Good Practice, Assertive Outreach & Navigation to Support Culturally & Linguistically Diverse Seniors Falling Through the Gaps

Jan 2025

Centre for Cultural Diversity in Ageing
Supported by Benetas

OUR VISION

All aged care consumers in Australia experience inclusive and accessible care

OUR PURPOSE

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

OUR SERVICE AREAS

Inclusive practice training and workshops

Capacity building to promote cultural inclusion and equity

Diversity advice and consulting

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

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Question for the chat

In your experience, what's the biggest challenge seniors face when trying to access and enter the aged care system?

Share your experiences in the chat

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Christine Edgar

Christine is an Enrolled Nurse with 45 years experience. She has worked in General and Rehab nursing and based her career in aged care in Residential, Home Care, and Dementia Services. As a Trainer, she has trained courses in Community Services, Leisure and Health and Individual Support.

In her role under CHSP Specialised Support Services, she works as an Access and Support Officer with culturally diverse communities to provide advisory and support services to clients and families to assist in accessing My Aged Care, Community Home Support Programs, Home and Community Care for Younger People and NDIS.

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ACCESS AND SUPPORT

Barwon Region Victoria.

My role is to provide information and support to diverse clients, their families or carers to assist them to access and receive CHSP, HACCPYP, NDIS services and other services as required.

Referrals:

My Aged Care- Specialised Support Services – Advisory and
Support services – under client advocacy in CHSP manual.

Victoria only.

Dementia Australia.

Doctors, Social Workers.

Family, friends, self.

Settlement services.

Other community organisations.

Walk-ins to office.

Word of mouth.

Care Finders.

cultura

Case Study.

Slovenian lady. Husband recently deceased.

No family, friend supporting.

Apply for MAC assessment /attend.
Assist with CHSP referrals.

Help find HCP provider / attend sign up.
Information given for – breast prothesis provider,
financial/grief counselling/ community visitor.

Arrange for equipment to be returned.

Information given to friend for Carer Support.

Culturally appropriate support.

Understand the person's background – how long in Australia,
where they live, employment etc.

Ask the person, family or carer, what is appropriate.
Do the visit where the person feels comfortable.
Know your area well.

Get to know your cultural communities,
Educate yourself.

Assertive outreach.

Doctors, Social workers, Community Centres.

Neighbourhood Houses, RSL, Senior Citizens, Multicultural Clubs, ACAS/RAS , Churches, Carers Programs, Food Relief programs, Op Shops, Men's/Women's sheds, Community Radio, Settlement Services, refugee nurses, local council services, aged care providers, other services associated with aged care.

THANKYOU.

CHRIS EDGAR.

PH: 0400 898 165.

Email:christine.edgar@cultura.org.au

Vandana Rathore

Vandana is an experienced human services professional who works as a Program Coordinator at Multicultural Aged Care. Within this capacity, she leads coordination and implementation of work plans, monitors service delivery, and ensures reporting compliance for programs like CHSP (SSD & SSG), Care Finder and PICAC. Her responsibilities also include overseeing corporate services.

With a background in public health, she has worked in projects providing techno-managerial support to organisations such as the National Health Mission and the Central Tuberculosis Division in India as well as The UNION and FIND.

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Good Practice, Assertive Outreach and Navigation to support CALD seniors

Vandana Rathore – Program Manager

29 Jan 2025

Centre of Excellence in Cultural Diversity and Inclusion

Older Australians - CALD

- **37%** of older Australians (65 and over) were born overseas (ABS Census 2021)

- **1 in 6** older Australians speak a language other than English at home (ABS Census 2021)

- **28%** of home care users and **20%** of permanent residential and respite care users are from CALD backgrounds (Department of Health 2020).

- **12%** of aged care users prefer a language other than English (AIHW 2020).

Key Challenges

Cultural, Structural and Service Barriers

- Attitudes to family and caring responsibilities
- Language related difficulties
- Beliefs, behaviours and preferences
- Gender roles
- Relationship with authority
- Adapting to environment outside of their homes
- Navigating the system to find culturally appropriate services

FECCA Encompass Multicultural Aged Care Connector Evaluation - Findings

- Cultural rapport was key to engaging reluctant clients.

- Provided **end-to-end support**, staying with clients through out.

- **Co-designed, localised approaches** boosted community engagement.

- Bicultural connectors built better **rapport and trust** than interpreters.

- **Community outreach** with leaders, organisations, and healthcare professionals expanded the program's reach.

Care finder program

- The program helps older Australians at risk of "falling through the cracks" to access aged care and other social supports.

- Provides **intensive, face-to-face, specialised assistance** to navigate aged care services and community supports. Supports clients to:

  - **Engage with My Aged Care** for eligibility and assessment referrals.
  - **Navigate the assessment process**.
  - **Find and connect** with aged care services in the community.

Assertive outreach: A proactive approach

- **Proactively identifying and engaging** with people in the care finder target population.

- Working with **intermediaries** who may interact with and refer potential clients to the program.

- They include health professionals, aged care and community sector professionals and people from within community and voluntary organisations.
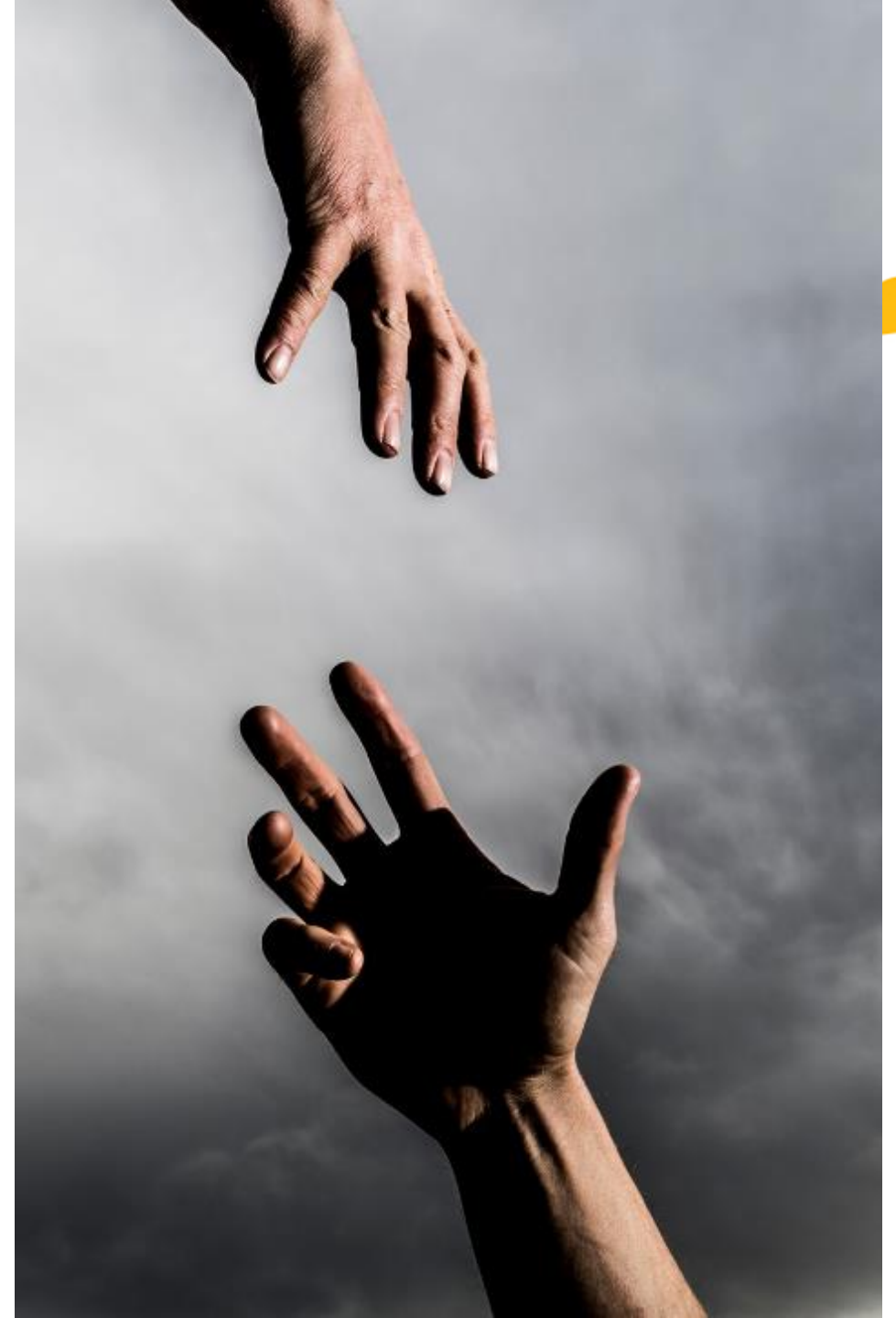
Best practices – Assertive Outreach and Navigation Support for CALD seniors

- Knowing your community – ABS data, identify vulnerable groups, understanding community history and background

- Building networks/collaborating with intermediaries, community groups, leaders, champions

- Person centered and trauma informed care approach

- Culturally informed practice – engagement and rapport building, flexible and tailored to the cultural needs of individual clients

- No wrong doors

Case Study -1

- Romanian background - 85 years old, no family support, living by herself. Referral from local council since the client needed CALD focused support

- Looking for gardening support only, financial hardship, waiver of co-contribution fee requested

- Care finder staff that approached the client met with resistance to engage and mistrust of government services, providers and community/social workers

- Staff approach and outcome?

Case Study -2

- Afghan background - 82 years old, no family support, language barrier. Referral from another care finder organisation since for CALD focused support

- Looking for higher level of services and support than currently approved, expressed dissatisfaction with initial RAS assessment and TIS services provided as part of that.

- Multiple conversation breakdowns with My Aged Care due to TIS challenges; bilingual support requested by My Aged Care staff to engage with client

- Care finder staff (bilingual) approached the case with not just language support but addressed all his queries in collaboration with My Aged Care

- Staff approach and outcome?

Impact of Care finder program for CALD seniors

- Increased engagement through Assertive outreach

- Improved access and understanding of My Aged Care services, assessment process, wait times and overall navigation of the complex systems

- Culturally appropriate and tailored engagement support for diverse needs of older persons

- Stronger community and stakeholder connections

Connect with your local care finder organisation

- There are care finder organisations across Australia. To help connect someone with this service, you can contact any care finder organisation in your region.

- Every care finder organisation can support people who meets the criteria for this service. However, some also focus on particular groups. See specific organisation details at the link below :

https://www.myagedcare.gov.au/help-care-finder

For more information:

Contact MAC

Information, resources and training opportunities

P: 08 8241 9900

E: macsa@mac.org.au

W: www.mac.org.au

Where to go for support

![Centre for Cultural Diversity in Ageing — Supported by Benetas]

Cultural Diversity in Ageing Webinar Series 2024-25

July - The Centre's Resources to Support Aged Care Organisations

Aug - Culturally Appropriate Responses to Elder Abuse

Sep - Understanding How to Become a Specialist CALD Provider

Oct - Delivering Cultally Inclusive Home Care

Nov - Addressing Racism and Discrimination Experienced by the Culturally and Linguistically Diverse Workforce

Jan - Good Practice, Assertive Outreach and Navigation to Support Culturally and Linguistically Diverse Seniors Falling through the Gaps

Feb - The Right to Communicate - Supporting Linguistic Diversity as a Right in Aged Care

Mar - Supporting Carers from Culturally and Linguistically Diverse Backgrounds

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

May - New and Emerging Communities and their Aged Care Needs

June - Intergenerational Intercultural Initiatives

Book at bit.ly/DWS-24-25

Aged Care Diversity Framework

The Framework works to embed diversity in the design and delivery of aged care services.

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

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

Inclusive Services Standards and Aged Care Quality Standards

The Australian Aged Care Quality and Safety Commission references the Inclusive Service Standards as a key resource in assisting providers to comply with the Aged Care Quality Standards.

Meeting the performance measures in the Inclusive Service Standards provides evidence that an organisation is working to embed an inclusive non-discriminatory approach to its delivery of care and services.

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

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Everyone has a story – free learning module

Everyone has a story
Delivering culturally inclusive care

Everyone has a story: Delivering culturally inclusive care module by the Aged Care Quality and Safety Commission was created in partnership with the **Centre for Cultural Diversity in Ageing**.

To learn more visit:
culturaldiversity.com.au/training-development/everyone-has-a-story

Communication Cards & Aged Care Signage

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

The Cards cover themes such as:

- Food, Drink

- Personal Care

- Feelings, Pain

- Religion, Spirituality

- Medical & Health Specialists.

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

Go to Multilingual Resources on the home page
culturaldiversity.com.au

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Practice Guides

- Culturally Inclusive Feedback

- Communication

- End-of-Life Care

- Food and Nutrition

- Living Environment

- Ten Steps to Developing a Diversity, Equity and Inclusion Plan in Aged Care

- Spiritual Support

- Working with Bilingual Staff

- Interpreters Policies

- Accessing Diverse Media

- Digital Inclusion

- Accessing Interpreter Services

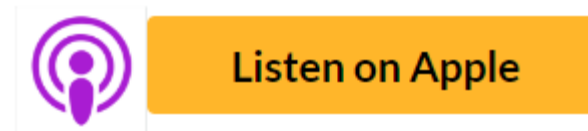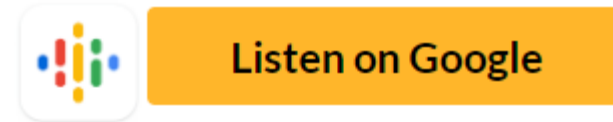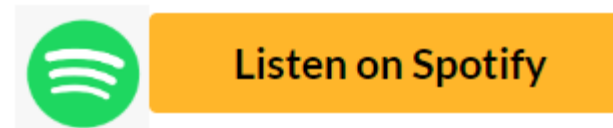- Effective Co-design with Consumers from Culturally and Linguistically Diverse Backgrounds
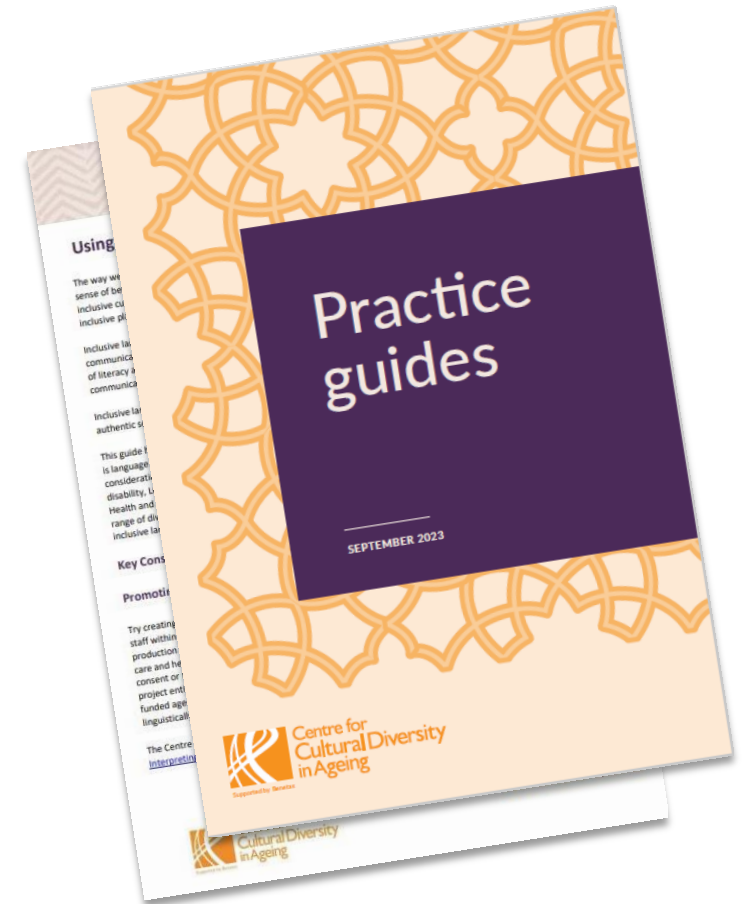
Download from
culturaldiversity.com.au

Podcast

One size does not fit all

The Centre for Cultural Diversity in Ageing Podcast

To listen visit:

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

Listen on Spotify

Listen on Google

Listen on Apple

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Poster

Download from

culturaldiversity.com.au/about/promotional-posters

Resources Partnership Program

The Resources Partnership Program supports aged care organisations to embed key diversity resources into their learning management systems, learning and development programs, and internal communication campaigns.

How to join the program:

- Review the 10 resources.
- Use the form on our website to select the resources you'd like to use.
- Complete the form and agree to our terms and conditions.
- We'll contact you to discuss your needs.
- We'll supply you with links, images, text and SCORM files.

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

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

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Regional Training

The Centre for Cultural Diversity in Ageing, supported by Benetas, is funded by the Australian Department of Health and Aged Care to provide training on culturally inclusive care to the aged care sector. Based on previous consultations by The Centre for Cultural Diversity in Ageing (The Centre), we identified a significant need for more culturally appropriate aged care training in regional Victoria.

As a result, we are offering training on culturally appropriate care to Government funded and subsidised aged care organisations in regional Victoria. The training will be delivered in the 2024-25 Financial Year.

 To find out more visit our website:
https://www.culturaldiversity.com.au/training-development/regional-training
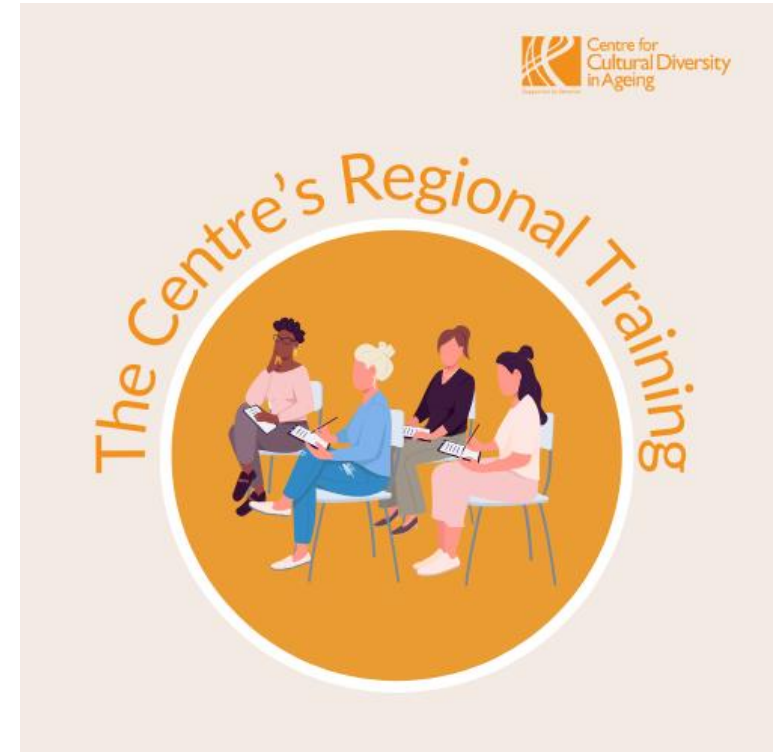
Different languages, same aged care

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

- Enhance the ability of senior Australians to access information through the timely and targeted provision of translating and interpreting services

- Produce and translate information to allow aged care providers to communicate key written messages to their care recipients in languages other than English and other accessible formats

Aged care providers can request in-language materials for free through a dedicated website by registering their request + any additional materials they want translated at diversityagedcare.health.gov.au

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My Aged Care Provider Specialisation Verification

- The Royal Commission into Aged Care Quality and Safety recommended that providers' diverse needs specialisation claims are verified to improve accuracy and reliability of providers' profiles on My Aged Care.

- As part of its response to Recommendation 30 a(iii) – Designing for diversity, difference, complexity and individuality, the Government implemented the My Aged Care Provider Specialisation Verification initiative on 27 June 2022.
  - The initiative puts in place a mechanism to check the accuracy of claims made by providers to deliver specialist care for older people with diverse backgrounds and life experiences.

- Prior to this date, providers could indicate that they provide specialised care without verification of these claims.

Objective

- Ensure more reliable information is available to older people with diverse backgrounds and life experiences, as well as their loved ones and representatives, when they are making decisions about their care providers.
  - The initiative helps people find the care that is right for them on My Aged Care and identify providers that are going above and beyond to specialise in the care of specific groups.

Australian Government
Department of Health and Aged Care

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Verifying specialisation claims on My Aged Care

Resources

Where to find more information

The Specialisation Verification Framework

Detailed evidence requirements

Provider guidance manual

Independent assessor – Australian Healthcare Associates:

macspecialisation@health.gov.au
1300 186 711

- Aged care providers may choose to offer specialised services for people:
  - with diverse experiences, backgrounds, and characteristics
  - who identify with one or more of the groups defined as having special needs in the Aged Care Act 1997.

- To claim specialisation through My Aged Care, providers must deliver care that:
  - is sensitive to the needs of these individuals
  - goes beyond the baseline obligations of the Aged Care Quality Standards.

- Applying to have specialisation claims verified is voluntary, however if a provider wishes to claim on My Aged Care to specialise in providing care to one or more diverse needs groups, they need to satisfy the criteria set out in the Specialisation Verification Framework.

- Only claims that have been verified through this initiative are visible to consumer My Aged Care.
  - Other specialisations are also published on My Aged Care, such as languages and health conditions. These are not a part of this initiative, and at present there is no plan to verify these.

Australian Government
Department of Health and Aged Care

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Partners in Culturally Appropriate Care program

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

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

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

picacalliance.org

For more information, good practice stories and resources visit

🌐 culturaldiversity.com.au

in Centre for Cultural Diversity in Ageing

▶ CCDAAUS

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

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