

Navigation Programs Supporting Culturally Diverse Seniors to Access Aged Care Services

Tuesday 30th April 2024

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.

Sinisha Krstov

Sinisha is a Manager, Access and Engagement at the Australian Multicultural Community Services. Sinisha is a multilingual person with a strong educational background in conflict resolution, social science and community services.

His passion is innovation and technology and he strives to deliver support at the highest standard possible. He works continuously towards empowering the culturally and linguistically diverse (CALD) communities and individuals to maximise their full potential.



**we care,
we support,
we empower**

Navigation Programs supporting Culturally Diverse Seniors to access Aged Care Services and Support

Specialised Support Program (Victorian Access and Support Program)



Barriers in accessing services?

Language: minimum or no English, require language specific support, lack of knowledge how to use and request for interpreters etc.

Health related including mental health: hearing impairment, chronic health condition, dementia, incontinence, anxiety, depression, schizophrenia etc.



Cultural: culture related (cultural values, tradition, norms), religion related etc.

Other: Lack of knowledge regarding services available, social isolation, no support networks in place, lack of trust, lack of confidence communicating with authorities etc.

What to consider when assisting people from culturally and linguistically diverse background?

- Reflect and identify your own biases and preconceptions
- Conduct research about other people and their cultures
- Get to know people, community leaders and colleagues from other cultural backgrounds and ask questions about their culture and life experiences
- Identify situations that make you uncomfortable and then work to alter your behaviour
- Ask for feedback from other people on how you are interacting with them
- Increase your awareness of body language



Specialised Support Program/Access and Support Program

➤ *Specialised Support*

➤ *Access and Support*

➤ *(65+)*

➤ *(under 65)*

➤ *Commonwealth Home Support Program*

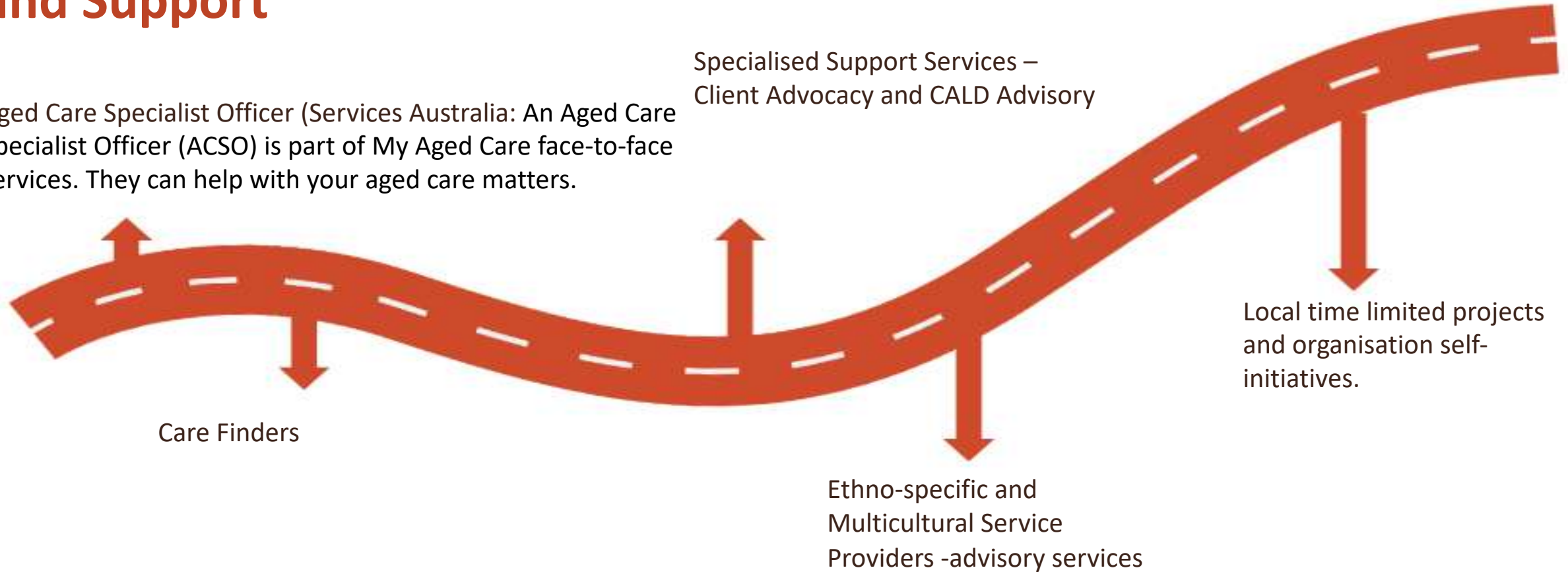
➤ *Victoria only*



Some navigation programs and initiatives supporting Culturally Diverse Seniors to access Aged Care Services and Support

Aged Care Specialist Officer (Services Australia: An Aged Care Specialist Officer (ACSO) is part of My Aged Care face-to-face services. They can help with your aged care matters.

Specialised Support Services –
Client Advocacy and CALD Advisory



Specialised Support Services (SSS)

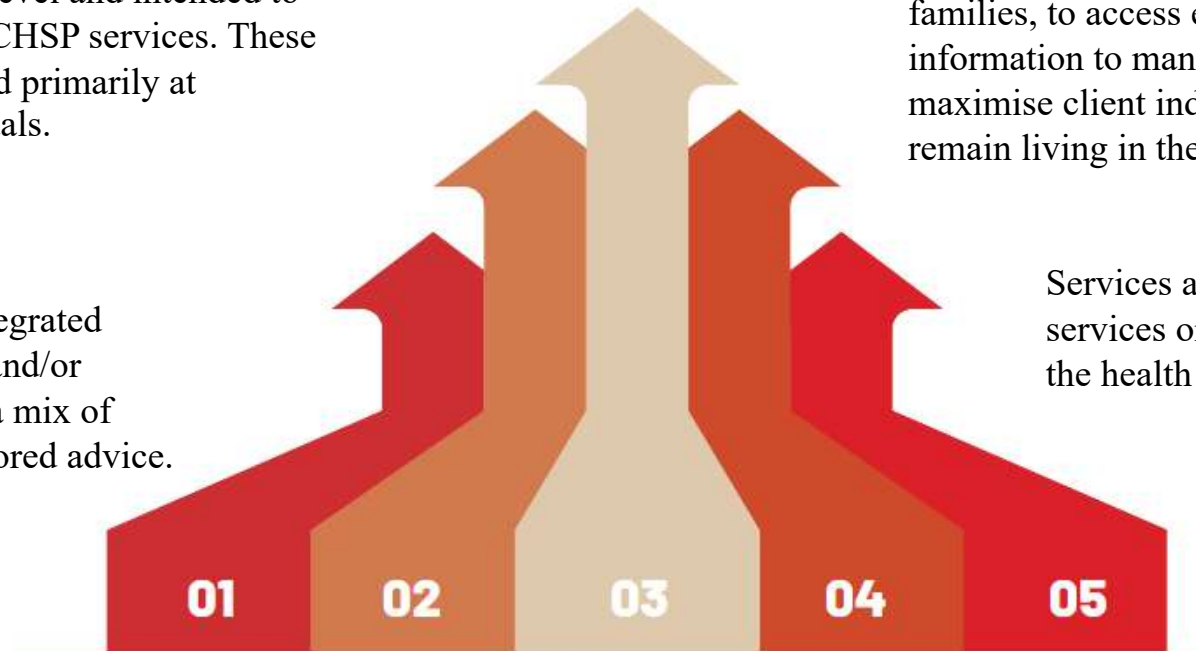
The SSS service type refers to specialised services for frail older people who are living at home with a clinical condition and/or specialised needs.

Services are entry-level and intended to complement other CHSP services. These services are targeted primarily at supporting individuals.

Services must help clients, and their carers and families, to access episodic support and information to manage these conditions and maximise client independence to enable them to remain living in their own homes.

Services provide a holistic and integrated approach for people with diverse and/or individualised needs, comprising a mix of advisory, targeted support and tailored advice.

Services are not intended to substitute primary health services or allied health services available through the health care system or other CHSP services

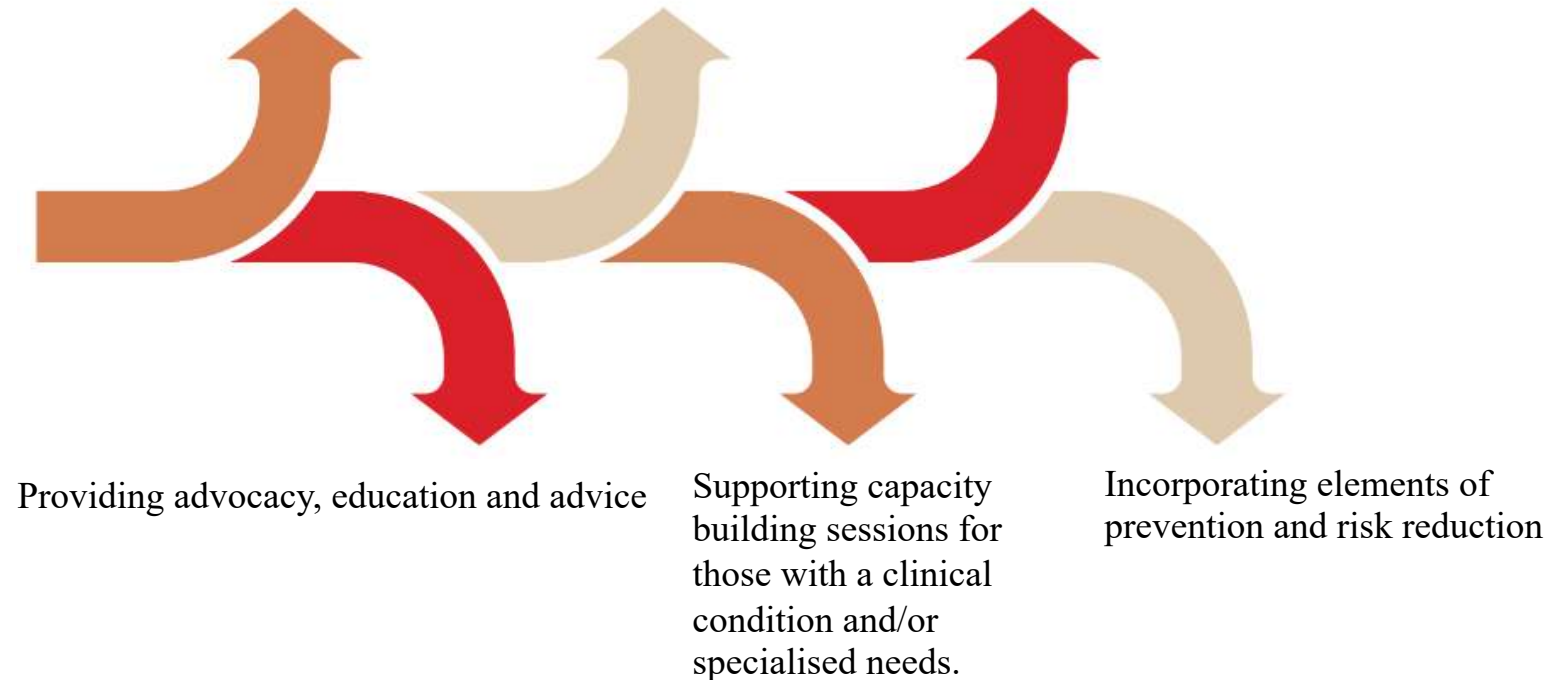


Specialised Support Services may include:

Developing plans and strategies to manage clients' conditions

Conducting timely evaluations and monitoring progress

Establishing client-centred goal



Examples of specific specialised services include, but are not limited to:

- Contenance advisory services
- Dementia advisory services
- Vision services
- Hearing services
- Services for other clinical conditions ·
- **Client advocacy – advisory and support services for diverse groups in aged care**





Advisory and Support Services (SSS)

Advisory and support services Client advocacy is now referred to as advisory and support services.

This includes services to older people who have a clinical condition or identify with one or more of the diverse groups in aged care.

Advisory and support services target clients and their families who can proactively access aged care services without needing intensive one on one support.

The services include: ·

Capacity building supports to help clients to maintain their independence and build skills to better manage their clinical condition and understand their individual needs when accessing aged care services.

Linking support to help clients access My Aged Care and other services.



Thank you

amcservices.org.au

**we care,
we support,
we empower**

Word Cloud

What do you find useful or necessary for helping seniors from culturally & linguistically diverse backgrounds to access services?

Go to [menti.com](https://www.menti.com) & enter code 1165 5175

Or click link in chat

Or scan the QR code



Selen Akinci

Selen is a Diversity and Inclusion Strategic Partnership Manager at the Multicultural Communities Council of Illawarra MCCI.

She has seven-year experience in community development, advocacy, capacity building and culturally appropriate service delivery in aged care.

She migrated to Australia from Turkey in 2009 and started to work as a Social Worker with Family Community Services and as a behaviour support clinician with an NGO. Her interests prompted her to move into community aged care.



Navigation Programs Supporting Culturally Diverse Seniors to Access Aged Care Services

MCCI-2024/ PICAC VIC Webinar





Acknowledgement of Country

“MCCI acknowledges all Aboriginal and Torres Strait Islander Traditional Custodians of the lands where we work and the places in which we live. We recognise their unique and continuing connections to land, sea, culture and community and we pay our respects to Ancestors and Elders past and present. We extend that respect to all Aboriginal and Torres Strait Islander People with us today.”

CARE FINDER PROGRAM



WHAT WE DO

- Provide a free service to support vulnerable older adults.
- Assist in learning about, applying for, and setting up support services.

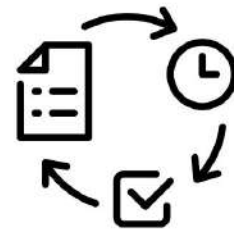
WHO WE HELP

- Vulnerable older adults with no one else to support them.
- Specifically, those who need intensive support to access aged care and other local services.

HOW WE DO

- By connecting individuals with a dedicated Care Finder.
 - Care Finders meet with clients in person at their homes or preferred locations.
 - They assess the individual's needs through detailed discussions and support them in navigating the aged care system.
 - Assistance includes applying for services, setting up support, and making changes to adapt to evolving needs.
-

Type of complexities



- Hoarding & Squalor
- Homelessness
- Housing Issues & Need for Modifications
- Language Barriers
- Financial Hardship
- Financial Abuse
- Trauma
- Cognitive Decline
- Family/ Domestic Abuse
- Non-Family Abuse/ Harassment
- Mental Health Issues
- Complex Behavioural Issues
- Social Isolation
- Long wait list for Services
- Long wait list for My Aged Care Assessments
- Slow Response from Services (Centerlink)
- Need for Support with Institutions and Technology (Banks)
- Legal Support
- Immigration & Visa Issues
- Chronic Health and Medical Needs
- Mobility Issues & Need for Equipment
- Lack of Family Support
- Food Support
- Carer Stress & Burnout
- Dementia
- Complexities with Eligibility to Services (MAC & NDIS)
- Disengagement with Services
- Mistrust of Services

Case Scenario

- Maria is 86 years old, refugee background
- No family with a few friends
- Eviction from her 36 years of place- risk of homelessness
- Poor digital skills to tech
- Aggressive cancer



Case Scenario

- Cora Italian 88
- Caring for husband Lou living with dementia
- Son, Leo with complex needs
- AVO – elder abuse
- Psychological stress
- Services stopped



WHAT IS OUR APPROACH ?

A person-centered approach:

Universal
Dimension

How is this
person like
all others?

Cultural
Dimension

How is this
person like
some others?

Individual
Dimension

How is this
person like
no other?

Culturally responsive practice

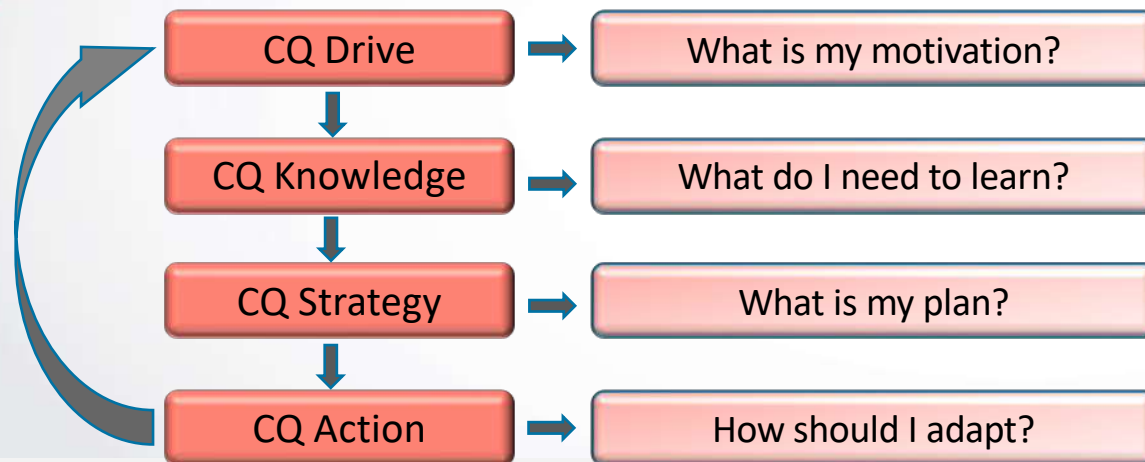
What do I bring?



What do they bring?



CULTURAL INTELLIGENCE





Assertive outreach

Fundamental principles :

Building rapport (Trust)

Person-centred approach
Culturally informed practices

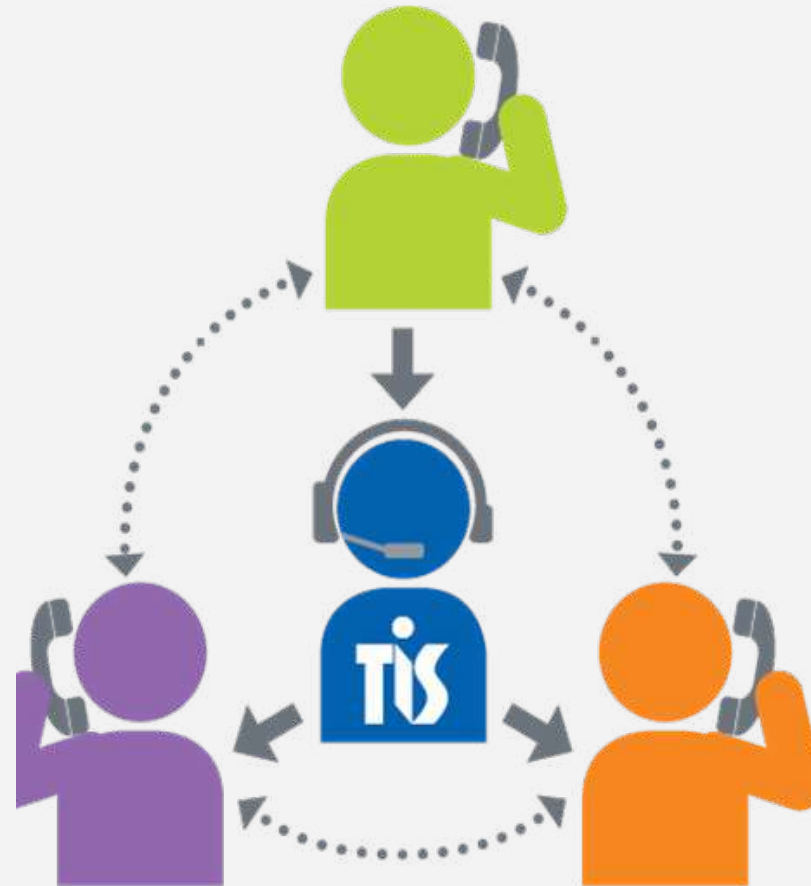
Avoid re-traumatisation

Flexible



TIS National services

- Immediate phone interpreting
- Pre-booked phone interpreting
- On-site interpreting
- Automated Telephone Interpreting Service (ATIS)





Free translation services for aged care providers

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



Support for Care Finders

- Knowledge sharing
- Problem solving
- Building workforce capacity





1

GIVE TIME TO BUILD
TRUST AND RAPPORT



2

IMPLEMENT A HOLISTIC
APPROACH /COLLABORATE



3

DON'T GIVE UP AND BE
PERSISTENT



4

DON'T STEREOTYPE



Connector Interviews video

<https://vimeo.com/mccivideo/connectors1>

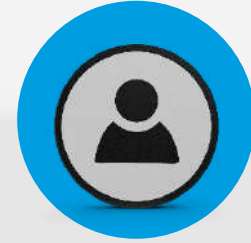




www.mcci.org.au



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02 4229 7566
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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](#)

 [CCDAAUS](#)

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

Thank you to Sarah Burrell-Davis
Digital Content Producer/Consultant
at Red Hat Films for all your support!



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



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



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.

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

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 70 languages & free to download from our website.

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



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



To listen visit:

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



Listen on Spotify

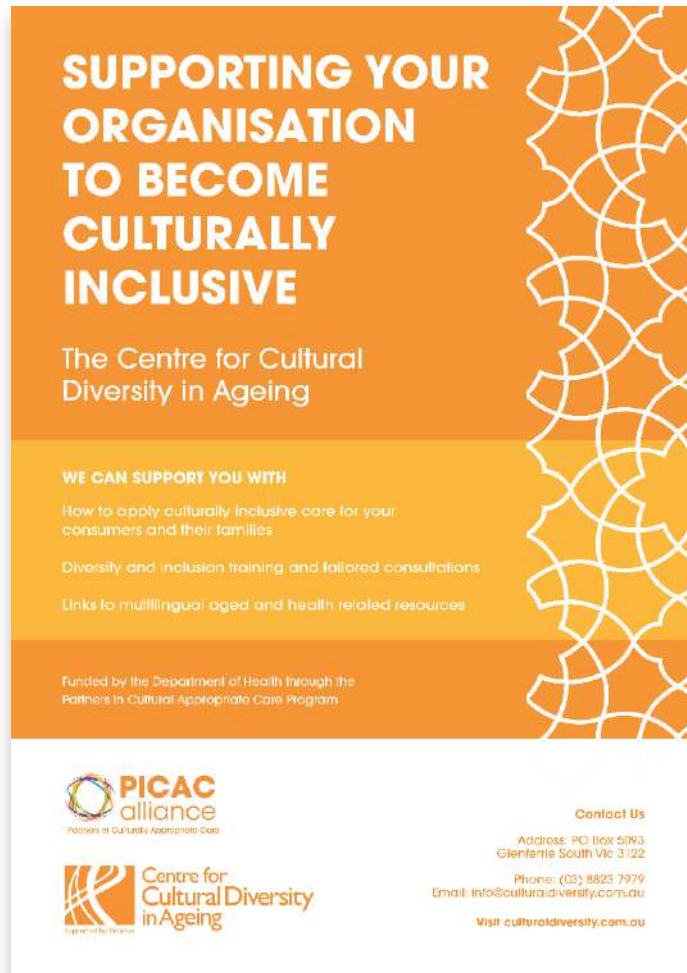


Listen on Google



Listen on Apple

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

Different languages, same aged care

One of the 2021 Aged Care Royal Commission's key recommendations was to ensure that diversity is core business in aged care. **Different languages, same aged care** is funded by the Department of Health and Aged Care in partnership with 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 for free through a dedicated website by registering their request + any additional materials they want translated at diversityagedcare.health.gov.au

My Aged Care Provider Specialisation Verification





- The Royal Commission into Aged Care Quality and Safety recommended that providers' diverse needs specialisation claims are verified to improve accuracy and reliability of providers' profiles on My Aged Care.
- As part of its response to Recommendation 30 a(iii) – Designing for diversity, difference, complexity and individuality, the Government implemented the My Aged Care Provider Specialisation Verification initiative on 27 June 2022.
 - The initiative puts in place a mechanism to check the accuracy of claims made by providers to deliver specialist care for older people with diverse backgrounds and life experiences.
- Prior to this date, providers could indicate that they provide specialised care without verification of these claims.


Objective

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

Verifying specialisation claims on My Aged Care

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](tel:1300186711)

- Aged care providers may choose to offer specialised services for people:
 - with diverse experiences, backgrounds, and characteristics
 - who identify with one or more of the groups defined as having special needs in the Aged Care Act 1997.
- To claim specialisation through My Aged Care, providers must deliver care that:
 - is sensitive to the needs of these individuals
 - goes beyond the baseline obligations of the Aged Care Quality Standards.
- Applying to have specialisation claims verified is voluntary, however if a provider wishes to claim on My Aged Care to specialise in providing care to one or more diverse needs groups, they need to satisfy the criteria set out in the Specialisation Verification Framework.
- Only claims that have been verified through this initiative are visible to consumer My Aged Care.
 - Other specialisations are also published on My Aged Care, such as languages and health conditions. These are not a part of this initiative, and at present there is no plan to verify these.

Partners in Culturally Appropriate Care program

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

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

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

picacalliance.org

