

# 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





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