

Recognising Multifaith Initiatives in Aged Care

Wednesday 19 April 2023



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 and Aged Care through the Partners in Culturally Appropriate Care (PICAC) program.

Did you know?

- There are over **420** languages spoken in Australia including **183** Indigenous languages. (Source: SBS)
- The top 5 languages used at home, other than English, are **Mandarin, Arabic, Vietnamese, Cantonese and Punjabi.** (Source: Census 2021)
- Around **37%** of people over 65 years were born overseas. (Source: Census 2021)
- The 2021 Census data collected information from more than **120** religions and faiths.

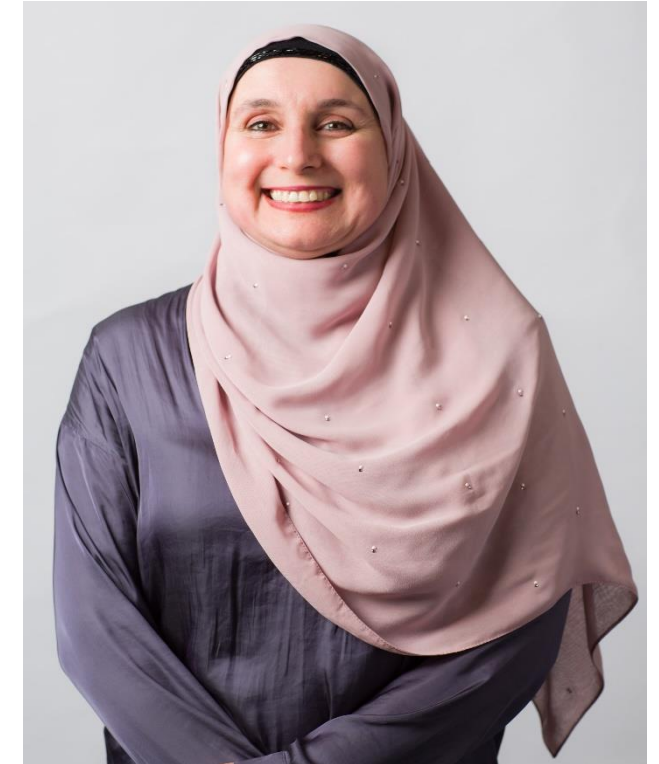
Sherene Hassan

Sherene Hassan is the Director, Education and Community Engagement at the Islamic Museum of Australia

She served as Vice President and Executive Committee Member of the Islamic Council of Victoria for eight years. To date she has conducted over 1,000 information sessions on Islam to diverse audiences ranging from the Flying Fruit Fly Circus Schools to the Australian Federal Police.

In 2016, Sherene was selected as 'Muslim Woman of the Year' at the Australian Muslim Achievement Awards. In January 2018, she was awarded a Medal of the Order of Australia.

Sherene also works closely with educators to align the Islamic Museum's education programs to the National and Victorian Curriculum.



Rabbi Gabi Kaltmann

Rabbi Gabi leads the Ark Centre based in Hawthorn East.

Through his openness and inclusive approach to Judaism, Rabbi Gabi has redefined the 21st Century synagogue within the context of Modern Orthodoxy with the greater focus on song and spirituality.

Rabbi Gabi is part of the Victorian Government's Anti-Racism Taskforce and President of the Jewish Christian Muslim Association. He also holds a Master of Social Work and is Chairman of Melbourne Fight Back Against Parkinsons Group Inc, a non-for-profit charity that assists people with Parkinson's disease.



Jasbir Singh Surapada

Jasbir Singh is Chairperson of the Sikh Interfaith Council of Victoria. He is also a member of the Multifaith Advisory Group; Spiritual Health Association; Faith Communities Council of Victoria; Victoria Police Multi-Faith Council; Victorian Council of Churches Emergencies Ministry; Casey, Cardinia and Dandenong Interfaith Network; and the Victorian Sikh Gurduaras Council.

Jasbir is founding Director of the Sikh Australian Support for Family Violence Inc.



Dr. Diana Cousens

Dr Diana Cousens has represented the Buddhist community in Melbourne in interfaith dialogue over the past 22 years. She is the Vice-President of the Buddhist Council of Victoria.

She was appointed by HH Sakya Trizin, head of the Sakya lineage of Tibetan Buddhism, as the representative in Melbourne from 1997 to 2008. During that time she was the Director of the Melbourne Sakya Centre.

She represents the Buddhist community on the Victorian State Government's Multifaith Advisory Group.



Jacquie Molloy

Jacquie is responsible for all projects and communications at Meaningful Ageing Australia.

Prior to working in the aged care sector, she spent more than three decades as a corporate communications strategist, coach and consultant, focusing on leadership communications.



Panel Discussion

Q1: What do aged care organisations need to know when delivering care for your faith communities including the diversity of your communities and key considerations in supporting your communities in the ageing process?

Q2: What resources are available to support diversity in spiritual care?



Multi-faith Groups in Aged Care: An Islamic lens
Sherene Hassan, Islamic Museum of Australia

Dealing with Muslim Patients

- Treat each person as an individual
- Muslims are extremely diverse



Dealing with Muslim Patients



- Some Muslims are uncomfortable with shaking hands or sustained eye contact with the opposite gender
- Cultural practices that exist in some Muslim countries often contradict Islamic teachings

General considerations

- Be wary of unconscious bias, always better to consult and not assume
- Visitation of the sick is a highly virtuous act in Islam
- Respect of the elderly is paramount; Mr/Mrs Aunty/Uncle
- Avoid use of family for interpreting
- Cue cards/ward communication tool for NESB

Religious Requirements

- Halal food options at every meal; if not available vegetarian or seafood is fine
- Practicing Muslims will need to perform their five daily prayers
- They may insist on fasting (even though the Quran specifically exempts the elderly and sick people from fasting)



Attitude to death

- “It is not given to any soul to die, save by the leave of God, at an appointed time.” (Qur’an 3:145)
- Death is part of the destiny fixed by God for every individual



Rites Of Death

- Family members encouraged to recite Quran on a dying person
- Burial - never cremation
- Washing and shrouding of body
- Funeral arrangements are very simple
- As soon as possible
- Muslim funeral services- contact larger Mosques

Final thought



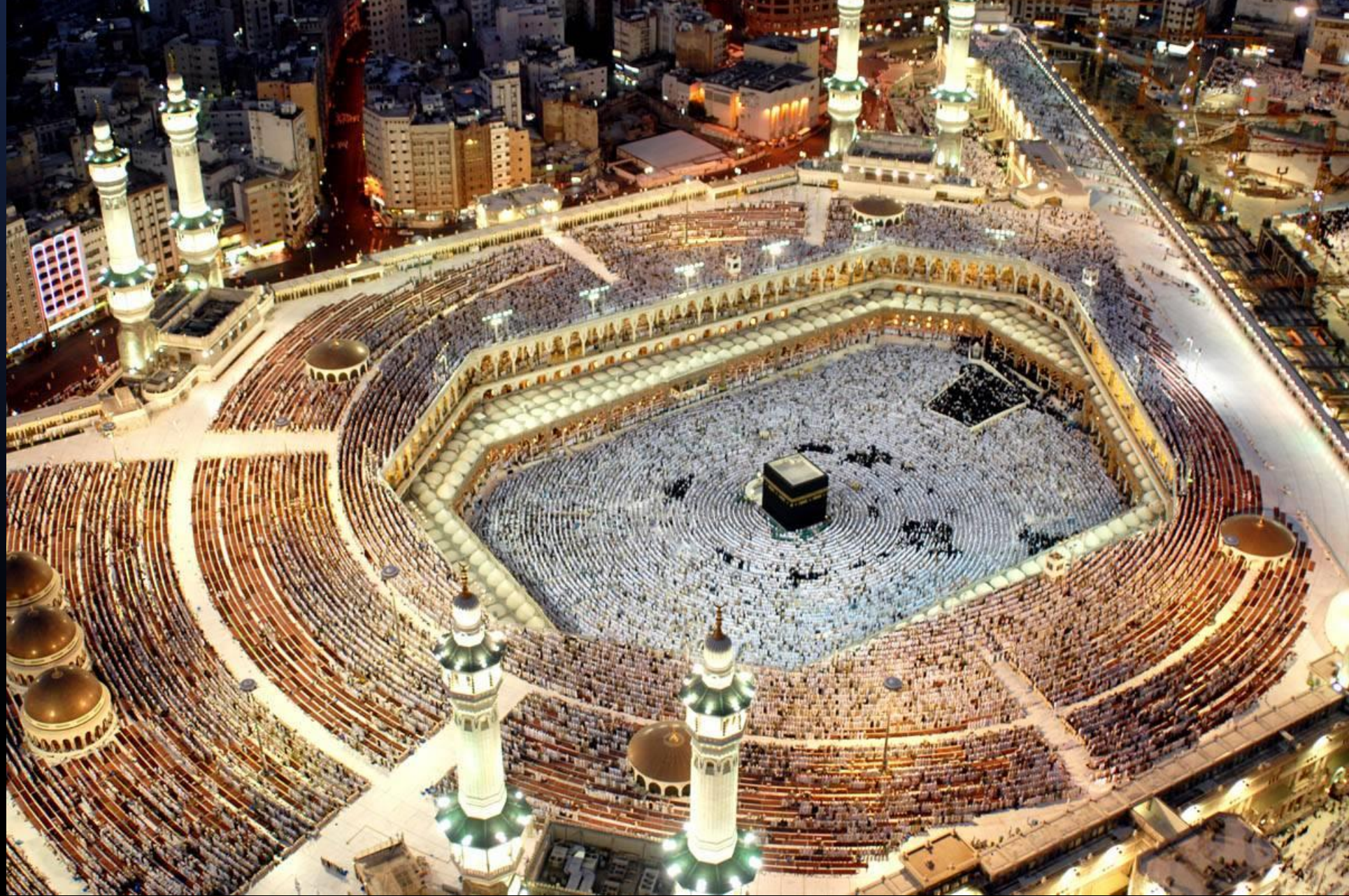
- Don't assume a Muslim's behaviour is due to their religion
- It may be their culture, local customs, upbringing, or simply their personality type

For More Support and Professional Development

- Contact the Islamic Museum of Australia for Cultural awareness training
- Contact Islamic Council of Victoria (ICV) to enquire about their hospital chaplaincy program



www.icv.org.au



sherene.hassan@islamicmuseum.org.au



Needs of the Buddhist Community in Aged Care

Dr Diana Cousens, Vice-President of the Buddhist Council of Victoria in Australia
Webinar panel: Recognising Multifaith Initiatives in Aged Care
Organised by the Centre for Cultural Diversity in Ageing, supported by Benetas
19 April 2023



Community Diversity

- Two kinds of Buddhists (like Catholic and Protestant)
 - Theravada
 - From Thailand, Cambodia, Laos, Burma, Sri Lanka, Indonesia. Prayers in Pali language.
 - Mahayana
 - From Tibet, China, Vietnam, Korea, Japan, Mongolia, Nepal, Bhutan. Prayers in different languages.



Key Considerations

- ▶ Language
 - ▶ Helpful to have staff who speak community languages
- ▶ Food
 - ▶ Culturally specific, using different ingredients and methods of cooking
 - ▶ Maybe vegetarian on specific days corresponding to a sacred calendar
- ▶ Sense of the sacred
 - ▶ May want a shrine in their room, visits by monks and nuns, visits to temples.

Balance – Principles of Yin and Yang

- This is particularly important in the Chinese and Vietnamese communities and it comes from Taoism.
- Yin – female principle
 - Characterised as cold and weak
- Yang – male principle
 - Characterised as hot and strong





Yang foods – associated with fire and produce heat

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- Alcohol
 - Apricot
 - Beef
 - Caffeine
 - Capsicum
 - Cayenne pepper
 - Chicken
 - Chilli
 - Cinnamon
 - Eggs
 - Flour
 - Fried foods
 - Garlic
 - Ginger
 - Goat
 - Lamb
 - Oats
 - Onions
 - Peanuts
 - Pepper
 - Pumpkin
 - Salmon
 - Sardines
 - Shellfish
 - Sweet potato
 - Wheat



Yin foods – associated with water and are cooling

- Apples
- Bananas
- Beans
- Bean sprouts
- Bok choy
- Broccoli
- Cabbage
- Cantaloupe
- Cauliflower
- Celery
- Chickpeas
- Cucumber
- Grapes
- Honey
- Leeks
- Lettuce
- Kale
- Mushrooms
- Pears
- Seaweed
- Soybeans
- Spinach
- Tofu
- Turnips
- Water
- Watermelon
- Yoghurt
- Zucchini



Neutral foods – somewhere in the middle

- Carrots
- Dates
- Duck
- Peaches
- Peas
- Pork
- Rabbit
- Raisins
- Rice

Source: <https://www.mindbodygreen.com/articles/tcm-yin-yang-foods>



The Buddhist Sacred Calendar


- Buddha's Birthday (Vesak)
- Lunar New Year
- Ancestor's Remembrance Day (Mahayana)
- Full moon and new moon days
- Other days depending on nationality
 - May require special diets, temple visits, rituals, visits by monastics.



Ideal Aged Care Facility: Mekong Cairnlea for the Vietnamese

- Built near to a Vietnamese Buddhist temple in Cairnlea (Deer Park)
- Residents' rooms have shrines
- Committed shrine room
- Culturally appropriate food
- Staff at all levels speak Vietnamese
- Temple members are on the Board, on staff, and are residents
- Beautiful gardens with Buddhist statues
- Weekly T'ai Chi classes
- Regular temple trips

Source: <https://iera.org.au/services/mekong-cairnlea-vietnamese-aged-care/>



Managing the Generation Gap – Get to know your resident

- Younger Buddhists who are born in Australia may have less understanding of cultural traditions so may not be able to inform staff of cultural requirements.
 - Ask questions and get to know your resident.
- Good for residents to have an Advanced Care Directive.
- Good to have an 'About Me' book with family photos, visiting temples, giving offerings, their life story.
- What do they like? Maybe listening to particular music, Buddhist teachings. Provide headphones and iPad.
- Aspiration for beauty and harmony, such as to spend time in beautiful gardens, ideally with Buddhist images.

Facilitating Buddhist practice

- Ask home temple for prayers and chants and obtain hard copies.
- If monks or nuns visit contact family, give cash donation in envelope. Ordained persons are called 'Sangha' in Sanskrit.
- Provide prayer beads, either bracelet or necklace length.
- A laminated chart on the wall can be good with:
 - Name they prefer used
 - Food preferences
 - Statement such as, 'My Buddhist practice is important to me'.
- Arrange culturally appropriate arts & crafts such as calligraphy, origami, printing prayer flags, kite making, decorative paper cutting, tea ceremony, growing bonsais. There are many more.
- Reassure that end of life arrangements have been made.



Where to go for support

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

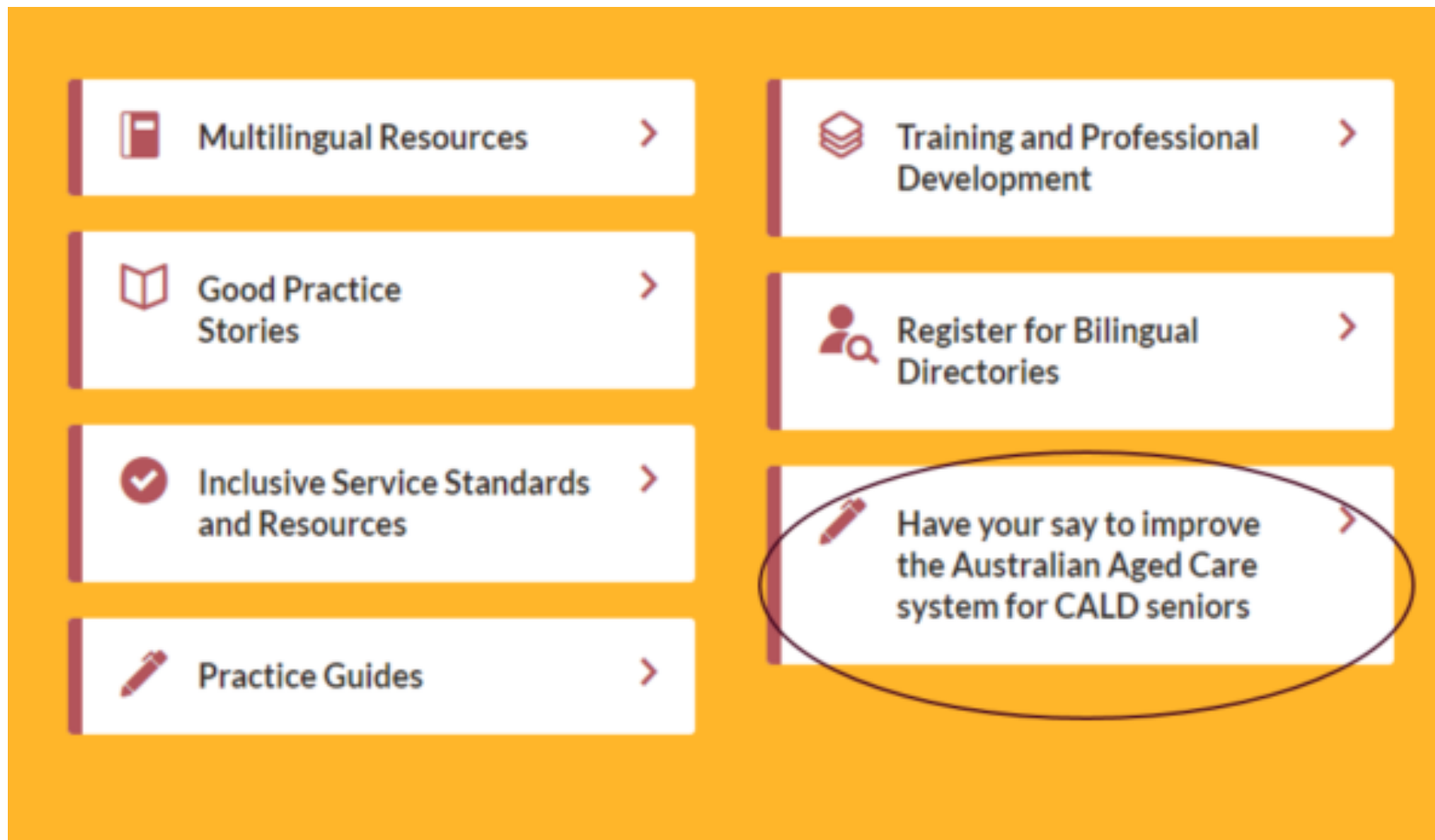
June Cultural Awareness Walk & Talk – Hidden Culture/Decolonising Melbourne with Uncle Shane Charles (Face-to-Face Victoria)

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

Have your say survey on our homepage



culturaldiversity.com.au

Everybody has a story – free learning module



Everybody has a story

Delivering culturally inclusive care



Everybody has a story: Delivering culturally inclusive care module by the Aged Care Quality and Safety Commission was created in partnership with the Centre for Cultural Diversity in Ageing.

To learn more visit:

culturaldiversity.com.au/training-development/everyone-has-a-story

Podcast

One size does not fit all

The Centre for
Cultural Diversity
in Ageing Podcast

To listen visit:

culturaldiversity.com.au/news-and-events/podcasts



Listen on Spotify



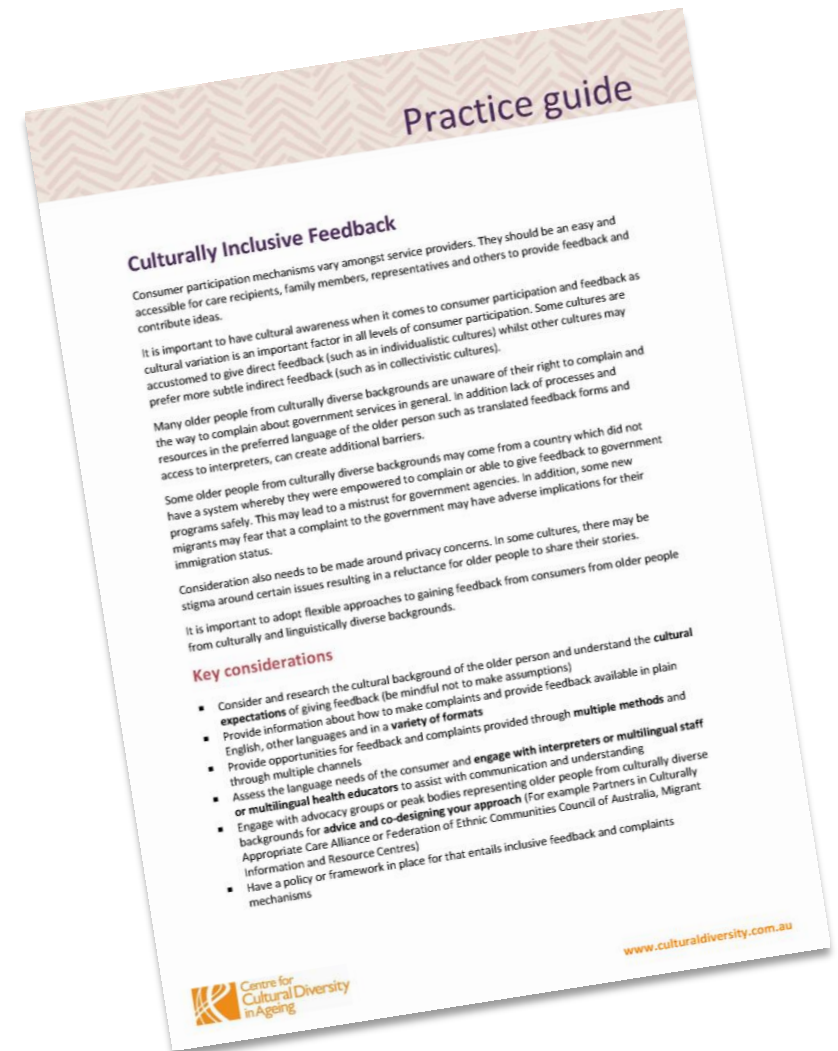
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Practice Guides

- Culturally Inclusive Feedback
- Communication
- End-of-Life Care
- 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
- Accessing Diverse Media
- Digital Inclusion
- Accessing Interpreter Services
- Effective Co-design with Consumers from Culturally and Linguistically Diverse Backgrounds



Download from
culturaldiversity.com.au

Poster



Download from

culturaldiversity.com.au/about/promotional-posters

Different languages, same aged care

One of the 2021 Aged Care Royal Commission's key recommendations was to ensure that diversity is core business in aged care. **Different languages, same aged care** is funded by the Department of Health and Aged Care 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.health.gov.au

Partners in Culturally Appropriate Care program

The Centre for Cultural Diversity in Ageing is funded through the Department of Health and Aged Care, 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



Thank you!

Thank you for participating today.

For more information, good practice stories and resources visit



culturaldiversity.com.au



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Thank you Sarah Burrell-Davis
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