

Data and Demographics

Delivery of culturally inclusive aged care relies on collection of relevant data. This data is essential in creating a baseline from which to be able to measure service accessibility and design services that meet the needs of local consumers.

Key considerations

Knowing your consumer

Capturing data about individual consumers using cultural and linguistic indicators is critical in:

- establishing an individual consumer's need for interpreting services and/or translated information
- assessing individual needs to facilitate culturally appropriate service provision
- identifying service usage levels by consumers from culturally diverse backgrounds
- assessing if staff skills sets are adequate for meeting the needs of consumers from culturally diverse backgrounds
- planning and designing culturally inclusive services

Consider using the following indicators for gathering information about individual consumers:

- Preferred Language/s*
- Country of Birth
- Ethnicity (ethnic self-identification)
- Religious Affiliation
- Aboriginality

** includes ability to read and write in preferred languages*

Knowing your community

Collecting local demographic data is critical in:

- comparing service usage with local ageing population
- marketing to potential consumer groups
- responding to changing community needs/demographic profiles

Useful Resources

The following online sources are excellent tools for researching, planning and analysing geographic areas for a number of social, economic and demographic characteristics.

2016 Census Community Profiles

Census Community Profiles provide a comprehensive statistical picture of an area in Excel format, providing data relating to people, families and dwellings. They cover most topics on the Census form.

Australian Institute of Health and Welfare: GEN AGED CARE DATA

GEN is a comprehensive "one-stop shop" for data and information about aged care services in Australia. It reports on capacity and activity in the aged care system focusing on the people, their care assessments and the services they use.

Data and Demographics (cont.)

SBS Census Explorer Interactive Tool

The Census Explorer is an interactive tool that lets you go behind the statistics to uncover a rich, visual portrait of who we are, where we live, where we come from, and what languages we speak. The data used in this tool was taken from Australia's 2016 Census and was released by the Australian Bureau of Statistics in 2017.

Who Are We Now?

The Australian Bureau of Statistics provides a snapshot of Australia's cultural diversity based on the 2016 Census.

Victorian Multicultural Commission Census Publications

VMC provides snapshots of diversity in Victoria including ethnicity characteristics, community profiles and fact sheets and Local Government Area reports.

© Copyright and attribution

The Centre for Cultural Diversity in Ageing encourages the dissemination and exchange of information. All material presented in this document and on our website is provided under a Creative Commons Attribution 4.0 Australia, with the exception of the Centre for Cultural Diversity in Ageing logo. Material obtained from this *Practice Guide* is to be attributed to the Centre for Cultural Diversity in Ageing.

Centre for Cultural Diversity in Ageing is funded through the Australian Department of Health, Partners in Culturally Appropriate Care (PICAC) initiative.