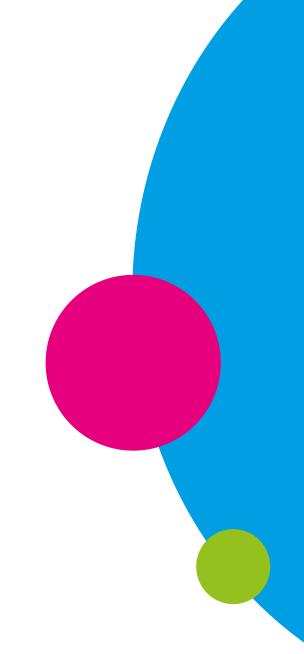
Culturally Responsive Care







MCCI acknowledges the Traditional Custodians of the lands upon which we live and work. We offer our deepest respect to Elders, past, present, and emerging, and we extend that respect to all Aboriginal and Torres Strait Islander Peoples.

Artwork by Jasmine Sarin, JS Koori Designs, a proud Kamilaroi and Jerrinja woman from NSW

Supporting Multicultural Communities

- Aged Care
- Settlement Services
- Youth Services
- Representation and Advocacy
- Diversity and Inclusion Services





Overview

Best Practice Care

for older CALD people

Aged Care Reform

- New Aged Care Quality Standards
- New Aged Care Act
- Statement of Rights

Legal & Policy Frameworks

- Aged Care Act 2024
- Aged Care Diversity Framework action plans
- Aged Care Quality Standards



Aged Care Quality Standards

Each strengthened Quality Standard has:

- an intent statement to add context
- an **expectation statement** to outline, in first person, what older people can expect
- an outcome statement which will be enforceable in legislation
- actions that demonstrate how providers can meet the outcome.





New Aged Care Act & Statement of Rights

Person-centred and culturally responsive care

Rights: dignity, choice, privacy, equity, communication

Applies to home, community and residential care

Providers Must Know

- Understand which standards apply
- Align practice with standards
- Demonstrate compliance
- Continue learning





Person-Centred Care

- Respect identity, culture, and beliefs
- Empower the person
- Go beyond minimum standards
- Focus on needs, goals, and preferences.

Inclusive Governance

- Build inclusion into leadership
- Policies that reflect diversity
- Community connections





Strategies for Inclusion

- Hire and train diverse teams
- Provide language options
- Co-design with communities

Safe & Inclusive Environments

- Culturally safe spaces
- Home and facility environments
- Infection control with empathy





Reflections

- Cultural safety is ongoing work
- Reflect, adapt, and include
- Start small and keep going





Illawarra, Shoalhaven, ACT & Queanbeyan





