

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

April 2025



Centre for
Cultural Diversity
in Ageing

Supported by Benetas





Housekeeping

- Keep your camera on when you can – makes working together easier
- Change your Zoom display name to your full name & organisation
- Keep yourself on mute when you're not speaking
- This session is being recorded. If you don't want to appear in the on-demand video let us know
- The slides & on-demand video will be on our website in around 3 weeks time



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.

Menti Poll

Go to: bit.ly/qs-poll

Or scan the QR code:



SCAN ME

Melanie Metz

Deputy Commissioner, Sector Capability & Regulatory Strategy



Melanie (Mel) joined the Commission in March 2025, bringing deep experience in the public service across aged care, NDIS, social security, Medicare, Pharmaceutical Benefits Scheme and National Redress Scheme.

Prior to joining the Commission, Mel was the assistant secretary of the Aged Care Legislative Reform Branch at the Department of Health and Aged Care, where she led the development of the Aged Care Act 2024. In addition to policy and delivery roles within government, Mel spent 10 years working as in-house counsel and is admitted as a legal practitioner in the ACT. Her passion is social policy. Social care regulation has been a particular focus in her career.



Australian Government

Aged Care Quality and Safety Commission

Providing a culturally inclusive lens to the strengthened Aged Care Quality Standards

Mel Metz
Deputy Commissioner
Sector Capability & Regulatory Strategy
Aged Care Quality and Safety Commission

15 April 2025





Acknowledgement of Country

The Aged Care Quality and Safety Commission acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, water and community. We pay our respect to their Elders past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander peoples.





Australian Government

Aged Care Quality and Safety Commission

The new Act – a Rights-based framework

- New Aged Care Act - 1 July 2025
- Rights based framework
- Putting older people first
- Cultural safety, diversity and inclusion are key themes





Statement of Rights

Outlines the rights of older people when accessing aged care services

Embeds diversity, inclusion in high-quality care

- Puts the person first and upholds their rights
- culturally appropriate policies, practices, and environments
- diverse lived experiences in workforce and decision-making
- bilingual workers and interpreters upon request

Rights to dignity, respect, voice, and choice

- Make decisions about their own life and those decisions are respected and supported
- Access to information and support for decision-making
- Ability to communicate needs, preferences, and dignity of risk
- Feel safe, respected, and connected to their community
- have their culture and identity respected

Provider responsibility

- Ensure actions align with the Statement of Rights
- Culturally safe, trauma-aware, and healing-informed
- Valuing identity, culture, spirituality, and diversity



Obligations

Provider obligations

- Registration conditions
- Aged Care Code of Conduct
- Strengthened Aged Care Quality Standards
- Continuous improvement

Provider responsibilities

- Implement systems, processes, and workforce capabilities to uphold older people's rights
- Ensure safe, quality care that meets needs, preferences, and respect's identity



Conditions of Registration

Understanding and Compliance

- Providers must demonstrate understanding of older people's rights under the Statement of Rights
- Must have practices in place to ensure actions are compatible with the Statement of Rights

Audit Requirements

- Providers applying for registration in categories 4, 5, or 6 must undergo an audit against the Strengthened Quality Standards
- Audit also required for renewing registration or adding these categories to an existing registration

Condition of Registration

- Compliance with Strengthened Quality Standards is mandatory for providers in these categories when delivering services



Strengthened Quality Standards

Each standard has an **intent** and **expectation statement**, **outcomes** and **actions**

Overview of the 7 Standards

- **Standard 1:** The individual
- **Standard 2:** The organisation
- **Standard 3:** The care and services
- **Standard 4:** The environment
- **Standard 5:** Clinical care
- **Standard 6:** Food and nutrition
- **Standard 7:** The residential community





How each Standard is culturally inclusive

Every standard supports and respects diverse life experiences of older people

Standard 1: The individual

- **Cultural Knowledge and Respect:**
 - Crucial for delivering safe, quality care under **Standard 1**.
- **Guidance for Providers:**
 - Standard 1 includes specific inclusions in **Intent, Outcomes**, and **Actions** to support diverse backgrounds, including Aboriginal and Torres Strait Islander peoples.
- **Key Strengthened Actions:**
 - **New Actions:** Ensure older people's identity, culture, and life experiences are respected and valued.
 - Provide information in a way that is accessible and understandable, including tailoring for linguistically diverse individuals.
- **Person-Centered Care:**
 - Providers must understand and value the older person's identity, culture, ability, beliefs, and care experiences.
 - Care services should be developed and tailored to the older person's needs, goals, and preferences.





How each Standard is culturally inclusive

Every standard supports and respects diverse life experiences of older people

Standard 2: The organisation

- **Key Actions for Providers:**
 - Partner with older people from culturally and linguistically diverse backgrounds in designing care
 - Ensure care services are culturally safe and appropriate for diverse needs
- **Aged Care Workforce:**
 - The workforce is central to delivering great care
 - Workers must have the skills to deliver culturally safe care
- **New Requirements:**
 - Competency-based training for aged care workers
 - Training includes culturally safe, trauma-aware, and healing-informed care





How each Standard is culturally inclusive

Every standard supports and respects diverse life experiences of older people

Standard 6: Food and nutrition

- Applies to residential aged care
- Ensures meals are enjoyable, reflect individual preferences, and offer choice in what, when, and how older people eat and drink
- Recognises the cultural significance of food in fostering inclusion and belonging





How each Standard is culturally inclusive

Every standard supports and respects diverse life experiences of older people

Standard 7: The residential community

- Focuses on creating a community where diverse cultures and backgrounds are respected.
- Ensures each older person's culture is valued, making them feel included, safe, and at home in their living environment.





Resources

Supporting Providers, Workers, and Older People under the New Aged Care Act

Objective

The Commission is supporting sector readiness for the strengthened Quality Standards.



For **older people**

to understand what to expect from their care and how the Commission can help when their aged care experience falls short



For **providers**

to understand their obligations, what we expect to see in the delivery of care, how we will assess performance and how we will regulate



For **workers**

to understand their obligations, what is important in delivering quality safe care and how the Commission can help them to raise concerns



Australian Government

Aged Care Quality and Safety Commission

Resources

Digital guidance tool

Evidence mapping framework

ALIS

Fact sheets and check lists

Posters

Webinars and videos

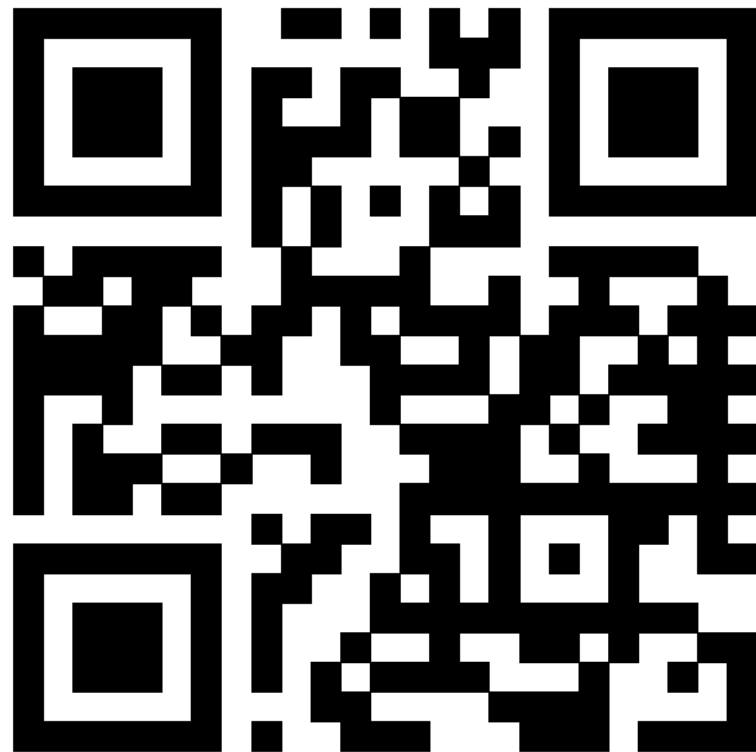




Keep your eyes on our website for:

- latest information
- resources
- training opportunities

<https://www.agedcarequality.gov.au>





Lisa Tribuzio



Manager, Lotus Consulting

Lisa is a Social Worker who has had 25 years experience in the field of equal opportunity, lobbying to governments to address poverty, social disadvantage, racism and discrimination, and policies which promote oppression of Australian communities.

Lisa has worked in the fields of multiculturalism, tertiary, disability and youth and family services. She brings with her experience and knowledge working in community welfare, media, local government and the education sectors.

She has also travelled through Asia and the Middle East working with human rights organisations promoting cross-cultural exchange, education and understanding of human rights. She has a particular focus on the context of communities and how policies as well as cultural norms affect access to services and opportunities. Lisa operates from a humanitarian and community development framework.

Cultural Care Compass



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Centre for
Cultural Diversity
in Ageing



The Cultural Care Compass (CCC) has been developed by the Centre for Cultural Diversity in Ageing (The Centre) in 2025

- Supports aged care providers to adopt culturally inclusive approaches and practices to meet the needs of culturally, linguistically and spiritually diverse seniors.
- Directly linked to the strengthened Aged Care Quality Standards and complements the diversity approach embedded within them. These 7 Standards require all aged care organisations to deliver inclusive and non-discriminatory care and services..
- Acknowledges that the Royal Commission into Aged Care Quality and Safety identified focus areas for improvement with diversity being integral in all aspects of an aged care services





The CCC has specific performance measures to support providers to show evidence that their organisation has embedded an inclusive, non-discriminatory approach in its care and service delivery.

Each performance measure aligns with the relevant strengthened Aged Care Quality Standards requirements set out by the Aged Care Quality and Safety Commission.

Providing culturally inclusive, safe and non-discriminatory high-quality care also aligns with the legislative stipulations of the Racial Discrimination Act 1975.

The themes of the CCC may also support providers in preparing to apply for CALD Specialisation Verification.

- The CCC planning tool is a resource available on the Centre's website under the Resources tab. It is a fillable PDF file that can be downloaded.
- It's been designed for self-assessment, enabling aged care organisations to:
 - Evaluate current practices against performance measures
 - Identify key areas for improvement
 - Plan and implement strategic developments to achieve inclusive care.



Standard 1: The Person

This Standard underpins how providers and workers are expected to treat older people. It's relevant to all Standards and reflects important concepts about dignity, respect, individuality, diversity, independence, choice, control, culturally safe care, and dignity of risk.

Measure	CCC performance indicator	Done	Could do better	Did this well	Evidence	Actions for improvement	Alignment with
1a	Support older people to communicate in their preferred language. Example: <ul style="list-style-type: none"> Support a client to read or write in their preferred language Display signs in preferred language Use electronic translators Employ staff to match cultural & linguistic needs of older people. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 4, 5, 6, 7
1b	Procedures in place to report & address incidents of racism experienced by the older person. Example: Incident reports, follow-up actions, staff training on racism.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3
1c	Encourage staff to learn about the culture of the older person. Example: <ul style="list-style-type: none"> Cross cultural communication Faith & food practices Key phrases & greetings Adapting lifestyle activities to the culture of the older person Celebrate cultural & significant days with older people or in the wider community. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 3, 4, 5, 6, 7
1d	Provide & facilitate services that enable older people to celebrate & express cultural & religious activities. Example: Cultural & significant days noted in policy documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 4, 5, 6, 7
1e	Intake, assessment & care planning documentation captures the older person's background, culture, beliefs, life experiences, choices for care, communication needs & preferences. This documentation is regularly reviewed. Centre for Cultural Diversity in Ageing's Cultural Care Plan captures this information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			Standard 1, 2, 3, 4, 5, 6, 7



Standard 1: The Person

Performance Indicators from the CCC under this Standard include:

- Support older people to communicate in their preferred language.
- Procedures in place to report & address incidents of racism experienced by the older person.
- Encourage staff to learn about the culture of the older person.
- Provide & facilitate services that enable older people to celebrate & express cultural & religious activities.
- Intake, assessment & care planning documentation captures the older person's background, culture, beliefs, life experiences, choices for care, communication needs & preferences. This documentation is regularly reviewed.



Standard 2: The Organisation

Performance Indicators from the CCC under this Standard include:

- All workers receive regular training on culturally appropriate care (including agency workers & subcontractors).
- Marketing materials, lifestyle calendars, menus, & client feedback forms are translated & reflect the cultural diversity of older people.
- Involve culturally diverse older people in Consumer Advisory Groups (this is a mandated requirement).
- Encourage older people to provide & expect feedback in their preferred language & method.
- Language services policy
- Collect client data on cultural & linguistic diversity on an ongoing basis.
- Consider becoming a CALD Specialist Provider.



Standard 3: Care and Services

Performance Indicators from the CCC under this Standard include:

- Adapt services to meet the individual cultural, linguistic, faith & spiritual needs of older people during end of life care including linking to spiritual practices.
- Adapt services to meet the individual cultural, linguistic, faith & spiritual needs of older people including those living with dementia.
- Support older people to have access to information, diverse entertainment & media options in their preferred languages.
- Support for older people affected by global events. This could be war, conflict, natural disasters or political oppression.
- Intake, assessment & care planning documentation captures the older person's background, culture, beliefs, life experiences, choices for care, communication needs & preferences. This documentation is regularly reviewed.



Standard 4: The Environment

Performance Indicators from the CCC under this Standard include:

- Support older people in residential aged care to practice their faith in accordance with their wishes. This includes access to a multi-faith prayer room.
- Culturally sensitive written signage & visual aids in multiple languages throughout your facility.
- Where appropriate, regularly talk to culturally diverse older people about equipment being used & the physical environment of your facilities.



Standard 5: Clinical Care

Performance Indicators from the CCC under this Standard include:

- Provide training on delivering culturally appropriate clinical care & communicates care procedures to older people who don't speak English well. All workers receive training on trauma awareness in aged care. This includes worker wellbeing.
- Procedures in place to report & address incidents of racism experienced by the older person.
- Support older people to have choice regarding the gender of care workers. When required for religious reasons & where it's feasible to accommodate. Regular training on culturally appropriate care.



Standard 6: Food and Nutrition

Performance Indicators from the CCC under this Standard include:

- Support older people to use utensils that meet their food practices.
- Support older people to request culturally required diets including appropriate spices & condiments.
- Cater for older people with cultural dietary requirements.
- Conduct food service audits to consistently meet culturally appropriate dietary requirements. Example: Halal, Vegetarian, Kosher, Vegan, Mediterranean diet, fasting.
- Support older people to share their food knowledge & recipes with workers and/ or participate in cooking activities or demonstrations.
- Support older people to have opportunities to share food & drinks with other older people, friends, family & carers.



Standard 7: The Residential Community

Performance Indicators from the CCC under this Standard include:

- Partner with culturally & linguistically diverse older people & ethno-specific or multicultural organisations & community leaders.
- **Standard 1, 2, 5, 7 7b** Offer regular culturally appropriate lifestyle activities to older people in residential aged care that reflect their culture, faith & spirituality.
- **Standard 1, 2, 5, 7 7c** Enable and support older people to celebrate cultural & religious activities & festivals.
- **Standard 1, 2, 7 7d** Support older people to have access to information, diverse entertainment & media options in their preferred languages.
- **Standard 1, 2, 3, 5, 7 7e** Actively link culturally & linguistically diverse older people, including those who are socially isolated & lonely, with cultural & community groups. For example, organisation accesses Aged Care Volunteer Visitors Scheme.

Next Steps

The CCC encourages providers to refer to it regularly.

As the organisation progresses into inclusive care, the tool can be updated to reflect improvements.

Continue working towards making services and practices welcoming, safe and accessible for everyone.



Q & A Session

Use the chat to ask questions





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.

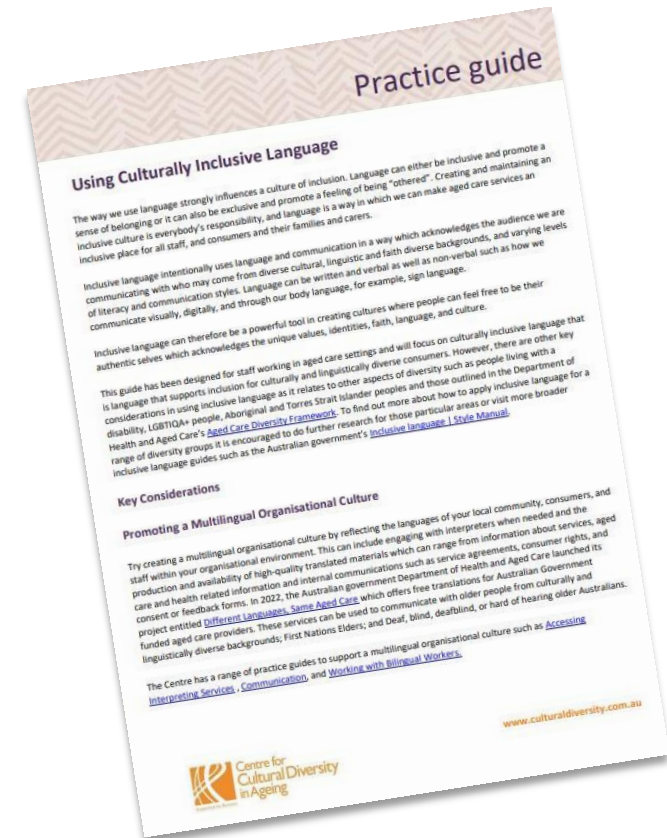
They're available in 70 languages & free to download from our website.

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
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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