

Delivering Culturally Inclusive Home Care

October 2024

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.

Ana Sas

Ana is a highly dedicated and skilled professional with over 22 years of experience working in various roles within the Aged Care and Disability sectors. Ana's lived experience, both personally and professionally, has granted her a unique insight into the challenges and opportunities of adjusting to a new country and culture.

Ana is a true advocate for her consumers and wholeheartedly believes every consumer has the right to safe, quality care, and to live without abuse or neglect.





Delivering Culturally Inclusive Home Care Services

Presented by Ana Sas

Pronouns she/her

Aged Care Services Manager

MultiLink Community Services Inc.



Multilink Consumer Demographics

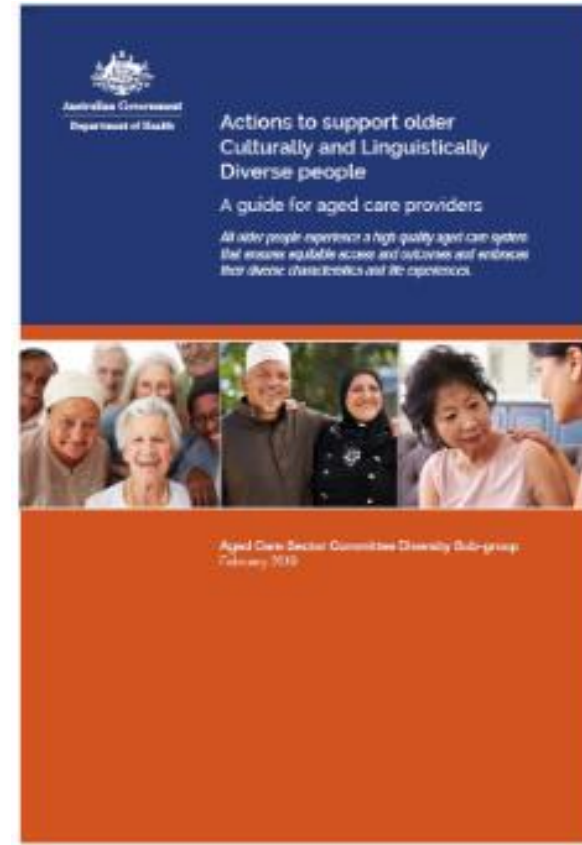
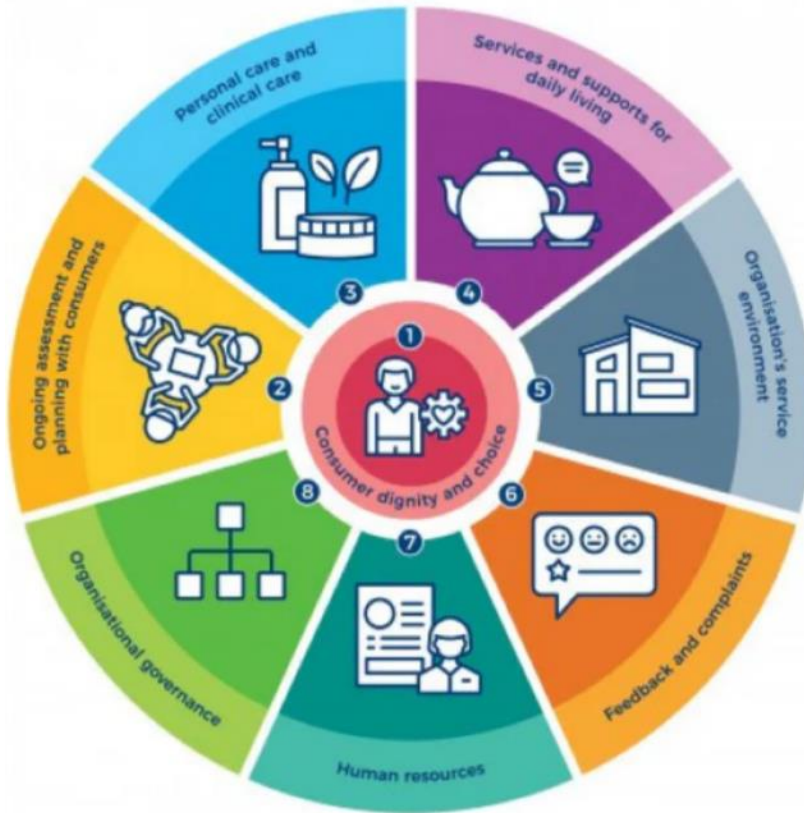
- 24% of Multilink's aged care consumers originate from Anglo Australian backgrounds,
- 6% El Salvador,
- 5% each from Cambodia & the Philippines,
- 4% each from Croatia, England, Samoa, Germany & Hungary,
- 3% each from Poland, Uruguay, Bosnia & Herzegovina and Serbia,
- 2% each from Spain, Italy, the Netherlands, Slovenia, Indonesia, Norway, Slovakia & Romania,
- 1% each from Columbia, Iran, Russia, Fiji, New Zealand, Denmark, Bulgaria, Malta, Macedonia, Ireland, South Africa, Wales, Thailand & the USA



Community Connections

- Multilink aged care staff with appropriate language and culture
- Multilink recruitment – internal services
- Partnerships with ECCQ, Caxton Legal, Metro South Health, Care Finders, Multicultural Neighbourhood Centres, Logan City Council, ELDAC, Settlement Services ect.

Aged Care Quality Standards and actions to support CALD older people





Staff guidance and training

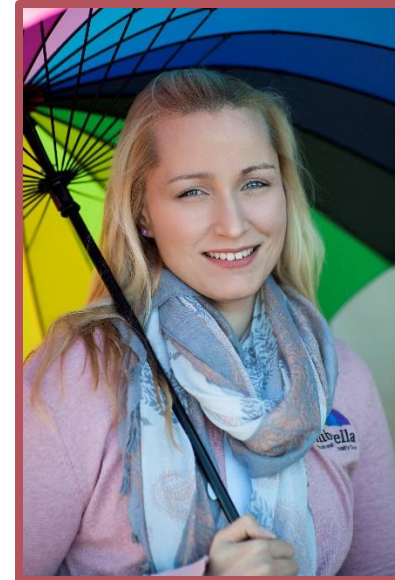
- Diversity and inclusion procedures
- Buddy system
- Cultural Awareness training
- Ongoing inhouse training and development
 - Clinical Care
 - Trauma Informed Care
 - Advance Care Planning
 - Dementia Care
 - Disaster Management



Henrietta Podgorska

Henrietta has over 9 years of experience in the aged care sector. She has built a notable expertise in fostering engagement and improving accessibility within Culturally and Linguistically Diverse and LGBTIQ+ communities.

Her journey includes impactful work in both government and not-for-profit sectors, where she has been instrumental in enhancing service delivery and support for vulnerable populations.



Delivering Culturally Inclusive Home Care

Henrietta Podgorska
Chief Executive Officer





Acknowledgements

EVERYONE IS WELCOME UNDER OUR UMBRELLA

We acknowledge the Whadjuk and Bindjareb people of the Noongar Nation as the traditional custodians of the land on which our services are based and we pay our respects to their elders past, present and emerging.

We acknowledge the elders of the culturally and linguistically diverse communities and the LGBTIQ+ elders as the inspiration behind our mission and vision. As we stand on their shoulders today, we continue to celebrate and promote respect and inclusion for all.

Our History



Umbrella Inc was funded in 2000. Our founders aimed to create services that were easy to understand, respectful of different cultures and welcoming to LGBTI+ individuals. This way, everyone would feel comfortable, safe, and listened to.



Now, 2 decades later, Umbrella Inc. delivers the Commonwealth Home Support Program (**CHSP**), Home Care Packages (**HCP**) and Aged Care Volunteer Visitors Scheme (**ACVVS**), **Care Finder** services and innovative community **outreach projects**. Umbrella Inc is a multi award winning organisation.



Umbrella Inc. delivers services to over **1000 clients** from **71** countries, including seniors from **LGBTIQ+** backgrounds. We also speak **61 languages**.



Representatives serve as experts on national and state advisory groups. Umbrella aims to present best practices that can lead to more inclusive policy development and service provision that will benefit clients and **improve the system for all**.



CALD STATISTICS

Explore the data to improve our understanding of the CALD seniors





Language Diversity in Australia

- **429** different languages other than English (270 in WA)
- **190** countries represented in ancestry (in WA)
- **130** religious faiths (in WA)
- **16,000** people using AUSLAN as their first language



Demographic profiles – predicting trends

Population 65+

Australia's population aged 65 and over is **projected to grow to 6.7 million by 2041**, from an estimated 4.31 million in 2021, an **increase of 54%**.

Population 85+

The increase is **estimated to be larger for Australians aged 85 and above**, from 534,000 in 2021 to 1.28 million by 2041, an **increase of 140%**.

Population WA

For the **Western Australian cohort**, the increases during the same periods are **estimated to be 55.4% and 155.3%**, respectively.¹

CaLD Population

At the 2021 Census, there were **107,153 Western Australians aged 65 years and over**. Of this cohort, **19% were from CaLD backgrounds**.² CaLD seniors aged 85+ years comprised 20% of this age cohort in Western Australia.

CaLD Growth

For CaLD seniors, the **rates of growth were 28.5% and 26.6% respectively** for those aged 65+ years and 85+ years.

CaLD Growth WA

The corresponding figures for the **Western Australian cohort** were **23.8% and 18.1%**.

¹ Wilson, T. and Temple, J. (2022). *New population projections for Australia and the States and Territories, with a particular focus on population ageing*. ARC Centre of Excellence in Population Ageing Research Working Paper Series, Working Paper 2022/11. (WP2022_11_New projections of population ageing for Australia (10 Aug 2022)).

² This section is heavily drawn on the Office of Multicultural Interests (2023). *Census 2021 Snapshot: Western Australian Seniors from Culturally and Linguistically Diverse (CaLD) Backgrounds*. Department of Local Government and Cultural Industries. WA: Perth (Available at https://www.omi.wa.gov.au/docs/librariesprovider2/statistics/census-2021_cald-seniors'-snapshot.pdf?sfvrsn=370e33be_10)

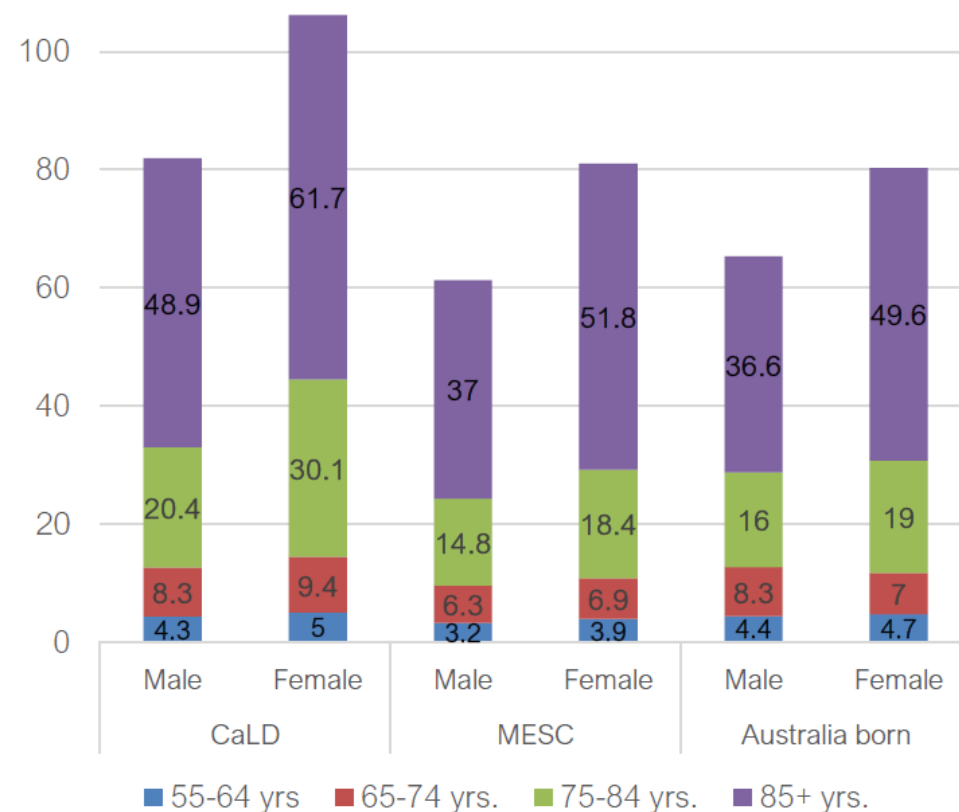
Trends in Diversity:

Education and Income:

- **Education Levels:** 23.8% of female CaLD seniors had low or no education, higher than male CaLD seniors (18.6%) and all Western Australian seniors (10.1% females, 9.6% males).
- **Income Levels:** 66.7% of female CaLD seniors had a weekly income under \$500, with 13.8% having no income or negative income.

Disability and Assistance Needs:

- **Disability Rates:** Higher for female CaLD seniors (22.6%) compared to male CaLD seniors (16.8%) and all Western Australian seniors (17.2% females, 13.1% males).
- **85+ Cohort:** Assistance needs increased significantly with age: 65% of female CaLD seniors and 50.8% of male CaLD seniors required assistance, compared to 50.6% of females and 38.6% of males in the general 85+ Western Australian cohort.



This section is heavily drawn on the Office of Multicultural Interests (2023). Census 2021 Snapshot: Western Australian Seniors from Culturally and Linguistically Diverse (CaLD) Backgrounds. Department of Local Government and Cultural Industries, WA: Perth (Available at https://www.omi.wa.gov.au/docs/librariesprovider2/statistics/census-2021_cald-seniors-snapshot.pdf?sfvrsn=370e33be_10)



Workforce

Leveraging a Multicultural Workforce



Challenges in Cultural and Linguistic Matching

- **Limited Availability of Bilingual Staff:** Not all clients can be paired with someone fluent in their native language, especially for less commonly spoken languages.
- **Dialects and Nuances:** Even when languages are shared, dialectal differences can present communication challenges. Understanding these subtleties is essential to building trust.

Alternative Approaches:

- **Second-Generation Cultural Knowledge:** Second-generation staff may not speak their parents' language fluently but often have a deep understanding of cultural norms, values, and expectations. This cultural insight enables them to connect with clients on a personal level, fostering a sense of familiarity and comfort.
- **Geographical Matching:** By focusing on matching clients with staff based on location, we can facilitate community connections and local knowledge. This proximity allows for easier, more frequent visits and engagement, helping to maintain consistent support that goes beyond linguistic matching.



Innovative Approaches to Inclusive Care

- **Comprehensive Cultural Competency Training:** Staff receive training that covers a range of cultural norms, traditions, and sensitivities across the diverse backgrounds represented in our client base. Training includes practical scenarios and role-playing exercises to build empathy and adaptability in various cultural contexts.
- **Technology:** using technology and translation apps will be important*
- **Ongoing Education:** Regular workshops and refresher courses ensure that staff stay updated on best practices in culturally inclusive care, especially as client demographics shift.
- **Building Community Relationships:** Active participation in cultural festivals, ethnic club meetings, and community expos strengthens our connection to diverse communities. These interactions help us understand the evolving needs and preferences of different groups, allowing us to tailor services accordingly.
- **Collaborative Events and Programs:** Hosting and attending culturally specific events, like Lunar New Year or Harmony Day, helps reinforce our commitment to inclusivity and provides valuable opportunities for outreach.



Leveraging a Multicultural Workforce

- **Linguistic Capabilities:**

- Our team collectively speaks 42 languages, which helps us bridge language gaps and communicate effectively with clients from varied backgrounds. Even when a direct language match isn't possible, our team's diversity enhances our understanding and appreciation of different cultures.

- **Cultural Insights Beyond Language:**

- Our staff's varied backgrounds contribute to a richer understanding of cultural norms, allowing us to create a welcoming environment for all clients.

- **Shared Values and Respect:**

- Our approach emphasises shared human values and respect, which helps clients feel understood and supported, even when there's no language match.





Navigating Aged Care Reforms & Advocacy for CALD Communities



Current Gaps in Representation

- CaLD seniors are not represented in the new industry changes and are ineligible for additional supplements
- Proposed 10% case management fee does not consider specific needs of CaLD clients
- Lack of recognition for the importance of bilingual staff and the time needed to build trust



Key Takeaways

Commitment to Diversity:

- Continuous adaptation to meet diverse needs
- Embrace of cultural richness within client and staff base

Future Goals:

- Enhance training, expand community outreach, deepen cultural understanding



Thank you.

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Diversity Webinar Series

Post Webinar Survey



Where to go for support

Cultural Diversity in Ageing Webinar Series 2024-25



July - The Centre's Resources to Support Aged Care Organisations

Aug - Culturally Appropriate Responses to Elder Abuse

Sep - Understanding How to Become a Specialist CALD Provider

Oct - Delivering Culturally Inclusive Home Care

Nov - Addressing Racism and Discrimination Experienced by the Culturally and Linguistically Diverse Workforce

Jan - Good Practice, Assertive Outreach and Navigation to Support Culturally and Linguistically Diverse Seniors Falling through the Gaps

Feb - The Right to Communicate - Supporting Linguistic Diversity as a Right in Aged Care

Mar - Supporting Carers from Culturally and Linguistically Diverse Backgrounds

Apr - Providing a Culturally Inclusive Lens to the Strengthened Aged Care Quality Standards

May - New and Emerging Communities and their Aged Care Needs

June - Intergenerational Intercultural Initiatives

Book at bit.ly/DWS-24-25



Aged Care Diversity Framework

The Framework works to embed diversity in the design and delivery of aged care services.

Linked to the Diversity Framework are different action plans for diverse groups, including a CALD Action Plan.

For more information please visit:

<https://www.health.gov.au/our-work/aged-care-diversity-framework-initiative>



Inclusive Services Standards and Aged Care Quality Standards



The Australian Aged Care Quality and Safety Commission references the Inclusive Service Standards as a key resource in assisting providers to comply with the Aged Care Quality Standards.

Meeting the performance measures in the Inclusive Service Standards provides evidence that an organisation is working to embed an inclusive non-discriminatory approach to its delivery of care and services.

For more information about the Inclusive Services Standards, visit www.culturaldiversity.com.au/resources/inclusive-service-standards

Everyone has a story – free learning module



Everyone has a story

Delivering culturally inclusive care



Everyone 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

Communication Cards & Aged Care Signage

Bilingual Communication Cards, Phrases & Signage depict a wide range of daily activities & situations. They can be used to prompt discussion, assist with directions & clarify a client's needs.

The Cards cover themes such as:

- Food, Drink
- Personal Care
- Feelings, Pain
- Religion, Spirituality
- Medical & Health Specialists.

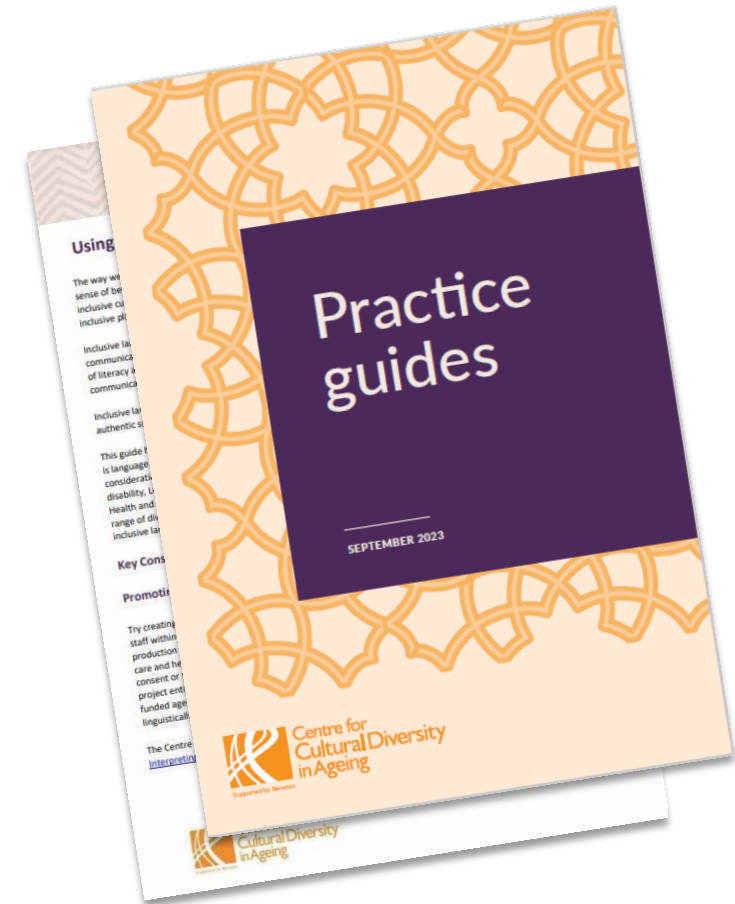
They're available in approx. 70 languages & free to download from our website.

Go to Multilingual Resources on the home page
culturaldiversity.com.au



Practice Guides

- Culturally Inclusive Feedback
- Communication
- End-of-Life Care
- Food and Nutrition
- Living Environment
- Ten 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

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



Listen on Google



Listen on Apple

Poster



Download from

culturaldiversity.com.au/about/promotional-posters

Resources Partnership Program

The Resources Partnership Program supports aged care organisations to embed key diversity resources into their learning management systems, learning and development programs, and internal communication campaigns.

How to join the program:

- Review the 10 resources.
- Use the form on our website to select the resources you'd like to use.
- Complete the form and agree to our terms and conditions.
- We'll contact you to discuss your needs.
- We'll supply you with links, images, text and SCORM files.

The Resources Partnership Program is open to Australian Government funded and subsidised aged care organisations.

Visit: culturaldiversity.com.au/resources/resources-partnership-program

Regional Training

The Centre for Cultural Diversity in Ageing, supported by Benetas, is funded by the Australian Department of Health and Aged Care to provide training on culturally inclusive care to the aged care sector. Based on previous consultations by The Centre for Cultural Diversity in Ageing (The Centre), we identified a significant need for more culturally appropriate aged care training in regional Victoria.

As a result, we are offering training on culturally appropriate care to Government funded and subsidised aged care organisations in regional Victoria. The training will be delivered in the 2024-25 Financial Year.

To find out more visit our website:

<https://www.culturaldiversity.com.au/training-development/regional-training>



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 Think HQ 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 for free through a dedicated website by registering their request + any additional materials they want translated at diversityagedcare.health.gov.au

My Aged Care Provider Specialisation Verification



- The Royal Commission into Aged Care Quality and Safety recommended that providers' diverse needs specialisation claims are verified to improve accuracy and reliability of providers' profiles on My Aged Care.
- As part of its response to Recommendation 30 a(iii) – Designing for diversity, difference, complexity and individuality, the Government implemented the My Aged Care Provider Specialisation Verification initiative on 27 June 2022.
 - The initiative puts in place a mechanism to check the accuracy of claims made by providers to deliver specialist care for older people with diverse backgrounds and life experiences.
- Prior to this date, providers could indicate that they provide specialised care without verification of these claims.

Objective

- Ensure more reliable information is available to older people with diverse backgrounds and life experiences, as well as their loved ones and representatives, when they are making decisions about their care providers.
 - The initiative helps people find the care that is right for them on My Aged Care and identify providers that are going above and beyond to specialise in the care of specific groups.

Verifying specialisation claims on My Aged Care

Resources

-  Where to find more information
-  The Specialisation Verification Framework
-  Detailed evidence requirements
-  Provider guidance manual
-  Independent assessor – Australian Healthcare Associates:
macspecialisation@health.gov.au
[1300 186 711](tel:1300186711)

- Aged care providers may choose to offer specialised services for people:
 - with diverse experiences, backgrounds, and characteristics
 - who identify with one or more of the groups defined as having special needs in the Aged Care Act 1997.
- To claim specialisation through My Aged Care, providers must deliver care that:
 - is sensitive to the needs of these individuals
 - goes beyond the baseline obligations of the Aged Care Quality Standards.
- Applying to have specialisation claims verified is voluntary, however if a provider wishes to claim on My Aged Care to specialise in providing care to one or more diverse needs groups, they need to satisfy the criteria set out in the Specialisation Verification Framework.
- Only claims that have been verified through this initiative are visible to consumer My Aged Care.
 - Other specialisations are also published on My Aged Care, such as languages and health conditions. These are not a part of this initiative, and at present there is no plan to verify these.



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



For more information, good practice stories and resources visit



culturaldiversity.com.au



[Centre for Cultural Diversity in Ageing](#)



[CCDAAUS](#)

Feel free to contact us at info@culturaldiversity.com.au