

The Centre's Resources to Support Aged Care Organisations

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About the Centre Video



[Click here to watch the video](#)

Cultural Diversity in Ageing Webinar Series 24-25



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



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

Diversity Mentoring Program



The Diversity Mentoring Program (DMP) supports government-funded or subsidised aged care providers looking to receive tailored advice, training and consultation support to build their capabilities to support the needs and preferences of culturally, linguistically and faith diverse aged care recipients. The program is delivered by The Centre for Cultural Diversity in Ageing in partnership with the Multicultural Communities Council of the Illawarra and Fortis Consulting.

The DMP's 4 customised online sessions aim to address the needs of aged care providers and enhance inclusive care governance and practices through their leadership over a span of 6 to 12 months.

Upon program completion, the participating organisation earns a graduation certificate and badge which can support their accreditation by showcasing diversity initiatives and commitment.

Promoting Culturally Appropriate Aged Care Delivery in Regional Areas



Last year's consultations by The Centre for Cultural Diversity in Ageing 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.

For training enquiries email info@culturaldiversity.com.au

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.

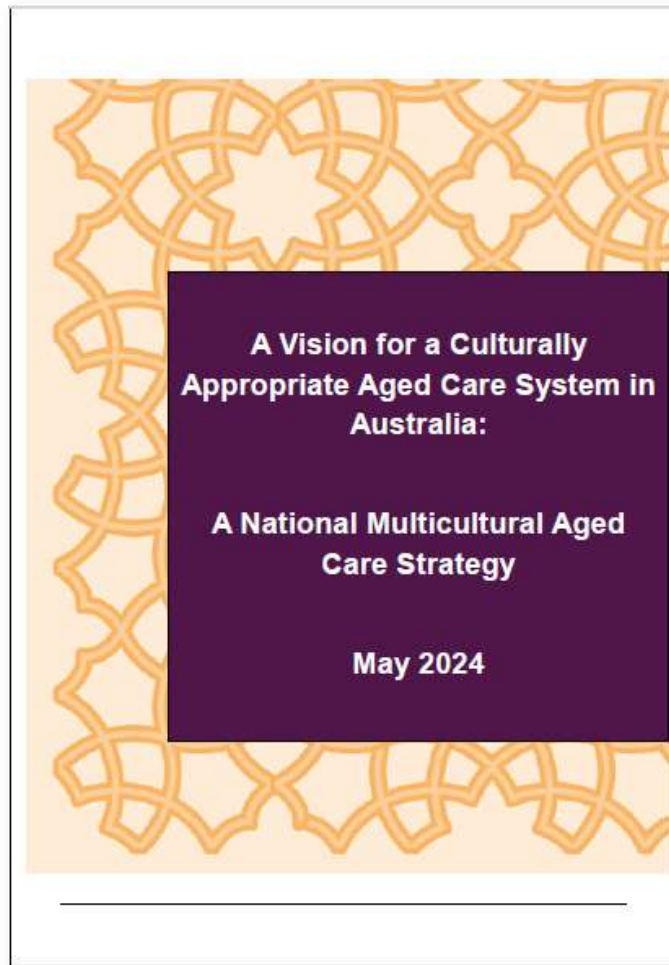
The Centre forms part of the PICAC Alliance, a national body comprising PICAC-funded organisations across Australia.

The Alliance aims to be a voice and discussion conduit into information, training and resources to inform aged and community care services.

picacalliance.org



Proposal to the Department on the Development of a National Multicultural Aged Care Strategy



- The Centre and PICAC WA have been selected to be spokespersons to advance the development for a National Multicultural Aged Care Strategy.
- The Centre has developed a draft proposal for such a strategy

Advisory

- The Centre for Cultural Diversity in Ageing represents the Partners in Culturally Appropriate Care Alliance at the Department of Health and Aged Care's Diversity Consultative Committee
- The Centre is represented at the Aged Care Quality and Safety's Commission Culturally and Linguistically Diverse Aged Care Reference Group

Cultural Care Plan

Why does your aged care organisation need a Cultural Care Plan?

Cultural Care Plans help:

- ✓ Staff take care of seniors in a way that respects their culture, language and faith
- ✓ Staff discover what people's individual needs are
- ✓ Clarify what the staff will do to make seniors feel comfortable
- ✓ Explain the role of others such as family members or friends

By recording the needs of culturally and linguistically diverse seniors your aged care organisation can demonstrate that they can cater for seniors' culturally, linguistically and spiritually diverse needs.

Visit our website to download the Cultural Care Plan

bit.ly/cultural-care-plan

Download the easy English version

bit.ly/ccp-plain-eng

Cultural Care Plan

Consumer Culturally, Linguistically and Spiritually Appropriate Care Plan

About this Form

This form is a care plan. The care plan:

- Helps staff take care of people in a way that respects their culture, language, and faith.
- Has questions to help staff find out what each person needs to feel included and respected.
- Explains what the staff will do to make the person feel comfortable.
- Explains who else will help, for example family or friends.

Name of consumer/client:

*This form refers to consumers as currently common practice in aged care. With consumer, we mean client or care recipient.

Name of organisation the consumer receives services from:

Today's date:

Name and role title of staff member completing the plan:

Consumer Culturally, Linguistically and Spiritually Appropriate Care Plan

1. Does this consumer need to talk to someone of their culture or faith? This includes their friends and family overseas.

1. What does the consumer need to feel more included?

2. What will we do to make this consumer feel more included?

3. Who will be the staff to do this?

4. Who are the other people who will be helping? For example, friends, family, multicultural organisations.

5. Is there anything else that is important?



Consumer Culturally, Linguistically and Spiritually Appropriate Care Plan

2. Does this consumer have any cultural or spiritual rituals, significant days or events that are important to them?

1. What does the consumer need to feel more included?

2. What will we do to make this consumer feel more included?

3. Who will be the staff to do this?

4. Who are the other people who will be helping? For example, friends, family, multicultural organisations.

5. Is there anything else that is important?



Multilingual Health and Aged Care Information

The Centre has collated multilingual resources to assist in your work with consumers who speak languages other than English. The resources can be downloaded from our website.

bit.ly/health-aged-care-info

Multilingual health and aged care information for providers

Below is a list of multilingual resources which you can access to assist you in your work with consumers who speak languages other than English. The resources can be downloaded by following the links provided.

You can find information under the following topics:

- [Aged Care Services](#)
- [Health and Wellbeing](#)
- [Disability and NDIS](#)
- [Mental Health](#)
- [Dementia Support](#)
- [Financial Issues](#)
- [Safety](#)
- [Communication tools](#)
- [Directories and Search Engines](#)
- [Resources on our website](#)

Myagedcare (Australian Government Department of Health)

Numerous resources and booklets regarding aged care services.

Languages available: Arabic, Croatian, Dutch, German, Greek, Hindi, Hungarian, Italian, Korean, Macedonian, Maltese, Polish, Russian, Simplified Chinese (Mandarin), Serbian, Spanish, Traditional Chinese (Cantonese), Vietnamese, Arrernte, Pitjantjatjara, Torres Strait Creole (Yumplatok) and Warlpiri

Aged Care Quality and Safety Commission (Australian Government Department of Health)

Languages available: Various resources available in other languages

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 71 languages & free to download from our website. They are the Centre's most popular resources with approximately 30k website views between Jan - June 2024.

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



Training Programs from Across the Sector

The Centre provide training resources from across the sector to enhance the capabilities and capacity of aged care providers. To learn more about the training opportunities, visit our website:

culturaldiversity.com.au/training-development/sector-training-resources

Training programs from across the sector

See below links to training programs and professional development available across the sector

Cross-Cultural Care Program for Aged Care Staff

This online training program was developed by Flinders University, Resthaven Inc. and AnglicareSA Inc. and funded through the Department of Health.

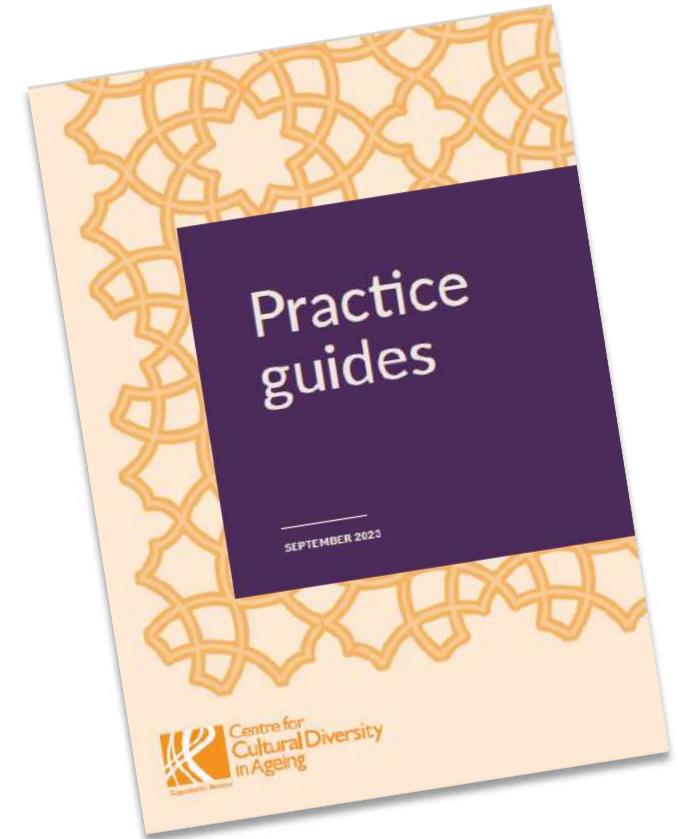
The aim of this program is to support staff in residential aged care homes to provide high-quality cross-cultural care for residents and to improve team cohesion. This program includes five learning modules and Work related English Language Resources for Staff.

Facilitator manual PDF >

Workbook for staff PDF >

Practice Guides

- Culturally Inclusive Feedback
- End-of-Life Care
- Food and Nutrition
- Living Environment
- Ten Steps to Developing a Diversity, Equity and Inclusion Plan in Aged Care
- 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
- Empowering and Supporting a Culturally Diverse Workforce



Practice guides are available at culturaldiversity.com.au

You Can Ask For What You Need From Aged Care Services Consumer Voice Film

This short video encourages older people from culturally and linguistically diverse backgrounds to ask for what they need from aged care services.

The video is available in 45 languages.

It was produced by The Centre for Cultural Diversity in Ageing and [Red Hat Films](#) with support from Australian Multicultural Community Services and Elder Rights Advocacy.

To access the videos visit the Centre for Cultural Diversity in Ageing's website:
culturaldiversity.com.au/resources/multilingual-resources/consumer-voice-film

Or The Centre's YouTube channel:
youtube.com/user/CCDAAUS

You can ask for what you need from Aged Care Services

English Version



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Supported by Bionet



[Click here to watch the video](#)



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One Size Does Not Fit All Podcast

The Centre for Cultural Diversity in Ageing noticed a gap in storytelling relating to seniors from diverse cultural, linguistic and faith backgrounds in the Australian landscape and this podcast seeks to address that gap.

The “One size does not fit all” podcast aims to promote discussions around diversity in aged care and supports the needs of culturally and linguistically diverse older people and their families and carers. It asks the question: "How can we create a more inclusive aged care system for them so that everyone has a fair go!?" As one size does not fit all... does it?!

The podcast shares the insights of experts and industry leaders working in aged care, practical advice around diversity and inclusion and stories to inspire. The guests on the podcast have significant experience in aged care, diversity and leadership.

Podcast Topics

In **Season 1** we highlighted projects and programs that aim to make the aged care system more inclusive.

Season 2 was all about senior leaders from culturally and linguistically diverse backgrounds, and belonging, as well as writing migration stories and advocating for seniors' rights.

In **Season 3** we talked about supporting a culturally diverse workforce.

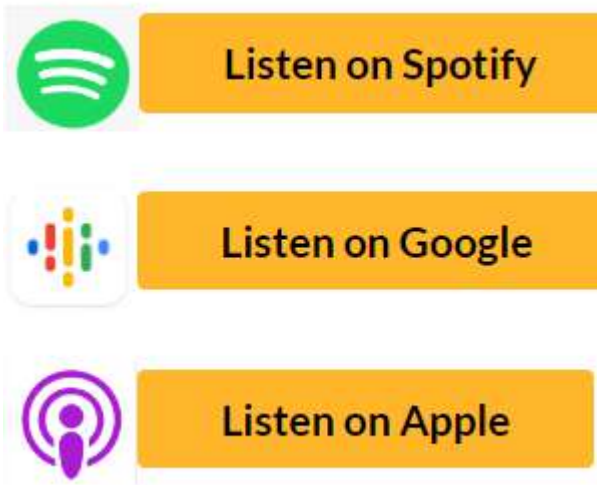
Season 4 will focus on social isolation experienced by seniors from culturally and linguistically diverse backgrounds.

Podcast

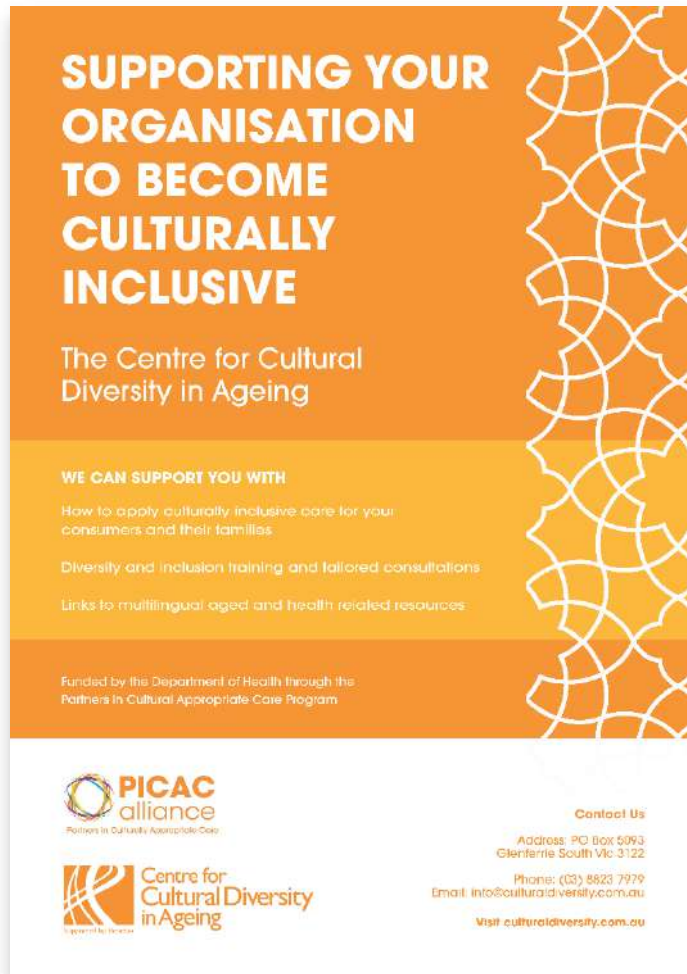


To listen visit:

culturaldiversity.com.au/news-and-events/podcasts



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.


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

Newsletter

Join the Centre for Cultural Diversity in Ageing mailing list by registering on our [home page](#)



Sign up to our newsletter and keep up to date with latest news and events:

Name	Email	Organisation	State	
<input type="text" value="Your full name"/>	<input type="text" value="Enter your email"/>	<input type="text" value="Name of organisation"/>	<input type="text" value="Select"/>	<div></div> <input type="button" value="Sign Up"/>

culturaldiversity.com.au

Thank you!

Thank you for participating today.

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

Thank you to Sarah Burrell-Davis
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