

Culturally Appropriate Responses to Elder Abuse

August 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.

Gary Ferguson

Gary has worked in Community Education and Training for the last 25 years and has extensive experience in delivering programs which are accessible and relevant to a diverse groups of adults.

In 2008 he joined Seniors Rights Victoria as the Education Co-ordinator and has state-wide responsibility for the delivery of community education to seniors and professional education to the health, community, aged care and associated sectors.

Gary works with a wide range of groups including Culturally and Linguistically Diverse populations, Aboriginal communities and more recently with the older Deaf community.





Cultural Responses to Elder Abuse

Primary Prevention

- Designed with the voice of those with lived experience
- Led by organisations with specialist knowledge and expertise
- Relevance
- Ownership
- Collaboration

Evidence

- Research
- Discussion Paper
- Anecdotal

What is Elder Abuse?

Any mistreatment or abuse that causes harm to an older person and is perpetrated by someone with whom they have a relationship of trust.



First Steps

- Funding
- Steering Committee
- Roundtable
- Identification of lead organisations
- Establishment of Project Advisory Groups

Consultations and Outcomes

- Identify most prevalent types of abuse, risk factors and cultural barriers
- Narrative model
- Bi-lingual resources
- Facilitator's' Guide
- Train key members of the community to be Bi-Lingual Community Educators
- Production of video of 4 vignettes

Conclusion



Hayat Doughan

Hayat Doughan has extensive experience in case management, having worked in settlement services, generalist casework, and family violence prevention. She has also led community inclusion and cultural awareness projects.

In her previous role at the Ethnic Communities Council of Victoria (ECCV), Hayat was the project coordinator for "Recognising and Respecting Carers from CALD Backgrounds." Currently, she leads the Seniors Capacity Building and Elder Abuse Prevention projects, focusing on raising awareness among older people about ageing well, safety, and respect.



PRESENTATION

Culturally appropriate response to elder abuse

ECCV Ageing Well Lead - Hayat Doughan

27 August 2024

Acknowledgement of Country



ECCV acknowledges the Traditional Owners of Country throughout Victoria and their continuing connection to land, water and community.

We pay respect to their Elders past and present.



About us



Member-based

Peak body representing the independent voice of multicultural Victoria, with 240+ members.



Advocacy

Advocate for human rights, freedom, respect, equality and dignity for migrant and refugee communities



Capacity building

Empower communities through advocacy, evidence-based policy and leadership.



Vision

To build a culturally diverse and harmonious society that is just, fair and inclusive for all Victorians.

Presentation Outline



- Cultural awareness
- Putting the theory into practice
- Case study



Cultural awareness



- Building our capacity to understand the strength / barriers of older people from multicultural backgrounds



Putting the theory into practice



- Training Bicultural Community Educators BCEs
- ECCV ongoing support and capacity building of BCEs
- Delivering elder abuse awareness session to community groups

- Sikh Senior's group workshop





Connect with us

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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.

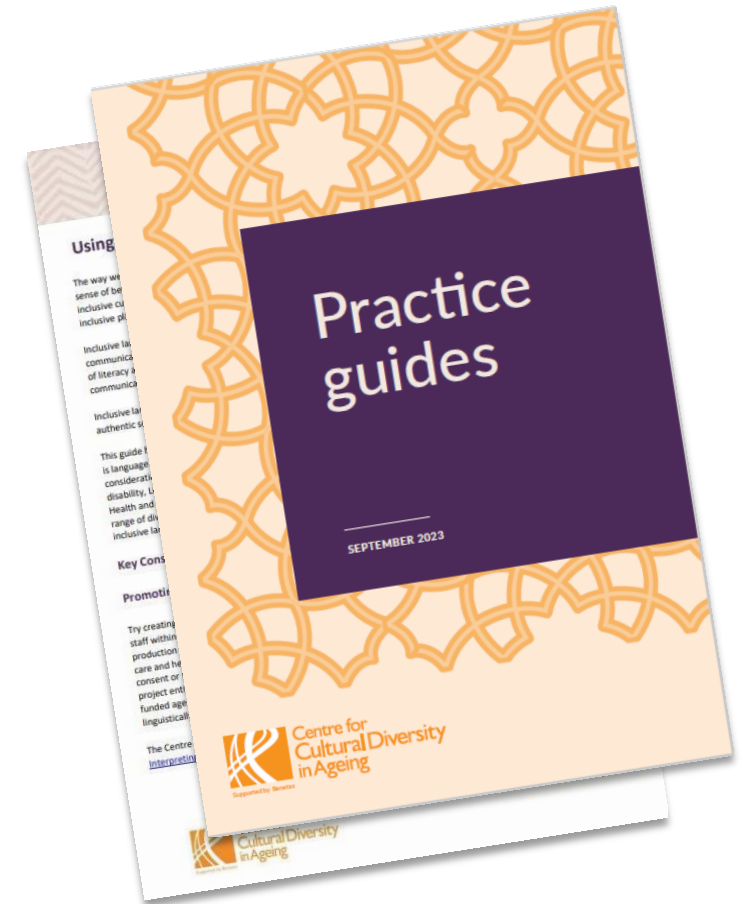
They're available in approx. 70 languages & free to download from our website.

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

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