

Managing Equal and Mutually Beneficial Partnerships with Multicultural Communities

22 June 2022

Acknowledgement of Country

The Centre for Cultural Diversity in Ageing acknowledges the Traditional Owners and Custodians of country throughout Australia. We pay our respect to Aboriginal and Torres Strait Islander peoples and their Elders, past, present and emerging. We acknowledge their continuing connection to land, sea and community.

We would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples listening to this presentation.

We hope our work contributes to fostering respect and recognition between cultures in Australia.

OUR VISION

All aged care consumers in Australia experience inclusive and accessible care

OUR PURPOSE

To build the capacity and capabilities of Australian aged care providers to deliver services that are welcoming, inclusive and accessible

OUR SERVICE AREAS



Inclusive practice
training and
workshops



Capacity building to
promote cultural
inclusion and equity



Diversity advice and
consulting

The Centre for Cultural Diversity in Ageing is supported by Benetas & funded by the Australian Department of Health through the Partners in Culturally Appropriate Care (PICAC) program.

What we'll cover today

Managing Equal and Mutually Beneficial Partnerships with Multicultural Communities from a Research Perspective

Dr Susan Feldman, Adjunct Associate Professor, Federation University

Panel discussion and Q&A

Nikolaus Rittinghausen, Senior Advisor and Project Officer, Centre for Cultural Diversity in Ageing

Hayat Doughan, Project Coordinator – Carer Capacity Building and Multicultural Seniors, ECCV

Cory Haugh, General Manager, Client Services, SMRC

Dr Susan Feldman, Adjunct Associate Professor, Federation University

Launch of 2022-23 Diversity Webinar Series & Where to go for support

Lisa Tribuzio, Manager, Centre for Cultural Diversity in Ageing

Poll 1

What services do you provide?

Poll 2

What type of service are you?

Poll 3

Does your organisation provide aged care services to rural, regional or remote communities?

Dr Susan Feldman

Dr Susan Feldman was the founding Director of The Alma Unit for Women and Ageing established in 1994 at the University of Melbourne.

She was a Associate Professor Healthy Ageing Research Units, Victoria and Monash Universities.

She is currently Adjunct Associate Professor at Federation University.

Her work has included in particular policy, social and health responses.

Specific research has explored older women's experiences of widowhood, gender, relationships across generations and extensive work with older women and men from a wide range of multicultural backgrounds.



Managing Equal and Mutually Beneficial Partnerships with Multicultural Communities from a Research Perspective

Hayat Doughan

Hayat Doughan has many years of experience in case management, settlement services, family violence prevention and community engagement.

In her current role as Carers Capacity Building Project Officer at the Ethnic Communities' Council of Victoria, Hayat seeks to address the needs of carers from culturally and linguistically diverse backgrounds.

This includes raising awareness about carer support services, improving access to information about health and financial wellbeing, and linking carers to carer support groups.



Dr Susan Feldman

Adjunct Associate Professor at Federation
University



Panel Discussion and Q&A

Launch of 2022-23 Diversity Webinar Series

Centre for Cultural Diversity in Ageing Diversity Webinar Series 22-23



July Free Translations in Aged Care

Aug Collecting Diversity Data to Promote Inclusive Services

Sep The Inclusive Service Standards for Beginners – Diversity Coaching Workshop

Oct Ten Steps to Developing a Diversity Plan

Nov Supporting Older People from Culturally Diverse Backgrounds with a Hearing Impairment

Feb Food for Thought – the Link between Food, Culture & Identity

Mar Harmony Week Video Launch –The Voices of Multicultural Community Leaders & their Visions for a more Inclusive Aged Care System

Apr Recognising Multifaith Initiatives in Aged Care

May Culturally Diverse Perspectives on Mental Health Care

June Cultural Awareness Walk & Talk – Hidden Culture/Decolonising Melbourne with Uncle Shane Charles (Face-to-Face Victoria)

Book at bit.ly/DWS-22-23



CPD All webinars can be counted as time spent relating to Continuing Professional Development for nurses to meet the CPD registration standard



Where to go for support

For Consumers & Carers:



I am looking for aged care services with staff who speak my language



I am looking for health & aged care information in my language

For Service Providers:



Multilingual Resources >



Practice Guides >



Good Practice Stories >



Training and Professional Development >



Inclusive Service Standards and Resources >



Register for Bilingual Directories >



Sign up to our newsletter and keep up to date with latest news and events:

Name

Your full name

Email

Enter your address

Organisation

Where are you from?

State

Select



Sign Up

Inclusive Service Standards and Resources

The Inclusive Service Standards were developed by the Centre for Cultural Diversity in Ageing to assist aged care providers in the development and the delivery of inclusive services to all consumers.

They provide a framework for services to adapt and improve their services and organisational practices so they are welcoming, safe and accessible.

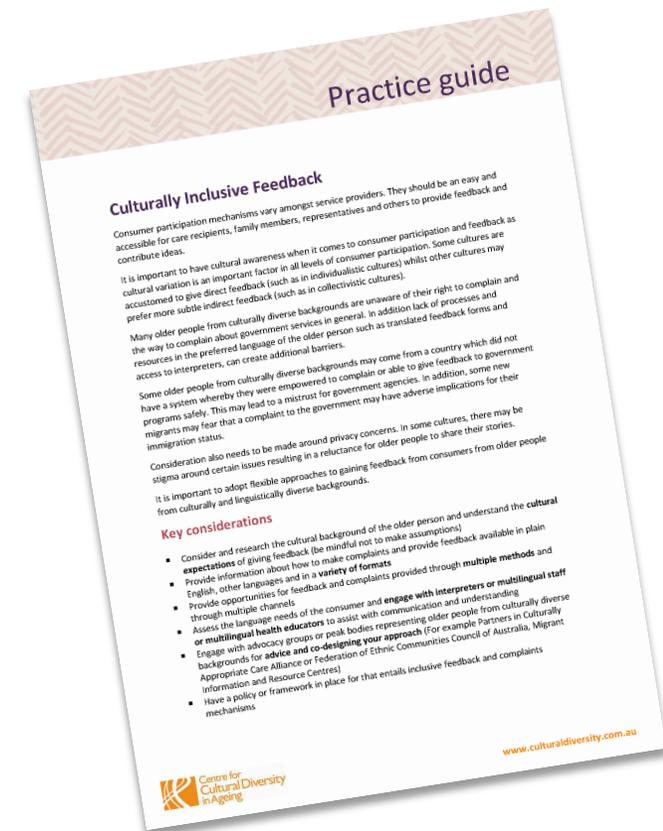
www.culturaldiversity.com.au/inclusive-service-standards

The screenshot displays a grid of six resource cards from the Inclusive Service Standards Online Portal. Each card features an icon, a title, a brief description, and a call-to-action button.

- Top Left Card:** Icon: Information (i). Title: **Inclusive Service Standards Online Portal**. Description: Use the Inclusive Service Standards Portal to self-assess against the Inclusive Service Standards, develop inclusive strategies and action plans. Button: **Access the portal >**
- Top Right Card:** Icon: Document with checkmark. Title: **Tip sheets, Templates and Resources**. Description: Access a range of tip sheets, templates and resources designed to support your organisation to meet the Inclusive Service Standards. Button: **Get the tip sheets, templates and resources >**
- Middle Left Card:** Icon: Open book. Title: **Read the Inclusive Service Standards**. Description: The Inclusive Service Standards provide a framework you can adapt to improve your services and organisational practices so they are welcoming, safe and accessible. Now in its second edition. The **First Edition (July 2018)** is also available. Button: **Get the 2021 Second Edition >**
- Middle Right Card:** Icon: Play button. Title: **Video & discussion guide**. Description: Watch video about the Inclusive Service Standards, and use the accompanying guide to facilitate group discussion. Button: **See the videos & discussion guide >**
- Bottom Left Card:** Icon: Speech bubble. Title: **Online training modules**. Description: These interactive modules combine the key themes of the Inclusive Service Standards with prompts to reflect on your current progress and future options for implementing the standards. Button: **Get the training >**
- Bottom Right Card:** Icon: Pencil. Title: **Organisational Audit and Planning Tool**. Description: Use the Organisational Audit and Planning Tool to review current practices, identify areas for improvement, and undertake further planning and development. Button: **Get the interactive PDF >**

Practice Guides

- Culturally Inclusive Feedback
- Communication
- Data and Demographics
- Food and Nutrition
- Living Environment
- 10 Steps to Developing a Diversity, Equity and Inclusion Plan in Aged Care
- Spiritual Support
- Working with Bilingual Staff
- Interpreters Policies
- Cultural-specific Information
- Digital Inclusion
- Accessing Interpreter Services
- Effective Co-design with Consumers from Culturally and Linguistically Diverse Backgrounds



Download from
culturaldiversity.com.au

Poster

SUPPORTING YOUR ORGANISATION TO BECOME CULTURALLY INCLUSIVE

The Centre for Cultural Diversity in Ageing

WE CAN SUPPORT YOU WITH

- How to apply culturally inclusive care for your consumers and their families
- Diversity and inclusion training and tailored consultations
- Links to multilingual aged and health related resources

Funded by the Department of Health through the Partners in Cultural Appropriate Care Program

 **PICAC**
alliance
Partners in Culturally Appropriate Care

 **Centre for Cultural Diversity in Ageing**
Supported by Senetas

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Download from

culturaldiversity.com.au/about/promotional-posters

Partners in Culturally Appropriate Care program

The Centre for Cultural Diversity in Ageing is funded through the Department of Health, PICAC program.

The Centre forms part of the PICAC Alliance, a national body comprising PICAC funded organisations across Australia.

The Alliance aims to be a voice and discussion conduit into information, training and resources to inform aged and community care services.

picacalliance.org



Increasing Access to Translating and Interpreting Services in Aged Care Project

One of the 2021 Aged Care Royal Commission's key recommendations was to ensure that diversity is core business in aged care. **Increasing Access to Translating and Interpreting Services in Aged Care** is funded by the Department of Health in partnership with Icon Agency and aims to:

- Enhance the ability of senior Australians to access information through the timely and targeted provision of translating and interpreting services
- Produce and translate information to allow aged care providers to communicate key written messages to their care recipients in languages other than English and other accessible formats

Aged care providers can request in-language materials through a dedicated website by registering their request + any additional materials they want translated at

diversityagedcare@iconagency.com.au

Thank you!

Thank you for participating today.

For more information, good practice stories and resources visit

 culturaldiversity.com.au

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