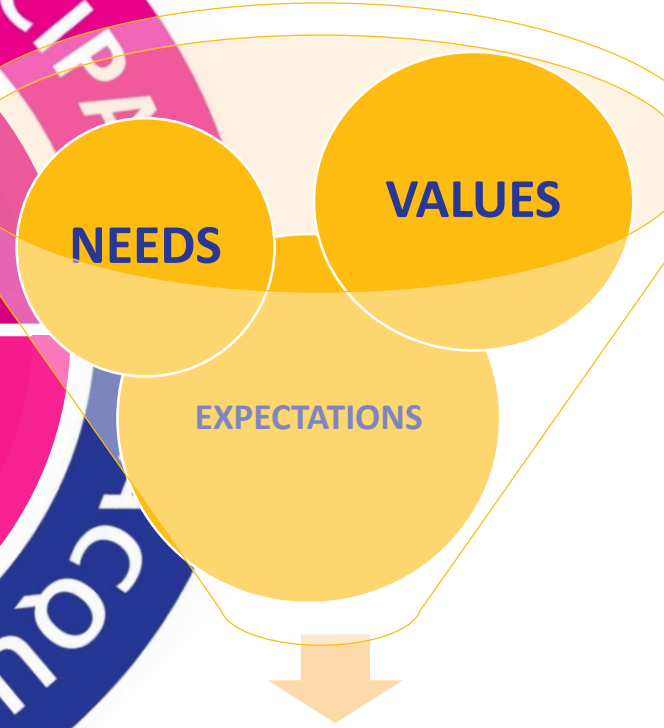
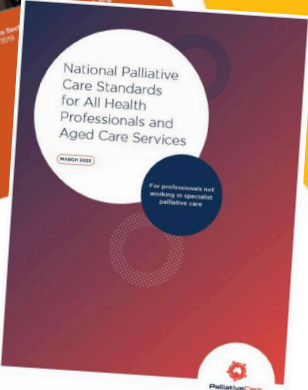




Leading the Way

Employ bilingual and bicultural staff that reflect the cultural and language demographic of consumers at your service and train them to provide culturally specific end of life care.



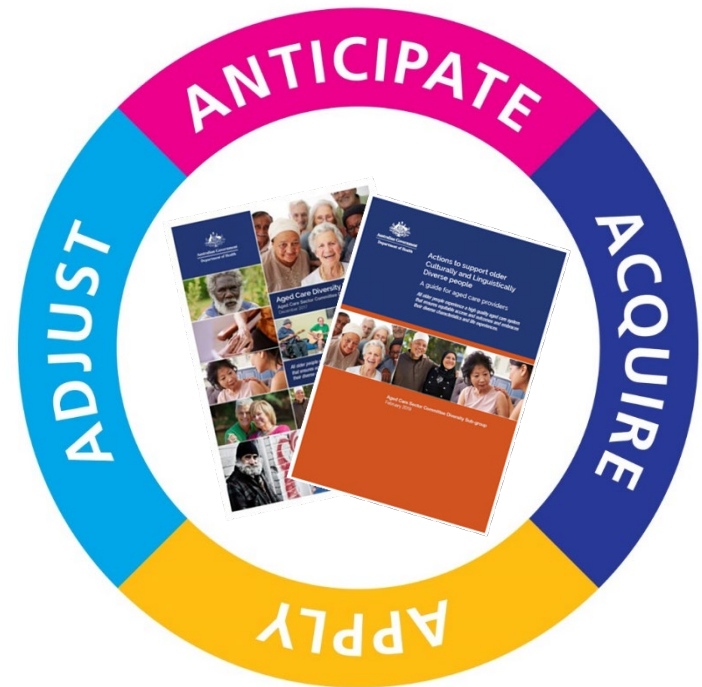


WELLBEING



Into your Action Plan

- Why?
- But... why?
- And some more: why?
- Again: why?
- Let me understand better: why?





Into your Action Plan

Exemplary **Actions**:

- How does the service access, include and support vulnerable consumers?
- Are staff trained to assist vulnerable people?
- What policies and procedures are in place?



Into your Action Plan

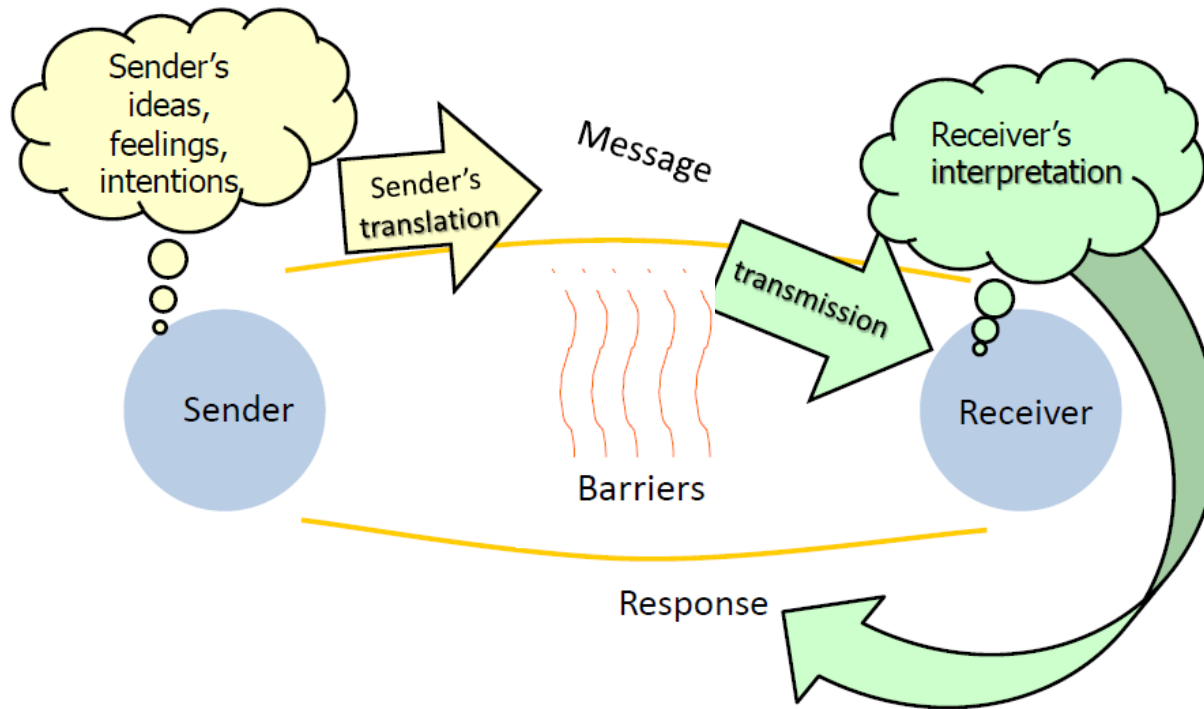
Exemplary **KPIs / Targets**

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

- How have vulnerable clients adapted to the new settings?

Effective Communication

Communication Model



Respect other people with vulnerabilities. Vulnerable consumers, where possible, articulate needs, express their opinion and identity, and provide feedback.

Provide inclusive service models to address the needs of the most vulnerable, and work with other stakeholders to ensure the full spectrum of needs are met.



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



Webinar Series - Evaluation Form

surveymonkey.com/r/ZYPTKLY



Thank you for attending
Let us keep in touch

Watch the space

<https://mac.org.au/training-education-information/training-schedule/>

Agnieszka Chudecka
Partners in Culturally Appropriate Care (PICAC) SA

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Internet links

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References



Recommended Further Reading



Recommended 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

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