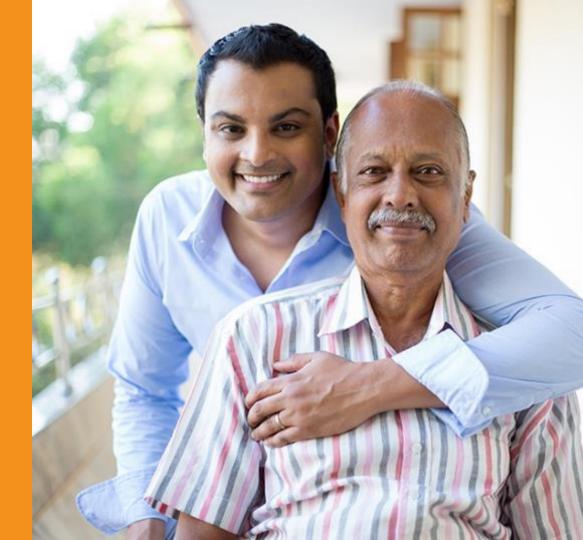
Supporting Carers from Culturally & Linguistically Diverse Backgrounds

March 2025







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



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.



Annabel Reid



Annabel joined Carers Australia as CEO in March 2024. She is an insightful and strategic leader with over a decade of Not-for-profit executive experience in the healthcare sector.

Her previous experience includes senior leadership roles with the Pharmaceutical Society of Australia and the Australian Medical Association. Her expertise spans people leadership, commercial transformation, advocacy, operational excellence, change management, and engendering a culture of learning and growth. Annabel was awarded the 2023 STEM Promoter of the Year at the inaugural Australian Cyber Security Awards.

Annabel is known for her ability to create purpose-led, member and stakeholderfocused teams with a cultural vision of clarity, collaboration, and the courage to move at speed. Annabel is passionate about supporting people who help others.

Annabel has living experience as a carer and understands the challenges associated with juggling work, family and caring responsibilities. Annabel is keen to be an impactful voice for Australia's unpaid carers.





Supporting carers from culturally and linguistically diverse backgrounds

Who is a carer?

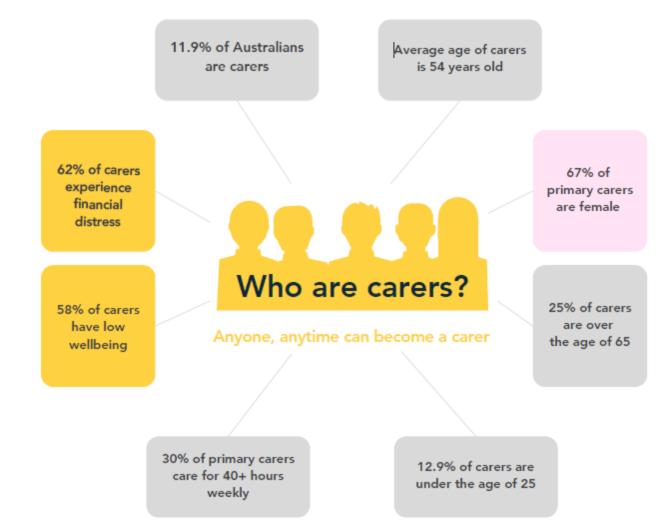
Carers Australia is the national peak body representing the diversity of **3 million** Australian's who provide unpaid care and support to family members and friends with:

- a disability,
- chronic condition,
- mental illness or disorder,
- drug or alcohol problem,
- terminal illness,
- or who are frail aged.





More about carers



25% -30% of all carers are culturally and linguistically diverse.

Challenges faced by all carers

1.Lowered wellbeing

2. Social isolation and loneliness

3. Financial impacts

4.System navigation



CALD carer insights

1.Respite that's not fit for purpose:

2024, Carer Wellbeing Survey: only 20.5% of all carers surveyed (n~9,000) felt it was difficult to find culturally appropriate respite services, however this was significantly higher for carers who speak a language other than English at home (34.6%):

"There are a lot of people from cultural backgrounds who don't like outsiders in their house or (feel comfortable in a respite facility which is mainstream."

2. Stigma and isolation:

"As carers, we feel 'underground'. I'm not seen"

3. Lack of recognition from health professionals: *"There's been no information given to me on my husband's condition; there are no support groups to help me understand"*

4. High psychological distress – First Nations carers experience higher psychological distress than other carers (Carer Wellbeing Survey 2024)





What about the term 'carer'?

What supports are there for carers?

National Carer Network

Carer Gateway Services

Other supports:

- Department of Veteran Affairs
- Open Arms
- Dementia Australia
- Palliative Care Australia
- ...and more!





https://www.carersaustralia.com.au/about-carers/culturally-linguisticallydiverse-carers/





Annabel Reid, CEO Carers Australia

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carersaustralia.com.au



Viviana Jimenez



Viviana Jimenez, Manager World Wellness Group

Viviana is a dedicated healthcare professional with a Bachelor's degree in Medicine from Colombia and a Master's degree in Public Health from Queensland University of Technology.

Viviana's journey brought her to Brisbane in 2011 as an international student. During this time, she faced the challenges and barriers that many migrants experience, which deeply influenced her passion for social justice and health promotion.

For over six years, Viviana has been a vital part of the World Wellness Group, dedicating five of those years to the Multicultural Connect Line.

Viviana started as a worker, quickly advancing to Team Leader, and now proudly serves as the Manager of both the Multicultural Connect Line and the Culture Care program. Her personal experiences and commitment to making a positive impact drive her work, as she strives to support and uplift diverse communities.



Culture Care Empowering Carers in Mental Health

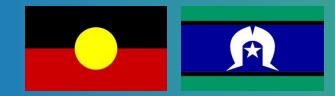


Traditional Acknowledgement

World Wellness Group acknowledges that the space we occupy and the place we conduct our work has, and always be, the traditional lands of the Turrbul and Yaggera people.

We understand that the connection between this land and its indigenous people has a special and spiritual significance that benefits social and emotional wellbeing. We pay our respect to the elders past, present and future of this ancient land and appreciate and reflect our respect for both Aboriginal and Torres Strait Island peoples.

We commit to growing and nurturing our relationship with Indigenous Australians, to assuring their rightful place in the journey that is better health outcomes for Australia and to exploring the opportunity for partnerships and collaboration to benefit all.





- In 2022 there were 3.0 million carers in Australia
- 29.9% of carers were born overseas
- 12.7% primarily spoke a language other than English at home



Australian Bureau of Statistics. "Disability, Ageing and Carers, Australia: Summary of Findings." ABS, 2022. https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release.

What is the gap?

- CALD carers do not identify themselves as carers (Creado, n.d.)
- Mental health term and system is not understood (Radhamony et al., 2023)
- **High levels of stigma and shame around poor mental health** (Radhamony et al., 2023)
- Multicultural carers in mental health hold higher levels of emotional, psych ological and financial stress, isolation, grief and poor quality of life (Gilbert, A. S. et al., 2022).





Structural barriers

- Underuse existing carer support services (Gilbert, A. S. et al., 2022; Radhamony et al., 2023)
- Carer support services, including helplines, are not CALD friendly and accessible (Gilbert, A. S. et al., 2022)
- Informal caring is higher (Bhatia et al., 2024)
- Limited support to community and faith leaders on how to support their own community.





What is Culture Care?

- Provides emotional and psychosocial support, and links to services.
- Multicultural carers who are feeling overwhelmed, or their own **mental health has been impacted** because of their role of **caring for someone with mental health needs**.



Culture Care

Empowering Carers in Mental Wellbeing

If you look after someone who is stressed, or has poor mental health, you may be a carer.



We can help you:

- Manage your stress and worries
- Find support, services and information
- Feel supported in your role as a carer

(1300 079 020 5=9=3 Open Monday to Friday 9am - 4:30pm Interpreter







What is Culture Care?

- Is a partnership program between Arafmi and World Wellness group (WWG). Funded by Queensland Health.
- Queensland wide
- Free
- Individual and group support to carers.
- Support over the phone or face-to-face







What else is Culture Care offering?

 Information and educational sessions to carers and community members.

 Advocating for awareness of Multicultural carers in mental health in communities and the sector.







Culture Care eligibility?

Within Culture Care scope:

- Anyone who identifies as caring for someone who is experiencing poor mental health
- Visa status is NOT a barrier
- · Community and faith leaders

Out of Culture Care scope:

- Young carers under 18yrs
- · Someone who is employed as a carer
- Students on placement
- Carers for people who DO NOT have poor mental health





How to make a referral

• Self-referral:

Anybody can Call the Multicultural Connect Line (WWG support line) on 1300 079 020

• Services referrals:

Via <u>Mental health programs referral form</u> from the Worl Wellness Group webpage.

Link: <u>https://worldwellnessgroup.org.au/</u>





References

- Australian Bureau of Statistics. "Disability, Ageing and Carers, Australia: Summary of Findings." ABS, 2022. <u>https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release.</u>
- Bhatia, P., McLaren, H., & Huang, Y. (2024). Exploring Social Determinants of Mental Health of Older Unforced Migrants: A Systematic Review. *The Gerontologist*, 64(6), gnae003. https://doi.org/10.1093/geront/gnae003
- Creado, A. (n.d.). Culturally and linguistically diverse carers' perceptions of the cultural appral appropriateness of care opriateness of carer support services: An explor vices: An exploratory study. https://ro.ecu.edu.au/theses_hons/1371
- Gilbert, A. S., A., J., Croy, S., T., A., Adams, J., G., D., Browning, C., K., M., & Ellis, K., B., B. (2022). *The experience of structural burden for culturally and linguistically diverse family carers of people living with dementia in Australia*. 30(6), e4492–e4503. https://doi.org/10.1111/hsc.13853
- Radhamony, R., Cross, W. M., Townsin, L., & Banik, B. (2023). Perspectives of culturally and linguistically diverse (CALD) community members regarding mental health services: A qualitative analysis. *Journal of Psychiatric and Mental Health Nursing*, 30(4), 850–864. https://doi.org/10.1111/jpm.12919



Thank you







Q & A Session

Use the chat to ask questions





Resources







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 Cultually 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 <u>bit.ly/DWS-24-25</u>





Communication Cards & Aged Care Signage

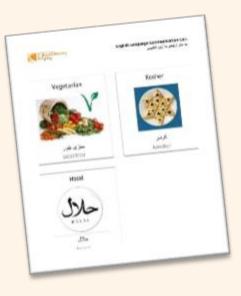
Bilingual Communication Cards, Phrases & Signage depict a wide range of daily activities & situations. They can be used to prompt discussion, assist with directions & clarify a senior's needs.

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.

Go to Multilingual Resources on the home page <u>culturaldiversity.com.au</u>







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: <u>culturaldiversity.com.au/training-development/</u> <u>everyone-has-a-story</u>





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

	About this Form
	AUDOL DES FORM
The	a form to a care plan. The care plan:
1	 Heigs staff take care of people in a way that respects their culture, bagsage, and faits.
	 Has questions to help staff find out what each person needs to leaf included and respected.
	 Explains what the staff will de to make the person feel comfortable. Explains who etse will tells, for example family or triends.
Me	ame of consumer/client:
	to be examine the network was as a second processory possible in agoit over With consultate, we make plant the even of plant.
Na	one of organization the consumer receives services from:
To	day's date:
M	are and role title of staff member completing the plan



- 1. Does this consumer need to talk to someone of their calture or faith? This includes their friends and family overseas.
- 1. Minut does the consumer used to feel mass industed?
- 2. What will we do to make this concerner feel more ind aded?
- 2. Now will be the staff in do thin?
- 4. Who are the other people who will be helping? For example, blends, famile, maftes tara ergankariona.
- 5. Is there arything etco that is important?



Consumer Culturally, Unguistically and Spiritually Appropriate Care Plan

- 2. Ones this consumer have any cultural or spiritual rituals, significant days or events that are important to there?
 - 1. What does the consumer need to fail more included?
 - 2. What will we do to mate this consumer feel more instaded?
 - 1. Who will be the stelf to do this?
 - 4. Who are the other people who will be helping? For example, blonds, family, real tical toral organizations.
 - 5. Is there anything size that is important?





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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. <u>bit.ly/health-aged-care-info</u>

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:

- <u>Aged Care Services</u>
- <u>Health and Wellbeing</u>
- Disability and NDIS
- Mental Health
- Dementia Support
- Financial Issues
- <u>Safety</u>
- <u>Communication tools</u>
- Directories and Search Engines
- <u>Resources on our website</u>

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





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: <u>https://www.health.gov.au/our-work/aged-care-</u> <u>diversity-framework-initiative</u>

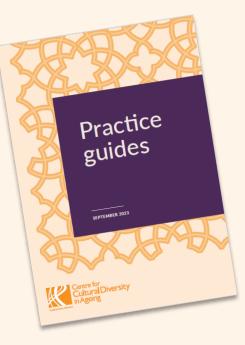






Practice Guides

- 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 <u>culturaldiversity.com.au</u>





Training Programs from Across the Sector

The Centre provides 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





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 <u>Red Hat Films</u> 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: <u>culturaldiversity.com.au/resources/multilingual-resources/consumer-voice-film</u>

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





You can ask for what you need from Aged Care Services

English Version



Centre for Cultural Diversity in Ageing





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.





S3 Ep2: Responding to Racism



Ultimately, staff must be safe at work.

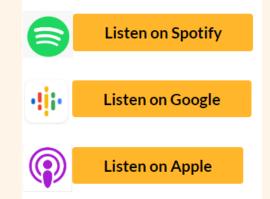






To listen visit:

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.

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 <u>diversityagedcare.health.gov.au</u>





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.





My Aged Care Provider Specialisation Verification 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.





Specialisation Verification, My Aged Care

- 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.



Multi-faith Calendar 2025

JANUARY	Birthday of Guru Gobind Singh JI (10th)	Epiphany of the Lord	+ 7 JAN Nativity	Maghi	Mahayana New Year	Feast of Epiphany	Australia/ Survival Day	C* 27 JAN Lailat al Miraj	Chinese New Year / Lunar New Year	FEBRUARY		Anniversary of National Apology Day	Magha Puja Day	C* 14 Lailat al Bara'ah
Nirvana Day (Mahayana)	3026MahaFEBShivaratri	Losar (Tibetan New Year)	MARCH	C * ^{1≈30} Mar Ramadan	3 MAR 18 APR Great Lent	17 APR	SÖ MAR Holi	Purim	Hola Mohalla	Cultural Diversity Week	National Close the Gap Day (Reconciliation Australia)	Naw Ruz	Parmony Day	Annunciation
+ 25 MAR	C* 27 MAR Lailat al Qadr	C 31 MAR Eid ul Fitr	APRIL	Si APR Rama Navami	Vorld Health Day	13=15 APR Theravada New Year	Holy Week Holy Week Holy Week	x ^{13∞20} APR Pesach	Paisakhi 14 Baisakhi	f 18 APR Good/Holy Friday		‡ 20 APR Easter/ Pascha	Ridvan	Yom HaShoah / Holocaust Remembrance Day
APR ANZAC Day	Linth Day of Ridvan 28 APR	MAY	National Palliative Care Week	International Nurses Day	Vesak/ Buddha Day	Declaration of the Bab	National Sorry Day	National Reconciliation Week	Ascension of Baha'u'llah	JUNE	2=3 JUN Shavuot	Mabo Day	+ Jiii Ascension	C* 7
Pentecost	+ M Pentecost	Saga Dawa Duchen	Martyrdom of Guru Arjun Dev Ji	Winter Solstice	C★ 27 Jun Hijra	JULY	Torres Strait Islander Christians' Coming of the Light	C+ 5 Day of Ashura (Muharram)	6∞13 JUL NAIDOC Week	Martyrdom of the Bab	(Theravada) Asalha Puja	AUGUST	XX AUG Tisha B'Av	+ 6 AUG
n 9 AUG international Day of the Workd's indigenous Peoples	309AlidRakshaBandhan	Assumption of the Blessed Virgin Mary	+ 15 All6 Dormition of Mary	3016AUGKrishnaJanmashtami	21=28 AUS Paryushana	30 27 AUS Ganesh Chaturthi	SEPTEMBER	C SEP	Ullambana	Image: Non-Sep R U OK? Day		Rosh Hashanah	OCTOBER	کی مخت Dussehra
Yom Kippur	Kathina 7	Sukkot	UN World Mental Health Day	International Alled Health Professions Day	Simchat Torah	International Spiritual Care Week	Conterment of Gase Granth Sabb	Eandi Chhor Divas (Diwali)	<u>ද</u> ් Diwali	Ahavir Nirvana		Birth of Baha'u'llah	NOVEMBER	All Saints Day
Sinth of Gunu Nanak Dev Sahib Ji	Martyrdom of Guru Tegh Bahadur Ji	Day of the Covenant	Ascension of Abdu'l-Baha	+ 30 NOV 24 DEC Advent	DECEMBER	UN International Day of Persons with Disabilities	UN Human Rights Day	Hanukkah	Summer Solstice	+ 25 DEC Christmas	KEY	Buc	chiam 1	Aboriginal & Torres Strait Islander Christianity
SIGNIFICANT DATES FOR SHA MEMBERS AND NETWORKS Granual Head Association acknowledges that this calendar was put together on the lands of the Warandiget and Dawnorrang people of distributions and the second seco							CONTACT US: office@spiritualhealth.org.au www.spiritualhealth.org.au			Health	علم الله علم		★ Islam Mental Health and Wellbeing	

https://spiritualhealth.org.au/sha-calendar/





Further Resources

SBS Cultural Atlas <u>culturalatlas.sbs.com.au</u>



Golden Years – ECCV eMagazine <u>eccv.org.au/golden-years</u>

Information Booklet for Multicultural Communities <u>bit.ly/mas-booklet</u>



Bridging Cultures – A Guide to the Diverse Cultures in Australia FOR AGED CARE SERVICE PROVIDERS <u>http://www.bit.ly/bridge-cultures</u>





AXAXAB

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: <u>https://www.culturaldiversity.com.au/training-</u> <u>development/regional-training</u>







Feedback



http://bit.ly/499jN8s



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 Cultually 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.

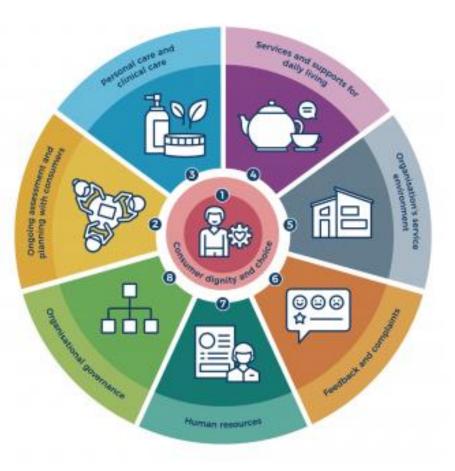
Linked to the Diversity Framework are different action plans for diverse groups, including a CALD Action Plan.

For more information please visit: <u>https://www.health.gov.au/our-work/aged-care-</u> <u>diversity-framework-initiative</u>





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.

Fore more information about the Inclusive Services Standards, visit <u>www.culturaldiversity.com.au/resources/inclusive-service-standards</u>



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: <u>culturaldiversity.com.au/training-development/</u> <u>everyone-has-a-story</u>



Communication Cards & Aged Care Signage

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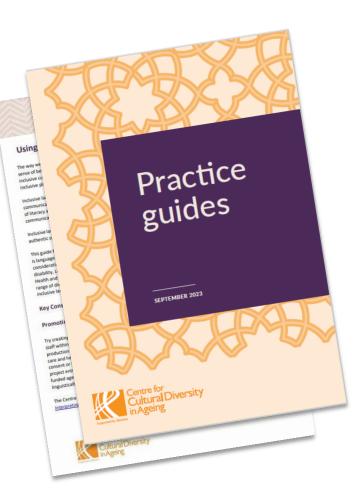






Practice Guides

- 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



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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



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Poster



The Centre for Cultural Diversity in Ageing

WE CAN SUPPORT YOU WITH

How to apply culturally inclusive care for your consumers and their families

Diversity and inclusion training and tailored consultations

inks to multilingual aged and health related resources

Funded by the Department of Health through the Partners in Cultural Appropriate Care Program





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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: <u>culturaldiversity.com.au/resources/resources-partnership-program</u>



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: <u>https://www.culturaldiversity.com.au/training-</u> <u>development/regional-training</u>





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 <u>diversityagedcare.health.gov.au</u>



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

- 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





Centre for Cultural Diversity in Ageing



Feel free to contact us at info@culturaldiversity.com.au

