



Multicultural Advisory Service (MAS)

NEWSLETTER

IN THIS ISSUE:

In this issue we take a look at the new Aged Care Quality Standards and how Diversicare's Multicultural Advisory Service (MAS) can help you be prepared.

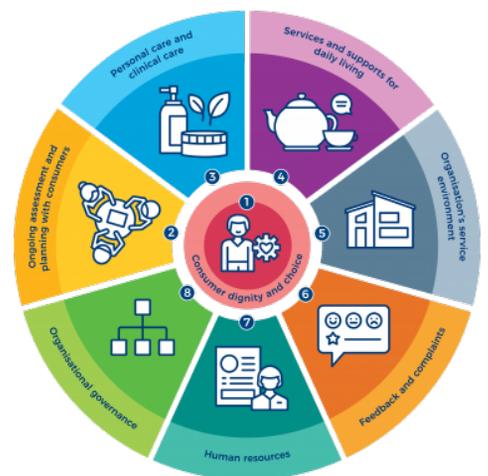
Culture plays a key role in the new 2019 Aged Care Quality Standards, are you prepared?

According to the 2016 ABS census, nearly half of Australians had either been born overseas or had one or both parents who were born overseas. It highlights the need for organisations to embed culture into their core business.

People from culturally and linguistically diverse (CALD) backgrounds are not homogeneous, which is noted in numerous cultural diversity literature and research. Regardless of which cultural group CALD consumers belong to, it is essential to remember that each person is unique and their individual requirements need to be considered when planning care provision.

The new Aged Care Quality Standards incorporate the human rights principles, with Standard 1 being the foundation standard that focuses on the seven concepts highlighting cultural inclusiveness, sensitivity and responsiveness.

As you read through the following 8 standards, take the time to consider how your organisation currently meets these standards, how it embeds culture as it relates to these standards and what opportunities there are for improvement and growth.



by Julie Fraser

Cultural Inclusiveness:

is to foster an environment where people of all cultural backgrounds can freely express who they are, feel accepted and express their opinions and points of view.

Cultural Sensitivity:

is about developing a skill set that enables us to learn about people who are different from ourselves and therefore able to serve and support them in their own communities.

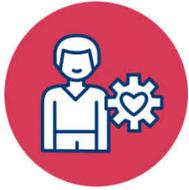
Cultural Responsiveness:

is respecting other cultures and cultural beliefs, languages and practices and learning from them to implement support systems available and accessible to all.

Source: extension.psu.edu/cultural-sensitivity-in-the-workplace

Standard 1 : Consumer Dignity & Choice

by Thana Roysmith



Standard 1 is a foundation standard that reflects seven important concepts:

- 1) Dignity and respect
- 2) Identity, culture and diversity
- 3) Cultural safety
- 4) Choice
- 5) Dignity of risk
- 6) Information and
- 7) Personal privacy

These are fundamental needs and highlight the significance of a consumer's sense of self. These concepts are important in 'fostering social inclusion, health and well-being'.

"Standard 1 supports all of the other Aged Care Quality Standards and is essential to providing consumer-centred care"

<https://agedcarequality.gov.au/providers/standards/standard-1>

How does culture play a role in this standard?

Here are some things to consider:

1. **Dignity & Respect** – each person has their own experiences, values and beliefs. Organisations need to listen to and understand each consumer and respect their dignity. It is important to understand consumers' diversity and use appropriate strategies.
2. **Identity, culture and diversity** – organisations need to be inclusive, responsive and sensitive to CALD consumers, LGBTIQ+ and Aboriginal & Torres Strait Islander people and all levels of diversity. Their identities need to be respected and not questioned.
3. **Cultural Safety** – ensure care and services are culturally safe. Consult consumers on what is safe to them and provide services accordingly.
4. **Choice** – ensure independence of CALD consumers but be aware that family may help with choice, consider who should be involved. Support consumers to exercise choice and independence if they choose to.
5. **Dignity of risk** – Consider what the risks are when consumers make their own choice of care and service. Organisations need to inform consumers about the risk and how it can be managed.
6. **Information** – organisations need to provide information in appropriate languages and engage interpreters when needed; consider the health status of consumers and how the information is conveyed; consider the communication process - ensure information is correct, current, timely and communicated appropriately.
7. **Personal privacy** – Ensure consumers' privacy is respected and demonstrated in service delivery. Consider preference of gender of staff, work cars with logos etc; ensure behaviour of staff do not compromise the privacy of consumers.

Consumer Outcome:

*"I am treated with dignity and respect, and can maintain my identity.
I can make informed choices about my care and services, and live the life I choose."*

Organisation Statement:

"The organisation:

- (a) has a culture of inclusion and respect for consumers; and*
- (b) supports consumers to exercise choice and independence; and*
- (c) respects consumers' privacy."*

How can the Multicultural Advisory Service (MAS) support you to comply with this standard?

- We can provide cross cultural training for staff
- We can assist you in communicating with CALD consumers and their families
- We can assist you to identify key CALD Community leaders for consultation about CALD specific issues
- We can provide resources (cultural profiles) to assist you to understand CALD consumers better; visit our website: <http://www.diversicare.com.au/mas/mas-resources/>
- We can provide cultural support

Tip:

- *Know what is meaningful in consumer's life; what does self worth, respect and dignity mean to CALD consumers.*
- *Attend cultural awareness and cross cultural training*
- *Use bilingual and bicultural workers if possible.*
- *Listen to what consumers want; listen with your eyes and ears, and with respect.*

Standard 2 : Ongoing assessment and planning with consumers

by Annalise Webb



Every aspect of assessment, care and services planning needs to treat consumers with dignity and respect and support them to make choices. It's also important that assessment and care planning occurs in a way that is culturally safe. As part of this standard, organisations must ensure they provide a methodology that is culturally safe and will help the consumer to feel safe, valued and respected.

Consumer Outcome:

"I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and wellbeing"

Organisation Statement:

"The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and wellbeing in accordance with the consumer's needs, goals and preferences"

How does culture play a role in this standard?

Here are some things to consider:

- What assessment and planning tools are your organisation currently using?
- Are they culturally appropriate to and inclusive of all cultures?
- Is it possible there is cultural bias in any of the assessment and planning methodology used?
- Have you sought feedback from your CALD consumers about their assessment process? If so, have you acted on it?

INTERPRETING SERVICES & RESOURCES

NAATI

(National Accreditation Authority for Translators and Interpreters Ltd)
naati.com.au

TIS

(Translating and Interpreting Service)
131 450 or tisonational.gov.au

AUSIT

(Australian Institute of Interpreters and Translators)
1800 284 181 or ausit.org

SWITC

(Support With Interpreting, Translation and Communication) 07 3892 8559
switc.org.au

Tip:

Remember that each consumer is different and has their own social, cultural, language, religious, psychological and medical needs.

Use resources and written materials in your client's language (check for literacy levels) to aid communication and understanding.

How can the Multicultural Advisory Service (MAS) support you to comply with this standard?

- We can provide guidance to help you determine if your current processes are culturally appropriate
- We can link you to culturally appropriate resources and tools for assessment and care planning - such as the Rowland Universal Dementia Assessment Scale (RUDAS) and Cultural Diversity Planning & Evaluation Tool
- We can provide cultural diversity training to all levels of staff so that they are aware of cultural differences and unconscious bias in the assessment and planning processes
- Visit our webpage to download resources to help better inform staff about cultural diversity <http://www.diversicare.com.au/mas/mas-resources/>
- We can assist you to source interpreting cards, visual aids and language cards

Standard 3: Personal Care and Clinical Care

by Anyuon Lai



Standard 3 applies to all organisations and services that provide personal care and clinical care services to consumers in both home care and residential aged care facilities to ensure each consumer gets safe and effective personal care, clinical care or both.

This standard requires that organisations deliver safe and effective personal and clinical care that is tailored to individual consumer's needs, goals and preferences in order to maximise their health and wellbeing.

The standard highlights several key areas where organisations are expected to do more to make sure consumers receive the best possible care and services.

Consumer Outcome:

"I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me."

Organisation Statement:

"The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and wellbeing."

How does culture play a role in this standard?

Here are some things to consider:

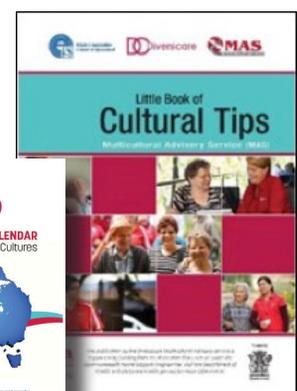
- Does your organisation deliver personal care and clinical care services to CALD consumers in a culturally and religiously sensitive manner as required by individual consumer's needs, goals and preferences?
- How is your organisation ensuring that consumers with limited English language are supported to have access to personal care and clinical care through appropriate language assistance, e.g. interpreters?
- Do you have access to information in other languages about personal care and clinical care that you can give to relevant CALD consumers? Do you have access to interpreting services?
- Does your organisation cater for clients' individual religious needs, goals and aspirations as part of end of life support?
- Does your organisation value the role played by bicultural and bilingual staff in assisting other staff members to better support CALD clients; does your organisation have policies that assist in managing how to utilise their skills and expertise?
- What procedure is available for CALD consumer's health beliefs?
- Is there appropriate consideration given for consumers who rely on herbal medication or who do not understand western medication?

Tip:

When applying for funding for your projects, always allow for funding for interpreters and translators to enable you to provide culturally appropriate care in line with government requirements.

How can the Multicultural Advisory Service (MAS) support you to comply with this standard?

- We can provide cross cultural training to your staff to help them acquire cultural awareness skills so they can deliver services in a culturally sensitive manner to CALD clients
- We can provide you with culturally appropriate resources (e.g. Little Book of Cultural Tips, Multicultural Calendars, etc.) for staff to use as references when encountering cross cultural issues
- We can assist you by reviewing culturally appropriate care plans developed for your consumers
- We can provide cultural support



Standard 4: Services and support for daily living

by Marcela Fischer



Standard 4 requires that services and support provided by an organisation be individualised and personalised to enable consumers to do the things in life that they want to do.

As part of this standard, organisations must ensure they provide safe and effective services and support for daily living that optimise the consumer's independence, health, well-being and quality of life.

Consumer Outcome:

"I get the services and supports for daily living that are important for my health and wellbeing and that enable me to do the things I want to do."

Organisation Statement:

"The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, wellbeing and quality of life."

How does culture play a role in this standard?

Here are some things to consider:

- Have the consumers cultural needs been considered when providing food services?
- Are there services enabling consumers to participate in their own community activities, if they wish to do so?
- Are you aware of some cultural activities such as music, dance or art in your region that might be of interest for the consumer?
- How are the consumers able to communicate with you, if they do not speak English?
- Has enough information been captured regarding religious and cultural considerations?



Tip:

Identify religious practice, beliefs and special events. Ask the client, family members and significant others about special days that are important to them.

Celebrate these events with your clients or in the office.

How can the Multicultural Advisory Service (MAS) support you to comply with this standard?

- Establish networks and links with CALD communities and your service to facilitate understanding of culturally complex issues of mutual concern
- Work with you to identify barriers and gaps in current service provision for CALD clients and their carers
- Identify, plan and develop multicultural and multilingual resources to support the provision of culturally appropriate services
- Provide information on special cultural events and days (refer to the 2019 Multicultural Calendar)



Standard 5: Organisation's Service Environment

by Taryn Quach



This standard applies to organisations that provide a physical service environment such as residential facilities, day therapy centres and respite centres. It does not apply to home care services where the environment is the consumer's home.

As part of this standard, organisations must ensure they provide a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

Consumer Outcome:

"I feel I belong and I am safe and comfortable in the organisation's service environment."

Organisation Statement:

"The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment."

How does culture play a role in this standard?

Here are some things to consider:

- How is your organisation creating an environment that is inclusive of all cultures?
- Do you have posters, artwork, photos, magazines and other reading materials in public areas that show that your environment is inclusive?
- Do you have signage in other languages that reflect your consumer's needs?
- Have you asked your CALD consumers about the layout and furnishings in their space? Are they happy with it? Is there anything that could be added or changed?
- Do you provide a space for religious or cultural practices if your consumer needs it? Is this space appropriate for their needs?



Tip:

Be aware that communication stops when assumptions start. Don't assume that your clients are familiar with important signage, make sure you are communicating in multiple languages and using visual tools that can be easily interpreted.

How can the Multicultural Advisory Service (MAS) support you to comply with this standard?

- We can provide cultural diversity training to staff so that they are aware of cultural differences. If staff are more culturally sensitive that will create a more inclusive and welcoming environment for consumers
- We can assist you to source materials that reflect diversity eg magazines/ newspapers in other languages
- Go to our webpage to print out some cultural posters <http://www.diversicare.com.au/mas/mas-resources/>



Standard 6: Feedback and complaints

by Thana Roysmith



The purpose of this standard is for organisations to continually improve their services based on consumers' feedback which in turn will benefit both the consumer and the organisation. Consumers should feel safe to provide feedback and complaints without fear of consequences.

Organisations should have clear policies and procedures regarding conflict resolution. The system should be simple for consumers to provide feedback and make complaints and there should also be a clear process for resolution. Consumers should also be informed of alternative pathways in communicating feedback/complaints including the role of Aged Care Quality and Safety Commissioner.

Consumer Outcome:

"I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken."

Organisation Statement:

"The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation."

How does culture play a role in this standard?

Here are some things to consider:

- Encourage CALD consumers and their families to provide both negative and positive feedback about your service and make it safe and comfortable for them to do so
- Policies, procedures and processes need to be clearly explained to consumers and their families and use interpreters and handouts in different languages
- Ensure that feedback could be obtained from CALD consumers through various modes – verbal, written, surveys and observation considering communication issues
- Some CALD consumers may not have family so their close friends or Advocates should be able to provide feedback on behalf of them

Tip:

Remember that some cultures may nod and appear to agree to everything without voicing their concerns or opinions. Make sure to observe both verbal and non-verbal communication from your client to assess their level of comfort, emotion and understanding.

How can the Multicultural Advisory Service (MAS) support you to comply with this standard?

- MAS Officers could be Advocates for CALD consumers and assist in contacting key CALD community members if they do not have family to support them
- Assist service providers to review their processes regarding feedback/complaints for CALD consumers
- Provide training and resources for your staff in accessing interpreter/translating services and other communication support services. For additional information, refer to <https://www.tisnational.gov.au/>

"Just because you're right, doesn't make me wrong; you just haven't seen it from my side"



Standard 7: Human Resources

by Annalise Webb



Recruiting and retaining the right people in your workforce to care for consumers underpins everything your organisation does. Your staff must have the necessary competency, qualifications and knowledge to develop care and services which meet consumer needs and preferences.

As part of this standard, all staff interactions with consumers need to be caring and respectful of each consumer's identity, culture and diversity.

Consumer Outcome:

"I get quality care and services when I need them from people who are knowledgeable, capable and caring."

Organisation Statement:

"The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services."

How does culture play a role in this standard?

Here are some things to consider:

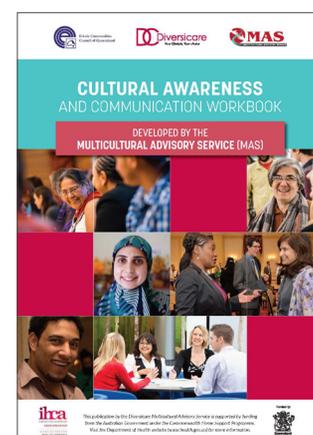
- What are your organisational values – do they include diversity, inclusiveness and respect? How do you drive values in your organisational culture?
- How does your organisation's recruitment process ensure that only skilled and competent staff who espouse your organisational values are hired?
- Do you have a Diversity and Inclusion policy? How is it managed, assessed and reviewed?
- Does your organisation actively target multicultural and bilingual workers whose cultures and language skills match those of your consumers?
- Is your workplace environment one in which staff are encouraged to be mindful of cultural diversity and respectful of each other's values?
- How does the organisation support the workforce's upskilling with information, training and resources to respond to consumers' life experiences, culture and diversity?
- Are any workforce policies or practices currently creating barriers to cultural diversity?

How can the Multicultural Advisory Service (MAS) support you to comply with this standard?

- We can provide guidance to help your organisation include the values and behaviours it expects from its workforce in its values and position descriptions
- We can provide Cultural Awareness and Working in Culturally Diverse Teams training to staff so that they are skilled in working with culturally diverse consumers and more inclusive of culturally diverse staff
- We can link you to resources and tools for building a bilingual workforce
- Visit our webpage to download resources about cultural diversity <http://www.diversicare.com.au/mas/mas-resources/>

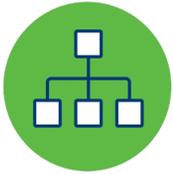
Tip:

Remember it is a part of your organisation's legal requirement to address cultural diversity. Foster a culture of acceptance and belonging by learning about other cultures within your team.



Standard 8: Organisational Governance

by Julie Fraser



The purpose of this standard is to ensure organisations have appropriate systems, framework and practices in place that support the delivery of safe and quality aged care services.

The framework needs to have systems built in to monitor and assess the implementation of quality aged care services, including monitoring of feedback, developing improvements and adjusting strategic direction as required to ensure the best standard of quality aged care service is being delivered.

Consumer Outcome:

"I am confident the organisation is well run. I can partner in improving the delivery of care and services."

Organisation Statement:

"The organisations' governing body is accountable for the delivery of safe and quality care and services."

How does culture play a role in this standard?

Here are some things to consider:

- How does the governing body of your organisation model cultural competence and safety?
- How does your organisation demonstrate leadership behaviours and ongoing quality improvement?
- What strategies are in place for your organisation's board members to develop cultural competence and awareness?
- Is your organisation collaborating and building relationships with multicultural organisations to assist in cultural awareness development and training?
- What type of training is in place for staff who provide clinical care to ensure their competency and understanding of consumers needs ie. CALD consumers from refugee environments, experience of pain and torture or their cultural beliefs about pain management?
- How does your organisation foster an environment of safety for consumers ie. minimising use of restraints, supporting open disclosure and adhering to clinical governance?
- Are there multiple ways for consumers to provide feedback?
- Are there strategies in place for responding to the feedback in a culturally responsive way?
- Does your organisation's current recruitment process ensure diversity within your work force?
- How does your organisation ensure all workers demonstrate accountability and ownership of the organisational culture of safety, inclusiveness and quality improvement?

A final word

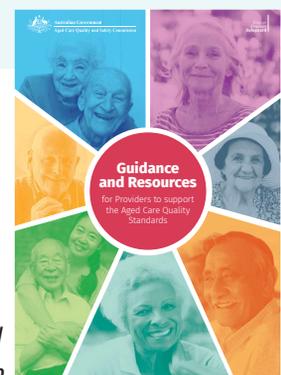
The Universal Declaration of Human Rights covers civil, political, economic, social and cultural rights. All this equates to providing consumers with a standard of living which safeguards human dignity.

This Declaration is an expression of the fundamental values which are shaped by all members of the international community, and has shaped the development of international human rights law. State and Federal Government legislation reforms aims to further the achievement of human rights for all Australians. Providing CALD consumers with accurate information about aged care increases their awareness and their ability to access the services they need.

Following the tips highlighted throughout this newsletter will assist your organisation in being compliant and meeting the diverse needs of consumers.

How can the Multicultural Advisory Service (MAS) support you to comply with this standard?

- We can deliver Cultural Competence training to Managers, Team Leaders, Co-ordinators and Board Members, linking to the Aged Care Quality Standards.
- We can provide guidance to help your organisation with developing the right framework with a focus on meeting cultural needs of consumers
- We can link you to resources and tools to help you understand how you can make culture and diversity a part of your organisational systems and practices



Other news at Diversicare MAS

Diversicare App almost ready for launch!

The Diversicare App is currently being developed and soon to be launched. This is a handy tool at your fingertips where you can search for training, book directly via the app, search for resources and get in touch.



The FREE Professional Development Forum in Cairns

Forever Young: Better Health and Wellbeing for Culturally and Linguistically Diverse (CALD) Australians

This was the topic of our recent forum in Cairns and was met with great success. We appreciate all the participants and speakers who take the time to attend these insightful and productive forums.



Book your next training with us today!

REGISTRATION NOW OPEN! FREE PROFESSIONAL DEVELOPMENT FORUM
7TH DIVERSITY IN AGED AND COMMUNITY CARE
 Forever Young: Better Health and Wellbeing for Culturally and Linguistically Diverse (CALD) Australians
 Wednesday, 29th May 2019, 8:30am to 4:30pm
 Cairns Regional Council, Civic Centre

The Age Services Overview Dr Cindy Jones Member Services Advisor Leading Age Services Australia Ltd (LASA)	DEMENTIA AND QUALITIES Dr Cindy Jones Associate Professor of Behavioural Science Faculty of Health and Science & Medicine, Bond University	ADVANCE CARE PLANS Dennis Craig Senior Practitioner Cairns Aged and Memory Services Co-Chair of the Cairns Area Panel of Age Project
Dr Roni Adnan (PhD) FRCR (Geriatrics) (FRCGP) Director of Geriatric Medicine & Geriatric Medicine - Regional Hospital Adjunct Associate Professor School of Medicine, Monash and Geriatric Medicine, QD University	Pauline Lawrence QIP Senior Social Worker Community Development Project Co-OP Community Health Services and Assessment Hospital Cairns and Assessment Hospital and District Services	MARC HERRIN Clinical Nurse Aged and Memory Services Cairns and Memory Services and Health Services
WHO SHOULD ATTEND? <ul style="list-style-type: none"> Community care workers Aged care workers Health professionals 	WHY SHOULD YOU ATTEND? <ul style="list-style-type: none"> Embrace diversity in the workplace Promote culturally inclusive services Strengthen the capacity of your service to provide culturally appropriate services Great networking opportunity 	

To Register: mas.pacific@diversicare.com.au or 0473 332 555

For enquiries: mas.pacific@diversicare.com.au or 0473 332 555

Logos for ilra, Queensland Government, Diversicare, and MAS are included at the bottom.

Our Workshops Include:

- Communicating Across Cultures
- Cross-Cultural Communication
- Culture and End of Life
- Culture and Disability
- Culture and Mental Health
- Culture, Health and Wellbeing
- Cultural Awareness
- Cultural Briefings
- Cultural Competence
- Dementia and Culture
- Working in Culturally Diverse Teams
- Working with Professional Interpreters

Contact Us

Call us on 07 4723 1470 to be connected to your local MAS Officer for further information

FREE Professional Development Forums are available in Cairns, Townsville, Ipswich and the Gold Coast

Call us on 07 4723 1470

Multicultural Advisory Service (MAS)
 FREE Professional Development for Aged Care and Queensland Community Care Providers

How Cross Cultural Training benefits your organisation:

- It fulfils your legal requirement**
 Ensure you comply with the level of care, safety and compliance required by the new Aged Care Quality Standards effective from 2019. Examples of the rights individual standards of care include:
 - Consumer dignity and choice eg. Identity, culture and diversity
 - Organisational governance
- It grows your business**
 Will lead to more business as demand for the ageing and disability culturally and linguistically diverse (CALD) population increases yearly.
- It improves your workplace**
 Applying the training will develop stronger team dynamics and improve relationships with consumers, saving time and money.

How it Works:

- ✓ We come to you.
- ✓ We tailor free training to your needs.
- ✓ Certificate of Participation is provided.
- ✓ We partner with you to promote your services to CALD consumers.

Free Resources:

- Multicultural Calendar
- Little Book of Cultural Tips
- Food Project Resources
- Online Community Profiles
- Communication Tools
- Information on Interpreter Services
- "In My Home" Cultural Briefing CDs

Call us today on 0407 045 203 for more information

The Diversicare Multicultural Advisory Service is supported by funding from the Australian Government under the Commonwealth Home Support Programme. Visit the Department of Health website (www.health.gov.au) for more information.