

Addressing Racism & Discrimination Experienced by the Culturally & Linguistically Diverse Workforce

November 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.

Bianca Brijnath

Bianca is a Professor of Health Communication in Society at La Trobe University. Her disciplinary training is in medical anthropology and public health and her research expertise is in cultural diversity, dementia, and mental health.

Within these disciplinary and contextual boundaries, she has undertaken several studies on dementia prevention, awareness, diagnosis and care, specific to culturally diverse communities in Australia and internationally.

In recognition of her research, she was inducted into the State Government of Victoria's Multicultural Honour Roll in 2022.



ADDRESSING RACISM IN AGED CARE

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DEFINITIONS: WHAT IS ETHNICITY?

A sense of personhood or shared descent based on national origin, cultural background (including language), and/or religious beliefs.

Could be self-identified and/or identified by others

Not static. A concept that is evolving in relation to migration, kinship patterns, and other social and cultural trends.

All humans have an ethnicity, although those who belong to a majority ethnic group may not see themselves as being "ethnic."





WHAT IS RACE?

A classification, a signifier, and a synonym.

As a classification, biological ideas of race, dominant from the early 19th century, were the basis on which human populations were divided into subcategories mainly based on visible physical characteristics.

This concept is widely discredited as the biological basis of race is much more dynamic than such classifications posit.

Race as a signifier refers to the social practices on the basis of physical markings and (falsely) imputed behaviors directed at particular groups.

Race as a synonym for the intersections among identity, history, trauma, and structural racism.

WHAT IS RACISM?

"Race as biology is fiction, racism as a social problem is real."

Racism is the process by which systems and policies, actions and attitudes create inequitable opportunities and outcomes for people based on race.



HOW WE THINK ABOUT RACISM



RACISM IN AUSTRALIA

Australia has an ignominious history when it comes to race relations

Many communities continue to be very disenfranchised

Others have been through successive waves of vilification followed by eventual acceptance

Immigration-driven diversity is generally good for a country's economic performance

But a sizeable proportion of the Australian population currently supports lower immigration intakes.

Immigration is an easy scapegoat for societal problems such as high housing costs, urban sprawl, traffic congestion, crime, unemployment, and pollution.

Racism in aged care sits in this broader context



RACISM IN AGED CARE

An elephant is the central focus, completely covered in a vibrant red fabric with a repeating gold-colored floral or damask pattern. It stands in a room with walls covered in similar red and gold patterned wallpaper. Several framed pictures are visible on the wall, including a portrait of a man in a black frame and a landscape painting in a gold frame. A brick wall is visible in the upper left corner. The lighting is warm and focused on the elephant.

WORKERS FACE PREJUDICIAL TREATMENTS FROM PEOPLE WITH DEMENTIA AND THEIR FAMILIES ABOUT:

- **SKIN COLOUR**
- **ACCENTED ENGLISH**
- **CULTURAL APPROACHES TO CARE PROVISION**

Adebayo, B., Nichols, P., Heslop, K., & Brijnath, B. (2019). A Scoping Review of Dementia Care Experiences in Migrant Aged Care Workforce. *The Gerontologist*

CONSEQUENCES OF RACISM: ON STAFF

I love to work and look after older people, and I did not have a problem with the residents. I am always patient and tolerant and I know they (residents) need care . . . What I hated was colleagues talking behind me. I was constantly having heartache and couldn't sleep well, even after work. I had to quit? If I had stayed there, I would go mad.

(Female Filipino PCA)



CONSEQUENCES OF RACISM: ON CLIENTS

Abuse and **neglect**

Inappropriate use of restraints

Unreported assaults

People in extreme pain at end-of-life not having access to palliative care.



CONSEQUENCES OF RACISM: ON ORGANISATIONS

- Innovation
- Profit
- Market share
- Absenteeism
- Turnover
- Loss of staff morale and productivity



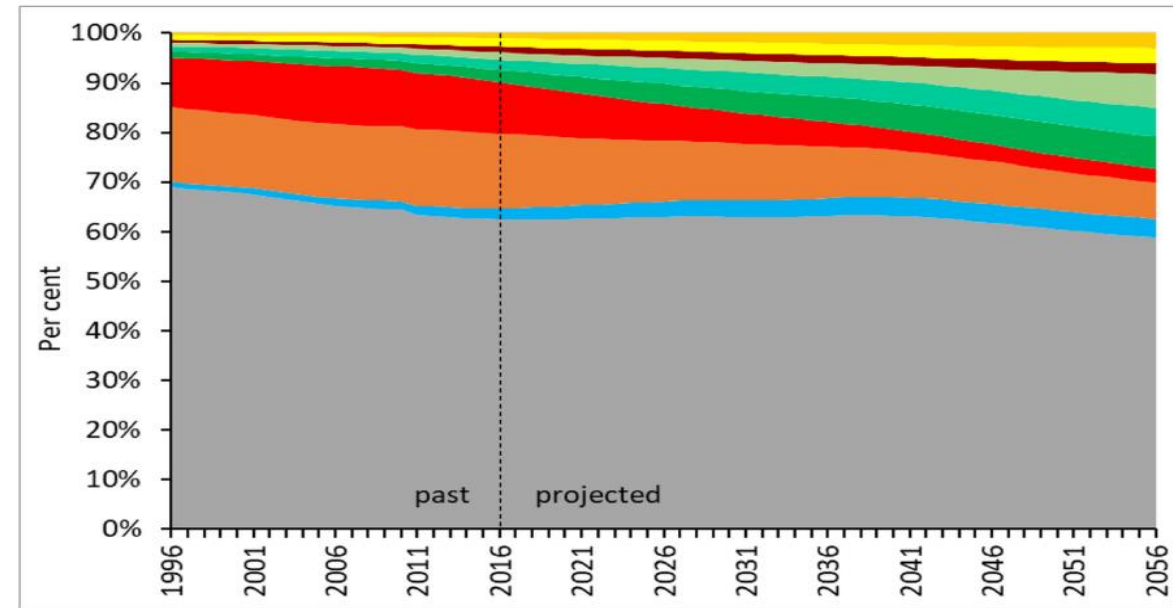
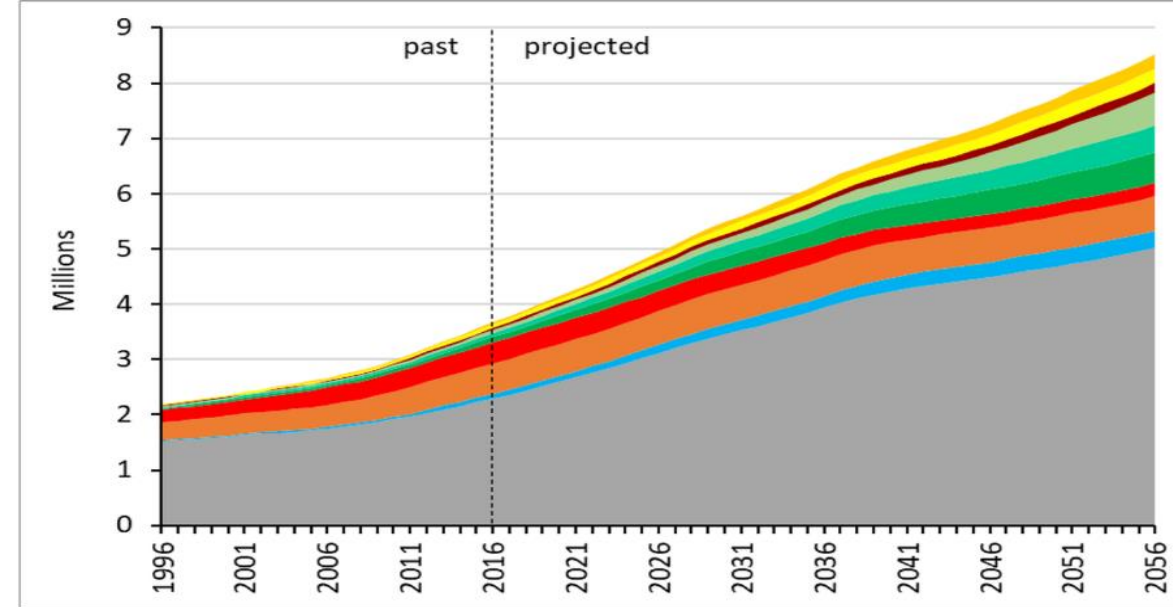
A grid of 24 light bulbs arranged in 3 rows and 8 columns. The background is a dark teal color. All bulbs are dim, except for the one in the bottom row, sixth column from the left, which is brightly lit and glowing white. The word "SOLUTIONS" is centered in the middle of the grid in a bold, yellow, sans-serif font.

SOLUTIONS

AUSTRALIA IS AGEING & MULTICULTURAL

- Rapid population ageing
- Significant growth in older migrant population
- Shift in demographic profile from European-born to Asian-born (>200%)

Wilson, T., McDonald, P., Temple, J. *et al.* Past and projected growth of Australia's older migrant populations. *Genus* 76, 20 (2020). <https://doi.org/10.1186/s41118-020-00091-6>.



COMPOSITION OF THE AGED CARE WORKFORCE

- Just over 1 in 2 (51%) aged care residential service employees were born overseas with 36% of this group being born in Southern and Central Asian countries.
- The 5 most common countries of birth for aged care residential service employees who were born overseas were Nepal, India, Philippines, England and New Zealand.
- Around 2 in 5 (39%) aged care residential service employees also spoke a language other than English at home.

<https://www.gen-agedcaredata.gov.au/topics/aged-care-workforce#Aged.care.workers.from.CALD>



DIVERSITY IS OUR STRENGTH: CULTURE MATCHING

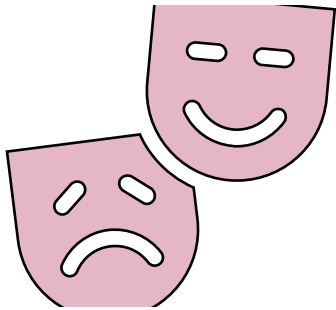
Boundary crossers

- Bridge between community and health/aged care systems
- Build trust and rapport
- Assist with service navigation to improve access
- Combat stigma

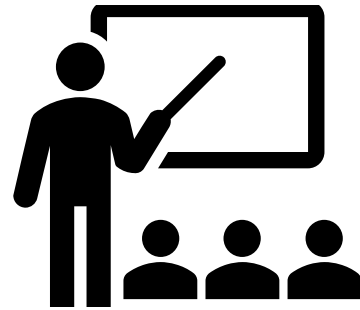


WHAT DO BOUNDARY CROSSERS DO?

EMOTIONAL ENGAGEMENT



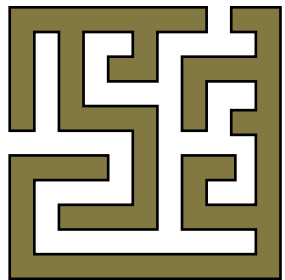
EDUCATION



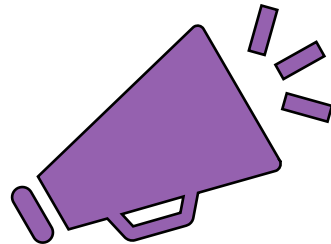
NEGOTIATION



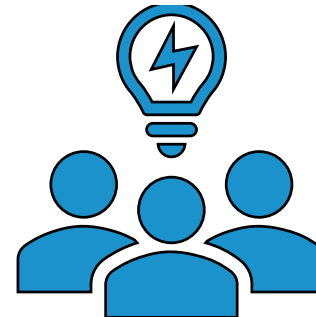
NAVIGATION



ADVOCACY



CREATIVE PROBLEM SOLVING



**UNPAID &
INVISIBLE**



Veronica Hon

Care Manager

給我們一個機會照顧你的父母 - 這是我們的榮幸 -
我們不會取代你作為兒女的地位



WHAT HAPPENS WHEN CULTURAL-MATCHING IS NOT POSSIBLE?

Continuity of care, rapport, feeling listened to, and mutual understanding between the health care professional and the patient.

Brijnath, B. (2015). Applying the CHIME recovery framework in two culturally diverse Australian communities: Qualitative results. *International Journal of Social Psychiatry*. DOI: 10.1177/0020764015573084.

Brijnath & Josefine Antoniadou (2018) Beyond patient culture: filtering cultural presentations of depression through structural terms, *Critical Public Health*, 28:2, 237–247, DOI: [10.1080/09581596.2017.1344771](https://doi.org/10.1080/09581596.2017.1344771)

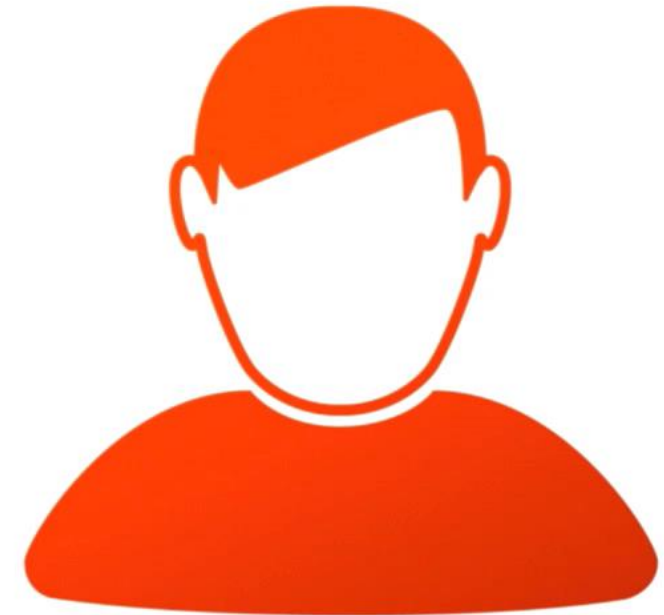
WHAT WORKS AT A PERSONAL LEVEL: RECIPROCITY

- PERSON-CENTRED APPROACH
- RECIPROCITY
- MUTUAL RESPECT
- NON-VERBAL COMMUNICATION
- BODY LANGUAGES
- THE USE OF OBJECTS
- THE PHYSICAL ENVIRONMENT



LIMITATIONS

- Organisation
- Systems and leadership



FOUNDATIONS FOR SUCCESS

Friendship and a familial-like relationship between migrant care workers and care recipients

Migrant care workers' perception of care work

Acknowledgment and recognition of the caring role of migrant care workers

Reciprocity and mutual respect between migrant care workers and care recipients

Availability of organisation resources for instances language support service, professional development opportunities



THANK YOU

E: B.BRIJNATH@LATROBE.EDU.AU

Poll 2

Same link and QR code as before

Go to bit.ly/r-poll

Or scan the QR code



SCAN ME

Gail Jugow

Gail entered the aged care career pathway in 2017 as a dementia care coordinator for MCCI and then moved to TAFE NSW under the Ageing Home and Leisure stream as an education support.

Returning to MCCI in 2022, Gail continues her passion as an advocate for person-centred care, in particular care for older culturally and linguistically diverse people.

Gail remains at TAFE as a part-time teacher supporting students undertaking Certificate III in Aged Care.

Gail has a Diploma of Dementia Care and Certificate IV in Training and Assessment.






Diverse Workforce

Tackling racism & discrimination in aged care



Delivered by Multicultural Communities Council of Illawarra (MCCI)
under the Partners in Culturally Appropriate Care (PICAC) funding



What are the Challenges in Diverse Workplaces?

For clients & for staff



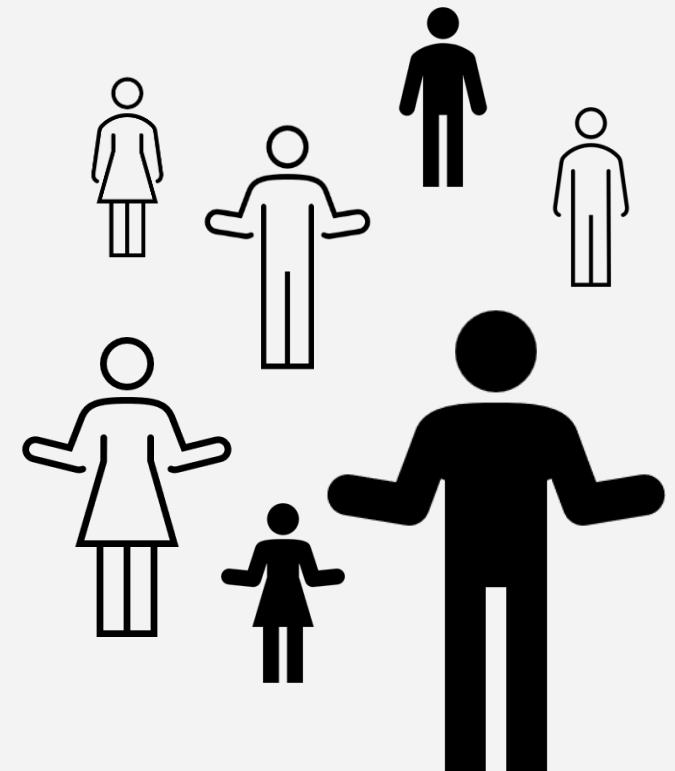
Have you experienced or witnessed racism/discrimination in your workplace?

- 38.15% witnessed
- 29.19% experienced



How often have you or your colleague experienced racism / discrimination in the past 12 months?

- 13.11% - Daily
- 23.5% - Monthly
- 43% - Other





What if the racist comments are coming from a resident or client?



Residents/Clients Towards Staff

1. Name calling, refusing care because staff are 'dirty' because of their skin colour

2. Residents will refuse to let some carers treat them because of race/sex

5. Often it can be a result of residents with dementia/personal fears of certain cultures

3. Many older people treat people from Asia or Muslims differently

4. Carers of ethnic (non-white) backgrounds get abused by clients and called racial slurs



Taking Action

Frontline Workers

- Understand the history of your resident or client
- Be a champion for your colleagues

Managers & Executives

- Ensure a safe space for both the client and the worker
- Is there a reference group for residents and clients

Boards & Governing Bodies

- Support managers to develop inclusive strategies



What if the racist comments are
coming from colleagues?



Every workplace has a culture

Is your workplace culture the type that you want ?

Who is responsible for a safe workplace culture?



Staff Towards Other Staff

1. Staff being racist to each other ...making comments about their race

2. Witnessed a CEO make a derogatory comment about a worker who was a dark-skinned man

5. Worker was labelled as not for promotion/additional roles as it was perceived she did not have the English language skills to complete higher tasks.

3. Staff making fun of accents and food

4. Preference given to particular race staff



Taking Action

Frontline Workers

- Challenge racism & discrimination
- Understand policy & procedure

Managers & Executives

- Understand your workforce
- Provide opportunity for cultural training

Boards & Governing Bodies

- Promote diverse leadership
- Robust staff engagement reviews



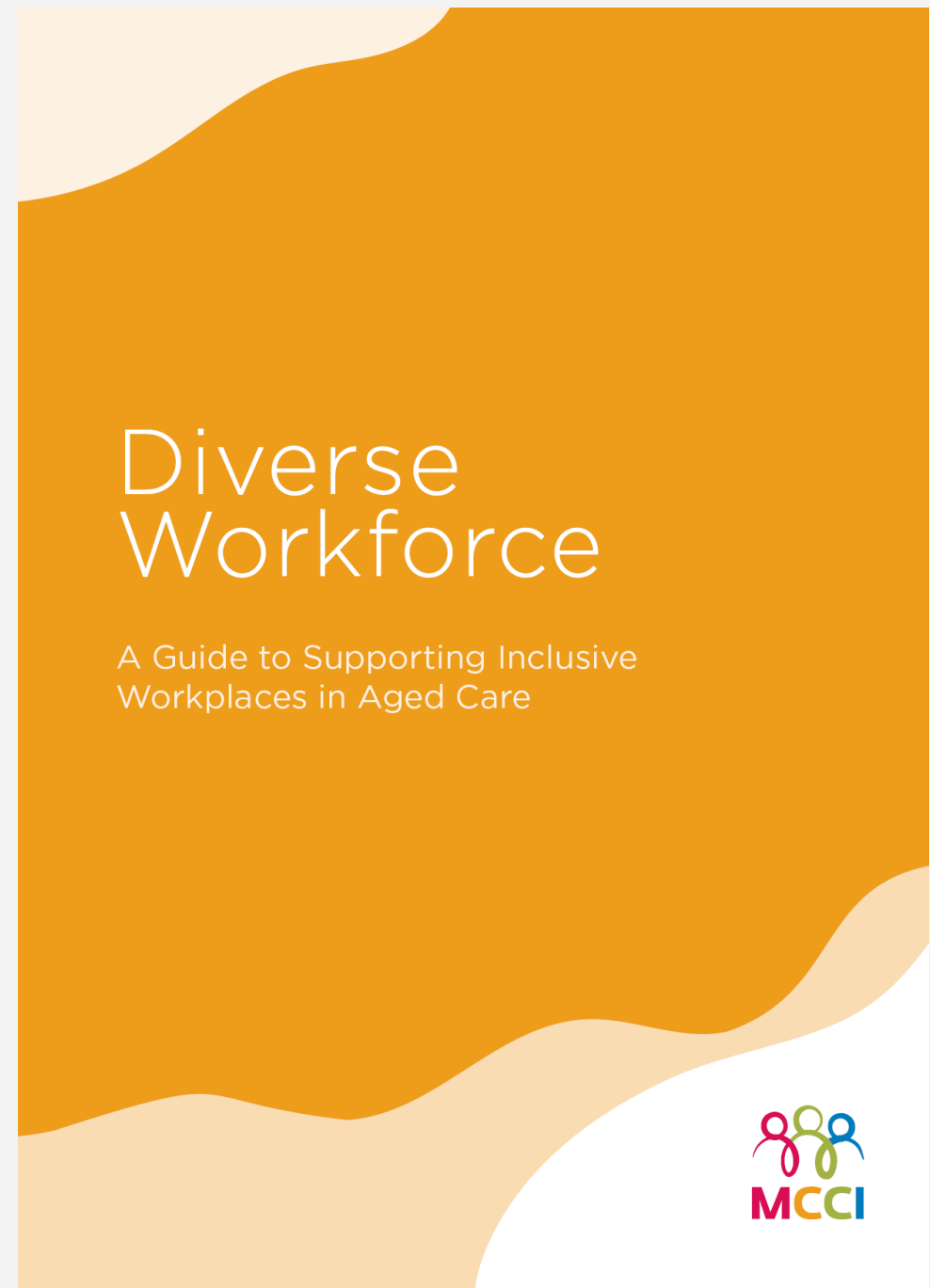
Communication

- Great accent/name, can you tell me where it comes from
- Express an interest in culture. Tell me something you love about
- I've always been fascinated by languages. How do you say hello in
- Ask about food. What's your favorite?
- Remember to approach these conversations with genuine curiosity and respect.

Resource



mcci.org.au



Key Points

- Approach situations with respect
- Awareness & inclusion
- Cultural intelligence
- Be the change
- Show NO tolerance for discrimination and racism




"Inclusion is not bringing people into what already exists, it is making a new space, a better space for everyone."

George Dei





Illawarra, Shoalhaven, ACT & Queanbeyan

 1800 11 6224

 admin@mcci.org.au

 mcci.org.au

Thank You!

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.

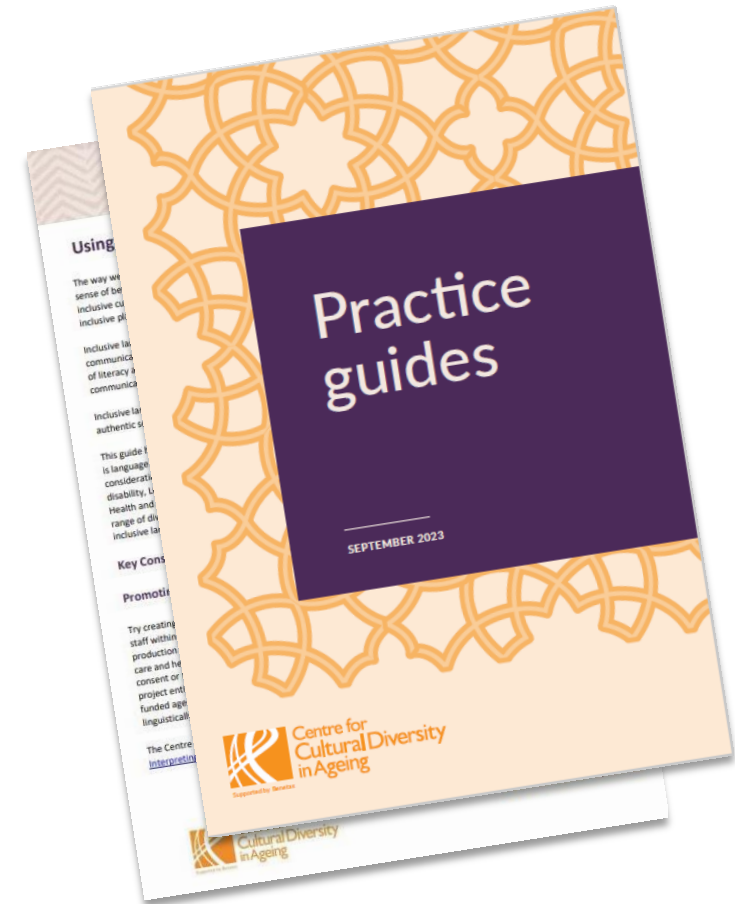
They're available in approx. 70 languages & free to download from our website.

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