

Exploring the Needs of Aged Care Providers in Regional Victoria

**Authors: Lisa Tribuzio and Nikolaus Rittinghausen, August 2023
Centre for Cultural Diversity in Ageing, Supported by Benetas with funding from the
Australian Government Department of Health and Aged Care**

Exploring the Needs of Aged Care Providers in Regional Victoria

Overview of the Centre for Cultural Diversity in Ageing

The Centre for Cultural Diversity in Ageing (The Centre), supported by Benetas, currently receives project funding from the Australian Government Department of Health and Aged Care to administer the Partners in Culturally Appropriate Care (PICAC) program. The PICAC program provides funding to an organisation in each state and territory who is funded to:

- Improve partnerships between aged care service providers, Culturally and Linguistically Diverse (CALD) communities and the Department of Health and Aged Care.
- Ensure the special needs of older people from diverse cultural and linguistic backgrounds are identified and addressed.

The Centre is the PICAC Victoria provider and delivers expertise in relation to culturally inclusive policy and practice for the aged services sector. It has over 20 years of experience in supporting aged care providers in addressing the needs of older people from CALD backgrounds.

The purpose of the Centre is to build the capacity and capabilities of Australian aged-care providers to deliver services that are welcoming, inclusive and accessible. The Centre's service areas include:

- Inclusive practice training and workshops
- Capacity building to promote cultural inclusion and equity
- Diversity advice and consulting

Introduction and Project Rationale

The "Exploring the needs of Aged Care Providers in Regional Victoria" project directly responded to recommendations from the Royal Commission (The Commission) into Aged Care Quality and Safety relating to the needs of disadvantaged older people. The Commission heard of numerous access issues experienced by people with diverse backgrounds and life experiences. In its final summary report, it states:

"We are particularly concerned about access to aged care services in regional, rural and remote areas. Older people make up a greater share of the population in these areas than in major cities. Furthermore, people in regional, rural, and remote areas experience multiple disadvantages, which can magnify the need for support in older age. The data shows that the availability of aged care in outer regional and remote areas is significantly lower than in major cities and has declined in recent years."

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The needs of older people from culturally and linguistically diverse backgrounds living in regional, rural, and remote areas require particular attention. As mentioned in The Commission’s Findings Summary Report:

“The existing aged care system is not well equipped to provide care that is non-discriminatory and appropriate for people’s identity and experience. We heard about aged care providers that do not provide culturally safe care, that is, care that acknowledges, respects and values people’s diverse needs. Across the aged care system, staff are often poorly trained in culturally safe practices, with little understanding of the additional needs of people from diverse backgrounds.”

Page 67, Royal Commission Summary Report A Summary of the Final Report¹

This project also supports recommendations from the Victorian Parliamentary Inquiry into support for older Victorians from migrant and refugee backgrounds conducted in August 2022, which contained a total of 76 recommendations. One of these recommendations was the need for further support for seniors from CALD backgrounds living in regional Victorian towns.²

The Centre for Cultural Diversity in Ageing (The Centre) held consultations in four regional centres in Victoria between February and May 2023: Shepparton, Morwell, Swan Hill, and Wallan.

Snapshot Overview of the Project

Number of Attendees	54 (all working in government funded aged care service delivery)
Number of Consultations	Four
Victorian Regional Areas Consulted with	Shepparton, Wallan, Swan Hill, and Morwell
Dates Consultations were Conducted	February to May 2023
Key Partners	The Centre for Cultural Diversity in Ageing, Icon Agency, National Ageing Research Institute Ltd, Ethnic Communities’ Council of Victoria, Department of Health and Aged Care Regional Teams

¹ Source: <https://agedcare.royalcommission.gov.au/sites/default/files/2021-03/final-report-executive-summary.pdf>

² Source: <https://new.parliament.vic.gov.au/492f2d/contentassets/dc40a004f9ee4f78a6bdb3ee063ed16f/inquiry-into-support-for-older-victorians-from-migrant-and-refugee-backgrounds.pdf>

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Project Partners



Overview of Top 10 Key Findings

1. Significant resources are needed in all four regions to support the needs of culturally and linguistically diverse (CALD) seniors to navigate and access aged care services (e.g. more culturally appropriate, and multilingual Care finders and Connectors).
2. New culturally inclusive aged care services need to be developed to address the significant gaps in culturally inclusive home care and residential care services.
3. Ongoing culturally appropriate care training is needed for aged care staff in all four regions, including training for Regional Assessment Services (RAS) assessors.
4. Professional diversity networks are needed to support ongoing conversations, learnings and sharing of resources to build capacity of aged care providers to provide culturally inclusive care. (e.g., Diversity Communities of Practice, Diversity Conferences, online industry forums).
5. Significant support and funding needed to reduce social isolation and mental health issues for seniors from CALD backgrounds by providing targeted programs such as funding for multicultural senior citizens support programs, diversity events, transport programs and taxi vouchers.
6. Ongoing information and education sessions to raise awareness of interpreting and translation services (including provision of information in audio-visual forms) to reduce language and literacy barriers amongst seniors from CALD backgrounds.
7. Senior aged care leaders require diversity mentoring and governance support to promote inclusive practices.
8. Support and resources are needed for volunteer multicultural seniors' club leaders and community leaders, who were often the gateway for information to seniors from CALD backgrounds.

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9. Resources to support the development of digital literacy for seniors from CALD backgrounds so they can better access aged care related information online, including the My Aged Care website.
10. My Aged Care website and information about accessing aged care services to be translated into community languages and in accessible formats.

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Project Overview

The Centre for Cultural Diversity in Ageing, as the [Partners in Culturally Appropriate Care \(PICAC\) program](#) provider in Victoria, consulted with aged care providers and key stakeholders on the needs of seniors from culturally and linguistically diverse backgrounds, including members of new and emerging communities, in regional and rural Victoria. The project focussed on the following:

1. Experiences accessing My Aged Care.
2. Experiences accessing aged care services outside of My Aged Care.
3. Experiences with government funded aged care services.

Project Purpose

The purpose of the project was to:

- Gather information and insights on the needs of seniors from CALD backgrounds in accessing and using aged care services.
- Gather information and insights on culturally appropriate aged care in regional Victoria.
- Create opportunities for aged care leaders in regional Victoria to share learnings and resources to improve culturally appropriate aged care.
- Gain an understanding of culturally appropriate aged care options in regional and rural Victoria.

Consultation Topics and Locations

Key themes that were explored during the consultations included:

- The demographics and profiles of seniors from CALD backgrounds, both established and newly arrived, residing in the regional and rural areas involved in the project.
- Local and sector wide responses to support the needs of seniors from CALD backgrounds in accessing aged care services in regional and rural Victoria.
- Designing services that promote culturally appropriate aged care and equitable access to aged care services for seniors from CALD backgrounds in regional and rural Victoria.
- The nature, extent, and role of ethno-specific aged care services in regional and rural Victoria.

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- Sharing good practice projects and partnerships supporting the aged care needs for seniors from CALD backgrounds in regional and rural Victoria, such as initiatives relating to socially inclusive support programs.

Consultation questions were developed by The Centre in consultation with participating organisations. The project worked with regional multicultural peak bodies, aged care organisations, and Home and Community Care Program for Younger People (HACC-PYP) and Commonwealth Home Support Programme (CHSP) Diversity Advisors to organise and facilitate consultations.

Promotion of Key Initiatives during Consultations

The project promoted culturally appropriate resources and education to attendees. These included but were not limited to:

- *Different Languages – Same Aged Care*, a free translations project funded by the Department of Health and Aged Care.³
- Findings from the Victorian Parliamentary Inquiry into support for older Victorians from migrant and refugee backgrounds.
- The Partners in Culturally Appropriate Care (PICAC) program.
- The Centre's key resources including its Diversity Webinar series and Diversity Mentoring Program (DMP).
- Other multicultural projects, resources and links to organisations including the National Ageing Research Institute (NARI) and Ethnic Communities' Council of Victoria (ECCV).

Provider Survey Conducted During Consultations

Consultation participants were asked questions through an online survey or through face-to-face consultation with the Centre's staff. The following questions were asked:

1. What aged care service/services does your organisation provide?
2. What State or Territory do you offer aged care services in?
3. The Australian government is interested to find out the needs of seniors from CALD backgrounds living in regional areas. Does your organisation provide aged care services to regional, rural, and remote communities?
4. If you answered Yes to question 3, which regions do you provide support in?

³ See <https://diversityagedcare.health.gov.au/>

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5. If you answered YES to the previous question, please indicate what issues face seniors from CALD backgrounds in your regional area?
6. Which cultural and language backgrounds do your clients come from who access your services?
7. What do you think your organisation needs to better support the needs of CALD seniors?
8. What examples can you provide of best practice/successful partnerships/innovative approaches in your local area that support seniors from CALD backgrounds and that could be implemented across other regional areas?
9. Please comment on any other thoughts you may have to improve the aged care system for seniors from CALD backgrounds in your regional area.

Consultation Survey Results found in Appendix 1.

Provider Post-Consultation Evaluation Survey

A follow-up survey was given to all participants within one month of the consultation, to assess their learnings from the consultation around culturally appropriate care, and any actions they may take to support diversity, equity, and inclusion of culturally diverse seniors.

Post-consultation survey results found in Appendix 2.

Consultation Questions

Following the initial survey, there was an open discussion involving the following key questions:

1. What are the biggest challenges for seniors from CALD backgrounds in accessing aged care services in your area?
2. What can aged care organisations, key stakeholders in the region, and the Australian Government do to help design services that help to promote access of seniors from CALD backgrounds to aged care services?
3. What examples can you provide of best practice/successful partnerships/innovative approaches in your local area that support seniors from CALD backgrounds that could be implemented across other regional areas?
4. What other suggestions do you have to improve the aged care system for seniors from CALD backgrounds in your area?

A copy of the presentation given to providers can be found at Appendix 3.

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Budget

The Centre used funding from the Partners in Culturally Appropriate Care program to cover the costs of the regional consultations, including venue hire, catering, and online facilitation and travel.

Rationale for Selecting Regional towns

According to the ABS Census 2021, 10.1% of people 65 years and over living in regional Victoria are from CALD backgrounds.

In addition to this statistic and to delve into a more granular understanding of the regions with highest cultural diversity, ABS data was analysed to gain an understanding of the composition of regional communities in terms of residents of all ages who were born in Non-English speaking countries and the top four were selected for the regional consultations. The below table shows the percentage of the residents who were born in a Non-English speaking country in the respective local government areas.⁴

Note: The Centre did not choose Geelong as Geelong was a focus on the Victorian Parliamentary Inquiry (conducted in Aug 2022) and did not want to duplicate findings. In addition, The Centre did not have the resources to cover Mildura in this financial year but intends that it will be a focus for the FY2023-2024.

In numerical order and relevant percentage – Top 40 LGAs

Greater Dandenong	58.2
Melbourne	51.6
Brimbank	48.4
Monash	48.1
Wyndham	44.0
Manningham	40.1
Hume	38.3
Whitehorse	38.1
Casey	37.9
Whittlesea	36.0
Maribyrnong	33.9
Melton	32.7
Glen Eira	29.2
Moreland	28.4

⁴ Source: ABS Census 2021

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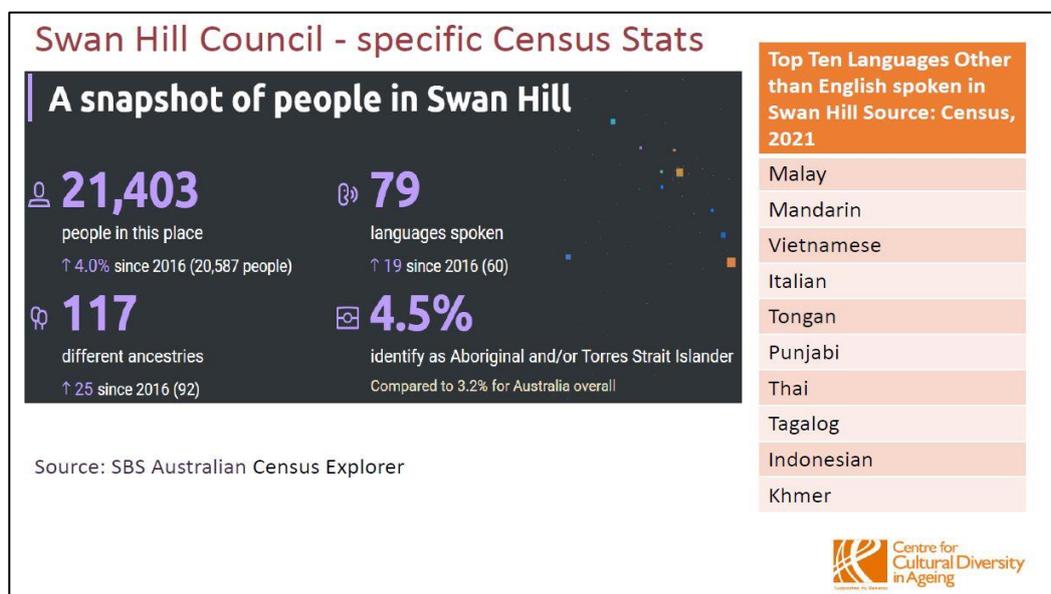
Knox	27.8
Darebin	26.9
Boroondara	26.7
Kingston	24.5
Moonee Valley	24.1
Hobsons Bay	23.4
Stonnington	23.3
Port Phillip	22.3
Banyule	19.4
Maroondah	19.1
Yarra	19.1
Cardinia	17.5
Swan Hill	16.0
Bayside	15.7
Greater Shepparton	15.5
Greater Geelong	12.2
Frankston	12.1
Mildura	11.9
Mitchell	10.2
Nillumbik	9.3
Yarra Ranges	9.2
Latrobe	8.4
Moorabool	8.4
Alpine	8.1
Wodonga	7.9
Ararat	7.6
Metro Melbourne	30.8
Victoria	25.3

Note: The yellow highlighted Local Government Areas were selected regional towns in Victoria with significant high CALD populations proportionally.

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Overview of Findings in Swan Hill

Summary of Cultural Diversity in Swan Hill



Key Findings

- Building trust with communities is critical to culturally appropriate care in the region.
- The area has some social support groups which have been useful at addressing social isolation.
- Issues with public transport in the area inhibit access to social activities and services.
- There is a lack of funding for volunteers.
- Culturally appropriate diets are generally not catered for in community activities and may be a deterrent to participation, and leading to further social isolation.
- Aged care facilities sometimes prevent staff from talking in their chosen language because the other staff can't understand them.
- There are concerns about privacy when using interpreters.
- Access to My Aged Care for newly arrived migrants.
- The TIS program can be challenging and issues include:
 - Interpreters are unwilling to travel to Swan Hill when onsite interpreting is required.
 - No options for differing dialects.
- Some social support groups are inflexible in the activities they provide. Lifestyle programs should be open and interesting to people.
- The local Afghan Social Support group does not cater for the different access needs and preferences of men and women. Women are still socially isolated.
- Feeling of shame amongst carers. (A Carers Group has just been created to provide support to carers in the area.)

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- Seniors are falling through the gaps as service providers can only accept them once they have an Aged Care package.
- It was reported that particularly Afghan men have mental health issues that are not being met. Visa precarity causes unrest. Seniors are socially isolated and often live alone. They have reported feeling reluctant to connect with the community due to language barriers.

Key Recommendations

- Marketing material on aged care, health and community needs to be in multiple languages.
- Support for carers that is ongoing and involves more than just one-off events. Support for carers' mental health and self-care.
- Ongoing support and establishment of diversity networks for providers.
- Information sessions and resources be provided to service providers about diversity and inclusion and other support they can access.
- Introduction of advocates and navigators to support complex cases and those on waiting lists.
- More support carers from CALD backgrounds.
- Creation of women's only social support groups.
- Greater support for the Afghan community in Swan Hill.
- Develop a Diversity Community of Practice.



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Overview of Findings in Wallan

Summary of Cultural Diversity in Wallan

Wallan-specific 2021 Census Stats



Source: SBS Australian Census Explorer

Top Ten Languages Other than English spoken in Wallan Source: Census, 2021

Punjabi
Arabic
Italian
Hindi
Hmong
Turkish
Samoan
Macedonian
Greek
Sinhalese



Key Findings

- Local council needs bilingual/ bicultural workers to enhance community access to their programs and services.
- An interfaith group run by the local council to promote wellbeing and health in aged care is a good example of a council being accountable to the community.
- With a recent influx of new migrants settling in Wallan, the local shire needs resources to respond to the rapid change. Improved aged care services are essential for Wallan.
- Older people from CALD backgrounds are not always aware that multicultural services exist.
- The region does not have adequate funding to support Diversity, Equity, and Inclusion (DE&I) programs, and attracting appropriately trained staff is difficult
- Lack of transport options in some areas.
- Lack of social support groups. One social group exists, but participants were unclear if it is a CALD group.
- Seniors from CALD backgrounds were at risk of being more isolated, but to have stronger family support.

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- Government funded interpreting services can be inflexible for aged care service users, which can distress the person receiving the care. Therefore, older people often prefer to have a family member provide interpreting.
- Other issues with interpreter services:
 - It is rare for the right interpreter to be available
 - Technology is not accessible.
 - Interpreters often don't come on site.
- Lack of activities for older people in towns like Beveridge, leading to isolation and loneliness, especially for people with limited English.
- There has been a decrease in levels volunteering related to increasing costs of living. Compliance checks can make volunteering inaccessible. Many people struggle with the technology needed to access the checks. Meals on Wheels has seen a reduction in volunteers due to rising costs of fuel.
- The introduction of individualised home care packages has in places resulted in reduced accessibility of social support programs.

Key Recommendations

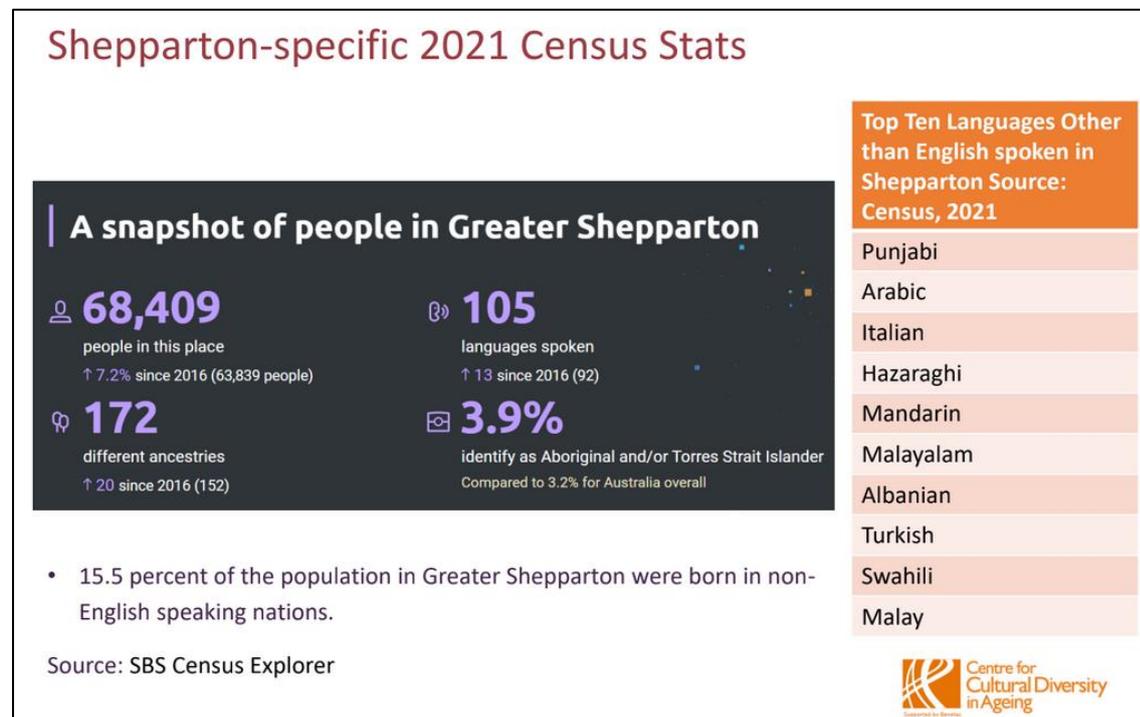
- Need to raise awareness of options for seniors from CALD backgrounds to access and navigate the aged care system.
- Family members and carers are often unfamiliar with the aged care system themselves. If they had a better understanding of the system, then they could better support their elders.
- Seniors' clubs offer a vital source of support, but red tape and legislative requirements may inhibit their creation.
- Local people need to be more involved in decision-making to understand problems and how they could be addressed. There needs to be more social support, community and transport to link people.



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Overview of Findings in Shepparton

Summary of Cultural Diversity in Shepparton



Key Findings

- Very limited social support activities and lack of social support groups for seniors from CALD backgrounds.
- High levels of social isolation, and connection to depression in seniors from CALD backgrounds.
- Lack of transport options.
- Lack of multicultural social support groups.
- More resources are needed to support carers and families.
- Shepparton Villages provide a valuable service by offering venues for free for community groups to hold events.
- Attitude toward residential care amongst families is one of fear and disapproval. (As one participant put it, “We don’t believe in residential care”.)

Key Recommendations

- Establishment Diversity Communities of Practice in regional areas.
- Creation of culturally inclusive social support groups.
- More programs to promote social inclusion.

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- Provide more information to seniors in their preferred languages, and in creative ways such as through places of worship.
- Address shame and stigma in CALD communities about accessing aged care services.
- Engage men from CALD backgrounds through programs such as Men's Shed.
- Develop strategies to improve digital inclusion.



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Overview of Findings in Morwell

Summary of Cultural Diversity in Morwell



Key Findings

- Need for better accessibility of aged care information.
- More resources are needed for multicultural organisations and volunteer groups that provide assistance to seniors from CALD backgrounds
- One outcome of the workshop was that the Gippsland Care finder program will translate its brochures into different languages through the “Different languages – same aged care” project.
- Ongoing need for a Diversity Communities of Practice.
- Support for organisations to be involved in the Specialisation Verification Framework⁵.
- Seniors from CALD backgrounds need assistance to link them to Care finders, as these do not provide support and navigation services in people’s preferred language.
- Sending communications through post is more effective in some communities such as the Filipino community.

⁵ See <https://www.health.gov.au/topics/aged-care/providing-aged-care-services/delivering-quality-aged-care-services/about-specialisation-verification-framework>

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Key Recommendations

- Develop strategies to improve digital literacy and promote digital safety for seniors from CALD backgrounds.
- Increase provision of interpreters, both face to face and telephone.
- Translating Care finder program informational material into community languages. (Gippsland Care finder program committed to translating its brochures through the “Different languages – same aged care” project.)
- More funding for seniors’ clubs and support for volunteers.
- More funding for volunteers who provide support and guidance to their community on how to navigate and access Government services and programs, including at the assessment stage.
- Provide petrol vouchers and other travel support for seniors from CALD backgrounds and their carers.
- Take steps to reduce waiting lists for home care.
- Training for aged care assessors in culturally competent care.
- Provide translations of My Aged Care website.
- Increase the number of local Care finders.
- Increased support for seniors in accessing My Aged Care, especially through the initial steps.
- Fund more Access and Support workers.
- Use more graphics and images in printed materials.



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Overall Recommendations for the Four Victorian Regions

Aged Care Staff training and capacity building

1. Provide aged care staff in the regions, including Regional Assessment Services (RAS) assessors, with ongoing culturally appropriate care training.
2. Develop professional Diversity networks to support ongoing conversations, learnings and sharing of resources to build the capacity of aged care providers to provide culturally inclusive care (e.g., Diversity Communities of Practice, Diversity Conferences, online industry forums).
3. Provide senior leaders in aged care are with intensive support for diversity mentoring and governance, to promote inclusive practices.

Support for CALD seniors' inclusion and digital literacy

4. Increase resources allocated to the four regions to support the needs of culturally and linguistically diverse seniors to navigate and access aged care services (e.g., more culturally appropriate, and multilingual Care finders and connectors).
5. Support the development of new culturally inclusive aged care services to address significant gaps in culturally inclusive home care and residential care services.
6. Support and allocate funding to reduce social isolation and mental health issues of culturally diverse seniors by providing targeted programs such as multicultural senior citizens support programs, diversity events, and transport programs and taxi vouchers.
7. Provide additional support for volunteer multicultural seniors' club leaders and community leaders who were often the gateway to information for seniors from CALD backgrounds.
8. Support programs aimed at increasing the digital literacy for seniors from CALD backgrounds, to enable them to better access aged care related information online, including the My Aged Care website.

Support for more language services

9. Provide ongoing information and education sessions to raise awareness of interpreting and translation services, and provide information in audio-visual forms as a way of reducing language barriers for seniors from CALD backgrounds.
10. Provide translations of information about aged care access, including translations of the My Aged Care website.

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For more information, contact Nikolaus Rittinghausen, Manager, Centre for Cultural Diversity in Ageing, on telephone 03 8823 7978 and email info@culturaldiversity.com.au .

Appendix 1: Provider Consultation Survey results

Appendix 2: Provider Post-Consultation Evaluation Survey

Appendix 3: Sample outline of Presentation delivered to providers (Swan Hill)

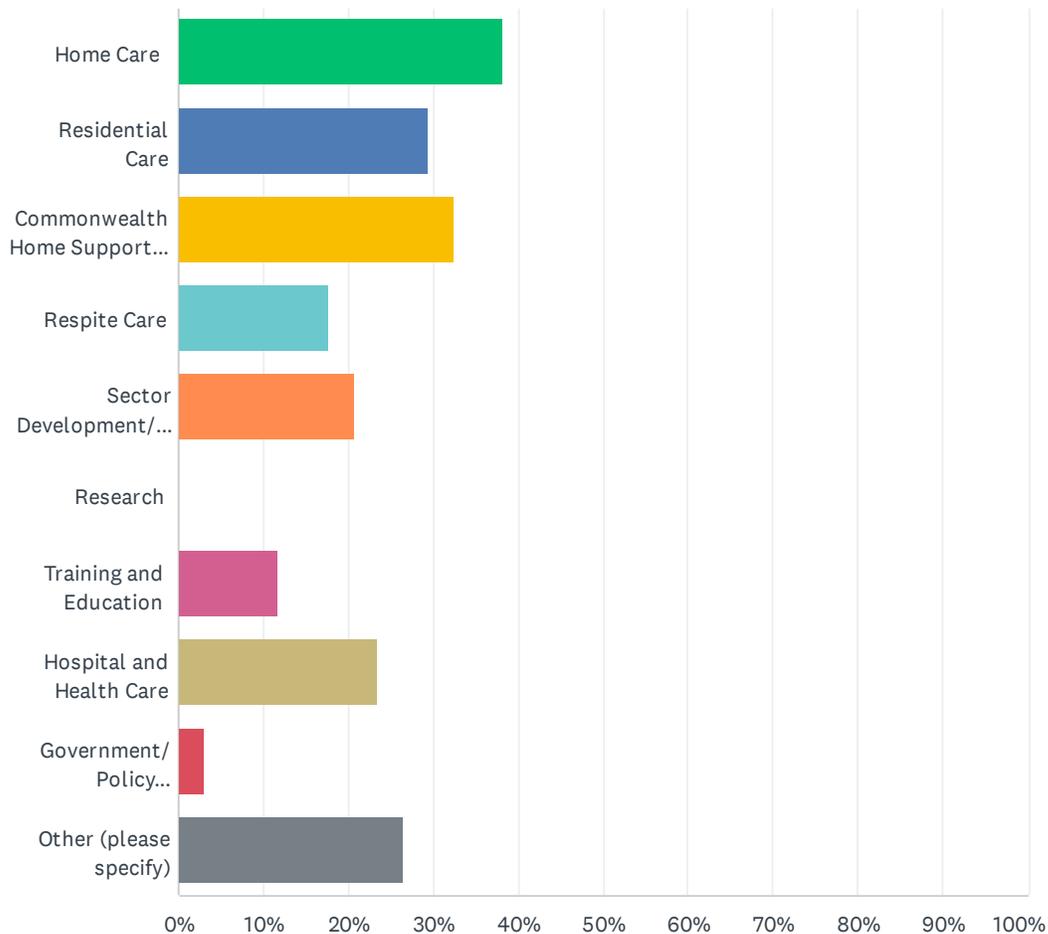
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August 2023

Q1 What aged care service/services does your organisation provide? You can choose more than one option.

Answered: 34 Skipped: 0



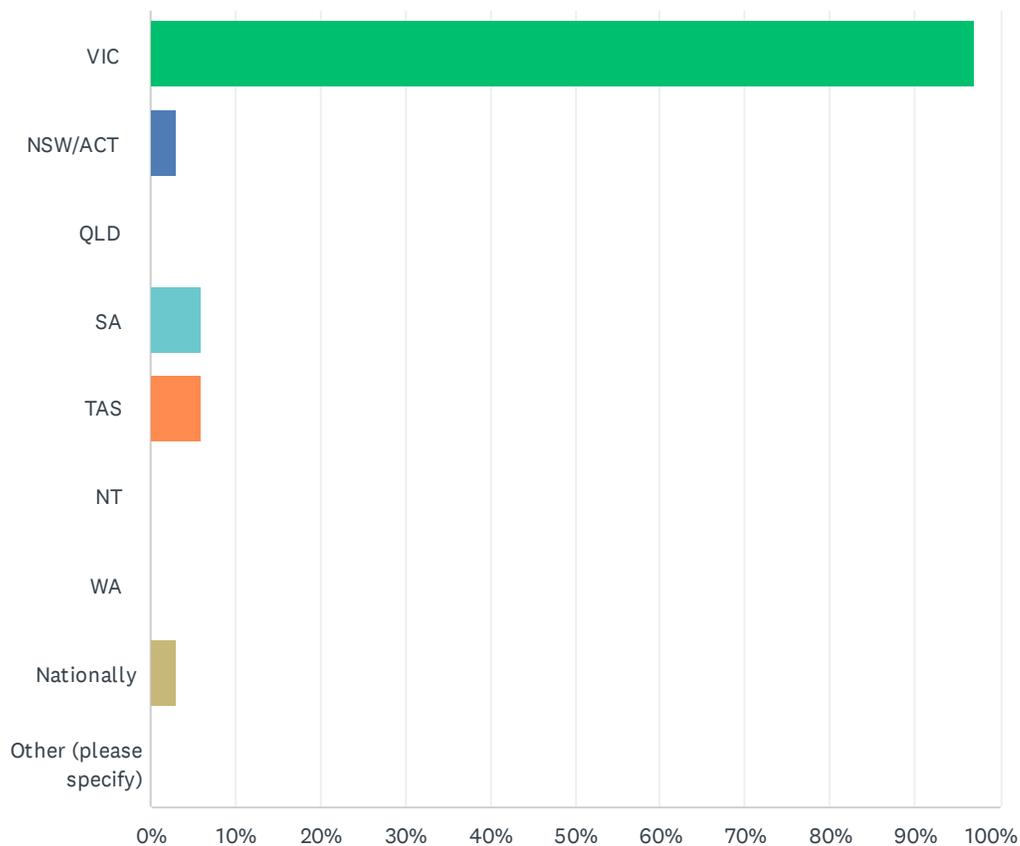
Regional consultations: Have your say to improve the Australian aged care system for CALD seniors living in regional Victoria

ANSWER CHOICES	RESPONSES	
Home Care	38.24%	13
Residential Care	29.41%	10
Commonwealth Home Support Programme	32.35%	11
Respite Care	17.65%	6
Sector Development/ Peak Body	20.59%	7
Research	0.00%	0
Training and Education	11.76%	4
Hospital and Health Care	23.53%	8
Government/ Policy Development	2.94%	1
Other (please specify)	26.47%	9
Total Respondents: 34		

#	OTHER (PLEASE SPECIFY)	DATE
1	Advocacy	5/23/2023 12:50 PM
2	Short term restorative care	5/23/2023 11:49 AM
3	Health/assessment/wrap around	5/23/2023 11:31 AM
4	Counselling	5/8/2023 1:12 PM
5	Local Government	4/17/2023 1:55 PM
6	ACAS ASSESSMENT	4/17/2023 1:55 PM
7	ACAS and care finders	4/17/2023 1:53 PM
8	Care Finders	4/17/2023 1:52 PM
9	Social support	3/21/2023 2:04 PM

Q2 What State or Territory do you offer aged care services in? You can chose more than one option

Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
VIC	97.06%	33
NSW/ACT	2.94%	1
QLD	0.00%	0
SA	5.88%	2
TAS	5.88%	2
NT	0.00%	0
WA	0.00%	0
Nationally	2.94%	1
Other (please specify)	0.00%	0
Total Respondents: 34		

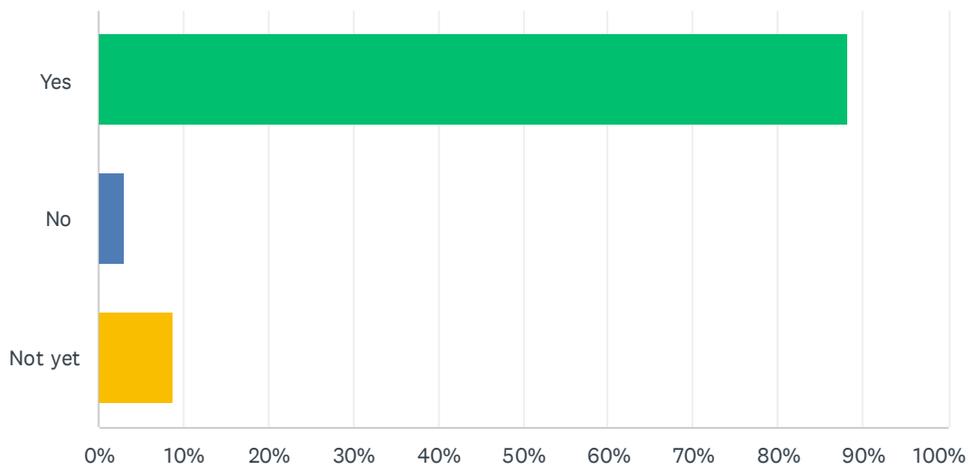
#	OTHER (PLEASE SPECIFY)	DATE
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Regional consultations: Have your say to improve the Australian aged care system for CALD seniors living in regional Victoria

There are no responses.

Q3 The Australian government is interested to find out the needs of seniors from CALD backgrounds living in regional areas. Does your organisation provide aged care services to regional, rural, and remote communities?

Answered: 34 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	88.24%	30
No	2.94%	1
Not yet	8.82%	3
TOTAL		34

Q4 If you answered Yes to question 3, which regions do you provide support in?

Answered: 34 Skipped: 0

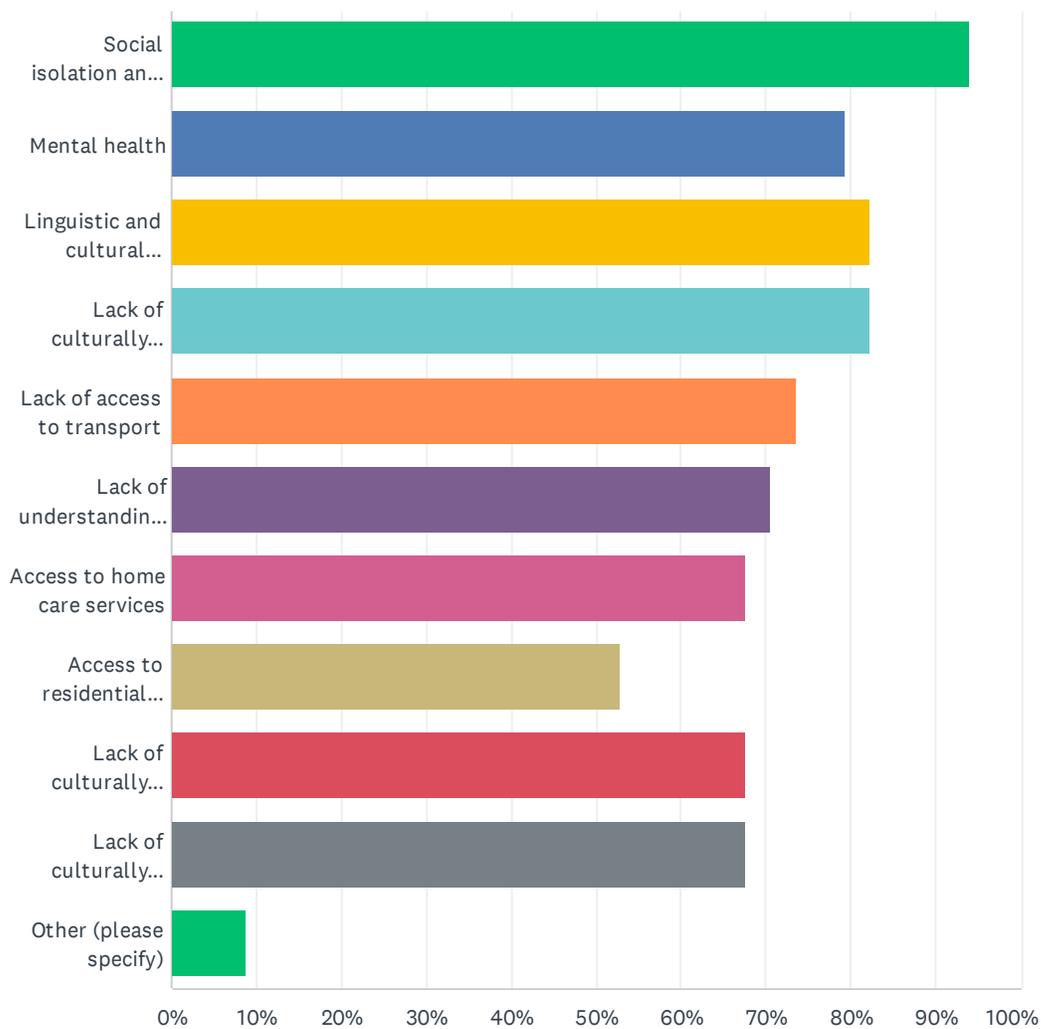
#	RESPONSES	DATE
1	Mitchell Shire Area	5/23/2023 3:23 PM
2	Wangaratta/Mansfield	5/23/2023 12:50 PM
3	Goulburn Valley	5/23/2023 11:49 AM
4	connectivity, community, council led activities, faciliation seniors festival	5/23/2023 11:49 AM
5	CHSP	5/23/2023 11:40 AM
6	12 municipalities	5/23/2023 11:31 AM
7	Goulburn Valley + Greater Shepparton	5/23/2023 11:29 AM
8	Mitchell, Murrindindi, Strathbogie	5/23/2023 11:13 AM
9	Swan Hill and surrounds	5/8/2023 1:15 PM
10	Italian, Afganistan	5/8/2023 1:15 PM
11	North Western Victoria- 3595 and 3585	5/8/2023 1:14 PM
12	Swan hill	5/8/2023 1:14 PM
13	Loddon Mallee	5/8/2023 1:13 PM
14	Mid Murray	5/8/2023 1:13 PM
15	London mallee	5/8/2023 1:12 PM
16	Mid Murray	5/8/2023 1:11 PM
17	Gippsland, Hume, Loddon, Barwon	4/17/2023 1:59 PM
18	Statewide	4/17/2023 1:56 PM
19	Latrobe City	4/17/2023 1:55 PM
20	NA	4/17/2023 1:55 PM
21	Gippsland	4/17/2023 1:55 PM
22	Gippsland, Hume Loddon	4/17/2023 1:54 PM
23	Latrobe, Wellington, Bass Coast, Baw Baw, East Gippsland, Sth Gippsland	4/17/2023 1:54 PM
24	Gippsland	4/17/2023 1:53 PM
25	Gippsland	4/17/2023 1:53 PM
26	Gippsland	4/17/2023 1:52 PM
27	Gippsland	4/17/2023 1:51 PM
28	12 municipalities in the Hume region	3/21/2023 2:07 PM
29	Hume region (Seymour)	3/21/2023 2:04 PM
30	Beveridge	3/21/2023 2:04 PM
31	Mitchelle shire	3/21/2023 2:04 PM

Regional consultations: Have your say to improve the Australian aged care system for CALD seniors living in regional Victoria

32	Seymour	3/21/2023 2:01 PM
33	Loddon Mallee, Hume Nd Gippsland	2/28/2023 2:31 PM
34	Shepparton	2/28/2023 2:26 PM

Q5 If you answered YES to the previous question, please indicate what issues face seniors from CALD backgrounds in your regional area. You can choose more than one answer.

Answered: 34 Skipped: 0



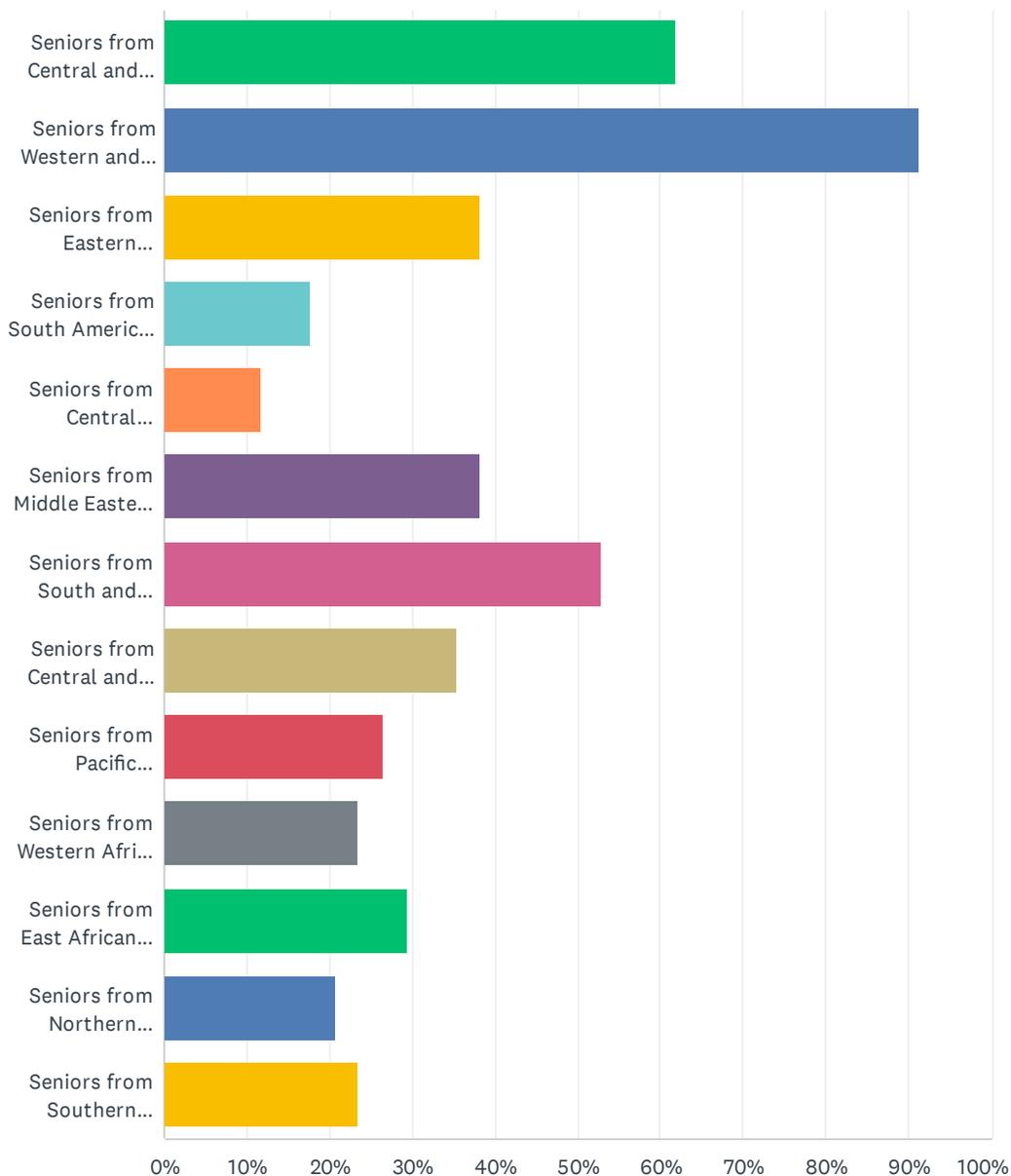
Regional consultations: Have your say to improve the Australian aged care system for CALD seniors living in regional Victoria

ANSWER CHOICES	RESPONSES
Social isolation and loneliness	94.12% 32
Mental health	79.41% 27
Linguistic and cultural barriers	82.35% 28
Lack of culturally appropriate care options	82.35% 28
Lack of access to transport	73.53% 25
Lack of understanding of the aged care service system	70.59% 24
Access to home care services	67.65% 23
Access to residential aged care	52.94% 18
Lack of culturally appropriate dementia care options	67.65% 23
Lack of culturally appropriate respite care	67.65% 23
Other (please specify)	8.82% 3
Total Respondents: 34	

#	OTHER (PLEASE SPECIFY)	DATE
1	gaps in service delivery since shepparton council ceased service delivery, new contractor has not commenced activities in 8 months	5/23/2023 11:49 AM
2	NA	4/17/2023 1:55 PM
3	GP access	4/17/2023 1:55 PM

Q6 Which cultural and language backgrounds do your clients come from who access your services? You can choose more than one option.

Answered: 34 Skipped: 0

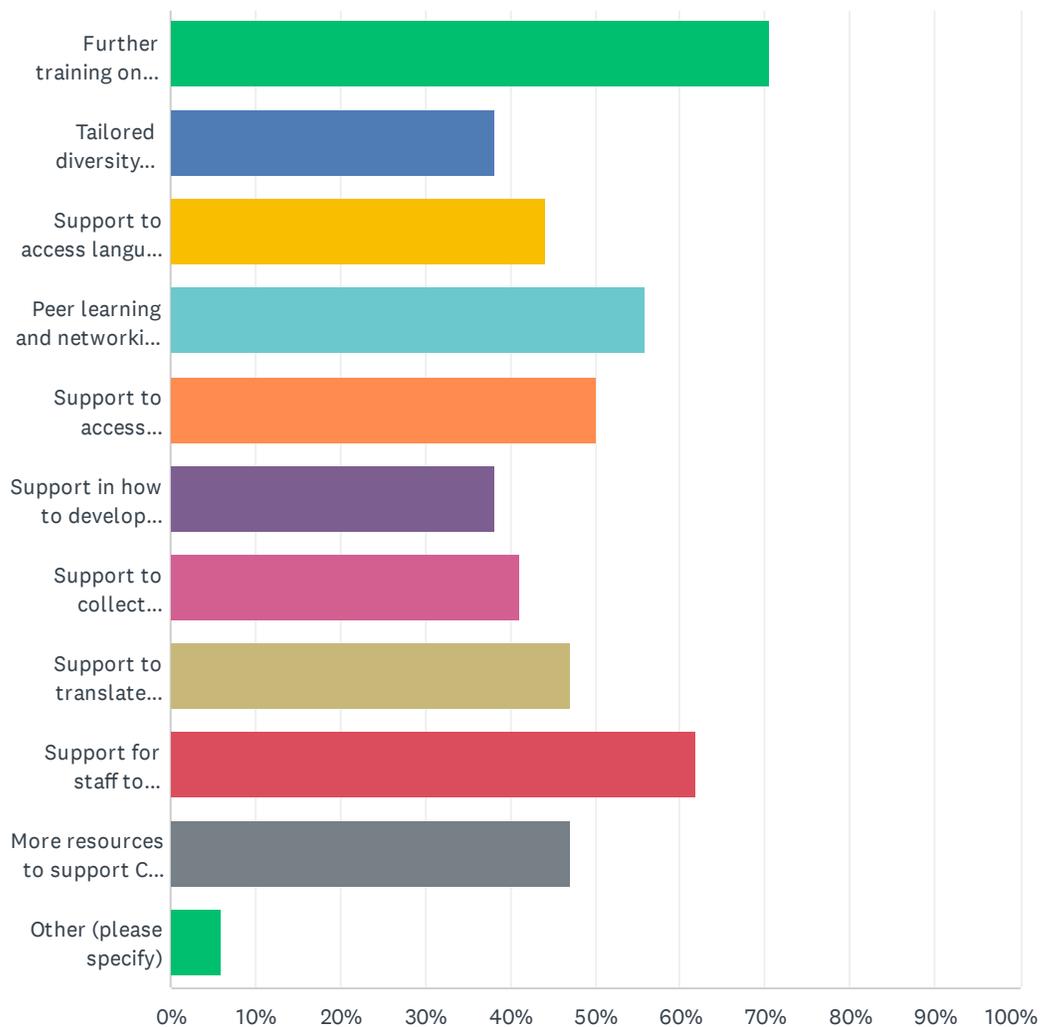


Regional consultations: Have your say to improve the Australian aged care system for CALD seniors living in regional Victoria

ANSWER CHOICES	RESPONSES	
Seniors from Central and Northern European backgrounds (E.g. German, Czech, Polish, Danish, Hungarian)	61.76%	21
Seniors from Western and Southern European backgrounds (E.g. French, Greek, Italian, Spanish, Portuguese)	91.18%	31
Seniors from Eastern European backgrounds (E.g. Croatian, Macedonian, Serbian, Ukrainian)	38.24%	13
Seniors from South American backgrounds (E.g. Chilean, Peruvian, Argentinian, Brazilian, Colombian)	17.65%	6
Seniors from Central American backgrounds (E.g. Mexican, El Salvadorian)	11.76%	4
Seniors from Middle Eastern and West Asian backgrounds (E.g. Iraqi, Lebanese, Syrian, Iranian, Turkish, Cypriot, Palestinian, Armenian, Israeli)	38.24%	13
Seniors from South and South-East Asian backgrounds (E.g. Indian, Vietnamese, Malay, Indonesian, Filipino, Laos, Thai, Cambodian, Burmese, Bhutanese, Borneo, Afghani, Nepali, Punjabi, Pakistan, Bangladeshi)	52.94%	18
Seniors from Central and Eastern Asian backgrounds (E.g. Chinese, Korean, Japanese, Taiwanese)	35.29%	12
Seniors from Pacific Islander and NZ backgrounds (E.g. Samoan, Tongan, Fijian, Maori)	26.47%	9
Seniors from Western African backgrounds (E.g. Nigerian, Ghanaian)	23.53%	8
Seniors from East African backgrounds (E.g. Somali, Eritrean, Ethiopian, Sudanese, Southern Sudanese, Kenyan, Tanzanian)	29.41%	10
Seniors from Northern African backgrounds (E.g. Egyptian, Tunisian, Moroccan, Libyan, Moroccan)	20.59%	7
Seniors from Southern African backgrounds (E.g. South African, Zimbabwean, Zambian, Namibian, Mauritian)	23.53%	8
Total Respondents: 34		

Q7 What do you think your organisation needs to better support the needs of CALD seniors?

Answered: 34 Skipped: 0



Regional consultations: Have your say to improve the Australian aged care system for CALD seniors living in regional Victoria

ANSWER CHOICES	RESPONSES
Further training on diversity, equity, inclusion	70.59% 24
Tailored diversity coaching and mentoring to develop inclusive policies and procedures	38.24% 13
Support to access language services (interpreting/translation services)	44.12% 15
Peer learning and networking opportunities to share good practice	55.88% 19
Support to access multilingual health related resources	50.00% 17
Support in how to develop partnerships and co-designing with diverse communities	38.24% 13
Support to collect diversity data to guide inclusive program responses (including culturally appropriate intake procedures)	41.18% 14
Support to translate diversity data for consumers and staff into targeted solutions	47.06% 16
Support for staff to develop cross-cultural communications skills to address communication issues between diverse staff and care recipients	61.76% 21
More resources to support CALD seniors to access and navigate aged care services (culturally appropriate care finders and navigators)	47.06% 16
Other (please specify)	5.88% 2
Total Respondents: 34	

#	OTHER (PLEASE SPECIFY)	DATE
1	navigating our non user friendly bureaucratic systems and processes is a significant barrier for ALL	5/23/2023 11:49 AM
2	Capacity to work on improving inclusive practice when staff are under pressure to meet funding targets & keep waiting lists down.	4/17/2023 1:56 PM

Q8 What are examples can you provide of best practice/successful partnerships/innovative approaches in your local area that support seniors from CALD backgrounds and that could be implemented across other regional areas?

Answered: 34 Skipped: 0

#	RESPONSES	DATE
1	-	5/23/2023 3:23 PM
2	n/a	5/23/2023 12:50 PM
3	Not sure	5/23/2023 11:49 AM
4	not aware of any	5/23/2023 11:49 AM
5	Access and support coordinators	5/23/2023 11:40 AM
6	Refunding peer-to-peer programs - ie PICAC mentors, social networks	5/23/2023 11:31 AM
7	Needs innovation to assist aged care services	5/23/2023 11:29 AM
8	not aware of any	5/23/2023 11:13 AM
9	N.a.	5/8/2023 1:15 PM
10	Staff to understand thier culture and background	5/8/2023 1:15 PM
11	Access to facility WiFi to enable RACF consumers to access entertainment on smart TV'S in their language and specific channels for cultural needs e.g. The Italian Channel	5/8/2023 1:14 PM
12	Language help people	5/8/2023 1:14 PM
13	Programs offered through our Social support service at Health Service. Chronic Disease and Complex Care program provided through Health Service	5/8/2023 1:13 PM
14	Nil	5/8/2023 1:13 PM
15	Helping clients understand how access to mental health services can help. How todo that and what to expect.	5/8/2023 1:12 PM
16	Nil	5/8/2023 1:11 PM
17	Working closely with culturally specifics providers with area - I.e Southern Migrant	4/17/2023 1:59 PM
18	Unsure	4/17/2023 1:56 PM
19	Cultural awareness	4/17/2023 1:55 PM
20	I'm not sure	4/17/2023 1:55 PM
21	Inclusion of CALD groups in making policy making and health information development	4/17/2023 1:55 PM
22	We broker to other cald providers to support those clients with diverse cultures	4/17/2023 1:54 PM
23	Information provided in multiple languages / written A4 brochures	4/17/2023 1:54 PM
24	Gippsland multicultural services is a great service for CALD community but really only reach their local area. Consumers needing assistance not in their local catchment miss out on the CALD specific support.	4/17/2023 1:53 PM
25	Customer voice groups- community volunteers who provide feedback in program development and design, including developing user centred and culturally appropriate digital health systems	4/17/2023 1:53 PM
26	Unsure	4/17/2023 1:52 PM

Regional consultations: Have your say to improve the Australian aged care system for CALD seniors living in regional Victoria

27	Access to multicultural services/programs	4/17/2023 1:51 PM
28	CoP Multicultural senior citizens (volunteer) Social isolation	3/21/2023 2:07 PM
29	I can't think of any	3/21/2023 2:04 PM
30	Bi lingual workers Appropriate food choices Celebrate special days	3/21/2023 2:04 PM
31	As a clinician, collaboration and communication between each service provider and carer	3/21/2023 2:04 PM
32	Education	3/21/2023 2:01 PM
33	Unknown	2/28/2023 2:31 PM
34	Not known	2/28/2023 2:26 PM

Q9 Please comment on any other thoughts you have to improve the aged care system for seniors from CALD backgrounds in your regional area.

Answered: 34 Skipped: 0

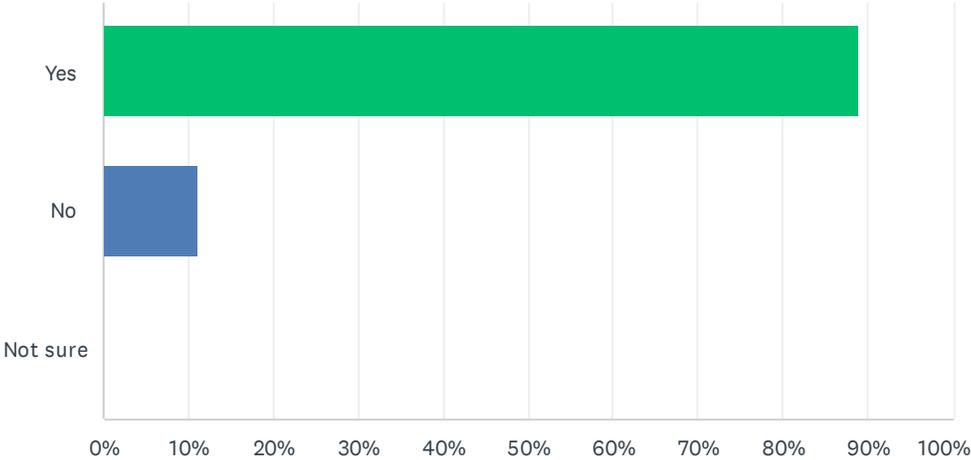
#	RESPONSES	DATE
1	-	5/23/2023 3:23 PM
2	n/a	5/23/2023 12:50 PM
3	Signage Better access to IT resources	5/23/2023 11:49 AM
4	need carer support groups service provider network government activity program that is funded through Calvary care to actually deliver something. Currently a massive failure	5/23/2023 11:49 AM
5	None	5/23/2023 11:40 AM
6	Ongoing funding not short term funding Capacity building - aged care providers together Teams - community of practice	5/23/2023 11:31 AM
7	better acces to IT services	5/23/2023 11:29 AM
8	N/A	5/23/2023 11:13 AM
9	Carer support group with CALD focus CALD meal service	5/8/2023 1:15 PM
10	Nil	5/8/2023 1:15 PM
11	At this stage, our ageing community from CALD are mostly within the community, in years to come, these people will be needing RACF access and this is not yet best practice for the CALD community	5/8/2023 1:14 PM
12	More home	5/8/2023 1:14 PM
13	Broad training opportunities for health service workers	5/8/2023 1:13 PM
14	Nil	5/8/2023 1:13 PM
15	Maybe peer workers	5/8/2023 1:12 PM
16	Nil	5/8/2023 1:11 PM
17	Giving stag the skills to assist	4/17/2023 1:59 PM
18	Continued networking opportunities and ways to know who is doing what - a forum that combines networking and training	4/17/2023 1:56 PM
19	Many elderly are not educated in their iwn language and fi d it hard to understand/ learn new things	4/17/2023 1:55 PM
20	Cross department starategies and approaches for Government which support intersectionality needs. All funding provided from government to non-government service organisations is dependant on being verified to a certain level. Government lead the way with government services.	4/17/2023 1:55 PM
21	Access to affordable housing and transportation	4/17/2023 1:55 PM
22	Consider impacts of new immigrant in the workforce sometimes being required to work in regional areas as part of the visa requirements. More support for language and literacy to feed into the support of elderly australians	4/17/2023 1:54 PM
23	Assistance / support to access technology and online services through local groups	4/17/2023 1:54 PM
24	More local resources in Bass coast and south Gippsland region for CALD services and supports	4/17/2023 1:53 PM

Regional consultations: Have your say to improve the Australian aged care system for CALD seniors living in regional Victoria

25	More flexible and mobile translating services and tools. Recruitment of staff fluent in different languages.	4/17/2023 1:53 PM
26	Unsure	4/17/2023 1:52 PM
27	Funded programs	4/17/2023 1:51 PM
28	Relevant services	3/21/2023 2:07 PM
29	Minimising barriers seniors from CALD communities experience when accessing aged care services including knowledge of the services available and support to care providers to improve their service and develop true person centred care that reflects the needs of the CALD seniors (as well as all others)	3/21/2023 2:04 PM
30	Bi lingal workers Social support group	3/21/2023 2:04 PM
31	Additional training in how we can support our CALD families. What can we do to help support them?	3/21/2023 2:04 PM
32	More education and support	3/21/2023 2:01 PM
33	Opportunities for social connections are vitally important and lacking on the regions.	2/28/2023 2:31 PM
34	More access to cald resources	2/28/2023 2:26 PM

Q1 Did the consultation increase your knowledge and awareness of how to support culturally diverse seniors?

Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	88.89% 16
No	11.11% 2
Not sure	0.00% 0
TOTAL	18

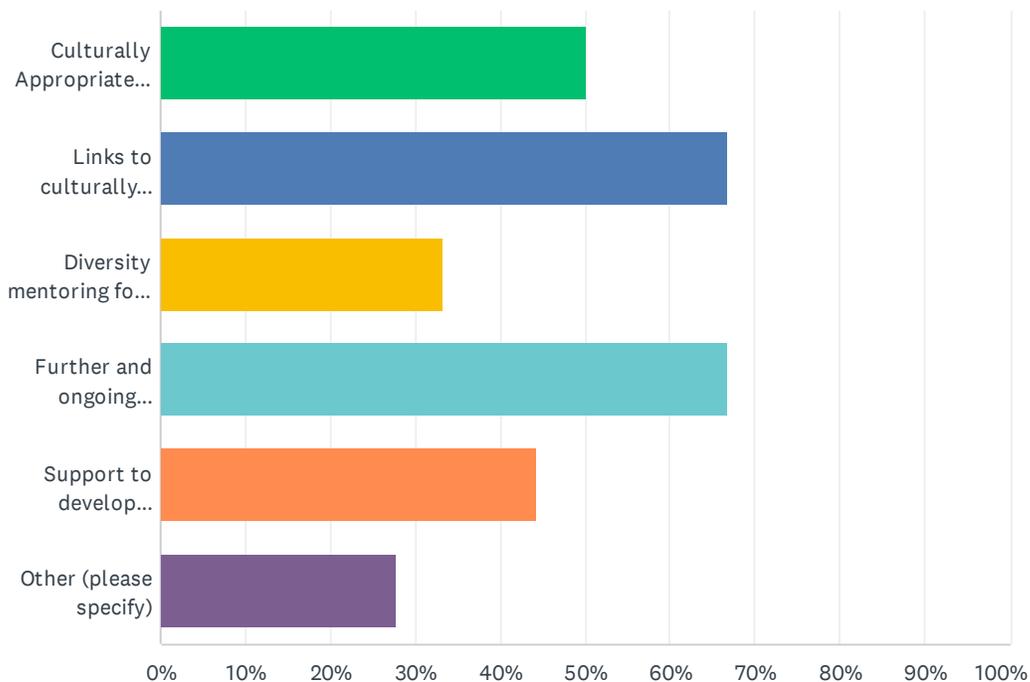
Q2 What is one action you may take to support culturally diverse seniors in your area after attending the consultation

Answered: 18 Skipped: 0

#	RESPONSES	DATE
1	provide info to rest of clinical team	6/2/2023 11:53 AM
2	To have resources available and to offer services that is available within their community	5/31/2023 10:53 PM
3	encourage more service partnerships	5/31/2023 4:07 PM
4	Be a good listener ..refer to services if unable to help	5/27/2023 7:49 PM
5	Doesn't apply to us as Government representatives	5/26/2023 11:31 AM
6	Health instructions	5/25/2023 3:51 PM
7	Keep contact, Network	5/25/2023 2:46 PM
8	Work closely with community organisations	5/25/2023 2:42 PM
9	Talk to them, listen to them	5/25/2023 2:05 PM
10	Liaising and communicating more with others in this area	5/25/2023 2:41 AM
11	Document translation - diversityagedcare.health.gov.au	5/24/2023 10:10 AM
12	Ensure information presented in an easy to comprehend way	5/24/2023 9:38 AM
13	taking time to learn more about dementia	5/24/2023 8:51 AM
14	Reaching out to suggested support services around	5/23/2023 4:30 PM
15	Try to push for more leveraging of bi-lingual and bi-cultural workers in my organisation	5/23/2023 3:39 PM
16	getting admission documents translated into different languages	5/23/2023 3:10 PM
17	Awareness of the translation services that are available to us	5/15/2023 3:11 PM
18	Ensuring all staff are aware of the Centre for Cultural Diversity in Ageing to ensure when information or support needed, they are aware of where to attain same	5/15/2023 1:33 PM

Q3 What further needs do you have as a provider in aged care to support the needs of culturally diverse seniors?

Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES
Culturally Appropriate Care training for staff	50.00% 9
Links to culturally appropriate resources including multilingual resources, interpreters and translations	66.67% 12
Diversity mentoring for aged care leaders to promote inclusive organisations and inclusive aged care services	33.33% 6
Further and ongoing opportunities to gather and network (for example: Diversity Communities of Practice)	66.67% 12
Support to develop multicultural and inclusive social support programs for seniors	44.44% 8
Other (please specify)	27.78% 5
Total Respondents: 18	

#	OTHER (PLEASE SPECIFY)	DATE
1	Working as a team with Exec.committee	5/27/2023 7:49 PM
2	As above	5/26/2023 11:31 AM
3	N/A	5/25/2023 2:05 PM
4	We are a volunteer group so limited in what we can offer.	5/25/2023 2:41 AM
5	Hoarders, we need a better understanding on how we can help!	5/24/2023 8:51 AM

Appendix 3

Sample outline of presentation delivered to providers

Culturally Appropriate Care

Supporting the needs of seniors from culturally diverse backgrounds

8 May – Swan Hill

Nikolaus Rittinghausen, Manager, Centre for Cultural Diversity in Ageing

Georg Tamm, Diversity and Inclusion Advisor, Centre for Cultural Diversity in Ageing

Acknowledgement of Country

The Centre for Cultural Diversity in Ageing acknowledges the Wamba Wamba, Latji Latji, Tatti Tatti, Waddi Waddi and Barapa Barapa , the Traditional Owners of what comprises now the Swan Hill Rural City Council. We pay our respect to Aboriginal and Torres Strait Islander peoples and their Elders, past, present and emerging.

We acknowledge their continuing connection to land, sea and community.

We would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples listening to this presentation.

We hope our work contributes to fostering respect and recognition between cultures in Australia.

About the Centre Video



How the
Centre for Cultural Diversity in Ageing
supports the aged care sector



Project Partnership

This project came about by bringing like-minded organisations together, including the National Ageing Research Institute and the Ethnic Communities' Council of Victoria, to advocate on culturally inclusive care to the Australian Department of Health and Aged Care. We will publish a policy report on equitable access to culturally inclusive care in regional Victoria and across Australia.

We are also pleased that we have representation from the LOTE Agency and ICON Agency at today's workshop.

Message from the Department

The Partners in Culturally Appropriate Care (PICACs) aim to support aged care providers to provide culturally appropriate care wherever providers are located: in rural and regional areas as well as urban areas. Many older Australians living in rural and regional areas are from CALD backgrounds: The Final Report of the Aged Care Quality and Safety Commission noted there are around 1.4 million living in rural, regional and remote Australia.

It is also important that aged care providers are aware of barriers experienced by older people from culturally and linguistically diverse backgrounds in accessing aged care services in regional and remote locations.

Finally, some issues experienced by CALD seniors receiving aged care services in these locations could be compounded by geographical barriers. We encourage PICAC Victoria to identify these issues and educate aged care providers in ways to address them.

Swan Hill Council - specific Census Stats

A snapshot of people in Swan Hill

 **21,403**

people in this place

↑ 4.0% since 2016 (20,587 people)

 **79**

languages spoken

↑ 19 since 2016 (60)

 **117**

different ancestries

↑ 25 since 2016 (92)

 **4.5%**

identify as Aboriginal and/or Torres Strait Islander

Compared to 3.2% for Australia overall

Top Ten Languages Other than English spoken in Swan Hill Source: Census, 2021

Malay

Mandarin

Vietnamese

Italian

Tongan

Punjabi

Thai

Tagalog

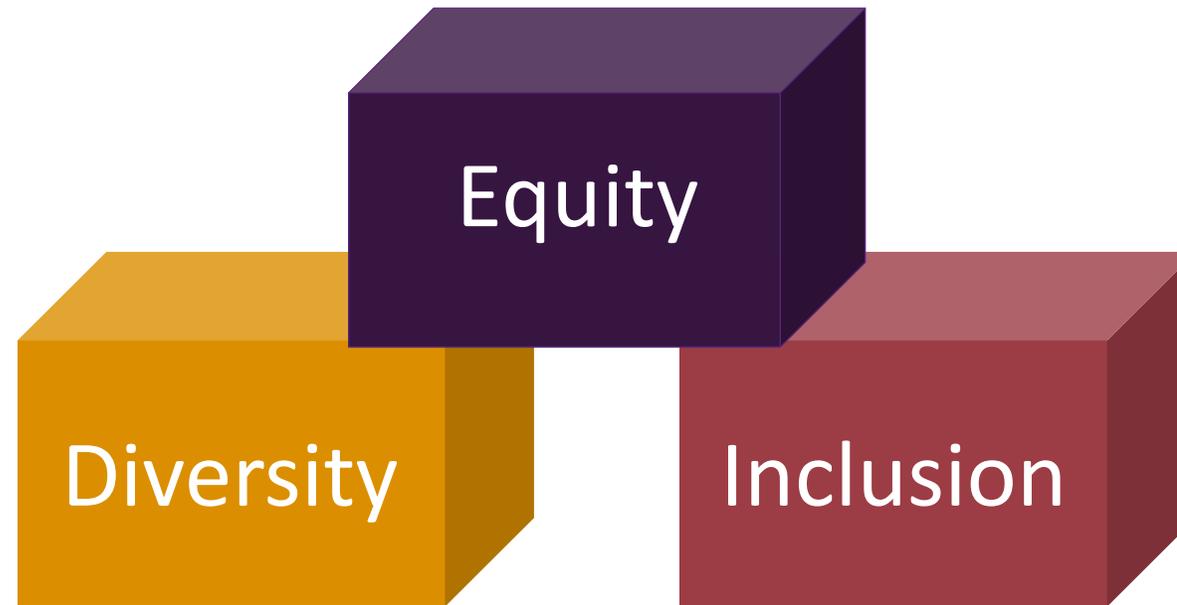
Indonesian

Khmer

Source: SBS Australian Census Explorer



Building Blocks of Diversity



Equity

Equity is about fairness.

It is about recognising that disadvantage exists and finding solutions to the barriers, behaviours and attitudes that create unequal situations and outcomes.

In order to be fair it is necessary to treat people differently.

Equity doesn't mean disadvantaging anyone. It is about making the playing field level.



Diversity

Diversity encompasses any characteristic used to differentiate one person from another.

These characteristics permeate the way we individually experience the world, the way we self-identify and the way we are identified by others.

These characteristics and attributes shape who we are and what is important to us.

We can identify with multiple characteristics at any given time or given context.



Diversity characteristics

Beliefs around ageing Living with a Disability Beliefs around end of life

Life Experiences Ideologies and political views Temperament/Personality

Sexual identity Ethnic Identity Age Family roles Mental Health

Education Caring Roles Gender identity Language Health

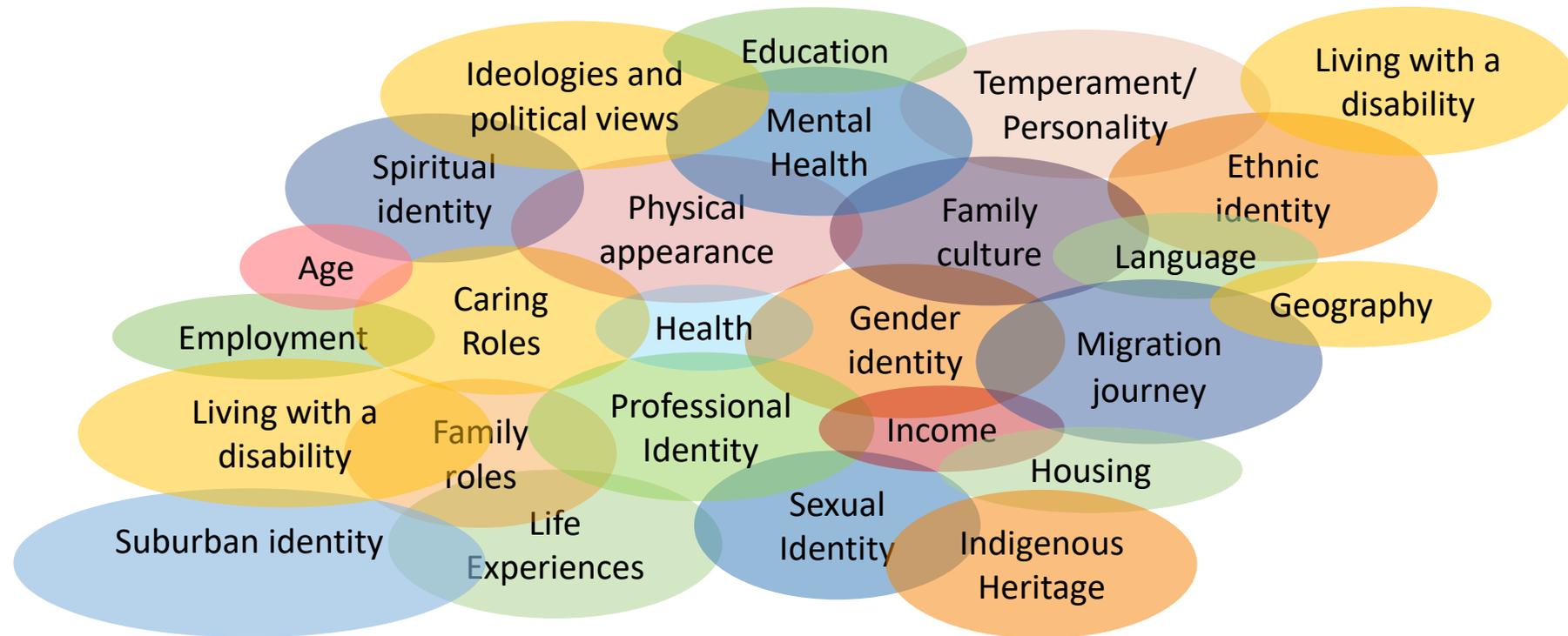
Income Physical appearance Family culture Migration journey

Geography Suburban identity Professional Identity Spiritual identity

Housing Living in rural/remote living Indigenous Heritage Employment



People have overlapping identities and experiences



Understanding how diversity characteristics intersect can guide us towards holistic and person centred care

Inclusion

Inclusion is positive action taken to help consumers participate and be represented in all areas.

Inclusion is where environments are welcoming, people feel comfortable to be themselves and they are empowered.

Creating inclusive services and environments means addressing power and privilege imbalances.



Group Activity

We are keen to get a picture what cultural and spiritual diversity is represented here today.

- What cultural background or backgrounds do you identify with?
- What language/s do you speak including English?
- Do you identify as Aboriginal and/or Torres Strait Islander?
- With which faiths or spiritual identities do you identify with?

Key findings from Victorian Parliamentary inquiry into the support needs for older Victorians from migrant and refugee backgrounds

Key finding	Key themes within the key finding
Leverage value of bicultural workers	<ul style="list-style-type: none">• Bilingual and bicultural workers integral to health and social services.• Development of a bicultural worker strategy.
Address social isolation and loneliness	<ul style="list-style-type: none">• Culturally diverse older Victorians – at greater risk of isolation & loneliness• Lack of appropriate/accessible venues & transport options for culturally diverse older people to participate in social activities.• Seniors groups play a vital role in reducing social isolation and need resourcing.
Enable greater participation	<ul style="list-style-type: none">• CALD older Victorians may not participate in elections due to language barriers or poor awareness.• More representation of culturally diverse older people is needed on advisory and decision-making bodies.• Culturally diverse older people face barriers to accessing legal systems, job market and culturally appropriate volunteering opportunities

Key findings from inquiry into the support needs for older Victorians from migrant and refugee backgrounds cont.

Key finding	Key themes within the key finding
Enhancing responses to elder abuse	<ul style="list-style-type: none">• Victorian Government to develop a strategy-including actions tailored to CALD-to prevent and respond to elder abuse.• Intergenerational programs are one of the most effective ways of combatting ageism as a key driver of elder abuse.• Culturally diverse older people on temporary, contributory parent or parent visas at increased risk of elder abuse and may be more reluctant to seek help.• Culturally appropriate elder abuse responses should educate older people on their rights, respect the choices, and place them at the centre of their own care.
Fostering digital inclusion	<ul style="list-style-type: none">• Older people are more likely to experience digital exclusion, and this is exacerbated for culturally diverse older people whose first language is not English, resulting in them missing out on information and support services.• Digital literacy training provided by bilingual mentors in community settings is the most effective way to reach culturally diverse older people and improve their digital skills and confidence.

Key findings from inquiry into the support needs for older Victorians from migrant and refugee backgrounds cont.

Key finding	Key themes within the finding
Strengthening mental and physical health	<ul style="list-style-type: none">• Culturally diverse older people are at increased risk of poor mental and physical health due to factors such as migration, trauma, marginalisation, visa status, financial hardship, SES disadvantage and social isolation.• ↑ investment needed for state public dental services to deliver dental care for culturally diverse older patients.• Access to palliative care for culturally diverse seniors is needed particularly in regional and rural areas.• Culturally diverse communities may have low awareness of dementia and risk reduction strategies.• Significant support is needed for carers.• Age-friendly cities and adequate transport can enable culturally diverse seniors to move about in the community, maintain their independence and access services.• Age and culturally appropriate private and social housing• Discrimination, racism and marginalisation can act as a barrier to accessing services.

Key findings from inquiry into the support needs for older Victorians from migrant and refugee backgrounds cont.

Key finding	Key Themes within the finding
Improving Services	<ul style="list-style-type: none">• Providing culturally appropriate and accessible care.• Resourcing ethnic-led organisations and ethnic led social support groups and volunteers and senior citizen clubs.• Providing accessible language services and culturally appropriate communications• Greater awareness of services is needed in culturally diverse communities• Co-design is essential to promote culturally appropriate services.• Great collaboration between services to make the consumer pathway easier for seniors• More data and research is needed to understand the needs of culturally diverse seniors• The COVID-19 pandemic significantly affected Victoria's culturally diverse older population in terms of increasing social isolation, digital exclusion and the risk of elder abuse, preventing access to essential physical and mental health services, and contributing to lower overall health and wellbeing.

Key Findings from inquiry into the support needs for older Victorians from migrant and refugee backgrounds

Key finding	Key Themes within the finding
Meeting aged care support needs	<p>Culturally diverse older Victorians may not access aged care services because of a shortage of culturally appropriate services.</p> <p>Culturally diverse older people need bilingual and bicultural assistance to navigate the My Aged Care system and access appropriate aged care services.</p> <p>Not all aged care service providers deliver culturally inclusive and safe services, which can negatively affect the health and wellbeing of culturally diverse older people.</p>

Regional Consultation Survey - 10 minutes



Consultation Question 1

What are the biggest challenges for seniors from Culturally and Linguistically Diverse Backgrounds in accessing aged care services in Swan Hill?

Consultation Question 2

What can aged care organisations, key stakeholders in the region, and the Australian Government do to help design services that help to promote access of seniors from Culturally and Linguistically Diverse Backgrounds to aged care services?

Consultation Question 3

What examples can you provide of best practice/successful partnerships/innovative approaches in your local area that support seniors from Culturally and Linguistically Diverse Backgrounds that could be implemented across other regional areas?

Consultation Question 4

What other suggestions to you have to improve the aged care system for seniors from Culturally and Linguistically Diverse Backgrounds in your area?

Where to go for support

Diversity Webinar Series

Centre for Cultural Diversity in Ageing Diversity Webinar Series 22-23



July Free Translations in Aged Care

Aug Collecting Diversity Data to Promote Inclusive Services

Sep The Inclusive Service Standards for Beginners – Diversity Coaching Workshop

Oct Ten Steps to Developing a Diversity Plan

Nov Supporting Older People from Culturally Diverse Backgrounds with a Hearing Impairment

Feb Food for Thought – the Link between Food, Culture & Identity

Mar Harmony Week Video Launch –The Voices of Multicultural Community Leaders & their Visions for a more Inclusive Aged Care System

Apr Recognising Multifaith Initiatives in Aged Care

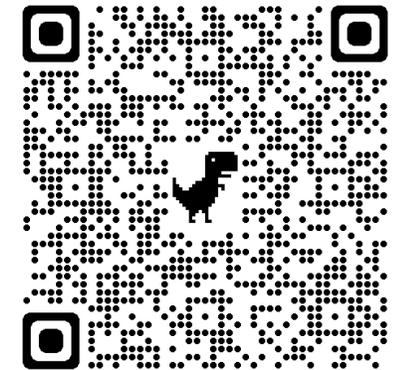
May Culturally Diverse Perspectives on Mental Health Care

June Cultural Awareness Walk & Talk – Hidden Culture/Decolonising Melbourne with Uncle Shane Charles (Face-to-Face Victoria)

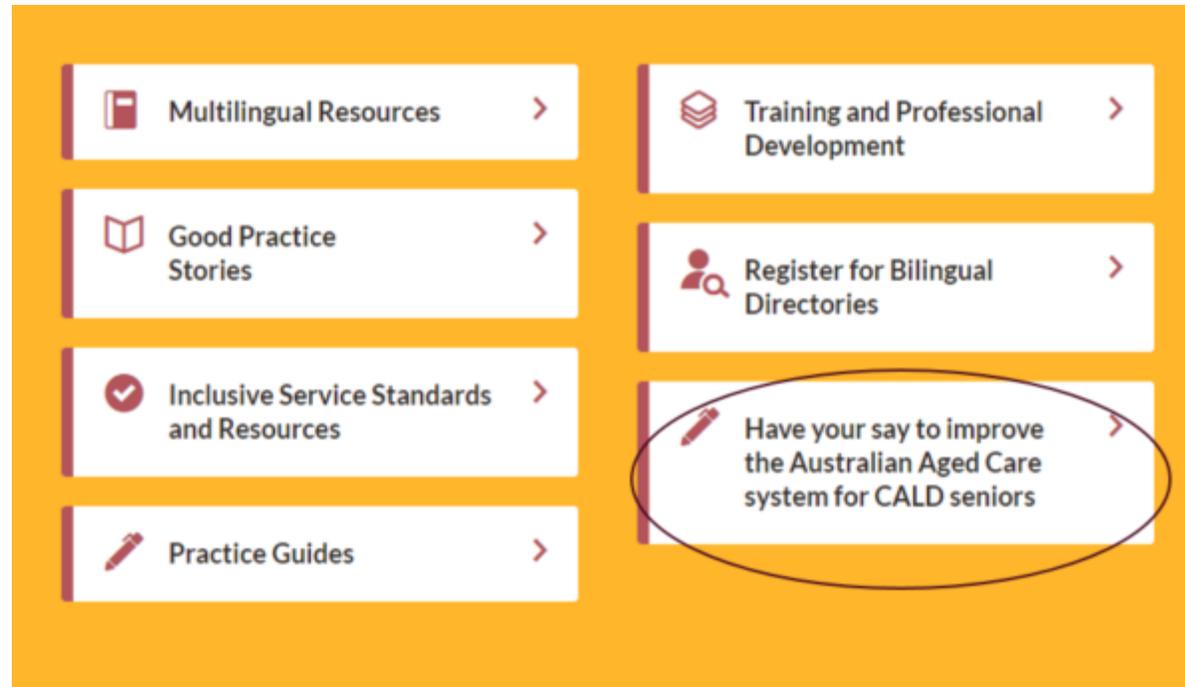
Book at bit.ly/DWS-22-23



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



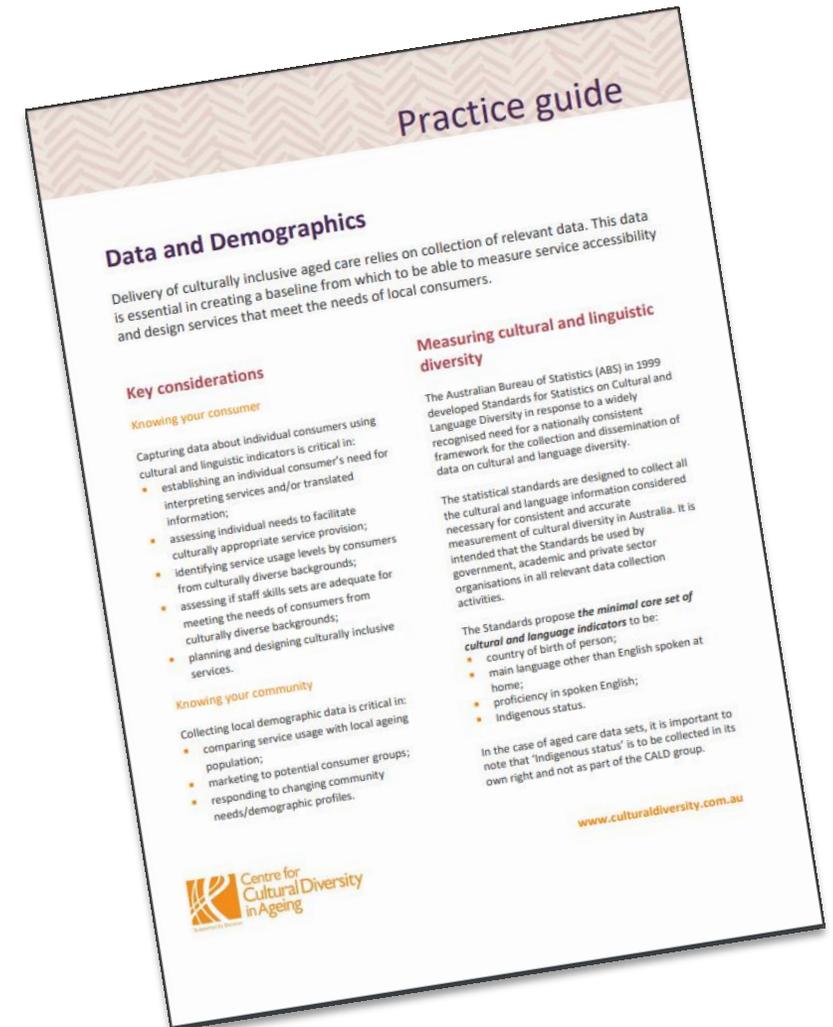
Have you Say Survey



culturaldiversity.com.au

Practice Guides

- Culturally Inclusive Feedback
- Communication
- Data and Demographics
- Food and Nutrition
- Culturally Appropriate Dementia Care
- 10 Steps to Developing a Diversity, Equity and Inclusion Plan in Aged Care
- Spiritual Support
- Working with Bilingual Staff
- Interpreters Policies
- Cultural-specific Information
- Digital Inclusion
- Accessing Interpreter Services
- Effective Co-design with Consumers from Culturally and Linguistically Diverse Backgrounds



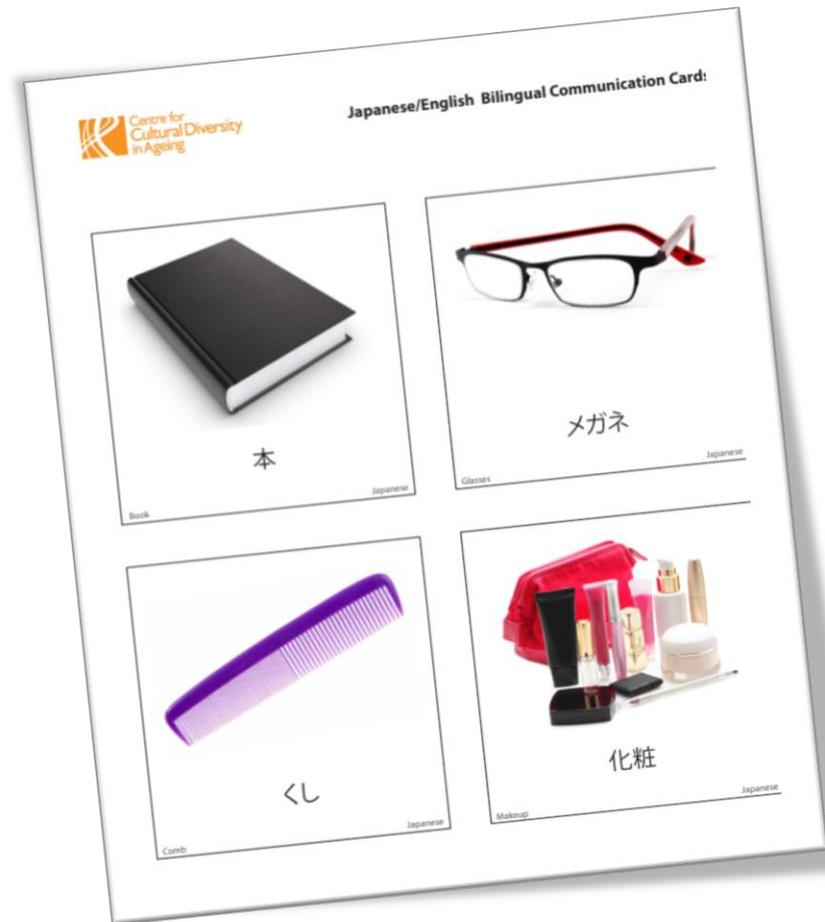
Download from
culturaldiversity.com.au

Consumer Feedback Forms

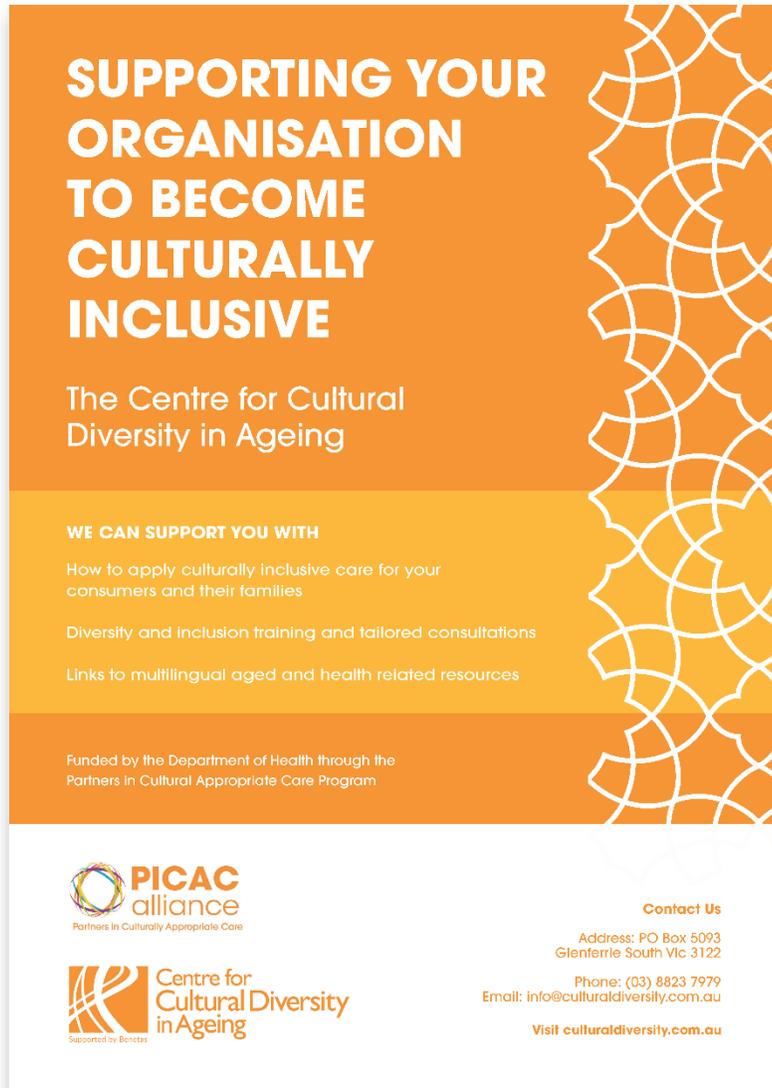
 Arabic	 Chinese (Simplified)	 Chinese (Traditional)	 Croatian
 Dutch	 English	 French	 German
 Greek	 Indonesian	 Italian	 Macedonian
 Maltese	 Nepali	 Polish	 Portuguese
 Russian	 Sinhalese	 Spanish	 Vietnamese

Communication Cards and Aged Care Signage

- The Communication Cards depict a wide range of daily activities and situations and can be used to prompt discussion, assist with directions, clarify a client's needs, etc.
- The Communication Cards cover themes such as:
 - Food / Drink / Meals
 - Personal Care
 - Feelings / Pain
 - Religion / Spirituality
 - Sleep
 - Mobility Aids
 - Medical / Health Specialists
 - TV / Recreation



The Centre's Poster



SUPPORTING YOUR ORGANISATION TO BECOME CULTURALLY INCLUSIVE

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
- Links to multilingual aged and health related resources

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


Partners in Culturally Appropriate Care


Supported by Benetas

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Everybody has a story – free learning module



Everybody has a story

Delivering culturally inclusive care



Everybody 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:

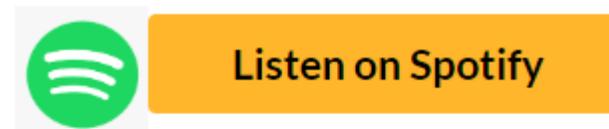
culturaldiversity.com.au/training-development/everyone-has-a-story

Podcast



To listen visit:

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



Multi-faith Calendar

SPIRITUAL HEALTH ASSOCIATION 2023 CALENDAR												Spiritual Health Association					
JANUARY	5 JAN Birthday of Guru Gobind Singh Ji (10th)	6 JAN Epiphany of the Lord	7 JAN Nativity	7-9 JAN Mahayana New Year	13 JAN Maghl	19 JAN Feast of Epiphany	22 JAN Chinese New Year/Lunar New Year	26 JAN Australia Day/ Survival Day	FEBRUARY	1-7 FEB UN World Interfaith Harmony week	13 FEB Anniversary of National Apology Day	15 FEB Nirvana Day (Mahayana)	18 FEB Maha Shivaratri	18 FEB Lailat al Miraj			
21-23 FEB Losar (Tibetan New Year)	22 FEB Lent	27 FEB Great Lent	MARCH	6 MAR Magha Puja Day	7 MAR Purim	8 MAR Holi	8 MAR Lailat al Bara'ah	8 MAR Hola Mohalla	11-21 MAR Cultural Diversity Week	16 MAR National Close the Gap Day (Reconciliation Australia)	21-27 MAR Harmony Week	21 MAR Now Ruz	23 MAR Ramadan	25 MAR Annunciation			
25 MAR Annunciation	30 MAR Rama Navami	APRIL	2-8 APR Holy Week	6-8 APR Theravada New Year	6-13 APR Pesach	7 APR World Health Day	7 APR Good/Holy Friday	9 APR Easter	14 APR Baisakhi	16 APR Easter/Pascha	17 APR Lailat al Qadr	18 APR Yom HaShoah/Holocaust Remembrance Day	21 APR Ridvan	22 APR Eid ul Fitr			
25 APR ANZAC Day	29 APR Ninth Day of Ridvan	MAY	5 MAY Vesak/Buddha Day	9-15 MAY Mental Health Awareness Week	12 MAY International Nurses Day	21-27 MAY National Palliative Care Week	24 MAY Declaration of the Bab	26 MAY National Sorry Day	26-27 MAY Shavuot	27 MAY National Reconciliation Week	28 MAY Pentecost	29 MAY Ascension of Baha'u'llah	JUNE	1 JUN Ascension			
3 JUN Mabo Day	4 JUN Saga Dawa Duchen	4 JUN Pentecost	16 JUN Martyrdom of Guru Arjun Dev Ji	22 JUN Winter Solstice	29 JUN Eid Al Adha	JULY	1 JUL Torres Strait Islanders' Christian Coming of the Light	2-9 JUL NAIDOC Week	3 JUL (Theravada) Asalha Puja	10 JUL Martyrdom of the Bab	19 JUL Hijra	27 JUL Tisha B'Av	28 JUL Day of Ashura/Muharram	AUGUST			
6 AUG Transfiguration	9 AUG International Day of the World's Indigenous People	15 AUG Assumption of the Blessed Virgin Mary	15 AUG Dormition of Mary	30 AUG Ullambana	30 AUG Raksha Bandhan	SEPTEMBER	6 SEP Krishna Janmashtami	11-19 SEP Paryushana	14 SEP R U OK? Day	16-17 SEP Rosh Hashanah	19 SEP Ganesh Chaturthi	25 SEP Yom Kippur	27 SEP Milad un Nabi	30 SEP Sukkot			
OCTOBER	8 OCT Simchat Torah	10 OCT UN World Mental Health Day	14 OCT International Allied Health Professionals Day	15-23 OCT Navaratri	16 OCT Birth of the Bab	17 OCT Birth of the Baha'ullah	20 OCT Conferment of Guruship to Guru Granth Sahib	22-28 OCT International Spiritual Care Week	24 OCT Dueshra	28 OCT Kathina	NOVEMBER	1 NOV All Saints Day	12 NOV Bandi Chhor Divas (Diwali)	12 NOV Diwali			
12 NOV Mahavira Nirvana (Diwali)	24 NOV Martyrdom of Guru Tegh Bahadur Ji	26 NOV Day of the Covenant	27 NOV Birth of Guru Nanak Dev Sahib Ji	28 NOV Ascension of Abdu'l-Baha	DECEMBER	3-24 DEC Advent	3 DEC UN International Day of Persons with Disabilities	8-15 DEC Hanukkah	10 DEC UN Human Rights Day	22 DEC Summer Solstice	25 DEC Christmas	KEY	Buddhist				
SIGNIFICANT DATES FOR SHA MEMBERS AND NETWORKS												CONTACT US:					
Spiritual Health Association acknowledges that this calendar was put together on the lands of the Wurundjeri and Bunwurrong people of the Kulin Nation. We honour all Aboriginal and Torres Strait Islander ancestors and Elders past, present and emerging.												(03) 8610 6327					
Islamic, Buddhist and Sikh festival dates are estimated and may vary depending on sighting of the lunar crescent moon, and are sometimes decided during the year. Only major religious and cultural dates are included in this calendar. There may be others of importance to individuals of particular faiths or communities. It is recommended that personal explanations and memories of traditions are sought and shared.												office@spiritualhealth.org.au					
												www.spiritualhealth.org.au					
Islam			Christian			Jewish			Sikh			Hindu			Spiritual Care		
Jain			Orthodox Christian			Health			Aboriginal & Torres Strait Islander			Baha'i			Mental Health and Wellbeing		

<https://www.spiritualhealth.org.au/download/Multifaith%20Resources/SHA-2023-Calendar.pdf>

Moving Pictures-Dementia resources for CALD carers, communities and providers

- Moving Pictures-using film and digital media to raise dementia awareness in Australia's CALD communities.
- www.movingpictures.org.au
 - 28 films about dementia in 9 languages & educational comics
 - Dementia prevention animations
 - Database of dementia resources in >70 languages
 - ..on-going development and research involving CALD communities



Moving Pictures

Moving Pictures

NARI NATIONAL AGEING RESEARCH INSTITUTE
Bringing research to life

Search

UNDERSTANDING DEMENTIA PREVENTING DEMENTIA DEMENTIA CARE FOR PROFESSIONALS RESOURCES

READ OUR COMICS

Read our comics about dementia in Italiano, العربية, Ελληνικά, हिंदी, 普通话, Español, தமிழ், 廣東話, Tiếng Việt & English

READ MORE

Welcome to Moving Pictures

Dementia information for multicultural communities

<https://www.movingpictures.org.au/>

Moving Pictures

The screenshot shows the top navigation bar with links for UNDERSTANDING DEMENTIA, PREVENTING DEMENTIA, DEMENTIA CARE, FOR PROFESSIONALS, and RESOURCES. Below the navigation bar is a banner with illustrations of people and a book. The Moving Pictures logo and NARI (National Ageing Research Institute) logo are visible, along with a search bar and social media icons. The main content area features a breadcrumb trail: Resources > Resources by language. The title 'MOVING PICTURES GENIE RESOURCES' is displayed in large orange letters. A text block asks users to share recommendations for resources in other languages. A 'CONTACT US' button is present. Below this, there are three language categories: ALBANIAN - SHQIP, ARABIC - العربية, and ARMENIAN - ՀԱՅԵՐԵՆԻ.

Ethnic Communities' Council of Victoria

Ageing Well Projects

- ECCV offers free information sessions on a range of issues designed to promote the health and wellbeing of culturally and linguistically diverse group members and to improve the sustainability of the groups.
- Each information session runs between 1 to 2 hours and is adapted to meet the needs of your group. Sessions are conducted in language where possible.
- The sessions include Governance and Funding Opportunities for Seniors' Groups, Financial Planning and Benefits for Seniors, Improving Computer and Online Skills, Respectful Relationships for Seniors in our Community, Recognising and Respecting Carers, individual Support to the Access the Power Saving Bonus.





Australian Government

Department of Health and Aged Care

Free translation services for aged care providers



Visit diversityagedcare.health.gov.au

Fill in the request form and our friendly team will respond within 48 hours, Monday to Friday.



Email
diversityagedcare@health.gov.au

Different languages, same aged care

Australia has a wonderful, diverse population of different communities who speak and understand many different languages.

These free translation services will help make those communities feel more at home in aged care and can help to provide culturally safe, appropriate and inclusive care, in line with the Aged Care Quality Standards.





Information delivered in their language

As an aged care provider, it is important that **people in your care have information about the care they need, delivered in a way they can understand**. Translated materials in their language will help them to make informed choices that suit their needs.

The Department of Health and Aged Care is working with Icon Agency and its consortium partners to provide a **free translation service for government-subsidised aged care providers, peak bodies and Partners in Culturally Appropriate Care (PICACs)** across Australia.

This service will help you to communicate key written and audio/video materials to **those in your care for whom English is not their preferred language**.

This includes:

- Older people from culturally and linguistically diverse backgrounds
- First Nations Elders
- Deaf, blind, deafblind or hard of hearing older Australians.

The service is simple to use. Submit a request for the materials you need translated and you'll be assigned a Customer Service Representative to guide you through the entire process and manage your request on your behalf.



You're one of the following groups

- ✓ An Australian Government-subsidised **aged care provider** that delivers care under one or more of the following programs:
 - Commonwealth Home Support Programme (CHSP)
 - Home Care Packages (HCP)
 - residential aged care
 - Short Term Restorative Care (STRC)
 - respite
 - transition care program (TCP)
 - National Aboriginal and Torres Strait Islander Flexible Aged Care Program
 - Multi-Purpose Services (MPS)
 - Disability Support for Older Australians (formerly Continuity of Support program)
- ✓ A **peak body** such as the Aged & Community Care Providers Association (ACCPA) or LGBTIQ+ Health Australia (LHA)
- ✓ A member of the Partners in Culturally Appropriate Care (**PICAC**) program
- ✓ Aged care **navigators** (including care finders from 1 Jan 2023) and EnCOMPASS Multicultural Aged Care Connectors



You own the copyright to the materials

- ✓ Existing materials mean they do exist and you're looking to the Icon Consortium to translate and/or interpret them
- ✓ New materials mean they don't currently exist and you're looking to the Icon Consortium to create them (for example: written document becomes an Auslan video)

✗ Materials that are produced by other organisations are protected by their copyright and therefore cannot be translated under this service unless requested directly by the original owner

Materials are any printed or digital (including photography and/or video) assets aged care providers may use for administrative purposes.

A copyright is a type of intellectual property that gives its owner the exclusive right to copy and distribute materials.



What materials are out of scope?

- personal or individual content of care plans or documents
- marketing materials (including website copy) prepared for the primary purpose of attracting new people to a specific aged care provider
- any aged care information from the Department of Health and Aged Care that is of a general nature and available in translated formats on the department's website
- frequently changing material (such as newsletters)

Free translation services

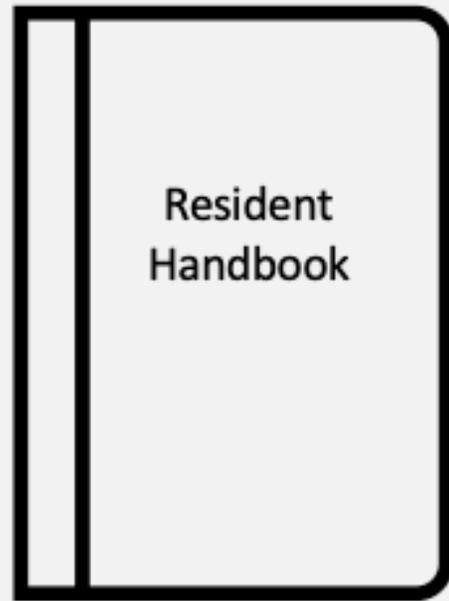
Completely free translation services offered by the Department of Health and Aged Care

Your materials can be translated into **different languages and accessible formats** (i.e. braille, text-to-speech)

If you're unsure about what you need, **get in touch with us at:**

diversityagedcare@health.gov.au

How it works



Original English version



Translated version in Mandarin





How can you access this free service?

Visit diversityagedcare.health.gov.au



Step 1
Fill in the online
request form



Step 2
Our friendly team
will respond within
48 hours, Monday
to Friday.



Step 3
Translation
specialists will work
with you to
understand your
requirements



Step 4
We'll translate your
eligible materials
and return them in
the required
formats

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



Further Resources



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](#)



[Centre for Cultural Diversity in Ageing](#)



[CCDAAUS](#)

Project partners



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www.culturaldiversity.com.au

www.eccv.org.au

www.nari.net.au

www.movingpictures.org.au