

# Cultural Care Compass Planning Tool



Centre for  
Cultural Diversity  
in Ageing

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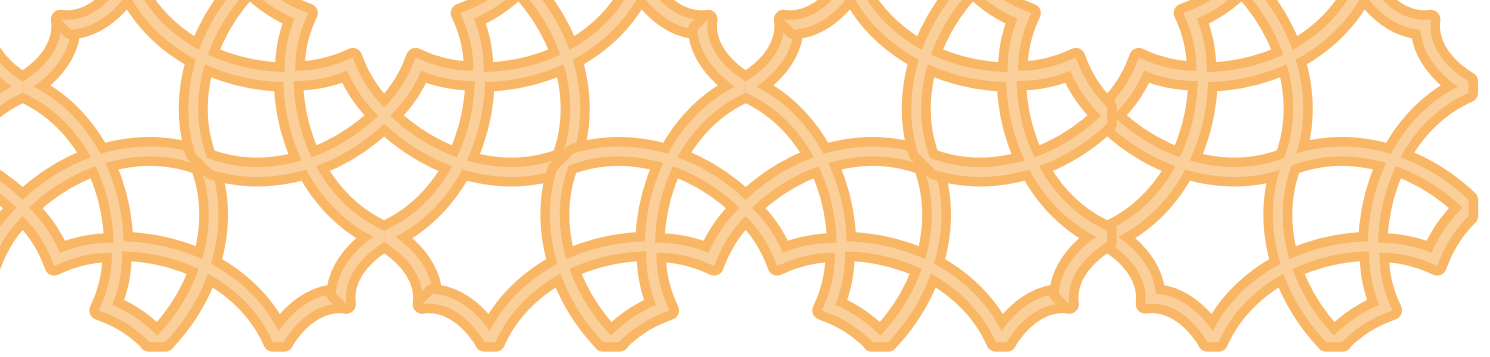
# Contents

About us .....	4
About the Cultural Care Compass Planning Tool .....	5
Alignment with the Strengthened Aged Care Quality Standards .....	5
How to use the Tool .....	5
Your Organisation .....	6
Standard 1: The Person .....	7
Standard 2: The Organisation .....	8
Standard 3: Care and Services .....	10
Standard 4: The Environment .....	12
Standard 5: Clinical Care .....	13
Standard 6: Food and Nutrition .....	14
Standard 7: The Residential Community .....	15
Next Steps .....	15

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## About us

The Centre for Cultural Diversity in Ageing provides expertise in inclusive service provision for the Australian aged care sector. We support the aged care sector to improve outcomes for older people from culturally and linguistically diverse backgrounds.

For more information and resources go to:  
**[culturaldiversity.com.au](http://culturaldiversity.com.au)**



## About the Cultural Care Compass Planning Tool

The Cultural Care Compass Planning Tool assists aged care organisations to become better equipped to address the diverse needs of their consumers. The tool enables people working in aged care to take a systemic and holistic approach to improving their organisation's current services and practices so they are welcoming, safe and accessible for everyone.

By meeting the Cultural Care Compass Performance Indicators, aged care services will be able to:

- better meet the needs of consumers from diverse backgrounds
- empower these consumers to make informed decisions about the service they receive;
- deliver flexible, accessible services free of barriers and discrimination;
- implement a consumer directed approach; and
- achieve quality outcomes for all consumers.

## Alignment with the Strengthened Aged Care Quality Standards

The Cultural Care Compass Planning Tool complements the diversity approach embedded within the strengthened Aged Care Quality Standards (2025). These 7 Standards require all aged care organisations to deliver inclusive and non-discriminatory care and services.

Meeting the performance measures listed in this tool provides evidence that your organisation has embedded an inclusive, non-discriminatory approach in its care and service delivery.

Each performance measure aligns with the relevant strengthened Aged Care Quality Standards requirements set out by the Aged Care Quality and Safety Commission.

Providing culturally appropriate, safe and non-discriminatory high-quality care also aligns with the legislative stipulations of the [Racial Discrimination Act 1975](#).

The themes of the Tool may support providers in preparing to apply for CALD [Specialisation Verification](#).

## How to use the Tool

This tool has been designed for self-assessment, enabling aged care organisations to:

- Evaluate current practices against performance measures
- Identify key areas for improvement
- Plan and implement strategic developments to achieve inclusive care.

To get started, download the PDF version of the tool. Open it using a PDF reader such as the free [Adobe Acrobat Reader](#). You can easily enter text and save your progress.



# Your Organisation

**Note:** If your organisation delivers home care, Standards 6 and 7 do not apply.

Organisation name	Organisation service areas (e.g. home care, respite care, residential care)	Organisation service locations by state/territory	Name & role of person completing the tool	Date	Date for next review

## Standard 1: The Person

This Standard underpins how providers and workers are expected to treat older people. It's relevant to all Standards and reflects important concepts about dignity, respect, individuality, diversity, independence, choice, control, culturally safe care, and dignity of risk.

Measure	CCC performance indicator	Done	Could do better	Did this well	Evidence	Actions for improvement	Alignment with
1a	<b>Support older people to communicate in their preferred language.</b>  <b>Example:</b> <ul style="list-style-type: none"> <li>Support a client to read or write in their preferred language</li> <li>Display signs in preferred language</li> <li>Use electronic translators</li> <li>Employ staff to match cultural &amp; linguistic needs of older people.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 4, 5, 6, 7
1b	<b>Procedures in place to report &amp; address incidents of racism experienced by the older person.</b>  <b>Example:</b> Incident reports, follow-up actions, staff training on racism.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3
1c	<b>Encourage staff to learn about the culture of the older person.</b>  <b>Example:</b> <ul style="list-style-type: none"> <li>Cross cultural communication</li> <li>Faith &amp; food practices</li> <li>Key phrases &amp; greetings</li> <li>Adapting lifestyle activities to the culture of the older person</li> <li>Celebrate cultural &amp; significant days with older people or in the wider community.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 3, 4, 5, 6, 7
1d	<b>Provide &amp; facilitate services that enable older people to celebrate &amp; express cultural &amp; religious activities.</b>  <b>Example:</b> Cultural & significant days noted in policy documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 4, 5, 6, 7
1e	<b>Intake, assessment &amp; care planning documentation captures the older person's background, culture, beliefs, life experiences, choices for care, communication needs &amp; preferences. This documentation is regularly reviewed.</b>  Centre for Cultural Diversity in Ageing's Cultural Care Plan captures this information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 4, 5, 6, 7

## Standard 2: The Organisation

The intent of Standard 2 is to establish the expectations of the governing body to meet the requirements of the Quality Standards and deliver quality care and services. The governing body sets the strategic priorities for your organisation and promotes a culture of safety and quality.

The governing body is also responsible for:

- Driving and monitoring improvements to care and services
- Engaging with stakeholders including older people, their families, carers, and workers.

The governing body relies on insights from stakeholder engagement and data on care quality to inform its decisions.

Your organisation's governance systems and workforce are critical to the delivery of safe, quality, effective and person-centred care for every older person. They are also essential for driving continuous improvements in care and service delivery.

Measure	CCC performance indicator	Done	Could do better	Did this well	Evidence	Actions for improvement	Alignment with
2a	All workers receive regular training on culturally appropriate care (including agency workers & subcontractors).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 2, 3, 5, 6, 7
2b	Regular training for staff to be better equipped to communicate with older people who don't speak English well and/or have other communication needs relating to disability or literacy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 2, 3, 5, 6, 7
2c	Provide regular training for staff to support the care needs of older people who have experienced trauma, such as those with refugee or traumatic migration experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 5, 7
2d	Procedures in place to report & address incidents of racism experienced by the older person.  Example: incident reports, follow-up actions, staff training on racism.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 5, 7
2e	Marketing materials, lifestyle calendars, menus, & client feedback forms are translated & reflect the cultural diversity of older people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3
2f	Involve culturally diverse older people in Consumer Advisory Groups (this is a mandated requirement).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 4, 5, 6, 7



Measure	CCC performance indicator	Done	Could do better	Did this well	Evidence	Actions for improvement	Alignment with
2g	<p><b>Encourage older people to provide &amp; expect feedback in their preferred language &amp; method.</b></p> <p>Method could be oral, written, paperbased, online, video or audio.</p> <p>Encourage staff to access interpreting services to facilitate feedback.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 4, 5, 6, 7
2h	<p><b>A dedicated staff member &amp; a strategy supporting diversity, equity, inclusion &amp; belonging &amp; approaches for continuous improvement in diversity</b></p> <p>Accessible, culturally appropriate services are mapped, evidenced &amp; actioned as part of business planning.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2
2i	<p><b>Language services policy.</b></p> <p>Example: Your organisation is aware of how to engage &amp; use interpreting &amp; translating services</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3,
2j	<p><b>Collect client data on cultural &amp; linguistic diversity on an ongoing basis.</b></p> <p><b>Example:</b></p> <ul style="list-style-type: none"> <li>• Diversity surveys</li> <li>• Update client recording systems to include fields for capturing diversity data</li> <li>• Align data collection practices with research &amp; guidelines for collecting diversity data effectively &amp; ethically.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2
2k	<p><b>Consumer feedback surveys include questions about cultural inclusion &amp; culturally appropriate care.</b></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2
2l	<p><b>Consider becoming a CALD Specialist Provider. Work towards meeting the criteria for being a CALD Specialist Provider under the Specialisation Verification Framework.</b></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 2

## Standard 3: Care and Services

This Standard explains how organisations should deliver care and services for all types of services (noting that other Standards address requirements for specific service types).

Effective assessment and planning, communication and coordination are essential. They rely on a strong and supported workforce (as described in Standard 2) and are critical to the delivery of quality care and services that meet the older person's needs, are tailored to their preferences and support them to live their best lives.

Measure	CCC performance indicator	Done	Could do better	Did this well	Evidence	Actions for improvement	Alignment with
3a	<b>Adapt services to meet the individual cultural, linguistic, faith &amp; spiritual needs of older people including those living with dementia</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 4, 5, 6, 7
3b	<b>Support older people to have access to information, diverse entertainment &amp; media options in their preferred languages.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 6, 7
3c	<b>Enable older people to connect with family members overseas via technology.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 3, 7
3d	<b>Support for older people affected by global events. This could be war, conflict, natural disasters or political oppression.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 3
3e	<b>Support older people to have choice regarding the gender of care workers – when required for religious reasons &amp; where it's feasible to accommoodate.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 3, 5, 7
3f	<b>Intake, assessment &amp; care planning documentation captures the older person's background, culture, beliefs, life experiences, choices for care, communication needs &amp; preferences.</b>  <b>This documentation is regularly reviewed.</b>  Centre for Cultural Diversity in Ageing's Cultural Care Plan captures this information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 5, 7

Measure	CCC performance indicator	Done	Could do better	Did this well	Evidence	Actions for improvement	Alignment with
3g	<p><b>Link culturally &amp; linguistically diverse older people, including those who are socially isolated &amp; lonely, with culturally diverse older people &amp; culturally specific or multicultural organisations, community leaders &amp; groups.</b></p> <p>For example, your organisation accesses the Aged Care Volunteer Visitors Scheme.</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 3, 5, 6, 7
3h	<p><b>Support older people to access spiritual &amp; religious leaders, including at end of life.</b></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 3, 6, 7
3i	<p><b>Adapt services to meet the individual cultural, linguistic, faith &amp; spiritual needs of older people during end of life care.</b></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 3, 5, 6, 7

## Standard 4: The Environment

The intent of this Standard is to make sure older people receive care and services in a physical environment that is safe, supportive and meets their needs. Effective infection prevention and control measures are a core component of service delivery to protect older people, their families, carers and workers.

Measure	CCC performance indicator	Done	Could do better	Did this well	Evidence	Actions for improvement	Alignment with
4a	Support older people in residential aged care to practice their faith in accordance with their wishes. This includes access to a multi-faith prayer room.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 4, 7
4b	Culturally sensitive written signage & visual aids in multiple languages throughout your facility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 4, 7
4c	Regularly update staff on best practices for infection control. Consult with culturally diverse older people, carers, family members, & experts about infection control.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 4
4d	Where appropriate, regularly talk to culturally diverse older people about equipment being used & the physical environment of your facilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 4



## Standard 5: Clinical Care

Standard 5 aims to support providers to improve the quality and safety of clinical care. It provides a nationally consistent statement about the quality of clinical care older people can expect when receiving aged care services.

Older people in aged care typically have greater and more complex health needs compared to the general population. Complex needs require a coordinated, multidisciplinary response involving both the health and aged care systems.

Measure	CCC performance indicator	Done	Could do better	Did this well	Evidence	Actions for improvement	Alignment with
5a	<b>Provide training on delivering culturally appropriate clinical care &amp; communicates care procedures to older people who don't speak English well.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 5, 7
5b	<b>All workers receive training on trauma awareness in aged care. This includes worker wellbeing.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 5, 7
5c	<b>Procedures in place to report &amp; address incidents of racism experienced by the older person.</b> Example: Incident reports, follow-up actions, staff training on racism.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 5, 7
5d	<b>Support older people to access spiritual &amp; religious leaders, including at end of life.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 5, 7
5e	<b>Adapt services to meet the individual cultural &amp; spiritual needs for older people living with dementia.</b> Example: Culturally appropriate dementia care plans, family or carer involvement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 5, 7
5f	<b>Support older people to have choice regarding the gender of care workers. When required for religious reasons &amp; where it's feasible to accommodate.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 5, 7
5g	<b>Regular training on culturally appropriate care.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 5, 7
5h	<b>Regular training on trauma informed care.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 5, 7

## Standard 6: Food and Nutrition

**Note: Standard 6 applies only to residential care services.** Access to nutritious food is a fundamental human right. The experience of sharing food and drink with other older people, friends, family and carers is important for many older people.

Providers must draw on Standard 3 to make sure their food services are informed by robust assessment and planning aligned with the needs, goals and preferences of older people.

It's also critical for providers to:

- Monitor older people for malnutrition and dehydration
- Respond appropriately when concerns are identified (as addressed in Standard 5).

Measure	CCC performance indicator	Done	Could do better	Did this well	Evidence	Actions for improvement	Alignment with
6a	<b>Support older people to use utensils that meet their food practices.</b> Example: Chopsticks, hands, or cutlery significant to them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 6, 7
6b	<b>Support older people to request culturally required diets including appropriate spices &amp; condiments.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 6, 7
6c	<b>Cater for older people with cultural dietary requirements.</b> <b>Conduct food service audits to consistently meet culturally appropriate dietary requirements.</b> Example: Halal, Vegetarian, Kosher, Vegan, Mediterranean diet, fasting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 6, 7
6d	<b>Support older people to share their food knowledge &amp; recipes with workers and/ or participate in cooking activities or demonstrations.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 3, 6, 7
6e	<b>Support older people to have opportunities to share food &amp; drinks with other older people, friends, family &amp; carers.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 6, 7

## Standard 7: The Residential Community

**Note: Standard 7 applies to residential care services or providers registered under Category 6.** A residential community often includes members from diverse cultures and backgrounds. It's important that each older person's culture is respected and their diversity valued so they feel included, safe and at home.

Given the scope of responsibility in residential care, providers have increased requirements to:

- Make sure older people have access to other services
- Coordinate planned transitions to or from the service, maximising continuity of care.

Measure	CCC performance indicator	Done	Could do better	Did this well	Evidence	Actions for improvement	Alignment with
7a	Partner with culturally & linguistically diverse older people & ethno-specific or multicultural organisations & community leaders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 5, 7
7b	Offer regular culturally appropriate lifestyle activities to older people in residential aged care that reflect their culture, faith & spirituality.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 5, 7
7c	Enable and support older people to celebrate cultural & religious activities & festivals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 7
7d	Support older people to have access to information, diverse entertainment & media options in their preferred languages.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 5, 7
7e	Actively link culturally & linguistically diverse older people, including those who are social isolated & lonely, with cultural & community groups  Example: The organisation accesses the Aged Care Volunteer Visitors Scheme.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 5, 7

## Next Steps

We hope you found the Cultural Care Compass Planning Tool useful and encourage you and your team to refer to it regularly.

As your organisation progresses, update the tool to reflect your improvements. Continue working towards making your services and practices welcoming, safe and accessible for everyone. The benefits for your team, your organisation and the older people you work with will be significant.

## Acknowledgement

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, their ancestors and Elders, both past, present and emerging and acknowledge their continuing connection to land, sea and community. We hope our work contributes to fostering respect and recognition between cultures in Australia.

We also acknowledge the ongoing support of the Australian Government Department of Health and Aged Care, Benetas and the Partners in Culturally Appropriate Care (PICAC) Alliance.

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## Authors

The Cultural Care Compass Planning Tool was developed by Lisa Tribuzio, Magdalena Ojeda, and Nikolaus Rittinghausen in 2025 and draws on the Inclusive Service Standards Audit and Planning Tool published by the Centre for Cultural Diversity in Ageing in 2018, and updated in 2023.

## Enquiries

For enquiries about this Planning Tool and other resources, please contact the team at Centre for Cultural Diversity in Ageing at [info@culturaldiversity.com.au](mailto:info@culturaldiversity.com.au).



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