Welcome

To the

Cultural Diversity in Ageing Industry Breakfast

Wednesday 6 December 2023

Centre for
Cultural Diversity
in Ageing
Supported by Benetas

Sandra Hills OAM
CEO, Benetas

Nikolaus Rittinghausen
Manager
Centre for Cultural Diversity in Ageing

Centre for Cultural Diversity in Ageing

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Key Achievements
Centre for Cultural Diversity in Ageing

2022-23 Financial Year

6 December 2023

Nikolaus Rittinghausen, Manager

Centre for Cultural Diversity in Ageing

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**. A total of 2,260 learners passed the course as of 30 June 2023.

To learn more visit:

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

Communication and Phrase Cards & Aged Care Signage

The Bilingual Communication Cards and Phrase Cards are the Centre's most popular resource with 35,000 page views in the 2022-23 financial year.

They depict a wide range of daily activities & situations. They can be used to prompt discussion, assist with directions & clarify a client's needs.

The Cards cover themes such as:

- Food, Drink

- Personal Care

- Feelings, Pain

- Religion, Spirituality

- Medical & Health Specialists.

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

Key Programs

- The Centre delivered 10 online national webinars and two Diversity Communities of Practice with approximately 2000 registrations. The Centre changed the format of the diversity webinar series and has been making them more interactive.

- The Centre has been developing a Diversity Mentoring Program that is providing structured, individualised mentoring support to aged care providers across Australia. Additional funding was allocated to the PICAC organisations across Australia as a result of the Centre's significant achievements and advocacy.

Key activities

- The Centre consulted in four regional areas and produced a report on the Exploring the Needs of Aged Care Providers in Regional Victoria.

- The Centre almost doubled the website hits in the last financial year to 139,274 page views.

- The Centre launched the "One size does not fit all" Podcast Series focused on the perspectives of seniors from culturally and linguistically diverse backgrounds as well as aged are staff on culturally appropriate care.
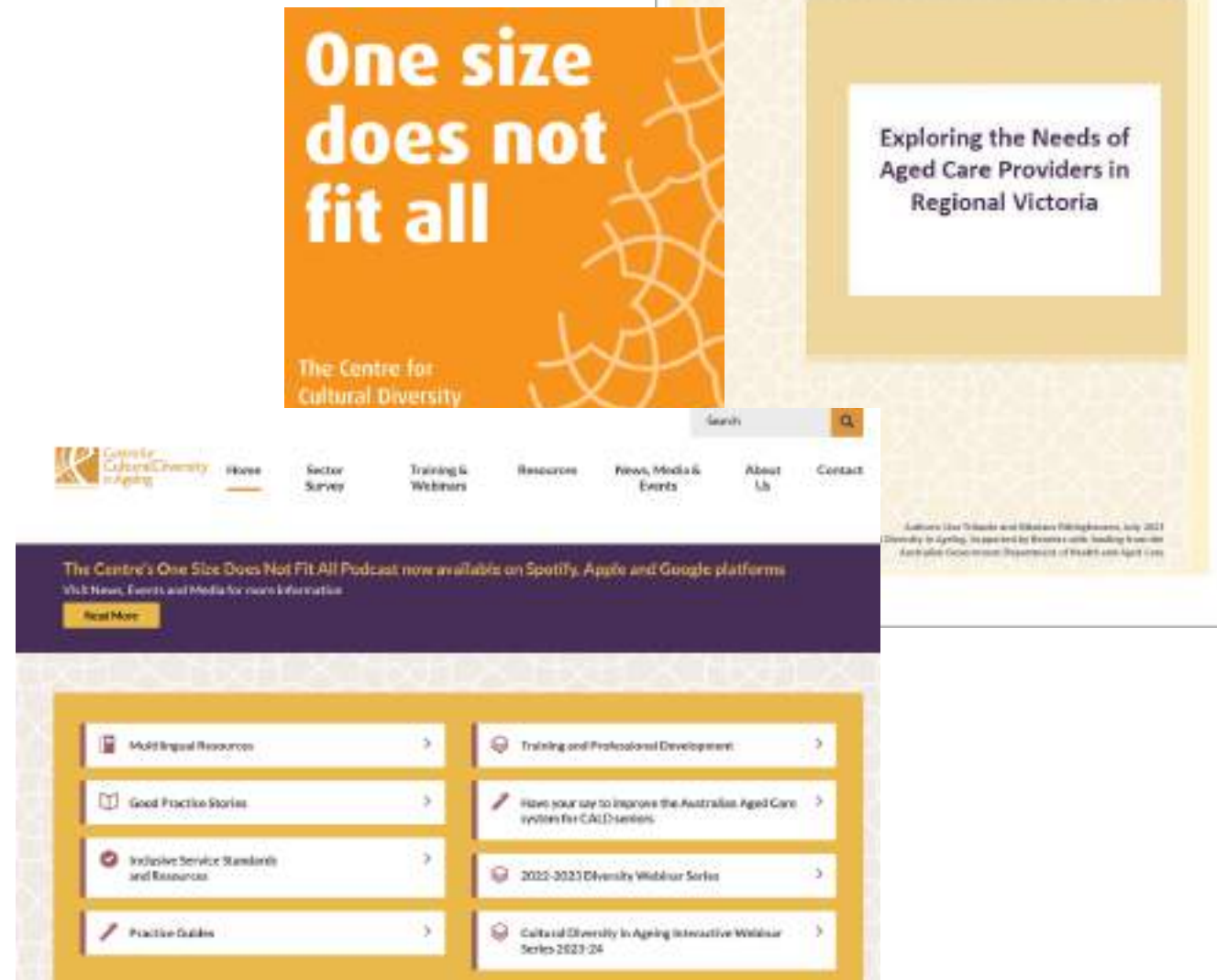
Key activities cont.

- The Centre delivered individual 350 consultation sessions.

- Co-designed a Welcome to Country short video clip with local Aboriginal community leader Uncle Shane Charles.
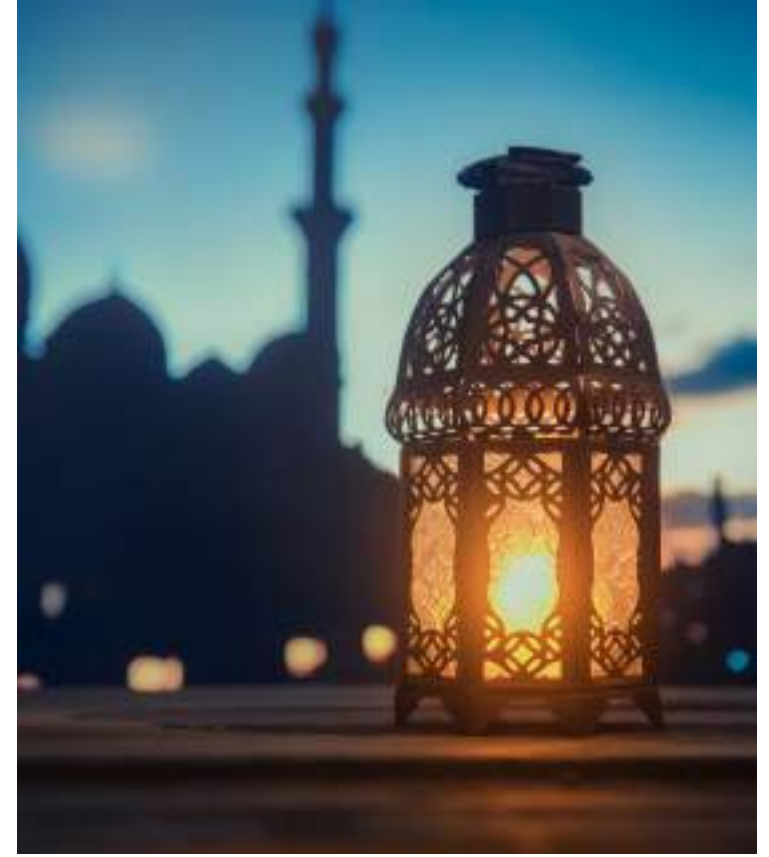

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2022-23 FY in Review available on our website

☞ www.culturaldiversity.com.au

[Financial Year in Review | Centre for Cultural Diversity in Ageing](#)

Kiarra Martindale
Lead Dietitian (APD) & Allied Health Manager
Oscar Care Group

Culturally Appropriate Food
OSCAR Care Group Project & Resources

KIARRA MARTINDALE Accredited Practising Dietitian and Lead Dietitian & Allied Health Manager

OSCAR
Care Group

Touching On:

- Diversity in Australia

- Top 20 Languages in Aged Care

- Aged Care Recipe Book

- Culturally Diverse Recipes

- Client / Resident Feedback Form

- Special Events & Celebrations

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Overall top 20 languages other than English spoken in Australian aged care homes

Rank	Language	Resident count
1	Italian	5632
2	Greek	3473
3	Cantonese	1754
4	Croatian	1029
5	Spanish	912
6	Arabic (inc Lebanese)	774
7	Mandarin	768
8	Macedonian	728
9	Vietnamese	663
10	Polish	618

OSCAR Care Group

Overall top 20 languages other than English spoken in Australian aged care homes

Rank	Language	Resident count
11	Serbian	565
12	Russian	559
13	Maltese	374
14	German	367
15	Hungarian	334
16	French	255
17	Portuguese	227
18	Turkish	226
19	Korean	197
20	Netherlandic	149

OSCAR Care Group Aged Care Recipe Book

- Using the Top 20 Languages in Aged Care

- 100+ Culturally Diverse Recipes created

- 300+ Recipes include:

  - Salads

  - Soups

  - Main Meals: Breakfasts, Lunch, Dinner

  - Desserts

  - Snacks: Morning Tea, Afternoon Tea, Supper
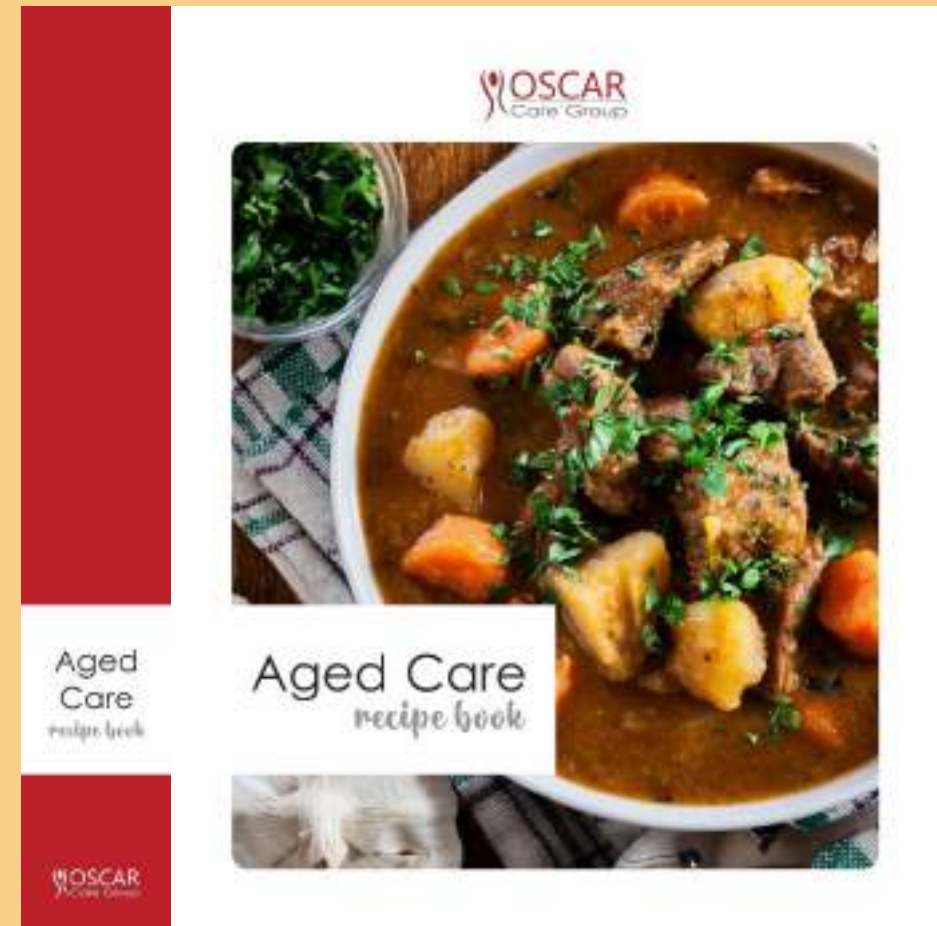
OSCAR Care Group Aged Care Recipe Book

- Every recipe includes:

  - Serves 50 adults

  - Ingredients

  - Method

  - Allergens

  - Food Groups

  - Nutrition Information Panel

  - Texture Modification Suitability ~ IDDSI

OSCAR Care Group Aged Care Recipe Book: Example – Page 1

- Every recipe includes:

  - Serves 50 adults

  - Ingredients

  - Method

  - Allergens

  - Food Groups

Beef Goulash

SERVES 50

Ingredients

Olive oil	500ml
Beef, raw	9.4kg trimmed, cut into 3cm cubes
Brown onion	1.5kg finely chopped
Crushed garlic	25 cloves
Button mushrooms	2.5kg, cut into quarters
Red capsicum	3.8kg, cut into 2cm pieces
Plain flour	200g
Paprika	25 tablespoons
Bay leaves	25
Beef stock	25 cups
Tomatoes	5kg, finely chopped
Bread	50

FOOD GROUPS
SERVES PER SERVE

FRUIT	VEGETABLES	CEREALS	MEAT	DAIRY
0	3.4	1.1	1.9	0

ALLERGENS: Meat (beef), Wheat, Gluten, Milk, Dairy

Method

1. Preheat oven to 160°C fan forced.
2. Heat 240ml oil in a large casserole dish over medium-high heat.
3. Cook beef, in batches, for 5 to 6 minutes or until browned. Transfer to a bowl.
4. Heat remaining olive oil in dish.
5. Add onion, garlic, mushrooms, and capsicum. Cook, stirring, for 15 minutes or until onion has softened.
6. Return all beef to dish.
7. Add flour and paprika. Cook, stirring, for a few minutes.
8. Add bay leaves.
9. Stir in stock and tomatoes.
10. Cover dish and bring to the boil.
11. Transfer to oven and bake for 2-3 hours or until beef is tender. Remove bay leaves.
12. Serve warm with bread on the side.

OSCAR Care Group   ©OSCAR Care Group 2023   www.oscarcaregroup.com.au

OSCAR Care Group Aged Care Recipe Book: Example – Page 2

- Every recipe includes:

  - Nutrition Information Panel

  - Texture Modification Suitability – IDDSI

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HEHP Recipe Book- **Coming Soon!**
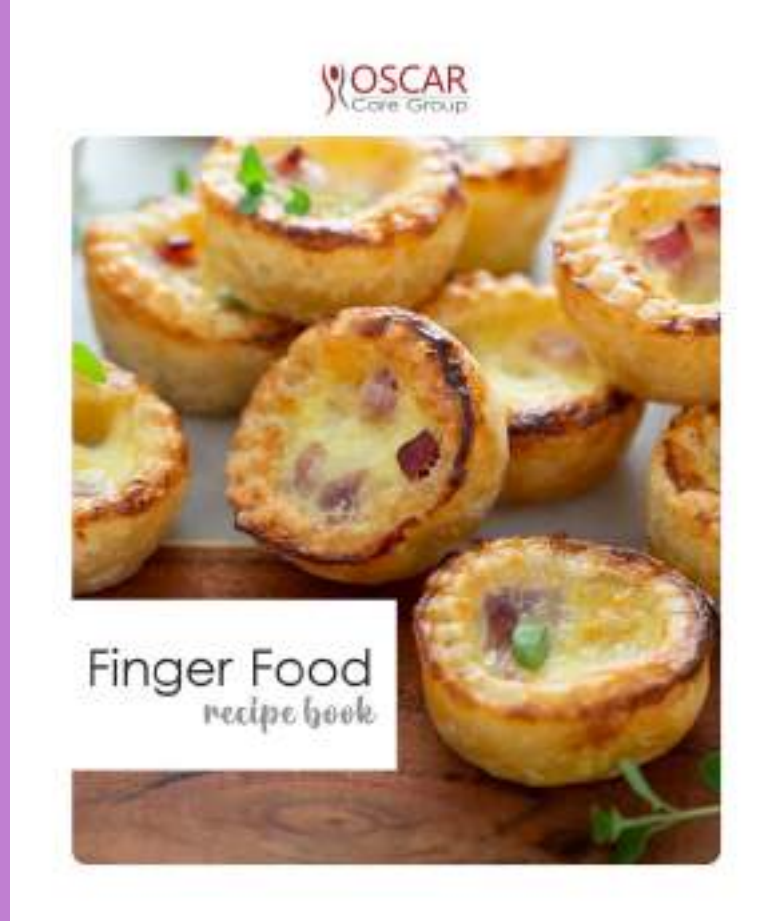
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Finger Recipe Book~ **Coming Soon!**

How to Support Being Culturally Appropriate for Residents?

Resident's likes, dislikes, dietary customs **Resident Feedback**	Menu in Preferred language with pictures	Translations available for feedback	Recipes for resident's favourite dishes	Food focus meetings

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Client / Resident Feedback Form

- Related to Food, Nutrition & Menus

- Favourite Foods

- Appeal of foods

- Is food hot enough?

- Cultural Days of Significance

- Cultural food traditions

- Food Tradition Celebrations

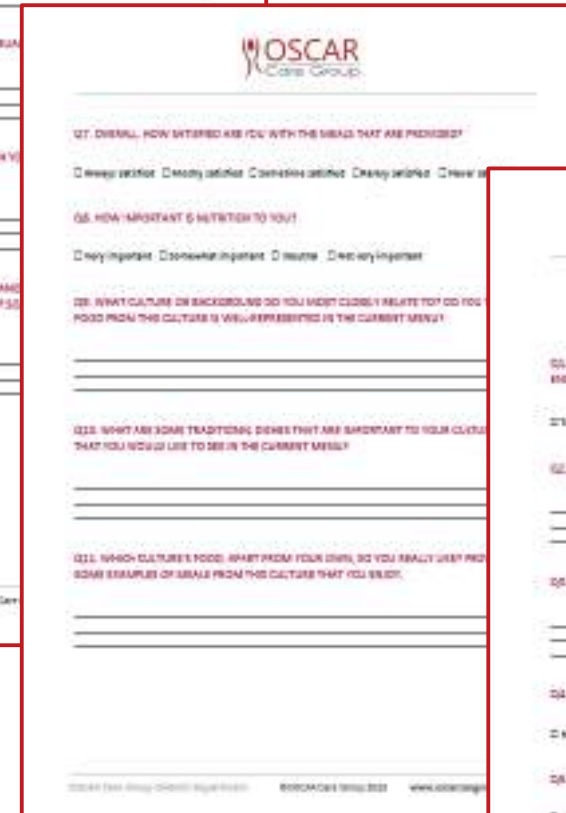# Special Events & Celebrations

LENT
(Catholic, Orthodox)

RAMADAN
(Muslim)

TSOUREKI PASCHALINO
(Greek Orthodox Easter)

LUNA NEW YEAR
(Asian culture)

EID
(Muslim)

DIWALI
(Hindu)

OSCAR Care Group Dietetic Team

Culturally Diverse Recipes

100+ Recipes	**Related to Top 20 Languages in Aged Care**	**Team developing more recipes every day**	**Reach out for any recipe development**
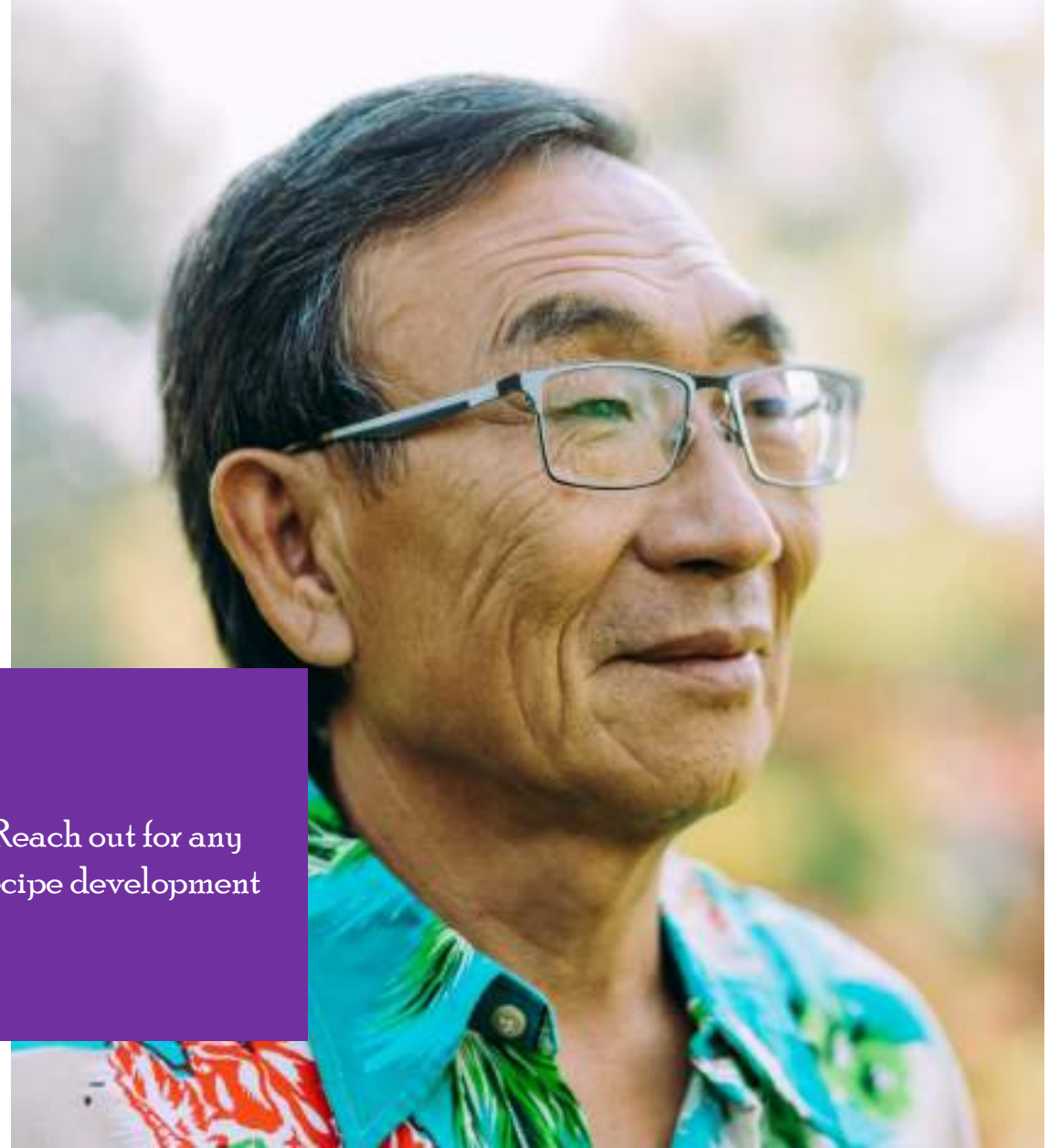
Thank you

kiarra@oscarcaregroup.co.au

KIARRA MARTINDALE Accredited Practising Dietitian and Lead Dietitian & Allied Health Manager

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Dr Amber Mills
Policy and Research Manager
Australian Association of Gerontology (AAG)

Position Paper: Capturing Cultural and Linguistic Diversity in Australia

Dr Amber Mills, AAG Policy & Research Manager
amills@aag.asn.au

Dr Amber Mills, AAG Policy & Research Manager
amills@aag.asn.au

Endorsed by

cultural infusion
Building Harmony & Wellbeing

Centre for Cultural Diversity in Ageing

- Overview – what does 'CALD' mean?

- Ways to measure diversity in big data sets

- AAG's position – how best to define and measure cultural and linguistic diversity
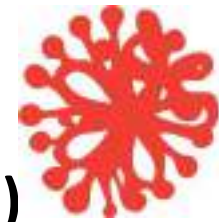
About the Cultural and Linguistic Diversity Special Interest Group (CALDSIG)

- AAG's SIGs bring together AAG members with shared interests. The purpose of the CALDSIG is to support AAG's overarching purpose of connecting research, policy and practice, by:

- Sharing information about research, policy and practice initiatives in the areas of ageing and cultural and linguistic diversity
- Identifying areas for further research and improvements to policy and practice in this area
- Organising events to bring members together to discuss and plan emerging issues in this area
- Engaging with consumer and other groups with a focus of supporting older people from a wide range of backgrounds

8 Australian (big) government data sets on cultural and linguistic diversity and ageing, and 14 government agency reports:

1. Census
2. Survey of Disability, Ageing and Caring (SDAC)
3. Survey of Income and Housing (SIH)
4. General Social Survey (GSS)
5. National Health Survey (NHS)
6. Personal Safety Survey (PSS)
7. National Screening and Assessment Form (NSAF), and
8. Aged Care Workforce Census (ACWC).

1. Australia's Health 2018 Chapter 5 – Census (Australian Institute of Health and Welfare, 2018b)
2. Older Australia at a glance – Census (Australian Institute of Health and Welfare, 2018a)
3. Older Australians 2021 - Census (Australian Institute of Health and Welfare, 2021)
4. Chronic health conditions among culturally and linguistically diverse Australians, 2021 (Australian Institute of Health and Welfare, 2023)
5. Mental health research and evaluation in multicultural Australia: Developing a culture of inclusion – NHS (Minas et al., 2013)
6. Review of Cultural and Linguistic Diversity Data Collection Practices in the WA Health System – Census (Branch, 2018)
7. National Disability Insurance Scheme (NDIS)- Culturally and Linguistically Diverse participants – SDAC (National Disability Insurance Agency, 2019)
8. Review of the Culturally and Linguistically Diverse (CALD) Ageing and Aged Care Strategy – NHS (Department of Health, 2017)
9. Aged care diversity framework-2017 – NHS (Aged Care Sector Committee Diversity Sub- group, 2017)
10. 2017-18 Report on the operation of the Aged Care Act 1997 – NHS (Department of Health, 2018)
11. National Plan to Reduce Violence Against Women and Their Children Fourth Action Plan (2019-22) Background and Evidence Summary DRAFT: 25 September 2018 - PSS and SIH (Department of Social Services, 2018)
12. 2020 General Social Survey: Summary Results, Australia – GSS (General Social Survey, 2021)
13. Report on the National Screening and Assessment Form (NSAF) Review – Volume 1 February 2018 - NSAF (Department of Health, 2018)
14. 2020 Age Care Workforce Census Report – ACWC (Department of Health, 2020)

AAG
Australian
Association of
Gerontology

Issue:

- Inconsistent use and definition of the term 'CALD':
  - ❖ None provided, or
  - ❖ Born overseas, or have a parent born overseas, or born overseas in other than mainly-English speaking countries, or
  - ❖ Speaking a variety of languages, or a language other than English, or first language spoken, or English proficiency, or
  - ❖ Year of arrival in Australia

Impact:

An oversimplification of diversity characteristics, and establishing Australian-born and Anglo-Celtic ancestries as the population standard

Recommendations:

- Use the 12 ABS variables, and use what's relevant to the report
- Report which variables are used
- Don't compare CALD vs non-CALD

1) "Indigenous" status*+
2) Country of birth*
3) Country of birth of father
4) Country of birth of mother
5) Ancestry
6) Religious affiliation
7) Year of arrival in Australia
8) Proficiency in spoken English*
9) First language spoken
10) Main language spoken at home
11) Main language other than English spoken at home*
12) Languages spoken at home

Language matters!

To find the report:

Biljana Boglevska Grbevska
Project Administration Officer
Centre for Cultural Diversity in Ageing

The Centre for Cultural Diversity in Ageing's One Size Does Not Fit All Podcast Series

Biljana Grbevska, Project Admin Officer

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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.

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Topics

In **Season 1** we highlighted projects and programs that aim to make the aged care system more inclusive.

Season 2 was all about senior leaders from culturally and linguistically diverse backgrounds, and belonging, as well as writing migration stories and advocating for seniors' rights.

In **Season 3** which is coming out next year, we'll be talking about supporting a culturally diverse workforce.

Visit:
https://www.culturaldiversity.com.au/news-and-events/podcasts

Audiogram
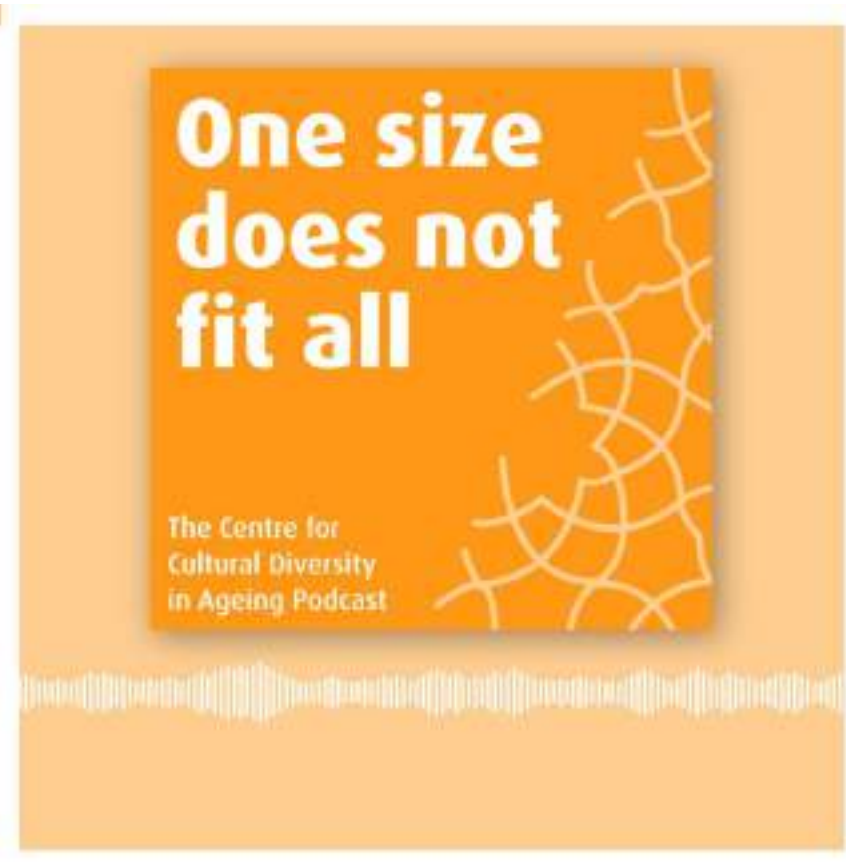
Season 1

Ep. 1: Introducing the Centre for Cultural Diversity in Ageing

Ep. 2: Free translations in aged care project

Ep. 3: Prof Bianca Brijnath on dementia care research for CALD communities

Ep. 4: Uniting NSW.ACT approaches to diversity

Season 2

Ep. 1: Writing and authoring migration stories

Ep. 2: Voices of senior leaders from culturally and linguistically diverse backgrounds

Ep. 3: Places of belonging and connections for seniors from culturally and linguistically diverse backgrounds

Ep. 4: Influencing change for seniors from culturally and linguistically diverse backgrounds

Guest Speakers

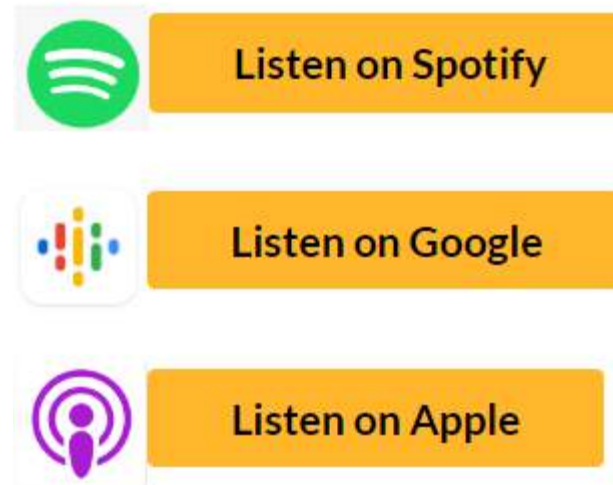- Lisa Tribuzio, Nikolaus Rittinghausen
- Sam Fletchers, Bec Rohan-Jones, Kwabena Ansah
- Prof Bianca Brijnath
- Margaret Teuma, Lana Richards
- Lella Cariddi, Con Pagonis
- Santosh Kumar, Danijela Hlis
- Frank Di Blasi, Phil Peladarinos
- Ponniah Anandajayasekeram, Jo Perri

Podcast

To listen visit:

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

Resources Partnership Program

The Resources Partnership Program supports aged care organsations 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 at the bottom of this page to select the resources you'd like to use.
- Complete the form and agree to our terms and conditions.
- We'll contact you to discuss your needs.
- We'll supply you with links, images, text and SCORM files.

The Resources Partnership Program is open to Australian Government funded and subsidised aged care organisations.

Visit: https://www.culturaldiversity.com.au/resources-partnership-program

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Thank you!

Thank you for participating today.

For more information, good practice stories and resources visit

🌐 culturaldiversity.com.au

in Centre for Cultural Diversity in Ageing

▶ CCDAAUS

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

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