

New and Emerging Communities and their Aged Care Needs

May 2025



Centre for
Cultural Diversity
in Ageing

Supported by Benetas



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.

Dr Moses G Adepoju

President, Nigerian Senior
Citizen Club of Victoria



Dr Moses was instrumental in establishing the Nigerian Senior Citizens Club of Victoria.

His professional journey is marked by his steadfast commitment to human services and includes social work, teaching, and senior advocacy work as well as being a board member for various non-profit organisations.

He believes in empowering seniors to lead active, fulfilling lives and fostering a sense of belonging and purpose.

NIGERIAN
SENIOR
CITIZENS
CLUB OF
VICTORIA



Needs of Nigerian Senior Citizens in Victoria

As a New and Emerging Community

27th May 2025

Dr Moses G Adepoju

Nigerian Senior Citizens Club of Victoria

Nigerian senior citizens in Victoria represent a growing and under-recognized demographic within Australia's multicultural landscape. As a new and emerging community, they face unique challenges related to physical and mental health, social inclusion, financial stability, daily living, and personal well-being.

Nigerian Senior Citizens Club of Victoria

This finding identifies key areas of needs and proposes strategies to support the holistic wellbeing of this group.

Executive Summary

- ▶ Nigerian seniors in Victoria face challenges in health, social inclusion, and daily living.
- ▶ Culturally sensitive and community-led solutions are essential.
- ▶ Report identifies key needs and recommendations for support.

Findings

Physical
Health

Mental
Health

Social
Wellbeing

Findings

Daily Living
and Personal
Care

Nutrition

Financial
& Legal

Findings

Safety &
Security

Personal
Interests
& Hobbies

Other
Personal
Care Needs

Recommendations

- ▶ Develop a culturally tailored aged care strategy
- ▶ Fund community-led initiatives
- ▶ Train providers in cultural competence
- ▶ Strengthen partnerships with Nigerian groups
- ▶ Ensure ongoing consultation with elders

Conclusion

- ▶ Nigerian seniors are resilient and culturally rich.
- ▶ Support must be collaborative and culturally responsive.
- ▶ Empowering voices is key to inclusive aged care.



Gulghotai (Gula) Bezhan

Founder and CEO, Afghan
Women's Organisation Victoria



Gula founded Afghan Women's Organisation Victoria with a desire to bridge the social, economic and political gaps faced by Afghan women and girls.

She has immense passion in working to empower women and girls both in Victoria and Afghanistan.

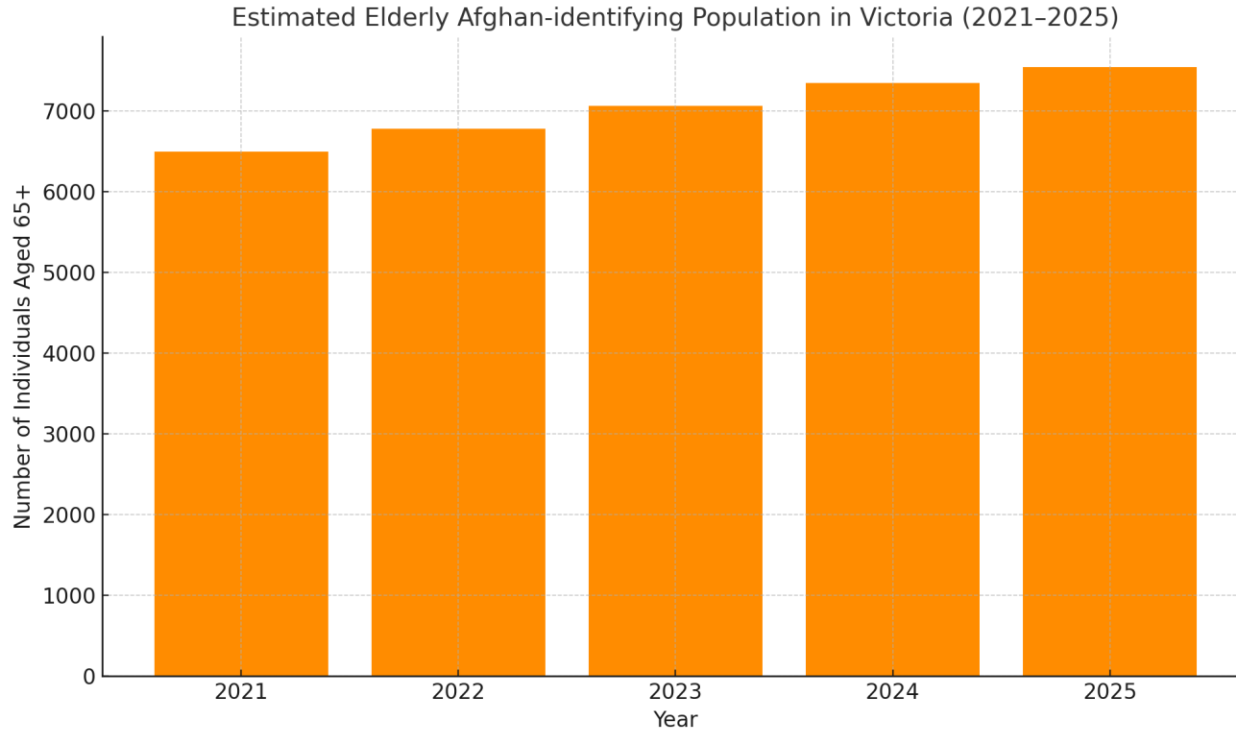
Her over 20 years' experience in community work and international aid has been recognised by various international organisations and bodies including UN Women, UNHCR, Amnesty International and Australian Federal and State Governments.

Afghan Women's Organisation Victoria

Gulghotai (Gula) Bezhan



This graph shows the number of elderly Afghans living in Victoria.





What services do we provide?

- Home Care Support Services
- Personal Care Assistant
- Transportation Assistant
- Aged Care Services
- Domestic Assistance
- Meal preparation
- Transportation
- Personal Care
- Gardening
- Social Support



About our staff

All our staff are:

- Trained, experienced, and qualified
- Fully screened with Police Checks, Working with Children Checks, and NDIS Worker Screening
- Certified in First Aid and CPR
- Friendly, bilingual, and dedicated to quality care

Contact Us

Phone Number: 1300 846 799

[Email: gulbezhan@hotmail.com](mailto:gulbezhan@hotmail.com)

Address: 46 Golf Links Road,
Berwick



Barbara Leon

Operations Manager,
United Spanish Latin American
Welfare Centre



Barbara is a social worker with over 25 years' experience in community service settings and the not-for-profit sector.

She has worked across community development, project management, and case management for individuals and families.

Barbara also has experience in specialist youth homelessness services, mental health, and counselling. She specialises in counselling vulnerable groups, including CALD and LGBTIQ communities.



2025

ABOUT UNITED

Established in 1977

We are a not-for-profit Community Service organization.

Initially known

As Centro Español Latino Americano de Asistencia Social (CELAS).

Serving the Community

We provide programs and services to older adults from over 20 Spanish-speaking communities in Victoria.

Historical Background

Spanish-speaking communities arrived in Australia between the 1960s and 1980s.

Aged Care Services

Our agency has responded to the needs of aging communities with various Aged Care Services.

Approved Provider

We are an approved Aged Care Provider.

Additional Services

We also conduct Community Development Projects, Education, Information and Referral, Tax Help Program, Advocacy, and Consultancy.



AGED CARE SERVICES

HOME CARE PROGRAM (Support at Home)

Support to maintain health
and independence at home.



SOCIAL SUPPORT GROUPS (CHSP)

Interactive Group Activities
for those who wish to
immerse themselves in the
Hispanic culture.



AGED CARE SERVICES

AGED CARE VOLUNTEER VISITOR SCHEME (ACVVS)

Social connection through home or residential visits provided by our volunteers.



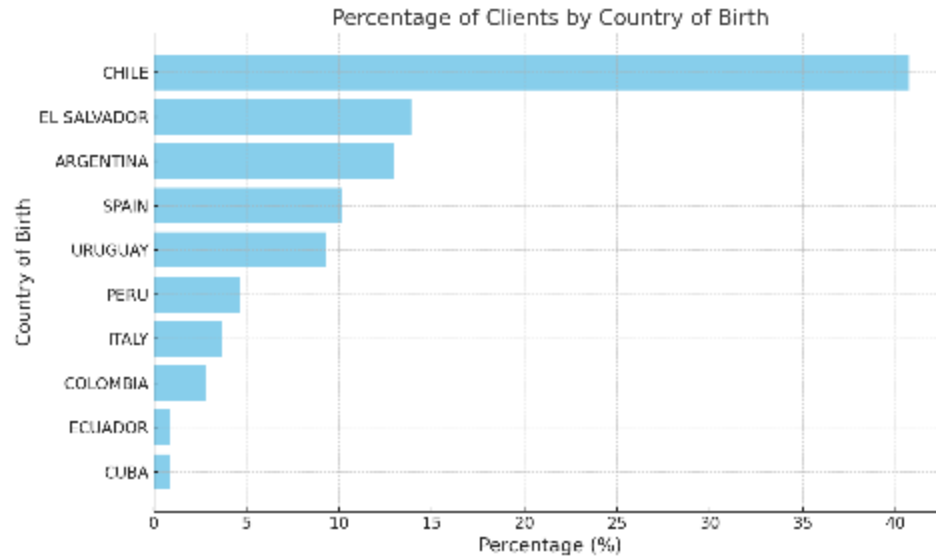
DEMOGRAPHICS- SPANISH SPEAKING COMMUNITY

- Spanish is the eleventh most spoken language in Australia, with around 170,000 speakers
- 30,513 people in Victoria speak Spanish (all age groups).
- 24% of them are over 60 years old.
- 30% of them speak little or no English.



Census

UNITED CLIENTS - BY COUNTRY OF BIRTH



FACTORS IMPACTING CLIENTS FROM CULTURALLY & LINGUISTICALLY DIVERSE BACKGROUNDS

For many clients of CALD backgrounds, a number of factors impact their experience of service systems and their access to services:

- Cultural and language barriers to accessing services
- Limited access to preventative and early intervention services throughout their lives
- Complicated migration experiences and settlement issues that were not resolved
- Separation from homeland and support networks
- High levels of Social Isolation and decreased well being
- Ongoing trauma of pre-migration experiences (ie: some people fled wars/oppressive regimes, political instability, torture and trauma)
- Distrust of government services/agencies
- Sensitivities around certain topics (taboos/stigma) may delay help-seeking behaviours (ie: mental health issues, advance care planning, dementia care)
- Digital literacy can be low

CULTURAL SAFETY AT UNITED

Respect & Inclusion

- Embrace client's family values, goals, and customs, while respecting their beliefs/preferences and supporting their community networks.

Accessible Services & Collaborative Support

- Ensure services are accessible to all based on need
- Work with clients, families, and agencies/service system to overcome service access barriers;
- Promote access to aged care services via system navigation support and Community Information sessions

Inclusive Practices & Tools

- Use of interpreters (TIS National)
- In-language materials & resources (ie: Health Translations from CEH)
- Translated Home Care Agreement (DOHAC free translation service)
- Culturally appropriate tools for dementia diagnosis and care: ie RUDAS

Partnerships & Community Engagement

- Collaborate with diverse services and organizations to provide culturally safe support (ie: Connecting Communities Project)
- Participate in co-design research: NARI Moving Pictures, NARI Draw Care and i-Support for Dementia Care

Confidentiality

- Major consideration for ethno-specific agencies
- Maintain strict confidentiality, unless duty of care to disclose

Culturally Safe Environment

- Empowering clients as active partners in their care, with services tailored to individual needs.
- Zero tolerance for discrimination
- Robust complaints mechanisms in place

CULTURAL SAFETY AT UNITED

Bilingual Services

- Bi-lingual staff across all levels
- Offer all critical documents in both English and Spanish.

Diverse & Skilled Team

- Our team reflects the diversity of our community and client's backgrounds, aligning staff and clients for better outcomes.
- Training via ELDAC Project, PEPA, ECCV

Client-Centered Solutions

- Actively listen to and address client needs, provide culturally appropriate options and solutions.
- Actively seek client feedback (formal and informal)

Celebrate Diversity

- Foster a supportive environment that honors cultural traditions and recognise special days of observance of various countries, creating a sense of belonging and community.
- Connecting Communities Project

Community Advocacy

- Represent community needs in various forums, including parliamentary inquiries and advisory groups.



**Thank you
for your time!
GRACIAS!!!**

**Barbara Leon
Operations Manager
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Feedback



Diversity Webinar Series
Post Webinar Survey

bit.ly/3AhB2Y0

Where to go for support

Centre for Cultural Diversity in Ageing Interactive Webinar Series 23-24



July Culturally Appropriate Care in Regional Areas

Aug Accessing Diverse Media

Sep Supporting a Culturally Diverse Workforce

Oct Inclusive Service Provision through an Intersectional Approach

Nov Cross-cultural Communication in an Aged Care Setting

Feb Developing a Culturally, Linguistically and Spiritually Appropriate Care Plan

Mar Supporting Culturally and Linguistically Diverse Older Women at Risk of Homelessness

Apr Navigation Programs Supporting Culturally Diverse Seniors to Access Aged Care Services

May Culturally Inclusive Recreation and Social Support Program Activities

June Overcoming Social Isolation Amongst Culturally Diverse Seniors

Book at bit.ly/IWS-23-24



CDP All webinars can be counted as time spent relating to Continuing Professional Development for nurses to meet the CPD registration standard



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.

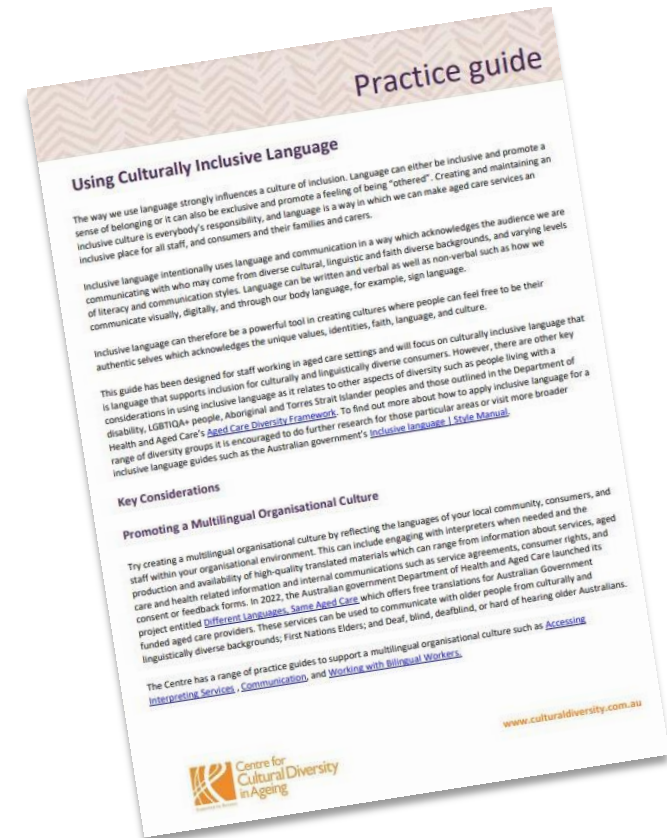
They're available in 70 languages & free to download from our website.

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: <https://www.culturaldiversity.com.au/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 Icon Agency 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