



# MULTICULTURAL AGED CARE ROUNDTABLE

## Report

A Multicultural Aged Care Roundtable was held on Wednesday, 29 April 2009.

Key stakeholders within the aged care industry, representing relevant Commonwealth and State Government agencies, as well as peak non-government agencies, met to discuss the aged care issues concerning members of South Australia's ethnic community and mainstream service providers.

The Roundtable was organised as a result of concerns raised at numerous consultations held by the South Australian Multicultural and Ethnic Affairs Commission with ethnic communities and mainstream service providers over the past several years.

A Preliminary Paper outlining the aged care issues raised at these consultations was sent to key aged care services providers for further comment, and to ascertain if these issues were still relevant and if there were any new issues that needed to be considered.

These comments were then collated into a document that formed the basis of discussions at the Roundtable.

The issues focused on the availability and appropriateness of existing services for aged members of culturally and linguistically diverse (CALD) communities in South Australia.

The Roundtable aimed to agree on resolutions to these concerns.

The Chairman of the South Australian Multicultural and Ethnic Affairs Commission, Mr Hieu Van Le, opened the meeting, voicing his support for strategies that cater for the needs of South Australia's CALD population.

Key actions agreed upon at the meeting are outlined below. Agencies agreed to provide a progress report to Multicultural S.A. by July 2009.

**Department of Health and Ageing (DoHA)** will take action aimed at ensuring that:

- A forum is organised where agencies are able to share best practice models;
- Spaces in residential aged care facilities (RACF) that are funded for specific CALD communities are held and provided to members of those CALD communities;
- Contracts with RACFs include criteria that requires them to be assessed on delivering culturally and linguistically appropriate care and that staff have knowledge and skills to deliver services to members of CALD communities;
- Service agreements with providers of home care packages and home and community care services include details on what they are required to provide for members of CALD communities as a condition of their funding;

- Flexible respite care options and services are provided to CALD community members that enable the carer to remain at home with the person being cared for, when preferred;
- RACFs provide culturally and linguistically appropriate meals to CALD clients;
- CALD community organisations are supported with training and information that can be provided to their community members;
- Volunteers and employees involved in the delivery of aged care services undertake training in the provision of culturally and linguistically appropriate services for members of CALD communities. (This should reflect the training and competencies DoHA would require ACSAA to expect when reviewing RACFs);
- Resources are developed and made available to assist with the delivery of culturally and linguistically appropriate services for members of CALD communities;
- Trainers of aged care staff (TAFE and others) are informed about the knowledge, skills and attitudes required of staff who will be involved in delivering aged care services for members of CALD communities. (This should reflect the knowledge, skills and attitudes DoHA would require the Aged Care Standards and Accreditation Agency (ACSAA) to expect of staff when reviewing RACFs); and
- Issues regarding culturally and linguistically appropriate aged care and respite care are drawn to the attention of the National Aged Care Review.

**Department of Families and Communities - Office for the Ageing will take action aimed at ensuring that:**

- Service agreements for the provision of information about aged care require agencies to deliver information through staff and volunteers with appropriate cultural and linguistic understanding, knowledge and skills;
- Service agreements for the provision of home care packages and HACC services include details on what the service providers are required to provide for members of CALD communities as a condition of their funding;
- Forums are organised to share best practice models;
- Respite arrangements for CALD individuals and their families are reviewed;
- The Meals Scoping Project will address gaps and needs around issues such as access to culturally and religiously appropriate home delivered and centre based meals;
- The outcomes of the Transport Scoping Project will be reported to peak agencies;
- CALD community organisations are supported with training and information to provide appropriate information to their community members;
- A 'best practice' session is included in its next CALD HACC Forum;
- Volunteers and employees involved in the delivery of aged care services undertake training in the provision of culturally and linguistically appropriate services for members of CALD communities. (This should reflect the training and competencies DFC would require in Service Agreements);
- Resources are developed and made available to Home Care and HACC providers to assist with the delivery of culturally and linguistically appropriate services for members of CALD communities;

- The CALD HACC Working Group for volunteers recommendations and strategies about the recruitment and retention of volunteers will be made available to CALD communities and CALD aged care service providers; and
- Volunteers' needs are included in the OFTA business plan as a priority area.

**Aged Care Standards and Accreditation Agency will take action aimed at ensuring that:**

- The criteria used by ACSAA for assessing whether RACFs provide culturally and linguistically appropriate aged care services will be reviewed; and
- The process used by ACSAA for assessing whether RACFs provide culturally and linguistically appropriate aged care services will be reviewed.

**Multicultural Aged Care will take action aimed at ensuring that:**

- Multicultural Aged Care, together with Aged and Community Care Services, will develop strategies so that, from an industry and provider perspective, cultural intelligence is considered a priority.

**Aged and Community Care Services will take action aimed at ensuring that:**

- Resources are developed and made available to assist with the delivery of culturally and linguistically appropriate services for members of CALD communities;
- Aged and Community Care Services, together with Multicultural Aged Care, will develop strategies so that, from an industry and provider perspective, cultural intelligence is considered a priority; and
- A meeting is organised with ACSAA to encourage them to include CALD issues on their agenda.

**Multicultural SA will take action aimed at ensuring that:**

- On behalf of SAMEAC, CALD mental health issues are raised with the Department of Health; and
- The Department of Health is made aware of the relevant issues regarding aged care and respite care.

**ACRONYMS/ABBREVIATIONS**

ACSAA	Aged Care Standards and Accreditation Agency
CACP	Community Aged Care Package
CALD	Culturally and Linguistically Diverse
DFC	Department of Families and Communities
DoHA	Department of Health and Ageing
EACH	Extended Aged Care at Home
EACHD	Extended Aged Care at Home Dementia
HACC	Home and Community Care

MAC	Multicultural Aged Care
NRAC	Northern Regional Advisory Committee (SAMEAC Advisory Committee)
NRCP	National Respite for Carers Program
OFTA	Office for the Ageing
PICAC	Partners in Culturally Appropriate Care
RACF	Residential Aged Care Facility