

Challenges of Home Care and CHSP Providers caring for Culturally and Linguistically Diverse (CALD) Seniors

A collaboration between The Centre for Cultural Diversity in Ageing, the Partners in Culturally Appropriate Care (PICAC) Alliance, and the National Ageing Research Institute (NARI)

Results of the online survey, November 2024

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, and present.

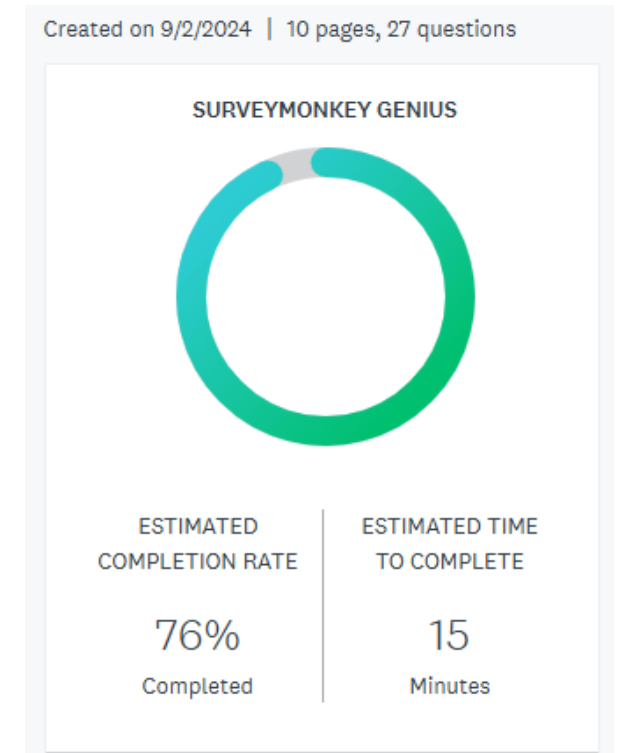
We acknowledge their continuing connection to land, sea and community.

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

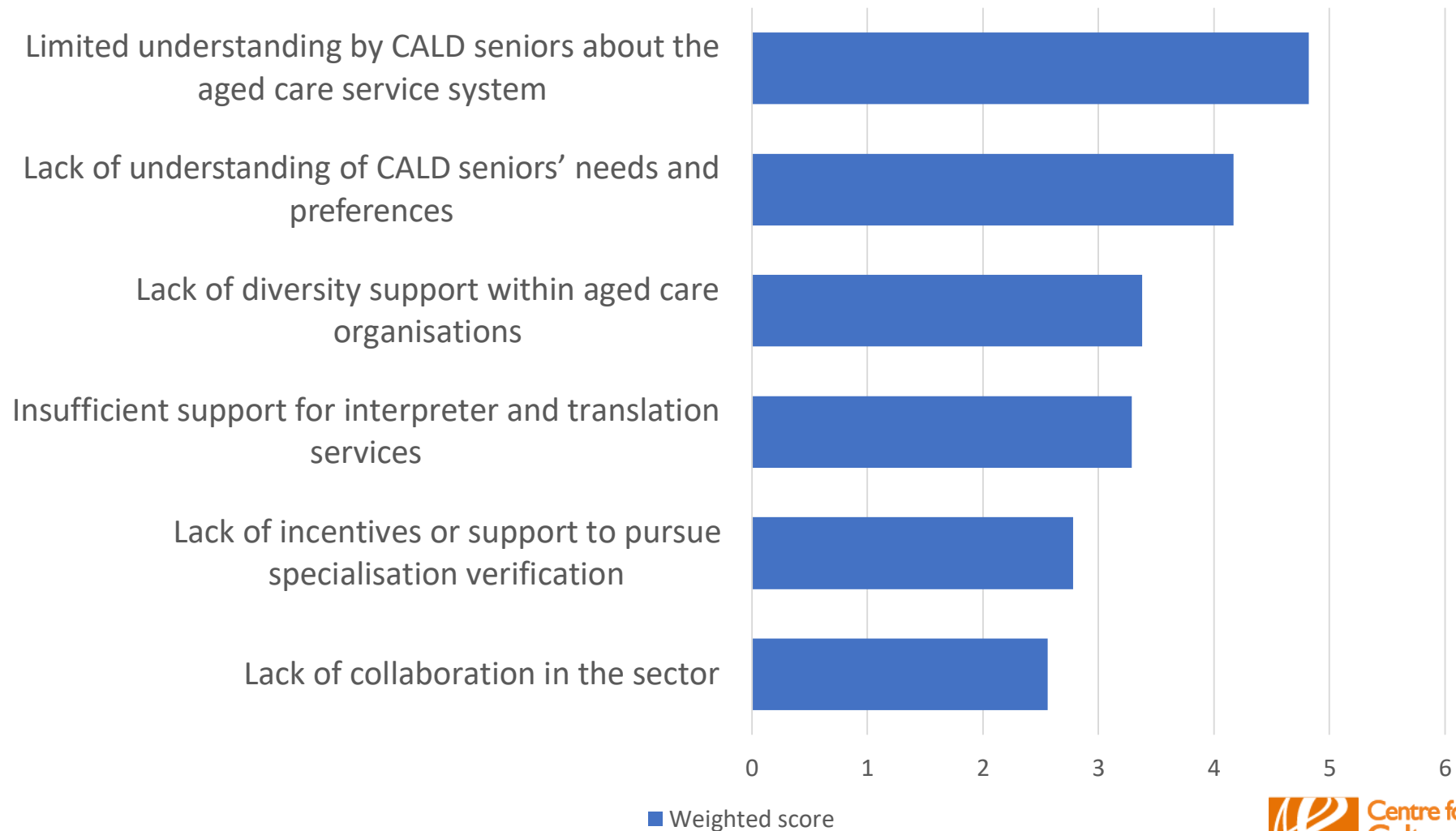
We hope our work contributes to fostering respect and recognition between cultures in Australia.

About the survey

- Website tool: Survey Monkey
- Number of questions: 27
- 113 responses during the period (18 September to 7 November 2024)
- Channels: Specific newsletter announcing it in addition to proactive target by CCDA admin
- Majority of responses coming from Home Care services in Victoria (37%, 42) and New South Wales (33%,37) operating in Metro areas (70%, 79).
- Majority of responses deliver a Mainstream service (40%, 46) and a Multicultural Service (39%, 44)

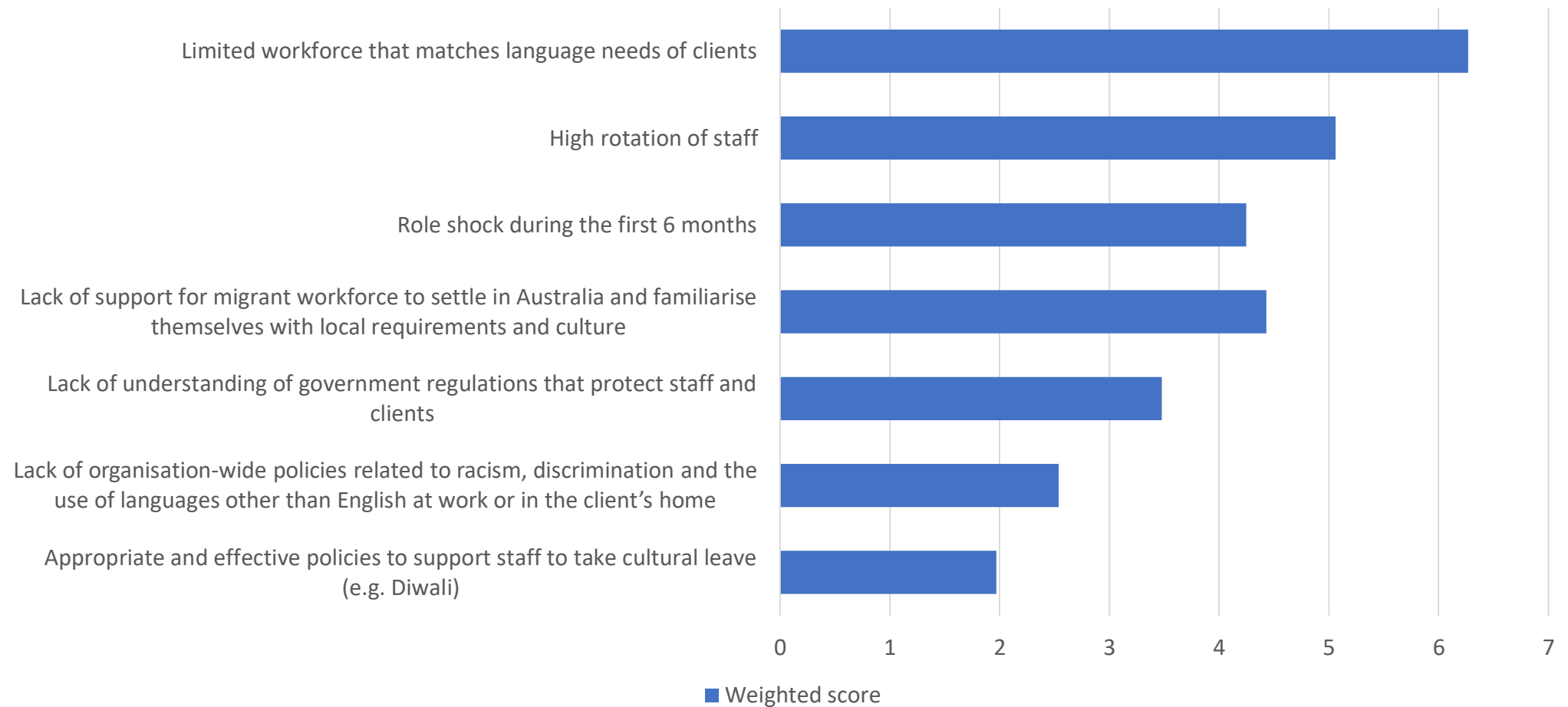


Limited understanding of the aged care service system by CALD seniors was the most important challenge that providers faced



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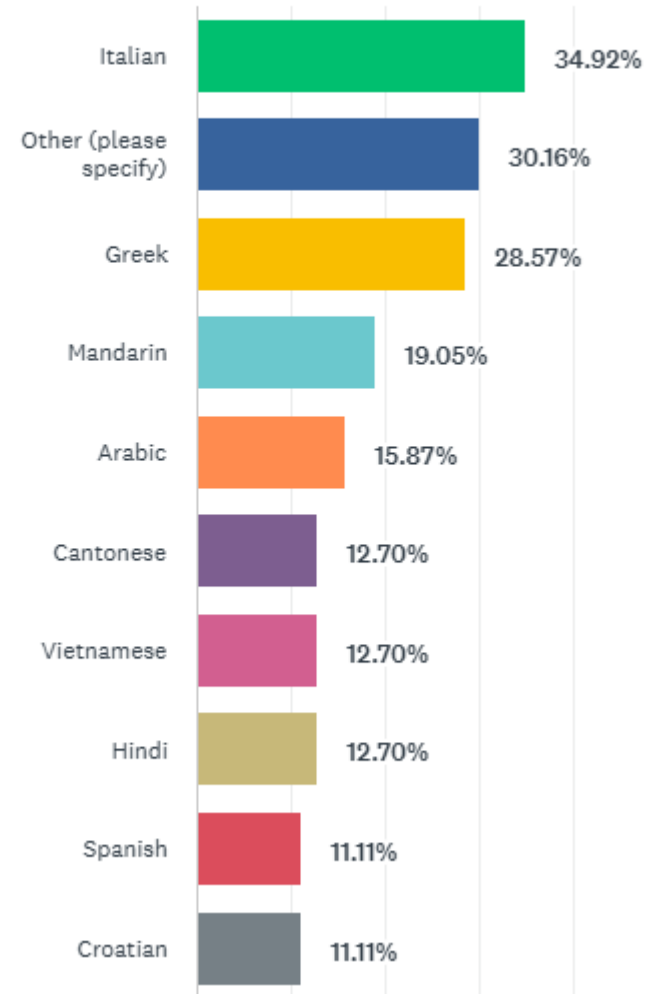
Limited workforce that matches language needs of clients was the main challenge in term of workforce faces by home care providers



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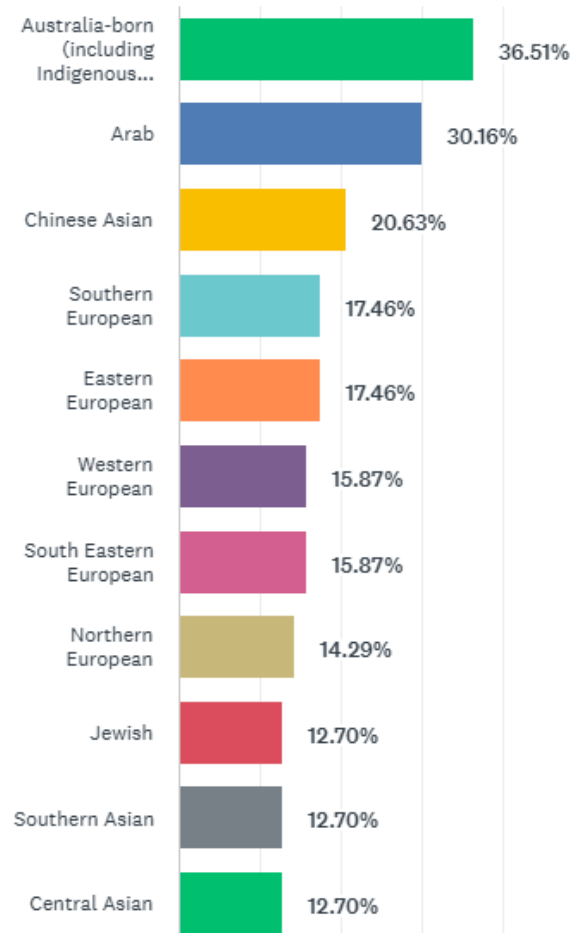
Home care providers found it hardest to find staff proficient in Italian, Greek and Mandarin

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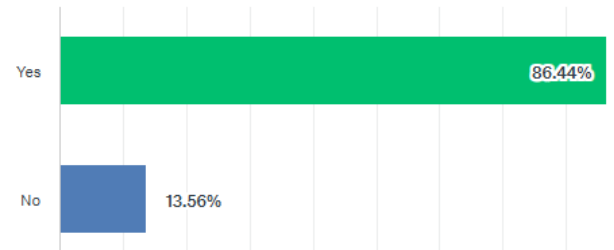
The top three ethnic groups hardest to find home care workers from were Australia-born (including Indigenous Australian), Arabs and Chinese

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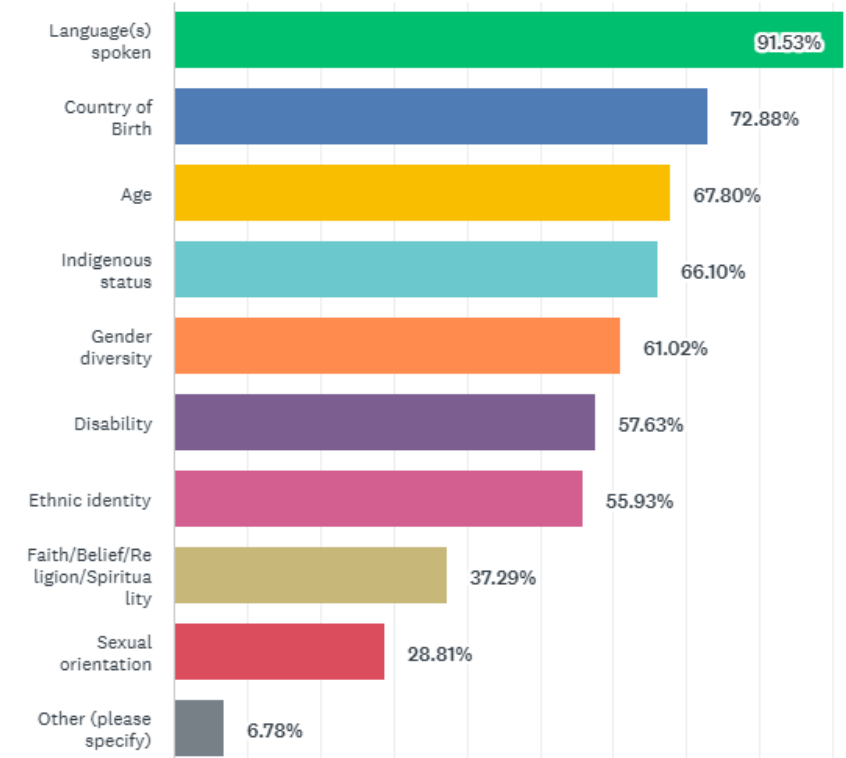


86% of home care organisations collect data about the diversity of their workforce and take into account the language, country of birth and age

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Answered: 59 Skipped: 54

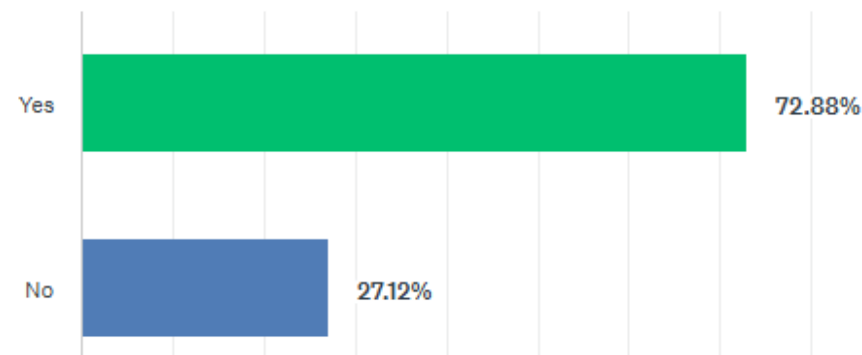


Those that answered NO (9) said:
Unsure (why not)
Don't have capacity for data analysis

Majority of home care providers match CALD clients with CALD personal care workers, and the main consideration is the language

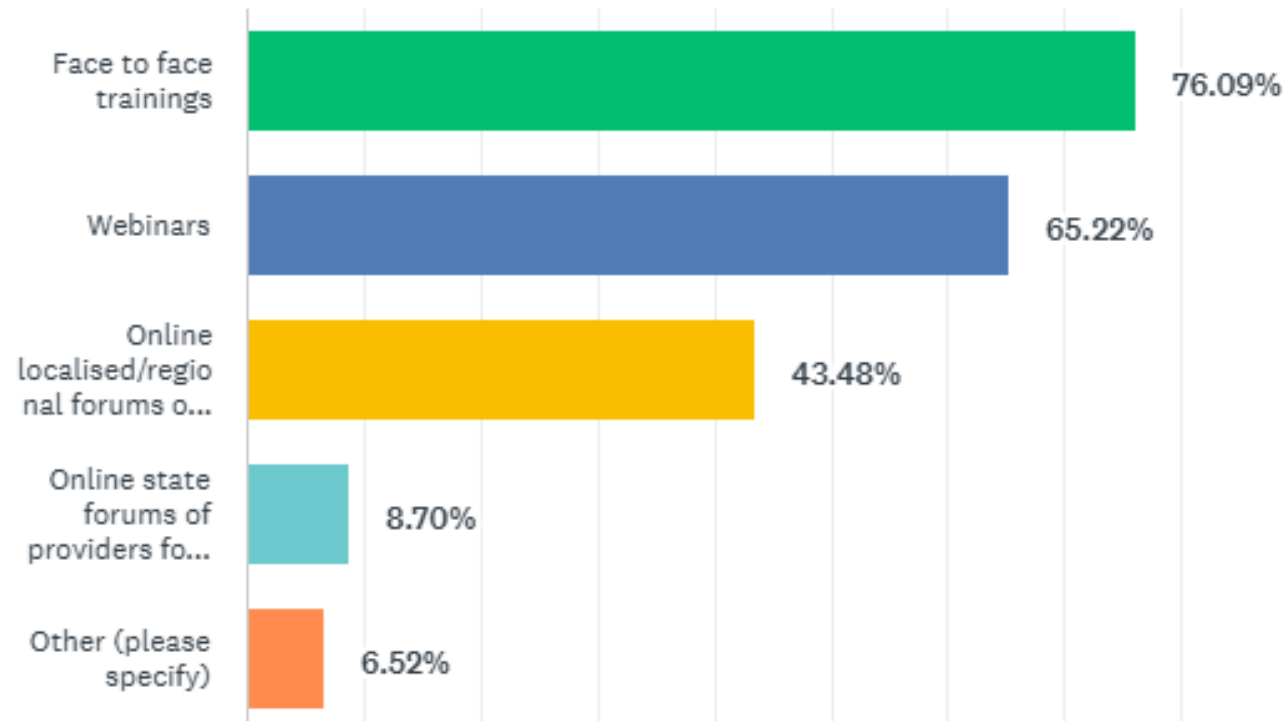
cultural background
understanding faith NA staff
gender **Language** match preferences
choice culture cultural client needs
support region barriers country

Answered: 59 Skipped: 54

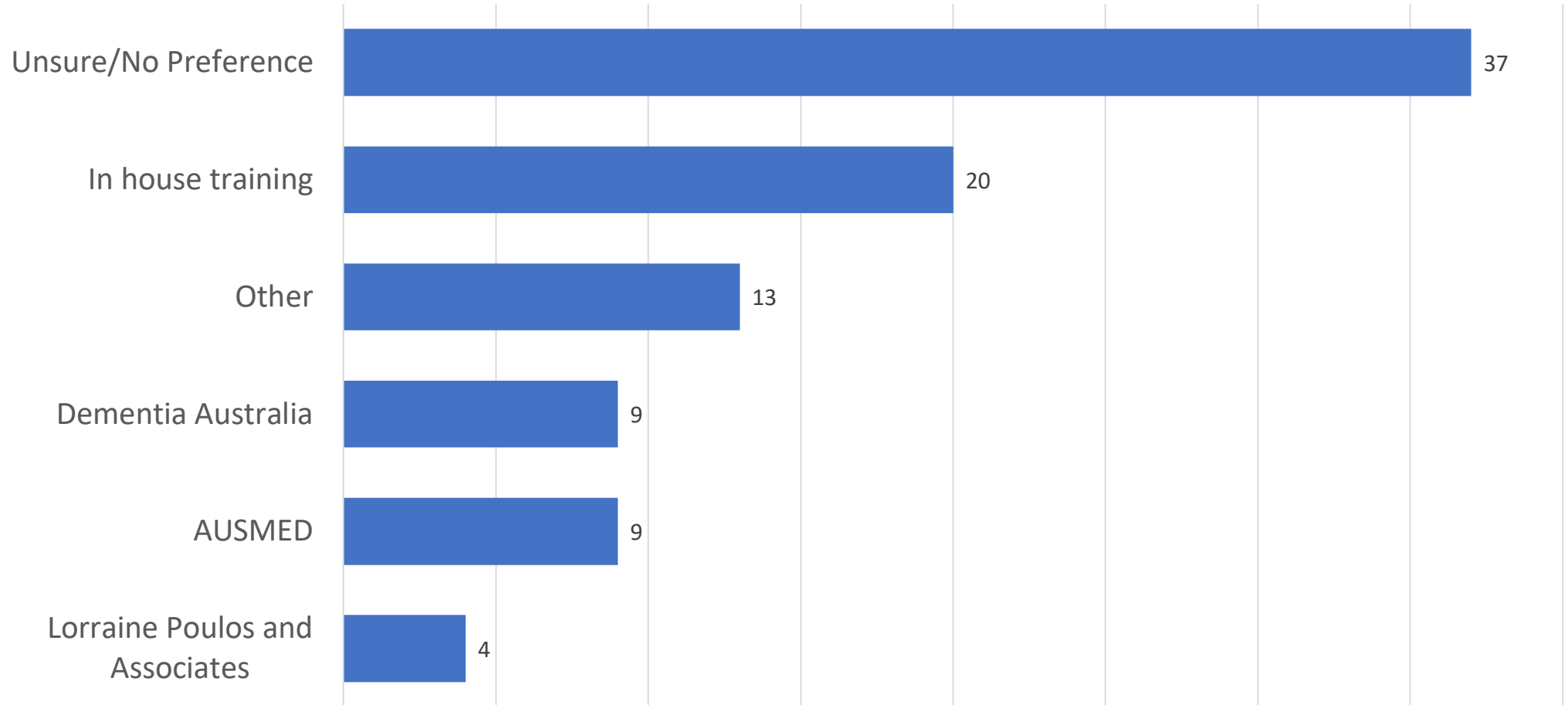


Face to face and webinars were the two main type of training methods preferred by home care staff delivering Culturally Appropriate Care

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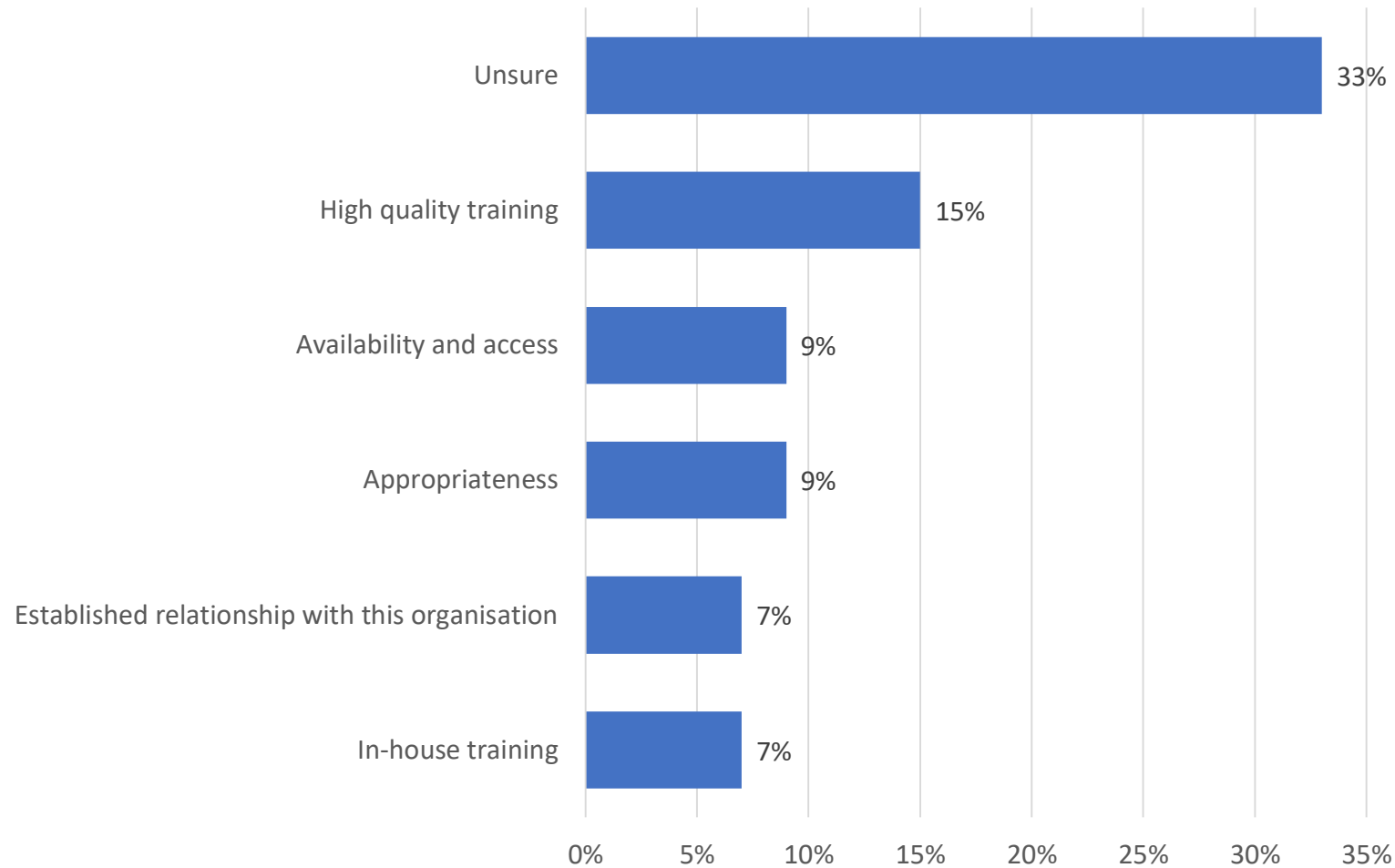


Training is a fragmented market, with 37% confirming that do not have preference



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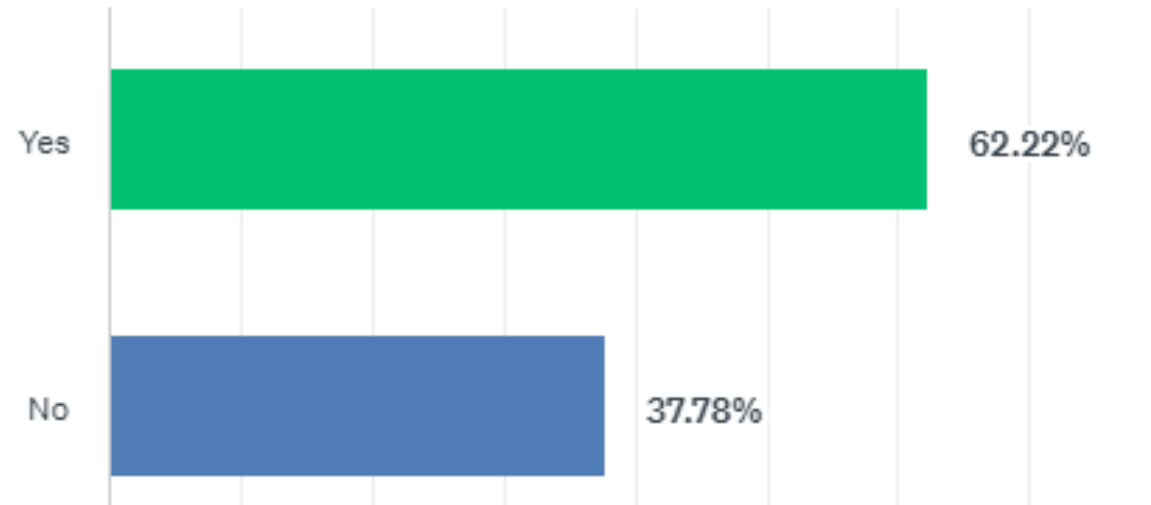
Highly fragmented market of training organisations in aged care with lack of offer definition



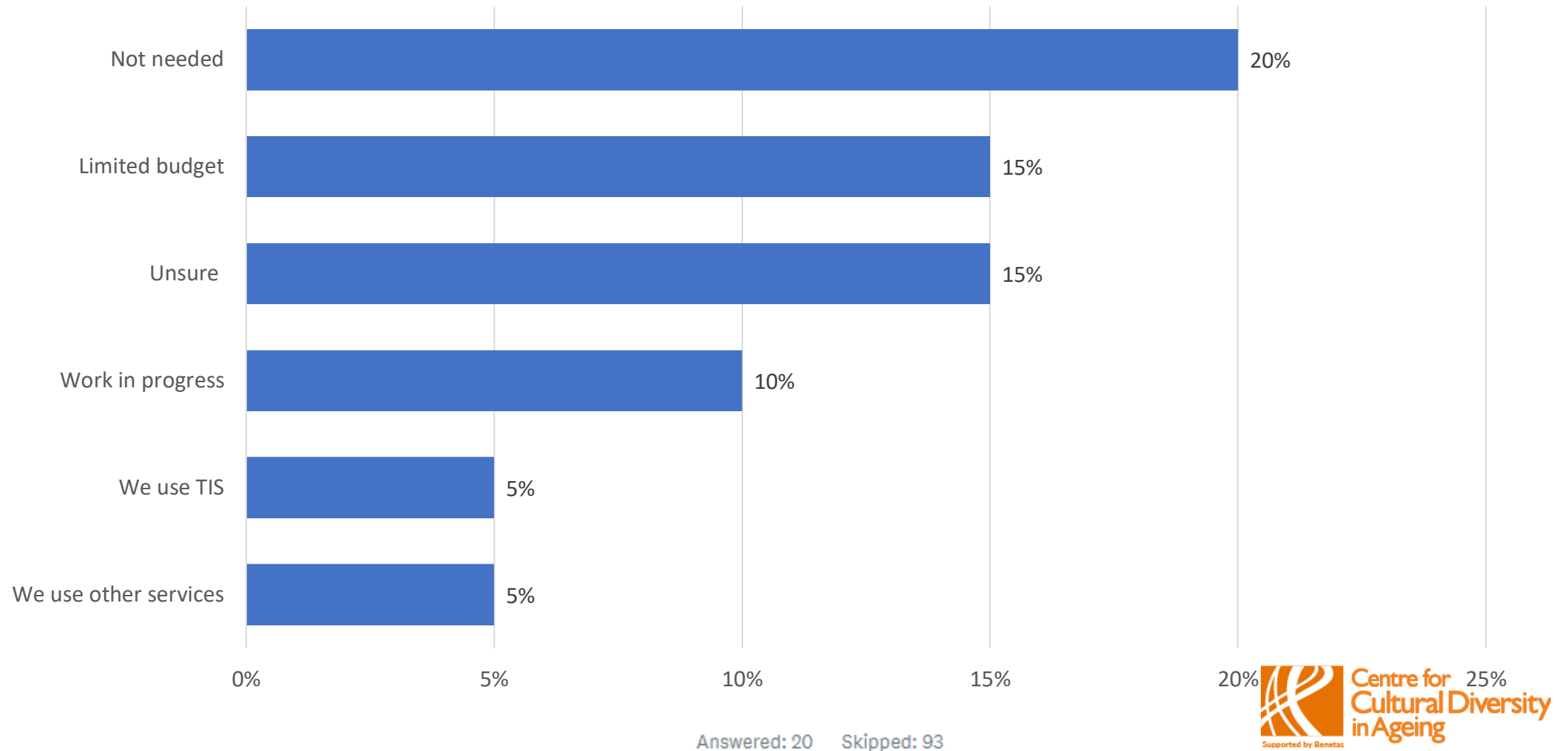
Answered: 46 Skipped: 67

Majority of home care organisations offer translations of key workplace/organizational information in different languages available to the workforce

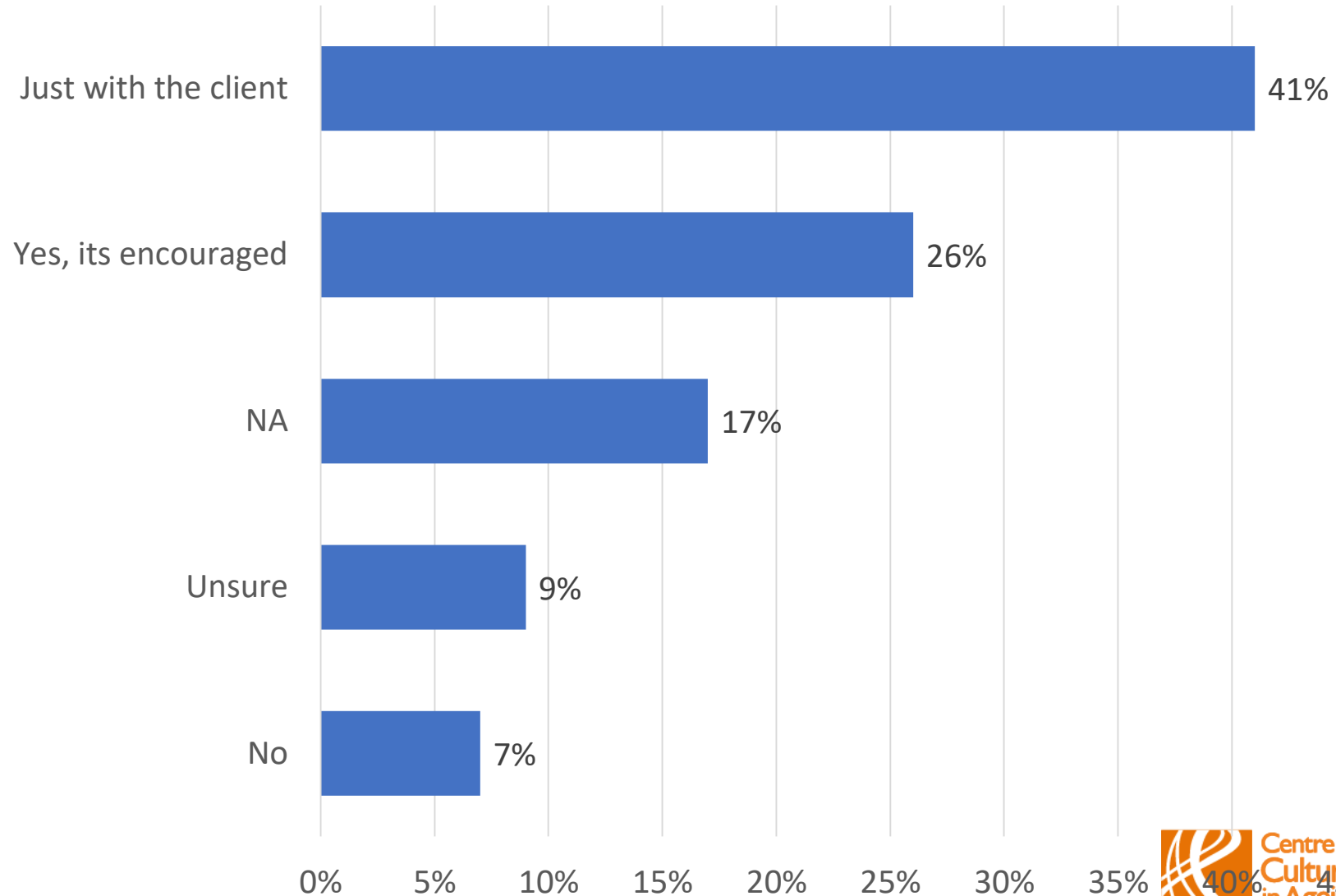
Answered: 45 Skipped: 68



Most of the home care organisations that do not offer translations of key workplace/organisational information in different languages have either not needed it or have a limited budget



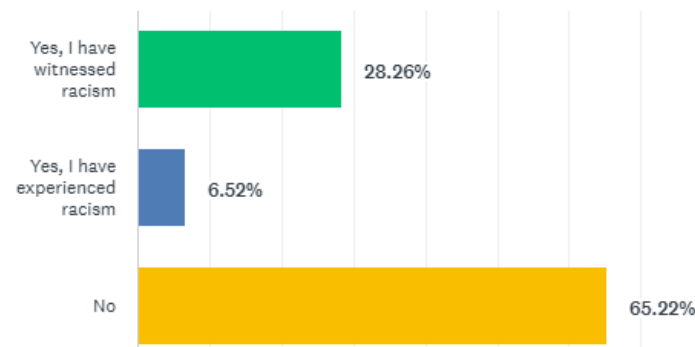
Majority of home care organisations allow personal care workers to use their preferred language at work



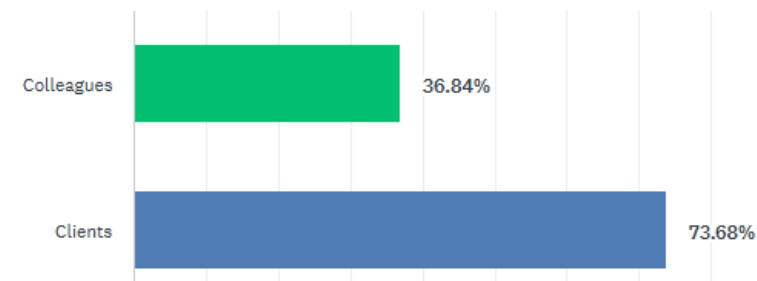
Answered: 46 Skipped: 67

Majority of home care workers have not experienced or witnessed racism in their service; and those who have, have been mostly experienced or witnessed by clients; and addressed within the organisation

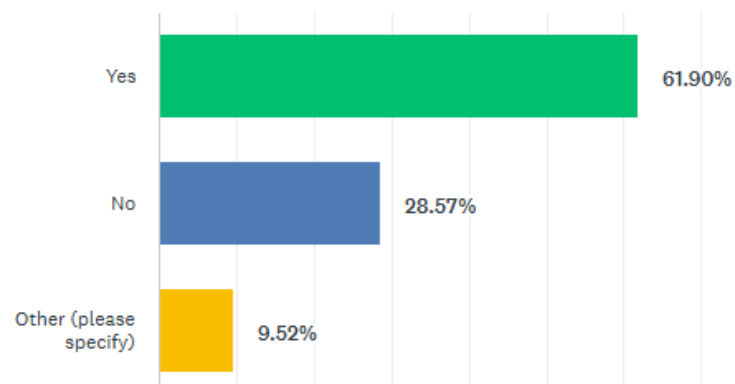
Answered: 46 Skipped: 67



Answered: 19 Skipped: 94



Answered: 21 Skipped: 92



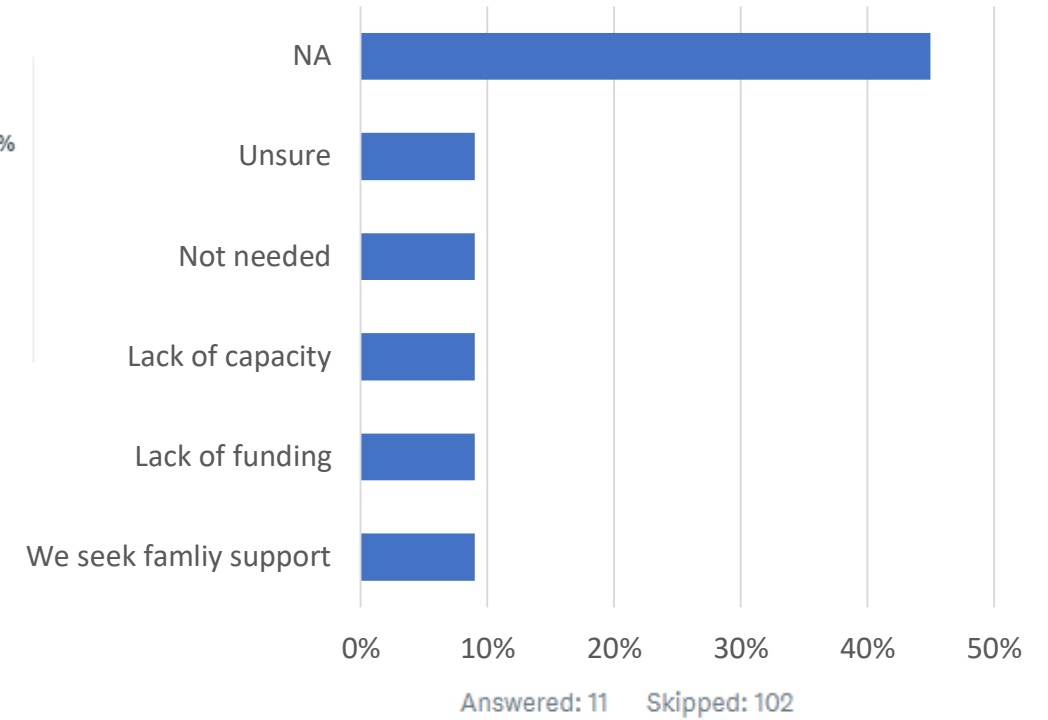
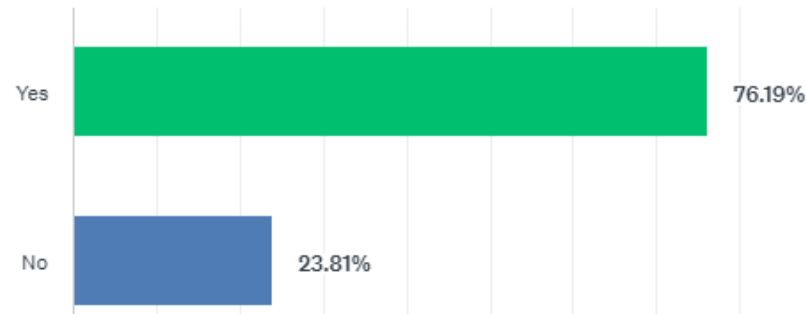
Majority highlight that they aim for a client-centred view for supporting CALD clients do not feel socially isolated

Answered: 38 Skipped: 75

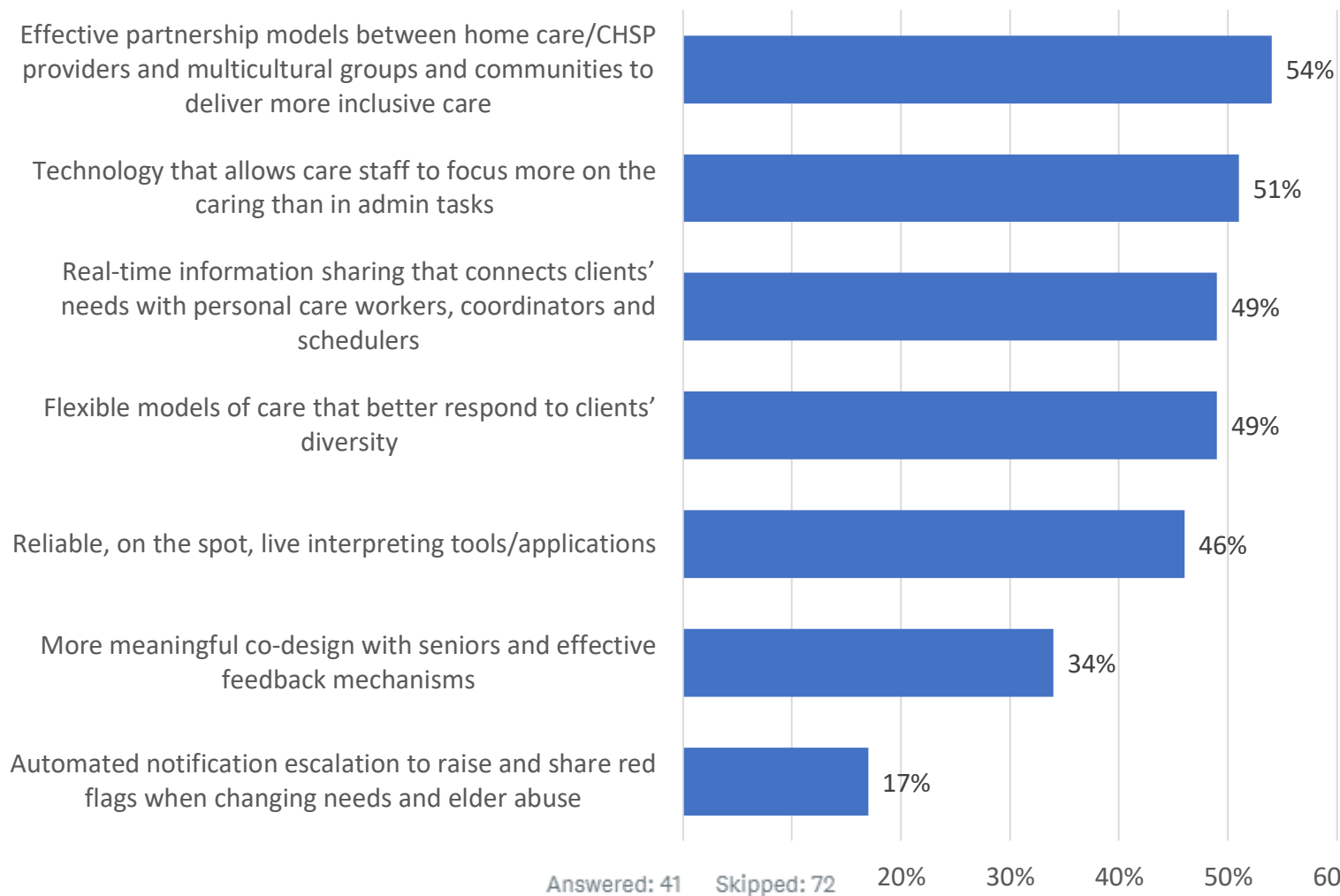
social groups programs include
possible activities social support
services clients regular
community join
cultural CALD groups social
connected providing Support
connection

Most home care organisations offer translations of key documentation to clients in different languages. Those that don't, do not see this topic applying to them

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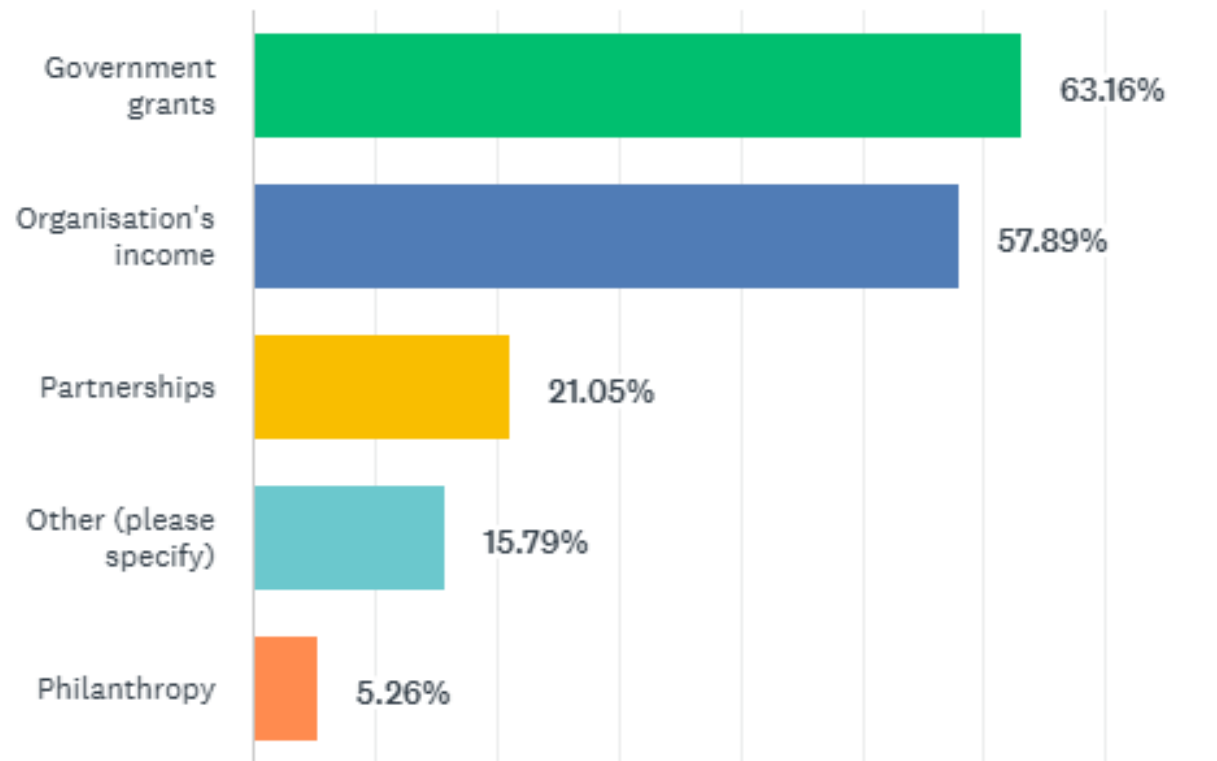


“Effective partnership models between home care/CHSP providers and multicultural groups and communities to deliver more inclusive care” is the area of opportunity that most providers are interested in

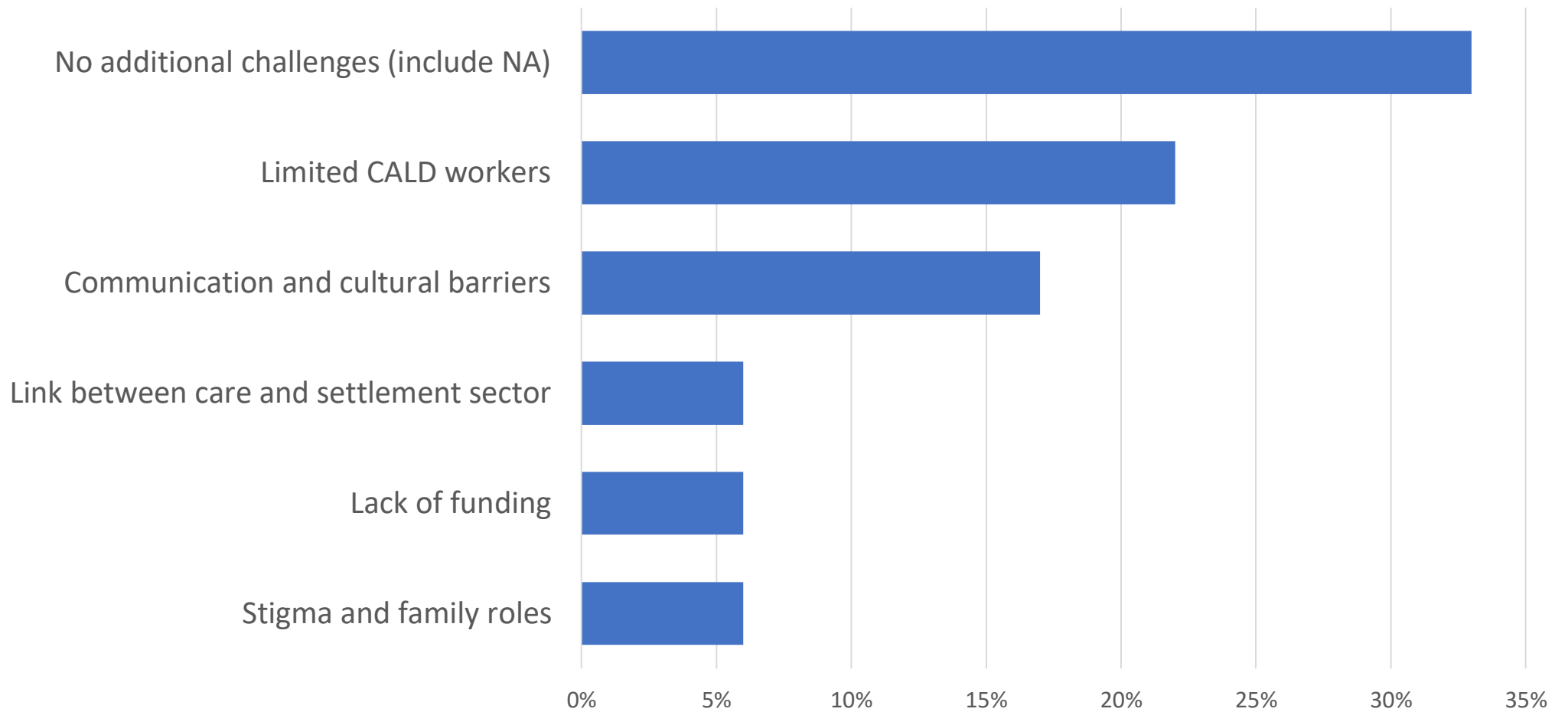


Most of the home care organisations fund these health innovation practices through government grants or their own income

Answered: 38 Skipped: 75



Most home care providers highlight the limited workforce and the communication and culture barriers as the additional challenges to support CALD personal care workers



Answered: 18 Skipped: 95

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



Thank you!

For more information, good practice stories and resources visit



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