

# Culturally Appropriate Care for Seniors in Regional Areas

Tuesday 25 July 2023

## OUR VISION

All aged care consumers in Australia experience inclusive and accessible care

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## OUR PURPOSE

To build the capacity and capabilities of Australian aged care providers to deliver services that are welcoming, inclusive and accessible

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## OUR SERVICE AREAS



Inclusive practice  
training and  
workshops



Capacity building to  
promote cultural  
inclusion and equity



Diversity advice and  
consulting

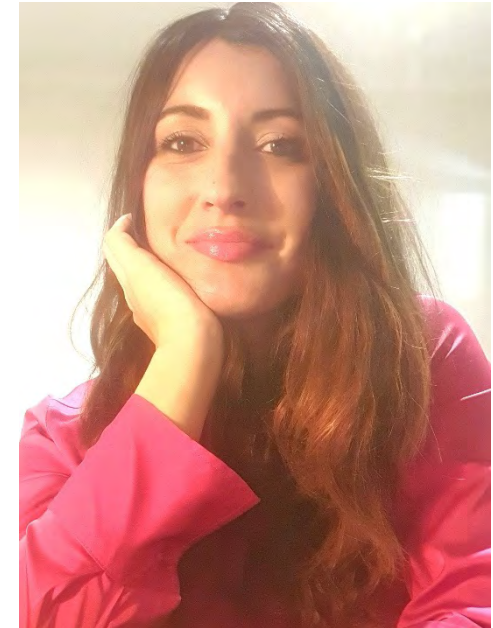
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The Centre for Cultural Diversity in Ageing is supported by Benetas & funded by the Australian Department of Health and Aged Care through the Partners in Culturally Appropriate Care (PICAC) program.

# Lisa Tribuzio

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

Lisa has worked in the fields of multiculturalism, disability and youth and family services and brings with her experience and knowledge working in community welfare, media, local government and the education sectors. She has a particular focus on the context of communities and how policies as well as cultural norms affect access to services and opportunities.



# Exploring the Needs of Aged Care Providers in Regional Victoria – Snapshot

<b>Number of Attendees</b>	54 (all work in government funded aged care service delivery)
<b>Number of Consultations</b>	4
<b>Victorian Regional Areas Consulted with</b>	Shepparton, Wallan, Swan Hill and Morwell
<b>Date of Consultations</b>	February to May 2023
<b>Key Partners</b>	The Centre for Cultural Diversity in Ageing – PICAC VIC, Icon Agency, National Ageing Research Institute, Ethnic Communities' Council of Victoria, Department of Health and Aged Care Regional Teams

# Top 10 Key Findings

1. Significant resources needed in navigation services
2. New culturally inclusive aged care services
3. Ongoing culturally appropriate care training
4. Professional Diversity networks
5. Significant support & funding needed to reduce social isolation & mental health issues
6. Program to raise awareness of interpreting & translation services
7. Senior leaders require diversity mentoring & governance to promote inclusive practices.
8. More support is needed for volunteer multicultural seniors' club leaders
9. Develop strategies to increase digital literacy for CALD seniors
10. Translate the My Aged Care website & information about accessing aged care services into community languages.

# Recommendations



# Joy Leggo OAM

Joy is a highly consultative, visionary CEO of Cultura in Geelong. She has demonstrated success leading similar organisations (namely, MACS: Multicultural Aged Care Services) for over 20 years through uncertain times, changes, development, and significant growth.

Joy drives engagement across all levels of Cultura while demonstrating the ability to make sound informed decisions based on facts with a focus on delivering exceptional services to residents and the wider multicultural community.



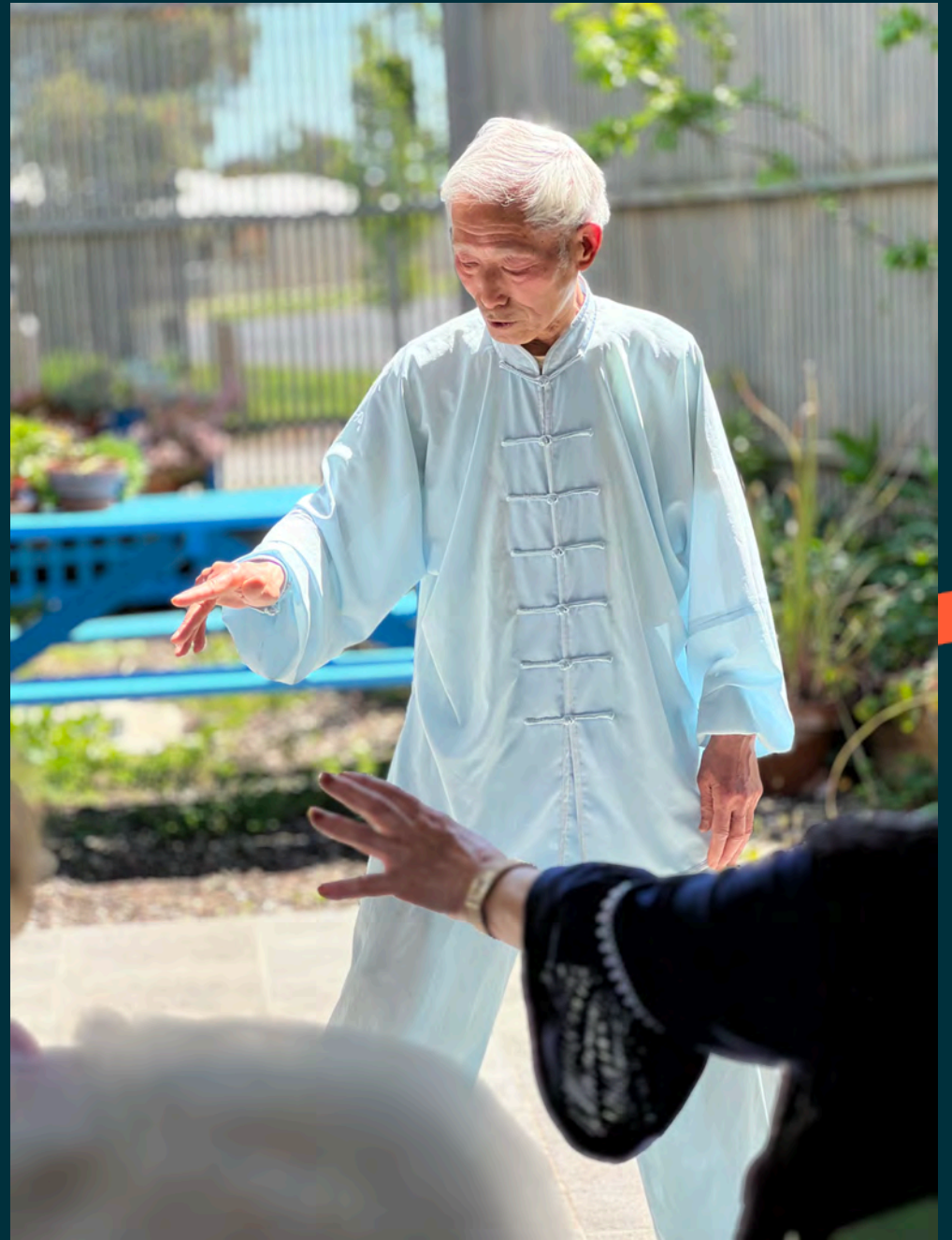


cultura.

Culturally Appropriate Care  
in Regional Areas

























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# Q & A Session

If you had unlimited bucket of funding, what would you do to support seniors from CALD backgrounds in regional areas?

# Where to go for support

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



**July** Culturally Appropriate Care in Regional Areas

**Aug** Accessing Diverse Media

**Sep** Supporting a Culturally Diverse Workforce

**Oct** Inclusive Service Provision through an Intersectional Approach

**Nov** Cross-cultural Communication in an Aged Care Setting

**Feb** Developing a Culturally, Linguistically and Spiritually Appropriate Care Plan

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

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

**May** Culturally Inclusive Recreation and Social Support Program Activities

**June** Overcoming Social Isolation Amongst Culturally Diverse Seniors

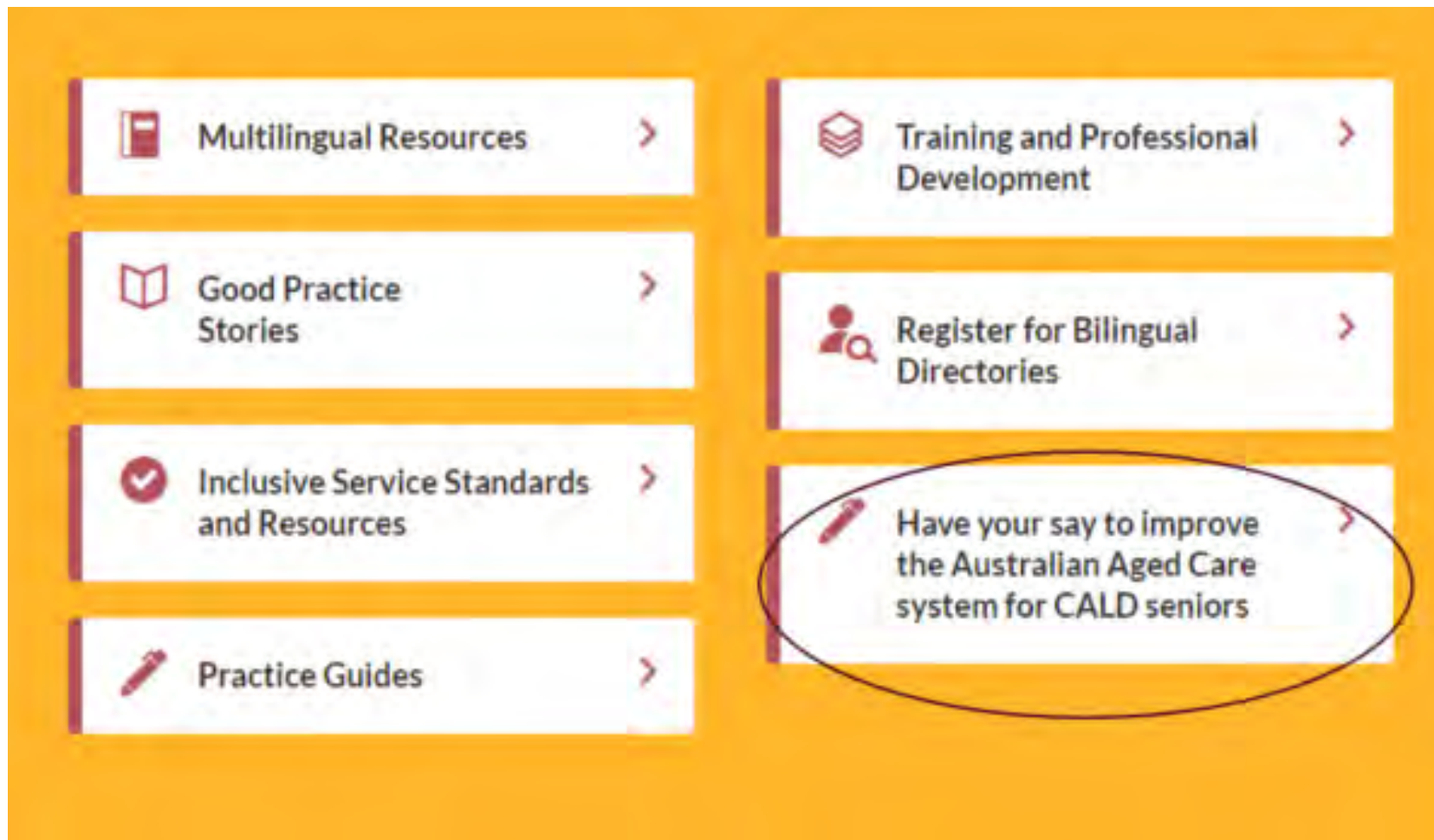
Book at [bit.ly/IWS-23-24](https://bit.ly/IWS-23-24)



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



# Have your say survey on our homepage



[culturaldiversity.com.au](http://culturaldiversity.com.au)

# 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](https://culturaldiversity.com.au/training-development/everyone-has-a-story)

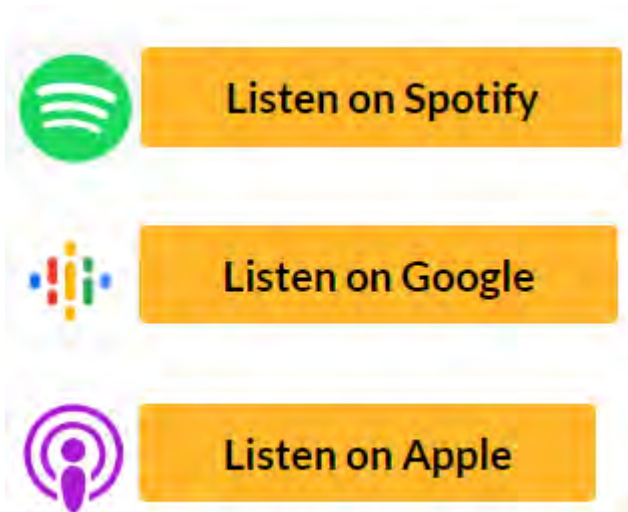


# Podcast



To listen visit:

[culturaldiversity.com.au/news-and-events/podcasts](http://culturaldiversity.com.au/news-and-events/podcasts)



# Practice Guides

- Culturally Inclusive Feedback
- Communication
- End-of-Life Care
- Food and Nutrition
- Living Environment
- 10 Steps to Developing a Diversity, Equity and Inclusion Plan in Aged Care
- Spiritual Support
- Working with Bilingual Staff
- Interpreters Policies
- Accessing Diverse Media
- Digital Inclusion
- Accessing Interpreter Services
- Effective Co-design with Consumers from Culturally and Linguistically Diverse Backgrounds



Download from  
[culturaldiversity.com.au](http://culturaldiversity.com.au)

# 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

 **PICAC alliance**  
Partners in Culturally Appropriate Care

 **Centre for Cultural Diversity in Ageing**  
Supported by Menzies

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# Different languages, same aged care

One of the 2021 Aged Care Royal Commission's key recommendations was to ensure that diversity is core business in aged care. **Different languages, same aged care** is funded by the Department of Health and Aged Care in partnership with Icon Agency and aims to:

- Enhance the ability of senior Australians to access information through the timely and targeted provision of translating and interpreting services
- Produce and translate information to allow aged care providers to communicate key written messages to their care recipients in languages other than English and other accessible formats

Aged care providers can request in-language materials through a dedicated website by registering their request + any additional materials they want translated at [diversityagedcare.health.gov.au](https://diversityagedcare.health.gov.au)

# Partners in Culturally Appropriate Care program

The Centre for Cultural Diversity in Ageing is funded through the Department of Health and Aged Care, PICAC program.

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

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

[picacalliance.org](http://picacalliance.org)



# Thank you!

Thank you for participating today.

For more information, good practice stories and resources visit

 [culturaldiversity.com.au](http://culturaldiversity.com.au)

 [Centre for Cultural Diversity in Ageing](#)

 [CCDAAUS](#)

Feel free to contact us at [info@culturaldiversity.com.au](mailto:info@culturaldiversity.com.au)

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