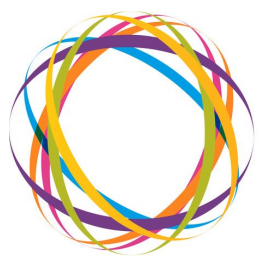


# Culturally Appropriate Aged Care in Rural & Regional Areas

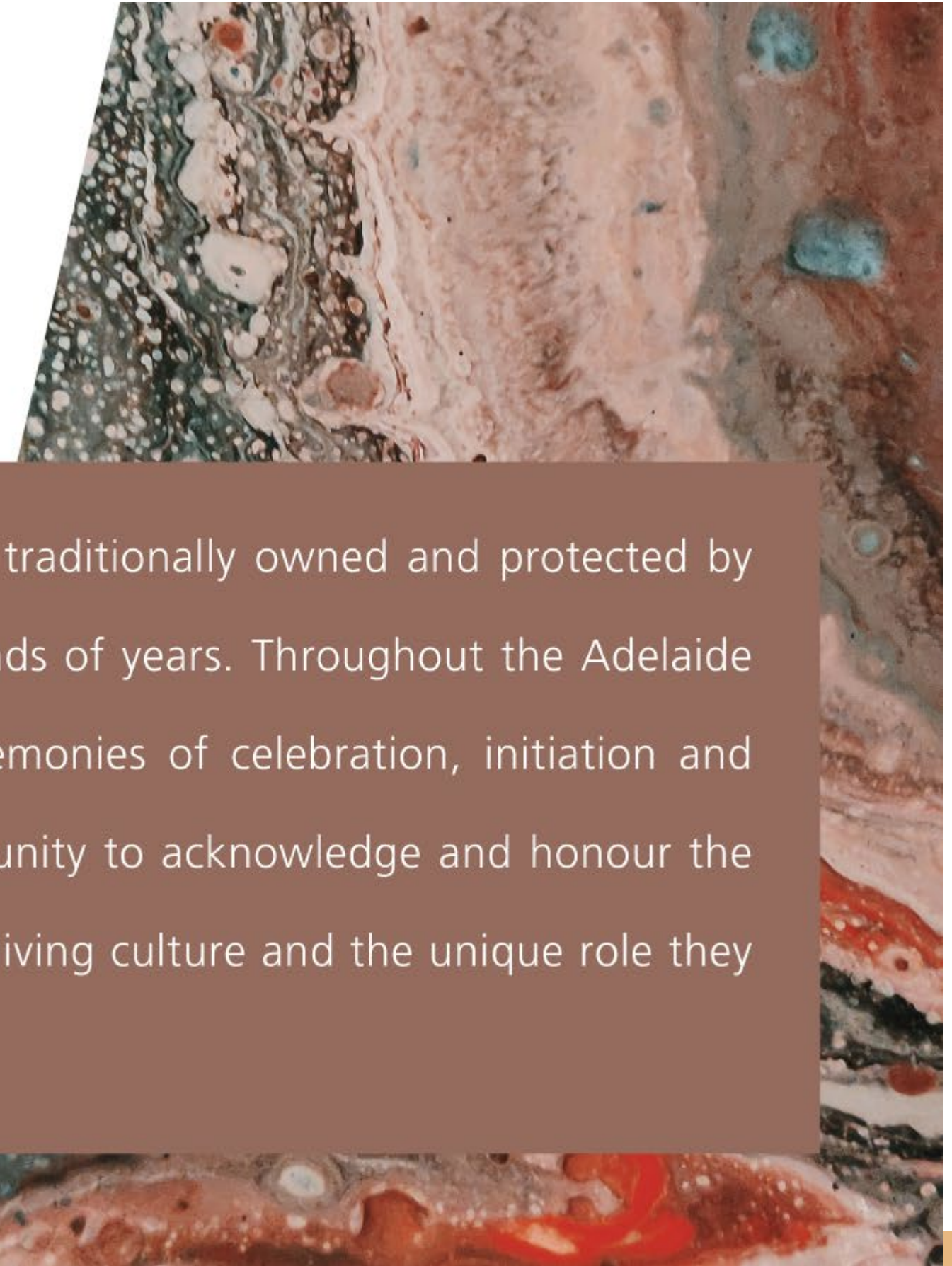
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PICAC Alliance

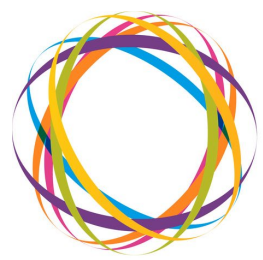


# Kaurna Acknowledgement

Adelaide and its surrounds are nestled within the lands traditionally owned and protected by the Kaurna people and their forebears for many thousands of years. Throughout the Adelaide Plains, the Kaurna people have performed age-old ceremonies of celebration, initiation and renewal. In convening this meeting, we take the opportunity to acknowledge and honour the Kaurna people's traditional ownership of this land, their living culture and the unique role they have played in the life of this region.







# Aged Care in Australia: Landscape

- Over 3000 aged care providers with 9100 services across Australia
- 1 in 3 (34%) of home support services located in rural, remote, or very remote area
- 21% of residential care services situated in rural, remote, or very remote area
- 1 in 3 older Australians were born overseas; ~1 in 6 (18%) speak a language other than English at home
- Projected growth: 4.1M in 2020 → up to 9.6M aged 65+ by 2066

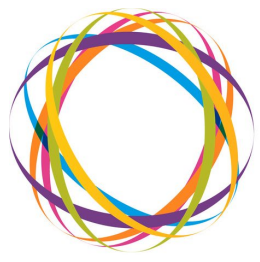


Sources:

AIHW GEN – Providers, services and places in aged care , Web report

AIHW – Older Australians: Demographic profile , Web report

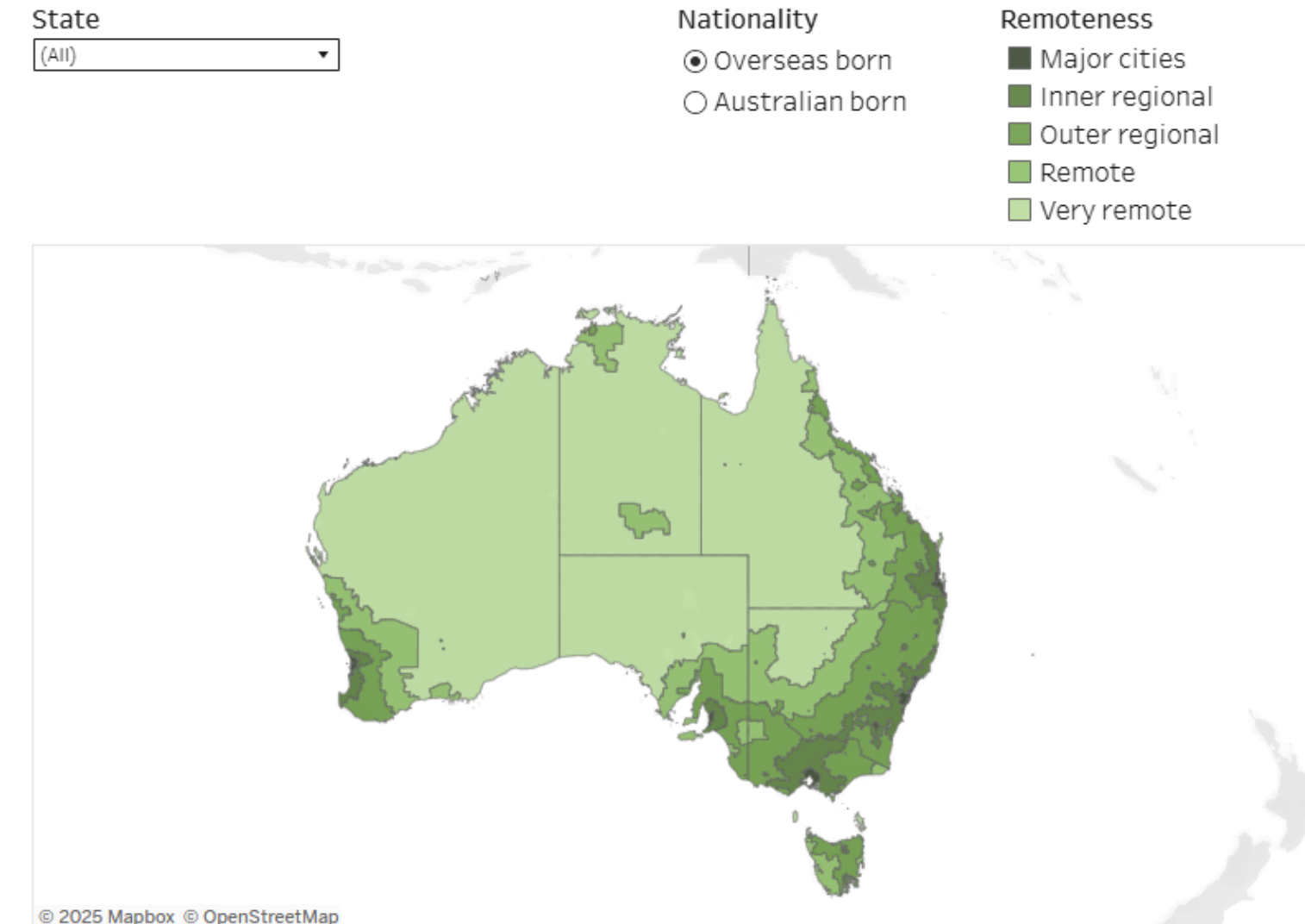
AIHW – Older Australians: Regional and remote communities , Web report



- Challenges in regional areas: access, attracting diverse workforce, and resource gaps
- PICAC program responds by supporting aged care providers through training, resources, tailored consultations and more

State/ Territory	Major Cities	Inner regional	Outer regional	Remote	Very Remote
NSW	46	19	14.8	11	12
VIC	50.9	20.9	16.7	18.7	
QLD	33.6	20.4	23.2	17.2	12.5
WA	50.5	33.5	28.6	22.3	23.2
SA	43.0	26.3	19.9	16.3	22.3
Tas		22.8	22.2	18.8	24.4
ACT	39.9				
NT			36.8	23.7	16.1

**Figure 2B.2: Older Australians born overseas by state and territory and remoteness, 2016**



**Notes**

1. Data exclude supplementary codes 'not stated', 'overseas visitor', and 'migratory and offshore'.
2. ACT regional numbers are small and should be treated with caution.
3. 'Older Australians' refers to people aged 65 and over.

Source: AIHW analysis of ABS Census of Population and Housing, 2016, TableBuilder.

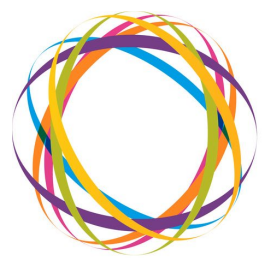
<http://www.aihw.gov.au/>



# The Centre's Regional Engagement and Training

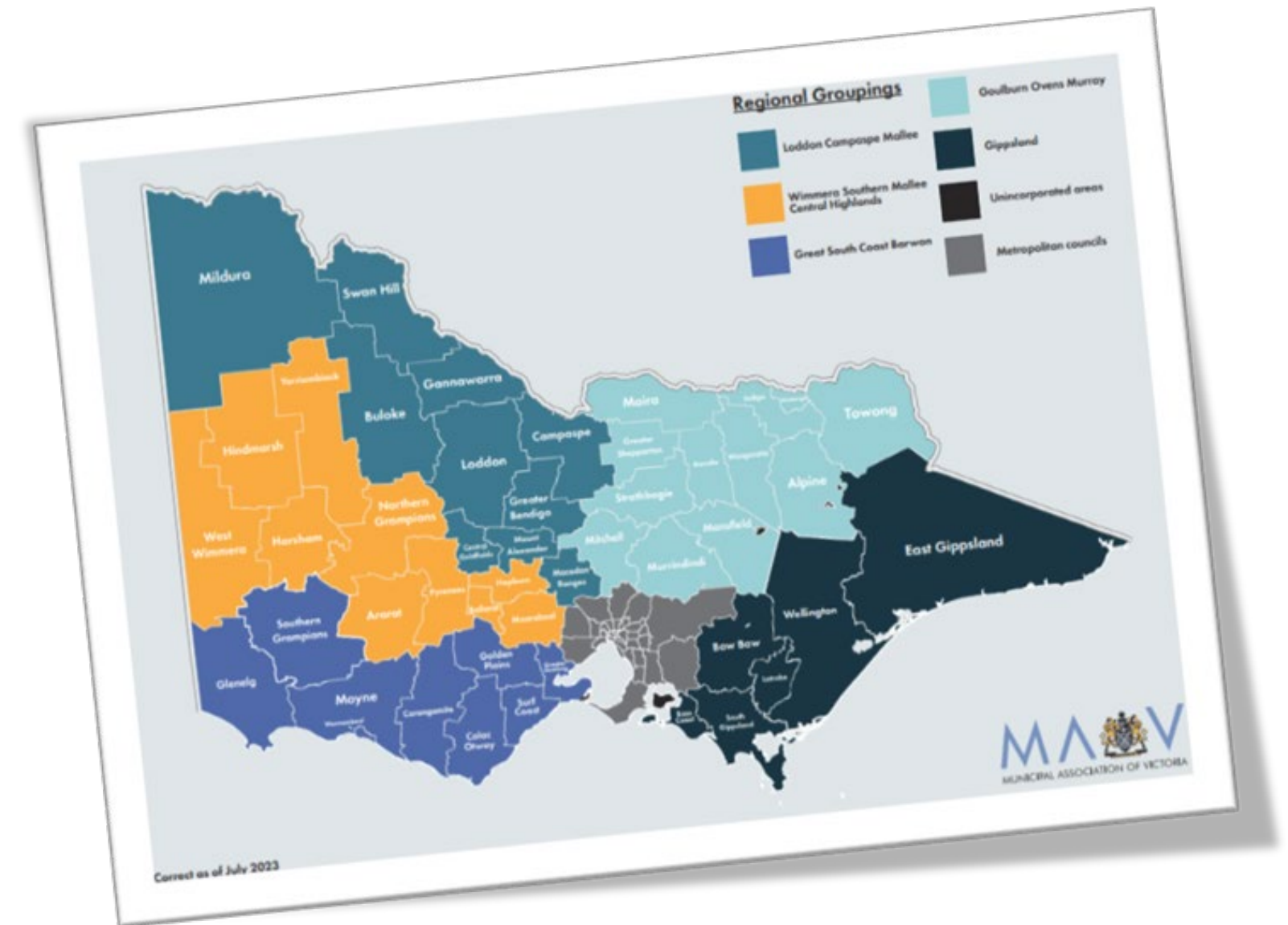
The Centre for Cultural Diversity in Ageing (PICAC VIC)



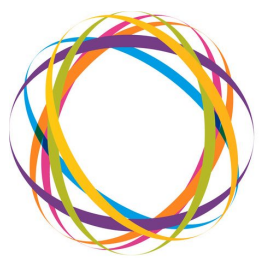


# VIC Local Government Areas

- Loddon Campaspe Mallee
- Wimmera Southern Mallee Central Highlands
- Great South Coast Barwon
- Goulburn Ovens Murray
- Gippsland



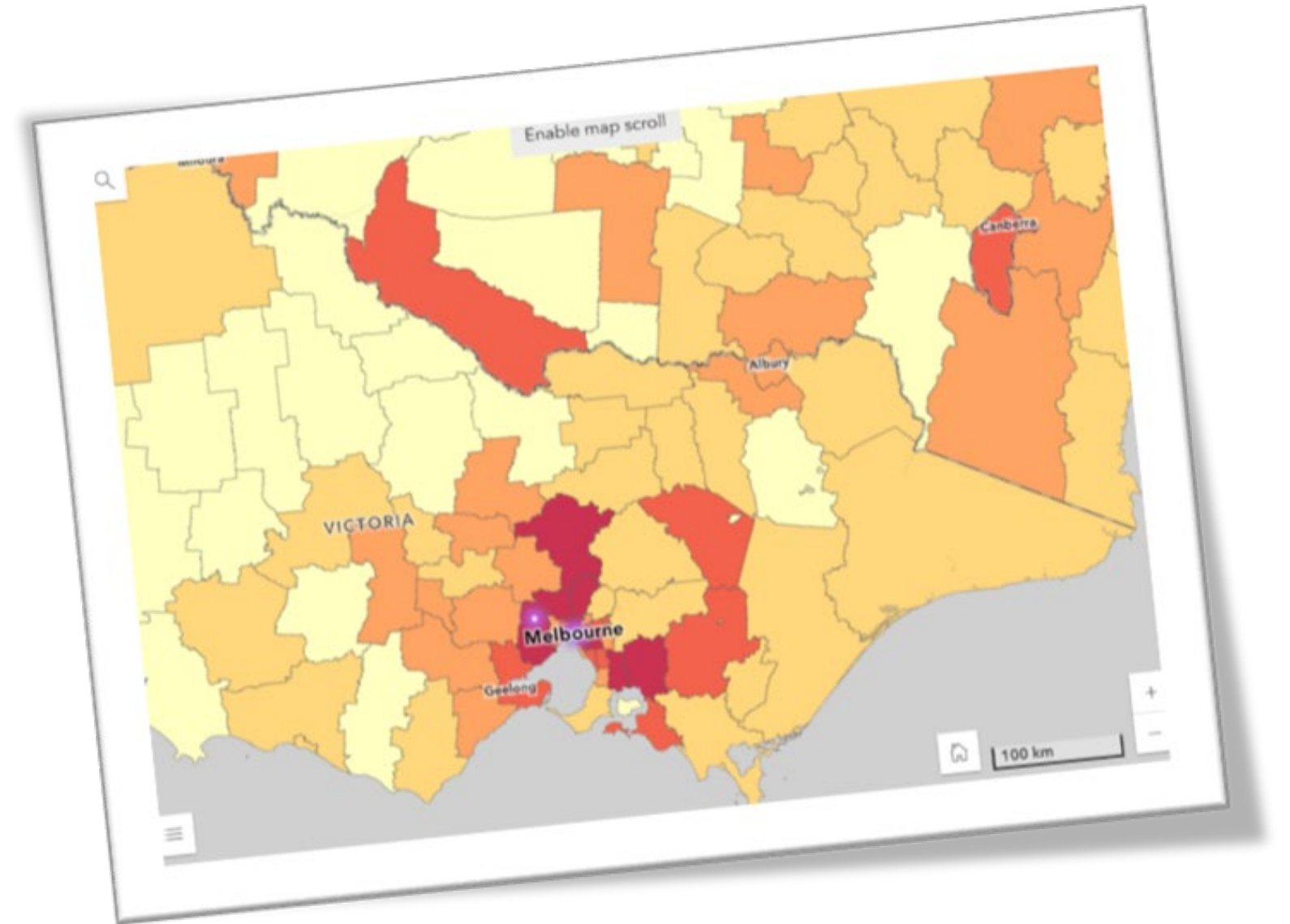


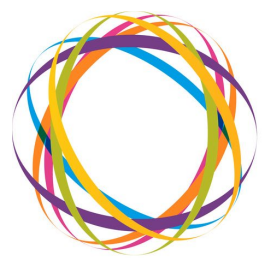


# Regional Population Growth

## Local Government Areas (LGA 2023)

Change 2022-23 (%)



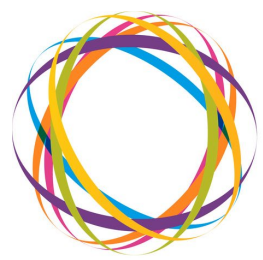


# Key Focus Areas

- Culturally Inclusive Care
  - Diversity, Equity & Inclusion in Practice
- Understanding culturally and linguistically diverse workforce
  - Cross Cultural Communication
  - Cultural Awareness & Competence
- Designing and delivering culturally inclusive lifestyle programs
- Intersectionality and the Aged Care Diversity Framework
- A Cultural lens on the ACQS Strengthened Standards
- Diversity Mentoring Program







# Resources

- Webinars
- Podcasts
- Multi-lingual Cue Cards
- Aged Care Signage
- Practice Guides
- Multi-lingual Feedback Forms
- Multi-lingual Care Plans
- Inclusive Service Standards
- Tip Sheets
- Research publications



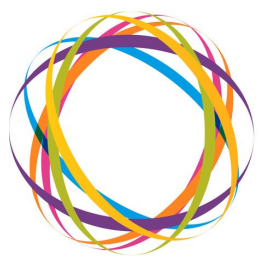


# Council on the Ageing NT's Regional Engagement and Training

Council on the Ageing NT (PICAC NT)

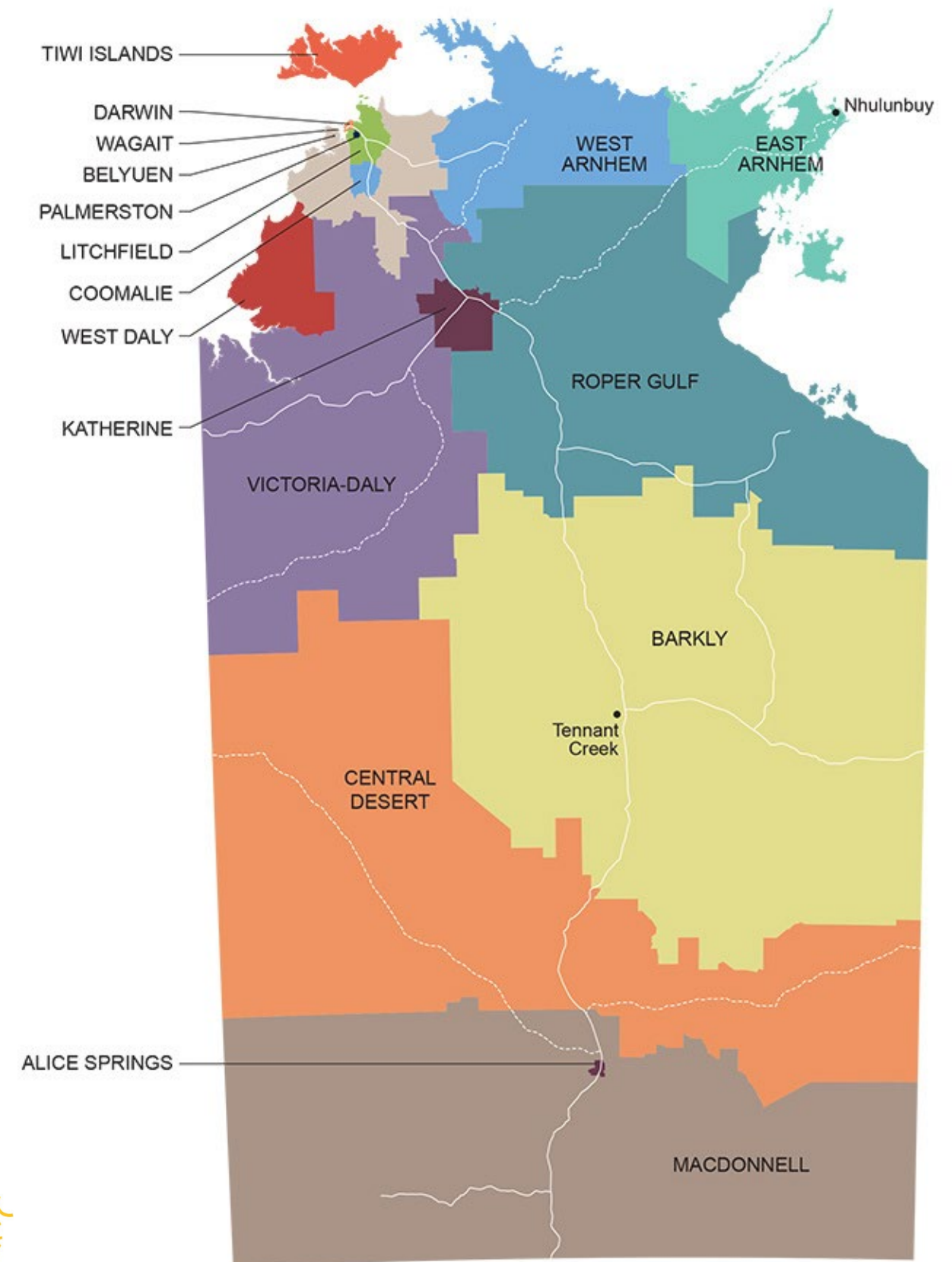


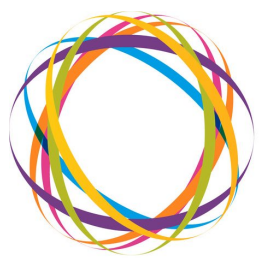




# NT Local Government Areas

- Alice Springs
- Barkly
- Belyuen
- Central Desert
- Coomalie
- Darwin
- East Arnhem
- Groote Archipelago
- Katherine
- Litchfield
- MacDonnell
- Palmerston
- Roper Gulf
- Tiwi Islands
- Victoria Daly
- Wagait Shire
- West Arnhem
- West Daly Regional

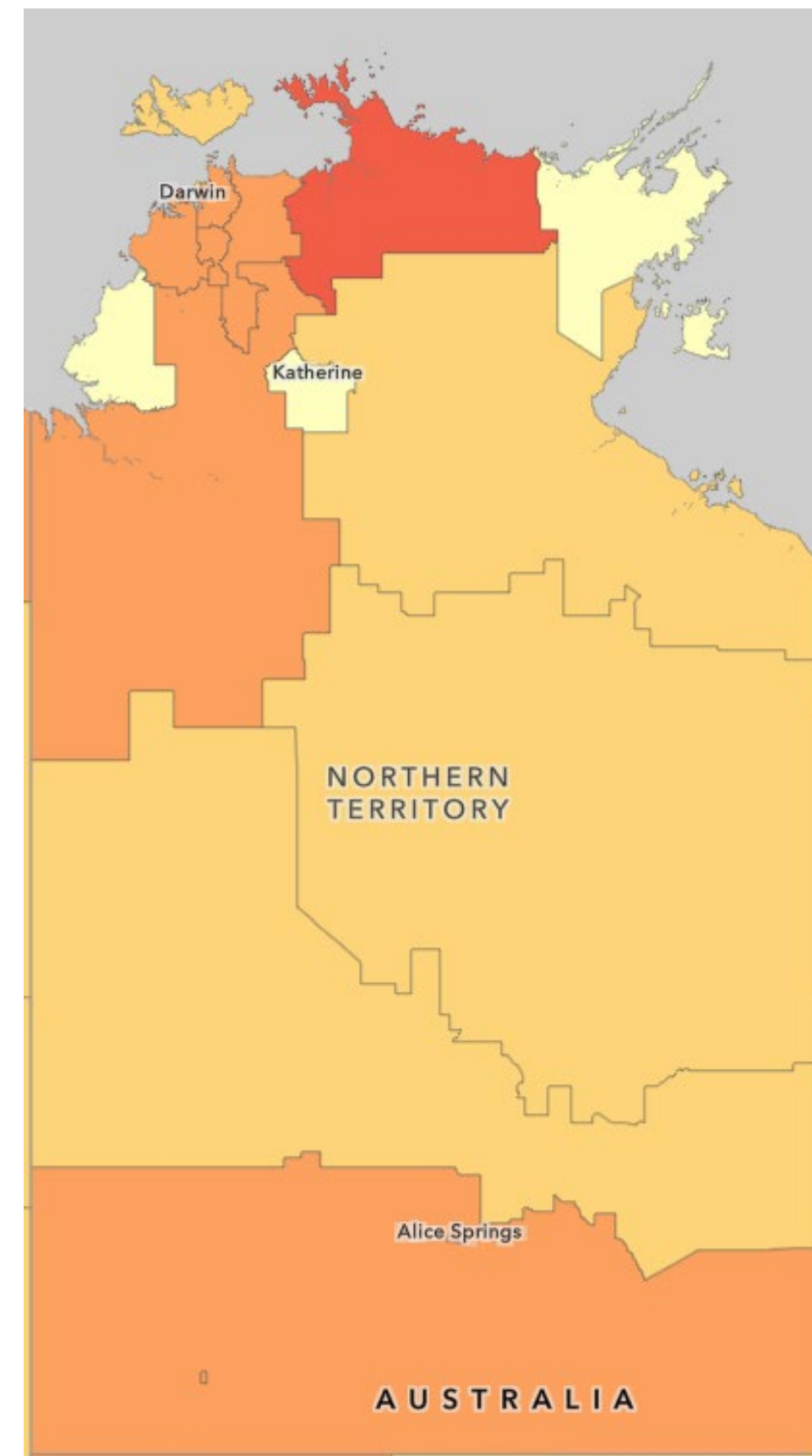




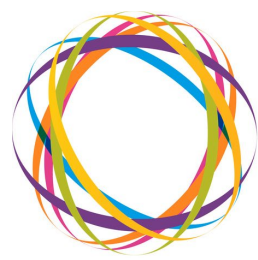
# Regional Population Growth

## Local Government Areas (LGA 2023)

Change 2022-23 (%)







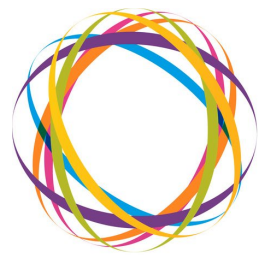
# Engaging with Aged Care Service Providers in Remote Areas

## How we reach out:

- Seniors Expos – Direct engagement at events in Katherine and Alice Springs
- Aged Care Forums – Discussions on topics of interest with providers
- Phone Calls – Discussions on specific aged care topics and provider needs
- Newsletters & Email Communications – Regular updates and resource sharing
- Contributions to *Seniors Voice* newspaper – Articles aimed at informing providers

While PICAC NT engages with aged care service providers across all areas of the NT, for the purpose of this presentation, the focus is on data related to the following remote areas:

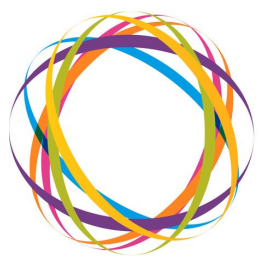
- Alice Springs Town Council
- Barkly Regional Council
- Belyuen Community Government Council
- Coomalie Community Government Council
- Katherine Town Council
- Litchfield Council



# Key Focus Areas

- Communication with CALD clients
- Accessing translation and interpreting services
- How to access information in language
- My Aged Care





# Resources

- PICAC Flyers
- Caring for CaLD Seniors Toolkit
- Tips for working with interpreters
- PICAC Contract Checklist Provider
- PICAC Contract Checklist Client
- Communication cards and Phrase cards from PICAC Vic
- APP Flyers
- Draw-Care multilingual resources

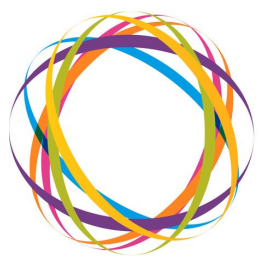


# ECCQ Multicultural Partner's Regional Engagement and Training

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Ethnic Communities Council of Queensland Multicultural Partners



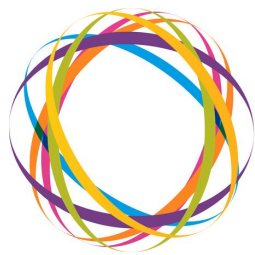


# QLD Local Government Areas

- South East QLD (North, West and South)
- Fraser Coast Gympie
- Bundaberg
- Mackay Isaac Whitsunday
- North
- North West
- Central
- Darling Downs South West





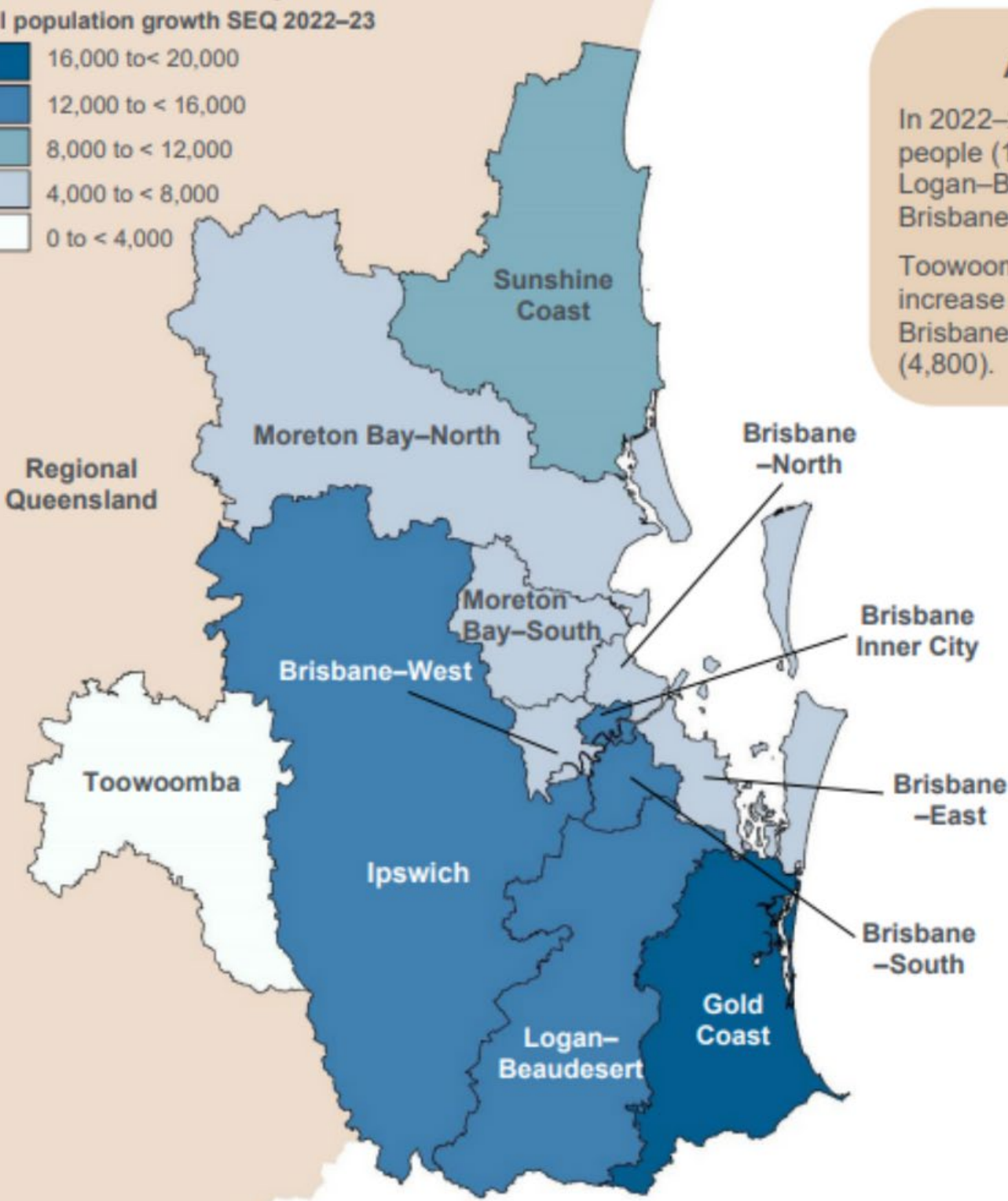
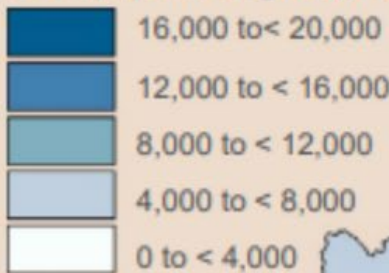


# QLD's Population Growth

## South East Queensland

Average annual growth		
2013–2023	2018–2023	2022–23
— persons —		
<b>70,520</b>	<b>75,570</b>	<b>115,050</b>
Brisbane–East	2,540	4,200
Brisbane–North	2,980	4,800
Brisbane–South	5,440	12,120
Brisbane–West	1,590	5,170
Brisbane Inner City	7,170	13,950
Gold Coast	12,790	19,170
Ipswich	8,800	12,390
Logan–Beaudesert	7,960	15,150
Moreton Bay–North	5,220	7,840
Moreton Bay–South	4,810	5,610
Sunshine Coast	9,000	11,070
Toowoomba	2,230	3,590
<b>Queensland</b>	<b>80,760</b>	<b>139,480</b>

Overall population growth SEQ 2022–23



## Annual population growth

In 2022–23, Gold Coast SA4 gained the most people (19,170 persons), followed by Logan–Beaudesert (15,150) and Brisbane–Inner City (13,950).

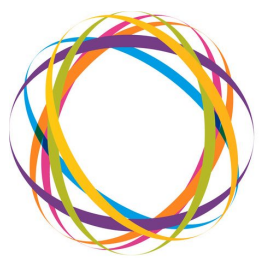
Toowoomba (3,590) had the smallest increase in 2022–23, followed by Brisbane–East (4,200) and Brisbane–North (4,800).

## 10 year population growth

In the 10 years to June 2023, Gold Coast SA4 grew the most, increasing by an average of 12,790 persons per year, followed by Sunshine Coast (9,000) and Ipswich (8,800).

Brisbane–West (increase of 1,590 persons per year) had the smallest average annual growth, followed by Toowoomba (2,230) and Brisbane–East (2,540).





# Cultural Awareness Training:

- Understanding Cultural Awareness and Cultural Safety
- What is diversity and inclusion in practice
- Strategies to ensure and promote belonging in aged care settings



## Cultural Awareness Training in Aged Care

ECCQ Multicultural Partners delivers training on Cultural Awareness to aged care service providers to support their delivery of culturally appropriate care to older Australians from diverse backgrounds.

This **free** training will include:

- Understanding what is Cultural Awareness and Cultural Safety.
- Exploring what diversity and inclusion mean in practice.
- Learning about strategies to ensure and promote belonging in aged care settings.
- What is the way forward.

For more information contact:

**Manuela Ferrara**  
*Network and Training Coordinator*

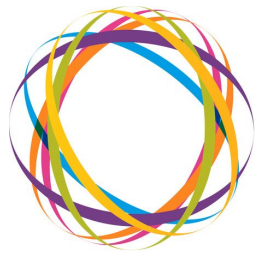
**T: (07) 3844 9166**  
**M: 0432 322 154**

To enquire about training visit  
[eccq.info/MP-training](http://eccq.info/MP-training)

Or scan the QR code







## Resources

- Flyers
- Online resources



# Multicultural Community Council of Illawarra's Regional Engagement and Training

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Multicultural Community Council of Illawarra (PICAC NSW & ACT)





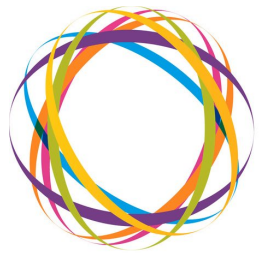


# Training

- Culturally Inclusive Service Delivery
- Culture & Dementia
- Culture and End of Life Care
- Working with New & Emerging Communities
- Culture & TraumaInformed Care
- Working in Diverse Teams







# CALDWays Courses

PICAC NSW & ACT 



**CALDWAYS COURSES**


CULTURALLY INCLUSIVE SERVICE DELIVERY


PICAC NSW & ACT 



**CALDWAYS COURSES**

WORKING WITH A DIVERSE WORKFORCE

PICAC NSW & ACT 



**CALDWAYS COURSES**


CULTURE AND TRAUMA-INFORMED CARE


PICAC NSW & ACT 



**CALDWAYS COURSES**

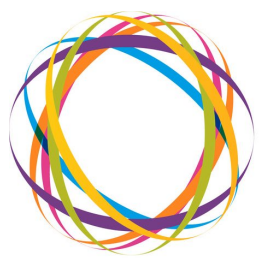
WORKING WITH NEW AND EMERGING COMMUNITIES

PICAC NSW & ACT 



**CALDWAYS COURSES**

CULTURE AND DEMENTIA



# Multicultural Hub

## Resources for Aged Care Providers

- Translation & Interpreting Services (TIS & Diversity in Aged Care)
- Unconscious Bias
- Diverse Workforce
- TraumaInformed Care

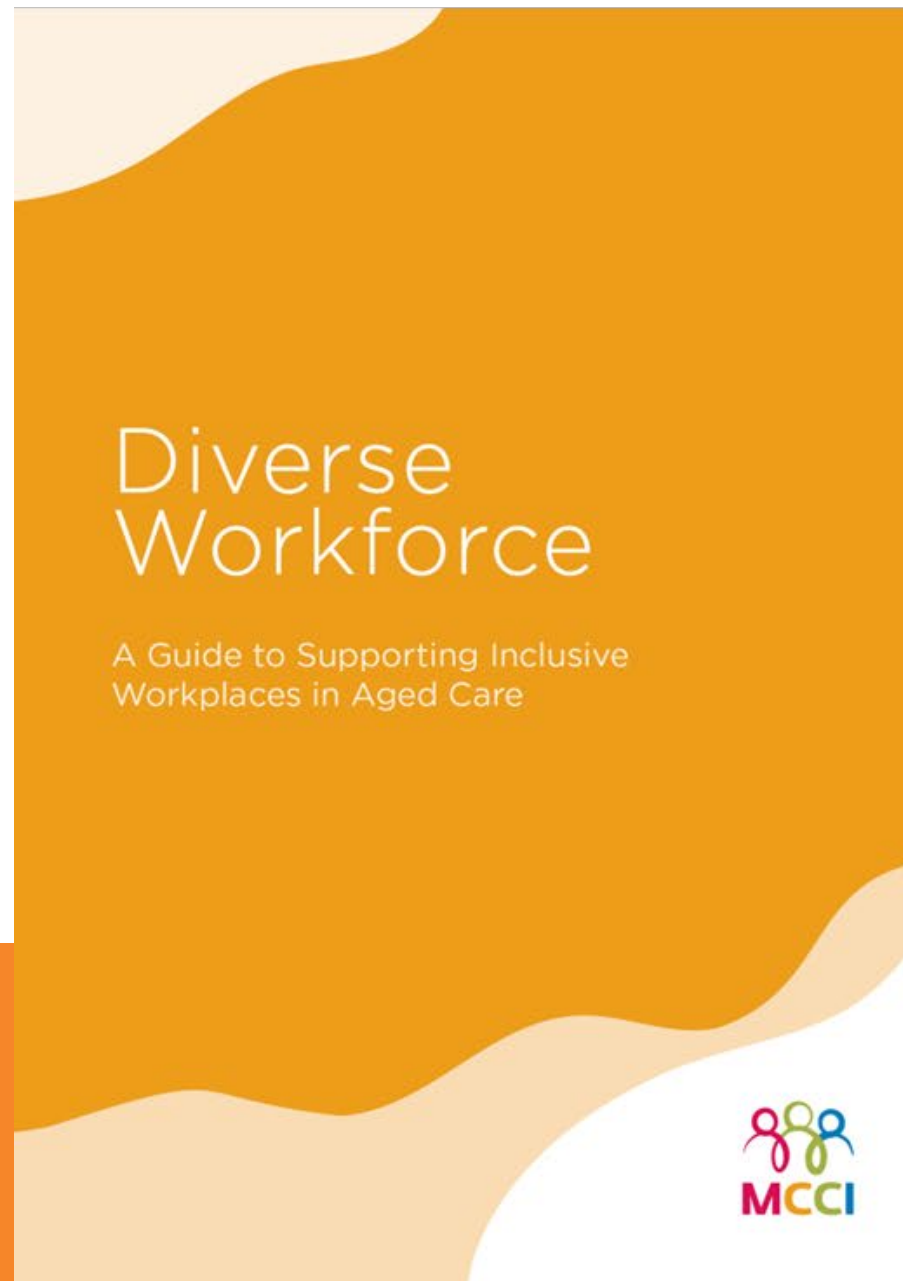






# Resources

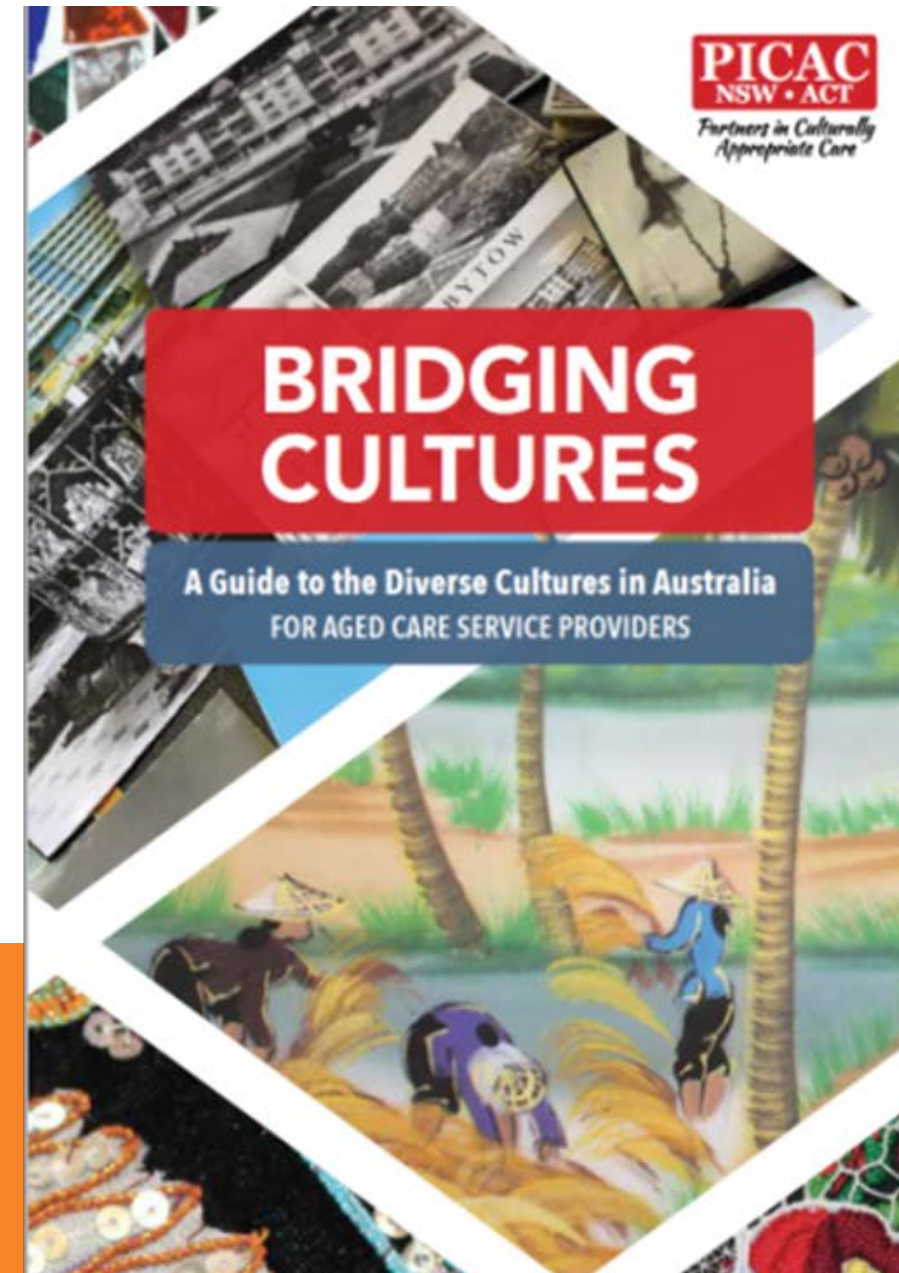
New Resource Developed



New Translations Included



New & Emerging Communities Added





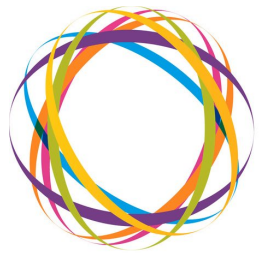
# Fortis Consulting's Regional Engagement and Training

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Fortis Consulting (PICAC WA)

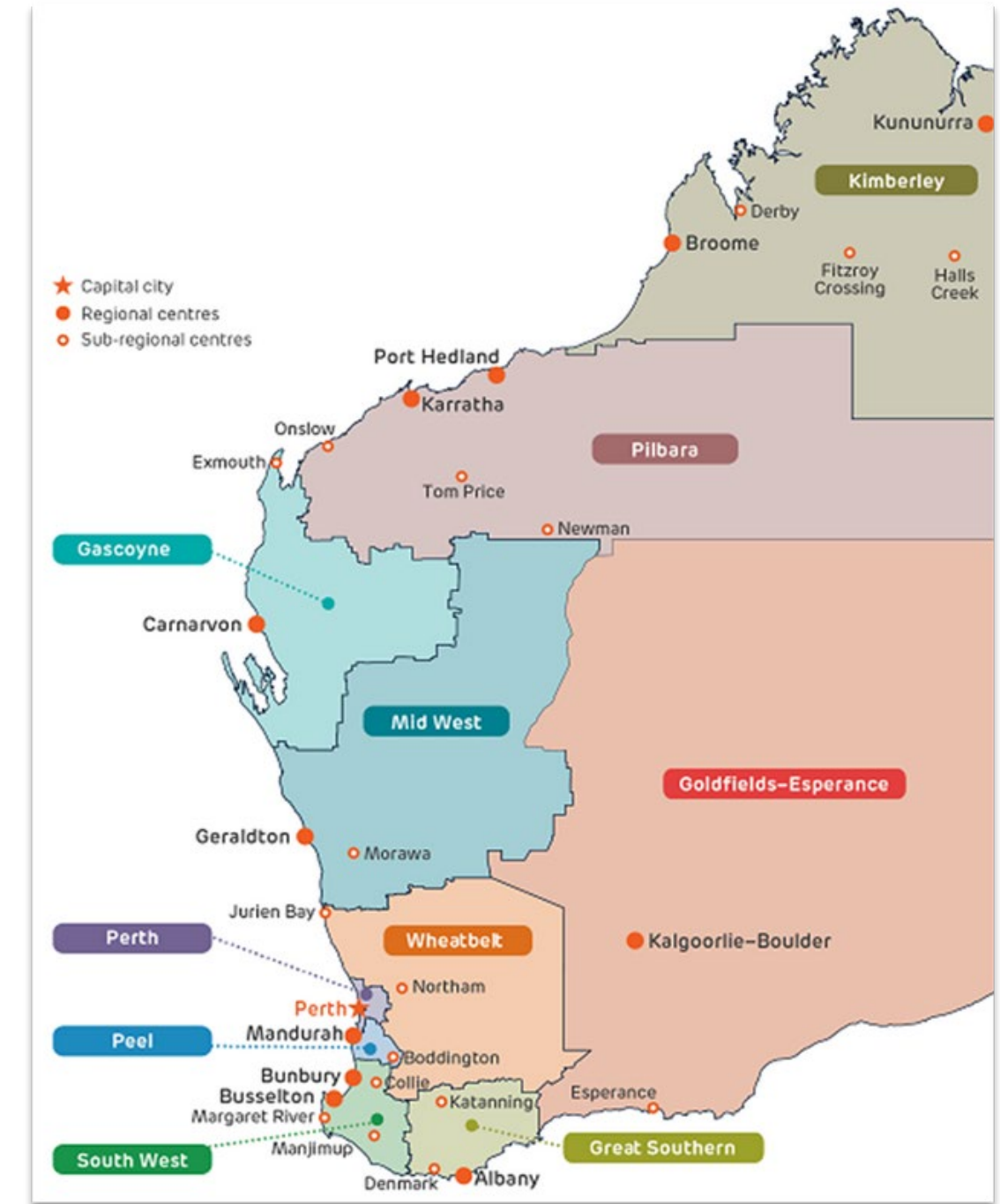


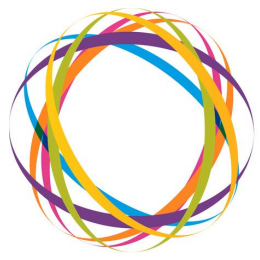




# WA Local Government Areas

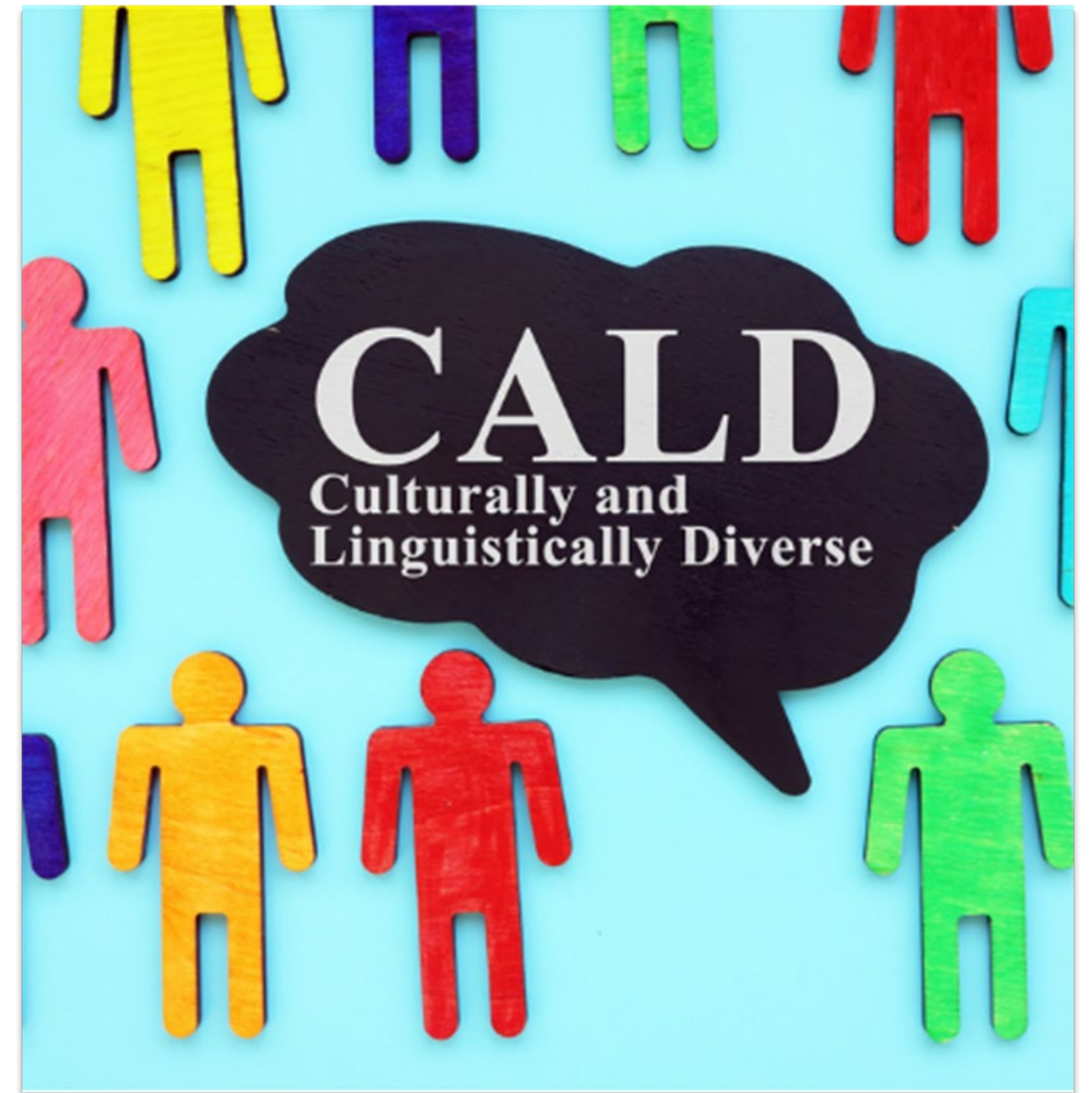
- Kimberly
- Pilbara
- Gascoyne
- Mid-West
- Goldfields-Esperance
- Wheatbelt
- Peel
- Southwest
- Great Southern





## Key focus areas

- CALD Aged Care Specifics
- Diversity and Inclusion
- Translation Services
- Palliative Care End of Life
- Specialist Verification Services







## Resources

- Focused Support
- CALD lens
- Training with CALD lens
- Legislative reform support

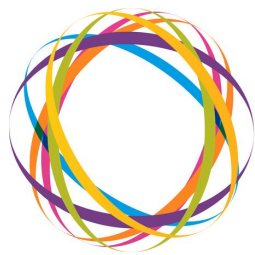


# Migrant Resource Centre TAS's Regional Engagement and Training

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Migrant Resource Centre Tasmania (PICAC TAS)



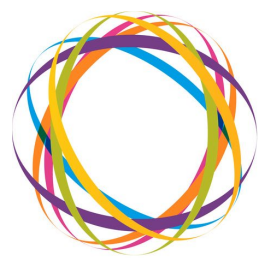


# Tasmania Ageing Population Growth

## Recent Migration Trends

In the June quarter of 2024, Tasmania recorded a net overseas migration inflow of 309 persons. This positive trend has been consistent since the September quarter of 2021, contributing to the state's population growth.

	30 June 2021 <sup>[9]</sup>	30 June 2016 <sup>[10]</sup>	30 June 2011 <sup>[11]</sup>	30 June 2006 <sup>[12]</sup>
Under 15	95,850 (16.9%)	93,246 (18%)	95,923 (18.8%)	96,340 (19.7%)
Prime working age (15 to 64)	356,022 (62.7%)	326,940 (63.2%)	333,245 (65.2%)	321,524 (65.7%)
65 and over	116,037 (20.4%)	97,328 (18.8%)	82,315 (16.1%)	71,438 (14.6%)



# Key Focus Areas

## **Working with interpreter Training**

(with practice optional) - 2 hours

Key objectives: aims to enhance communication, cultural sensitivity, and understanding, fostering improved care and satisfaction for seniors in healthcare settings.

## **Culture Awareness Training with Aged Care Lens - 3 hours**

Key objectives: to foster empathy, and understanding of diverse needs, and promote culturally sensitive communication for improved elderly care.

## **Diversity in Dementia Training - 3 hours**

Key objectives: aims to enhance understanding, empathy, and care strategies for diverse populations affected by dementia, promoting inclusive and effective support.

## **Know me know my culture Training (5 topic options)**

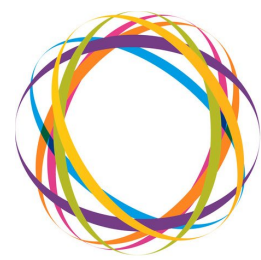
2 hours per topic

Key objectives: to foster cultural understanding, enhance communication, and promote person-centred care for diverse individuals.

## **New Module - Intergenerational Cultural Lens Training - 3 hours**

Key objectives: to bridge generational gaps, foster understanding, promote cultural competence for seniors from diverse backgrounds, and enrich communication and relationships.





# Resources



FLYERS



WELCOME PACK FOR NEWLY  
ARRIVED



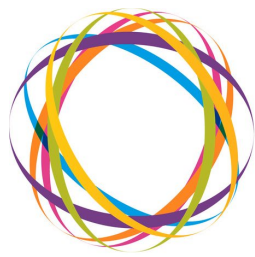
HOW TO GIVE FEEDBACK  
FORMS



HOW TO CONNECT TO MY  
AGED CARE SERVICES QR  
CODE







# Successful Events and Communities

## TIS National working with Interpreter Training





**I speak: \_\_\_\_\_**  
**I need an interpreter**

Professional interpreters can be accessed through the Translating and Interpreting Service (TIS National). TIS National provides a phone interpreting service in more than 160 languages 24 hours, every day of the year. On-site and pre-booked phone interpreters can also be arranged by visiting the TIS National website.

**24 HOURS, EVERY DAY OF THE YEAR**





[tisonational.gov.au](https://tisonational.gov.au)

**For FREE access**  
**Please request an Interpreter with TIS National to the organisation(s)**

## Seniors Week Celebration



## Welcome Pack for Newly Arrived



### MRC Tas Program Review

**ACCOMMODATION**  
MRC Tas provides accommodation and support for refugees, migrants, and workers, including short-term housing and long-term transition assistance.

**AGED AND COMMUNITY SERVICES**  
MRC Tas connects older people, those with disabilities, and carers to activities, support, and cultural education services.

**HUMANITARIAN SETTLEMENT PROGRAM**  
MRC Tas delivers the Humanitarian Settlement Program, supporting new arrivals with English, employment, education, and case management.

**MULTICULTURAL YOUTH TASMANIA**  
MYT supports multicultural youth up to 25 years, helping them thrive and access resources, training, and support.

**PHOENIX CENTRE**  
The Phoenix Centre offers mental health support, counselling, and community programs for culturally diverse individuals and trauma survivors.

**SETTLEMENT SERVICES**  
MRC Tas Settlement Services help clients build skills, confidence, and independence through various support programs and resources.

**TRAINING**  
MRC Tas offers cultural diversity training for community, government, and industry workers, supported by bilingual staff.

**VOLUNTEER PROGRAM**  
MRC Tas Volunteer Program offers diverse opportunities, including recruitment, induction, and ongoing support for volunteers.

**WELCOME PACK**

Migrant Resource Centre Tasmania (MRC Tas) wishes you a warm welcome.

We understand that moving to a new place can be both exciting and challenging. Please reach out to any of the services if you need help or have questions. Tasmania is a wonderful place to live, and we hope you find peace and opportunities here.

"MRC Tas activities keep me going. Without the regular events held here, I would be sitting at home all the time. Here, I get to talk and live with my friends." *Maria*

"I'm thankful to the Australian and Tasmanian governments and MRC Tas for welcoming me. It brings me joy to see people enjoy my food. I also found an interesting English to communicate actively upon arriving in Tasmania." *Abubakar*

"Tasmania is a great place. It's quiet and you get a lot of support from MRC Tas. Young people can attend the youth drop-in for activities, fun, friendships, help with homework, Medicare, resumes and licences. You can also talk to a counsellor if you have problems at school." *Margaret*

**131 450**  
I need an interpreter I speak: \_\_\_\_\_

For FREE language interpreter Please request the registered organisations to call

**Contact Us**

Head office: Level 2, 5A Ashford St (Bicentenary)  
Government office: 5/5 Elizabeth St (Government)  
Phone office: 30 Wilkes St (Phone)

03 6221 9999  
[reception@mrc-tas.org.au](mailto:reception@mrc-tas.org.au)  
[www.mrc-tas.org.au](http://www.mrc-tas.org.au)

## Aged Care Community Info Session Series



### JOIN US INFO SESSION

**MONDAY 18 NOVEMBER**  
10AM - 12:30PM

**AGED CARE INFO SESSION**

- Aged Care Reform Awareness for Consumers
- My Digital Health Apps
- Registration Process for My Aged Care
- Services of the Care Finder and Aged Care Specialist Officers in Service Australia
- New Aged Care Strengthened Standards

**AT GOODWOOD COMMUNITY CENTRE**  
38 ACTION CREW, GOODWOOD TAS 7016

**OPEN FOR CARERS, FAMILY MEMBERS AND PUBLIC**



## Collaboration Sessions for Aged Care Service Providers



### FREE AGED CARE TRAINING BY PICACTAS

**SCOPE OF TRAINING**  
Are you looking to improve your skills in providing care to a diverse range of clients? PICACTAS is offering **FREE** training for aged care service providers.

**SAVE THE DATES**

**CONTENT COVERED:**

- Understanding Careless & Impaired Patient Management
- Careless Behaviour & Impaired Patient Management
- Careless Behaviour & Impaired Patient Management
- Careless Behaviour & Impaired Patient Management

**REGISTERED SUPPLIER**  
**MONDAY, 18TH SEPTEMBER 2024**

## Chinese New Year Celebration





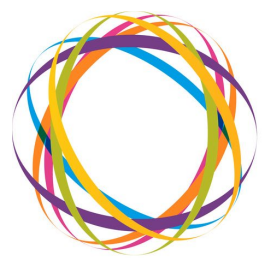
# Multicultural Aged Care's Regional Engagement and Training

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Multicultural Aged Care (PICAC SA)



**Centre of Excellence in Cultural Diversity and Inclusion**



# SA Local Government Areas

Far North:

Coober Pedy, Port Augusta

Eyre Peninsula:

Whyalla, Port Lincoln, Ceduna

Murray & Mallee:

Riverland (Renmark, Berri, Barmera), Murray  
Bridge, Meringie

Yorke Peninsula:

Port Pirie, Moonta, Wallaroo, Kadina, Port  
Broughton

Fleurieu Peninsula:

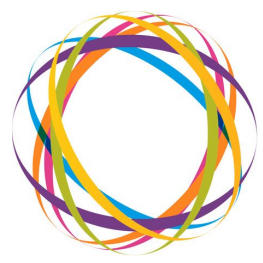
Aldinga Beach, Victor Harbor

Limestone Coast:

Mt Gambier





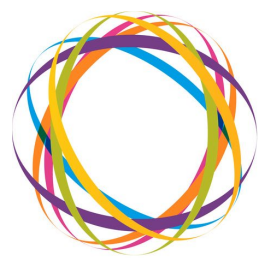


# Key Focus Areas

Qualified cultural trainers with international accreditation as "Cultural Detectives ®" specialising in CALD professional education

- Cultural training informed by the principles of Cultural Intelligence (CQ) and the Aged Care Diversity Framework
- Training focused on best practice models and practical tools & strategies
- Culturally specific Armchair Travel - targeted to residents (and community) on demand
- Aged Care Reform information sessions for providers and community
- MAC Symposium (online)
  - Symposium on cultural diversity in ageing, featuring diverse speakers sharing strategies and tools to enhance best practices and quality of life for consumers, residents, and the workforce



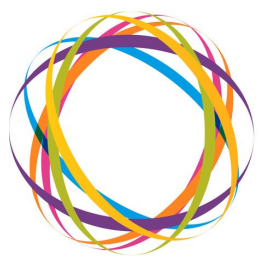


# Key Focus Areas

- Culturally specific training- on demand i.e. Greek specific
- LOTE assist and consultations with residents and families
- Riverland Mallee Coorong Taskforce Meeting
- Diversity Framework- CALD Action plans
- CHSP SSD training (Mental Health First Aid, Health & Wellbeing) + consultations with CHSP workforce
- Regional expos- DAHL + Renmark aged care expo
- Navigation and Access of the Aged Care System
- CALD specific Palliative Care
- Collect and collate feedback from consumers of the Aged Care System (assessment processes and receiving individual appropriate services of their choice)their experiences and gaps
- Resources for service providers; workforce, RACF & community providers
- Addressing aged and community care needs of CALD older people
- Dissemination of print collateral responsive to demands and needs- culturally targeted information and resources

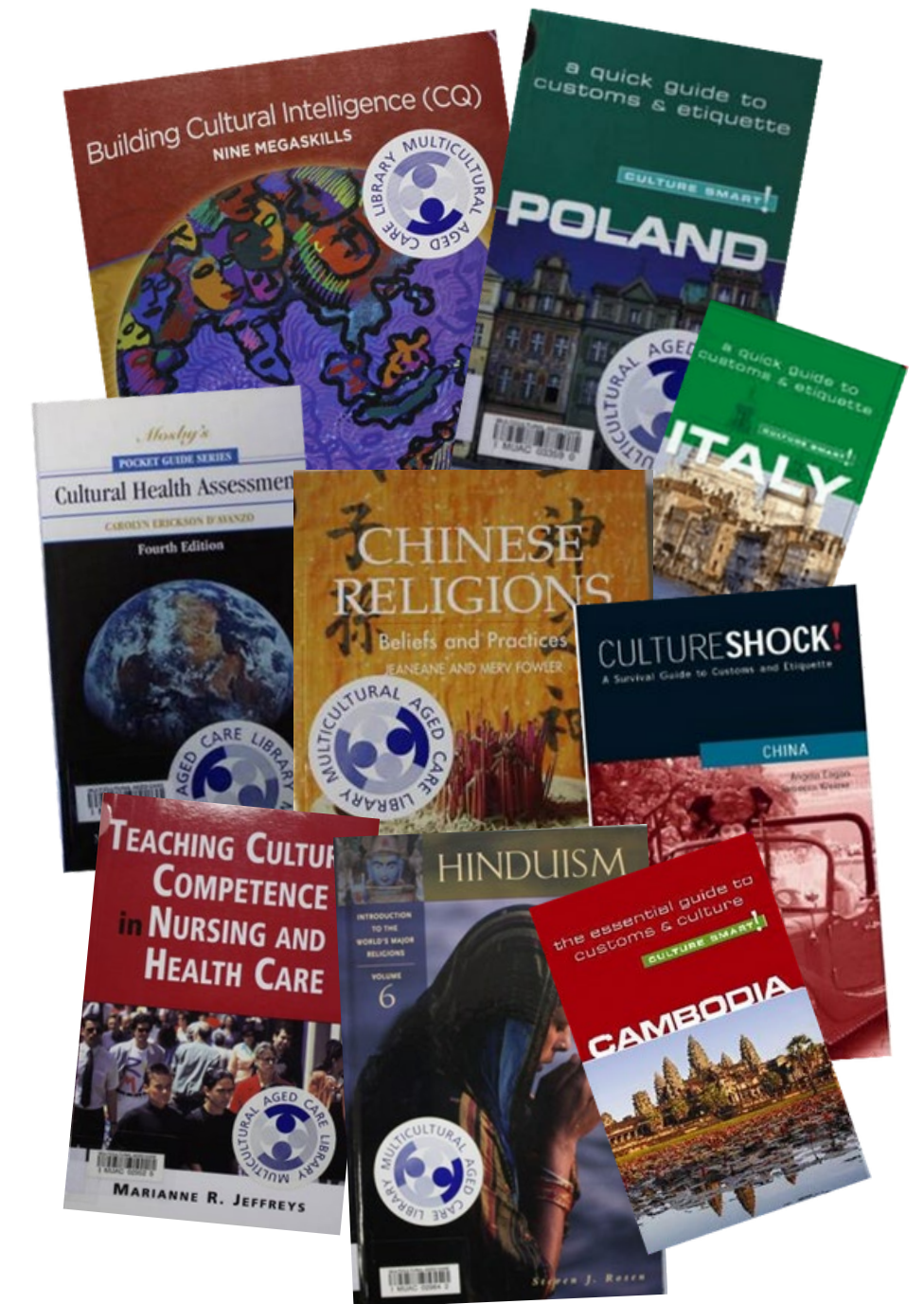


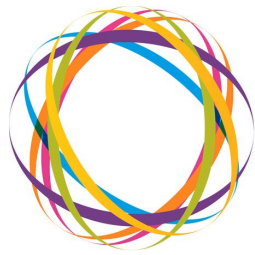




## Mobile Library

- Helping aged care workers understand and connect with diverse clients
- Bringing resources to you: onsite visits to assess needs and provide tailored materials
- Books, training materials, DVDs, music, activities, and communication aids
- Resources customised to enhance culturally responsive care





# Resources

- Multicultural Calendar
- Culture briefing factsheets
- Bibliographies focused on dementia, palliative care, CQ, food, religion etc.
- Communication resources
- Reminiscence resources
- Spirituality & aged care resources



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
January			1 New Year's Day International Public Holiday	2	3	4 World Braille Day International
5	6 Epiphany (Gregorian calendar) Christian	7 Old Calendar Christmas (Julian Calendar) Eastern Orthodox	8 Davenport Cup Public Holiday TAS	9	10	11
12	13 Malanka Ukraine	14 Mahayana New Year Buddhist Orthodox New Year (Julian Calendar) Eastern Orthodox	15	16	17	18
19 World Religion Day	20	21	22	23	24	25 Burns Night Scotland
26 Australia Day Public Holiday-Australia Republic Day India	27 St Sava Day Serbian Orthodox International Holocaust Remembrance Day United Nations	28	29 Chinese New Year China (Year of the Snake) Tet (Lunar New Year) Vietnam	30	31	

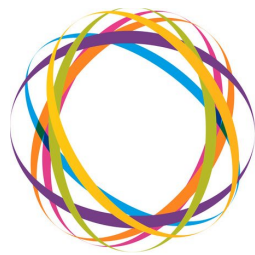
April		1 April Fool's Day International National Day Cyprus	2	3	4 Ching Ming Day China	5
6 Tartan Day International	7 World Health Day United Nations	8 Hana Matsuri Buddhist, Japan	9	10	11	12 Hanuman Jayanti Hindu International Day of Human Space Flight United Nations
13 Theravada New Year Buddhist Palm Sunday Christian	14 Holy Monday Holy Week Begins, Christian Vaisakhi Day Sikh	15	16	17 Holy Thursday Christian	18 Good Friday Christian Public Holiday World Heritage Day United Nations	19 Holy Saturday Christian Public Holiday
20 Easter Christian Chinese Language Day United Nations	21 Easter Monday Christian Public Holiday	22 International Mother Earth Day United Nations	23 St George's Day England English Language Day United Nations Spanish Language Day United Nations	24	25 Anzac Day Public Holiday Liberation Day Italy	26
27 King's Day Netherlands	28 World Day for Safety and Health at Work United Nations	29	30 International Jazz Day UNESCO			

SUNDAY	MONDAY	TUESDAY	WEDNESDAY
February			
2	3	4 World Cancer Day United Nations	5
9	10 Royal Hobart Regatta Public Holiday TAS	11	12 Maha Navami Buddhist
16 State Restoration Day Lithuania	17 Random Acts of Kindness Day	18	19 Prajata Nepal
23 Emperor's birthday Japan	24 Independence Day Estonia	25	26 Launceston Public Holiday

4 Declaration of Independence Latvia Firefighter's Day International	5 Cinco de Mayo Mexico May Day Public Holiday NT Labour Day Public Holiday QLD	6	7
11 Mother's day Australia	12 Vesak Day Buddhist International Nurses Day International	13	14
18 International Museum Day International	19 Dementia Awareness Week starts Australia National Volunteer Week starts Australia	20 World Bee Day United Nations	21 World Day of the Girl United Nations
25 May Revolution Day Argentina Africa day Africa	26 National Sorry Day ATSI	27	28







# Working Together



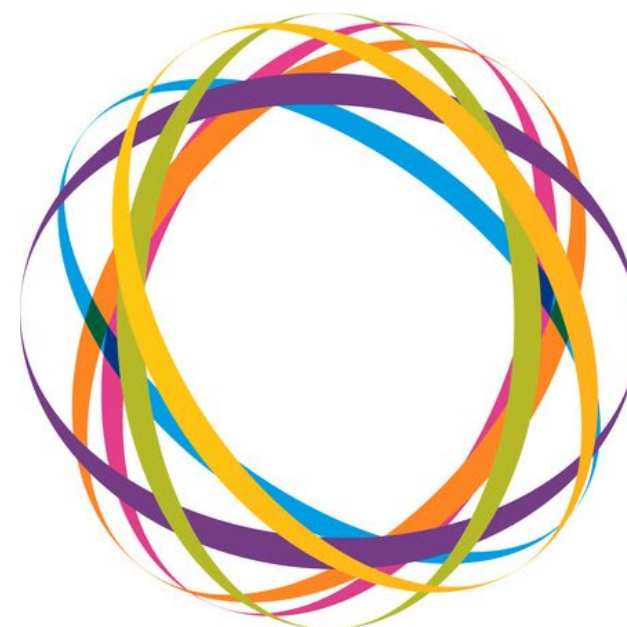


# For more information

About our other services and programs, visit our website at [mac.org.au](http://mac.org.au)

## PICAC Alliance

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Contact MAC for information, resources and training  
opportunities



[pica.secretariat@mac.org.au](mailto:pica.secretariat@mac.org.au)



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