

Multicultural Aged Care Strategy

What matters to seniors from non-English
speaking backgrounds in Victoria

Policy Paper



The Voice of Multicultural Victoria

Ethnic Communities' Council of Victoria Inc. (ECCV) is the voice of Multicultural Victoria. As the peak body for ethnic and multicultural organisations in Victoria, we are proud to have been the key advocate for culturally diverse communities in Victoria since 1974. For 40 years we have been the link between multicultural communities, government and the wider community.

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Contents

Abbreviations and Terms	2
Foreword.....	3
Executive Summary.....	4
Key Recommendations	4
Introduction	6
At Victorian level.....	6
Victorian Government policies.....	6
Ethnic and multicultural seniors clubs	7
Pensioners.....	7
Homelessness.....	8
Workforce participation.....	8
Volunteering.....	9
Technology and mature age learning.....	9
Transport.....	9
At Victorian and Commonwealth level	10
Ethno-specific and multicultural services	10
Culturally appropriate care	10
Post-war migrants	11
New and emerging communities	11
Regional and rural Victoria.....	12
At Commonwealth level.....	12
Australian Government policies.....	12
Transition process of HACC in Victoria.....	13
Aged Care Gateway and Victoria	15
Consumer Directed Care	15
CHSP design.....	15
Residential Aged Care	17
Appendices.....	19
Appendix 1	19
References	20

Abbreviations and Terms

AIHW	Australian Institute of Health and Welfare
A&S	Access and Support
ASM	Active Service Model
ABS	Australian Bureau of Statistics
CALD	Culturally and Linguistically Diverse
CCDA	Centre for Cultural Diversity in Ageing
CDC	Consumer Directed Care
CHSP	Commonwealth Home Support Programme
DH	Department of Health (Victoria)
DSS	Department of Social Services
ECCV	Ethnic Communities' Council of Victoria
ESL	English as a Second Language
FECCA	Federation of Ethnic Communities' Councils of Australia
HACC	Home and Community Care
OMAC	Office of Multicultural Affairs and Citizenship
PAG	Planned Activity Group
SMRC	Southern Migrant and Refugee Centre
VMC	Victorian Multicultural Commission

Seniors from non-English speaking backgrounds

This document uses the term seniors from non-English speaking backgrounds which encompass people from non-main English speaking countries and those from culturally, religious, and linguistically diverse communities.

Foreword

ECCV's Multicultural Aged Care Strategy is designed to inform political parties in Victoria on effective ageing and aged care strategies directed at seniors from non-English speaking backgrounds and those from culturally, religious, and linguistically diverse communities.

The Ethnic Communities' Council of Victoria (ECCV) has been successfully lobbying government on behalf of multicultural communities. The major political parties in Victoria have expressed their bipartisan support for multiculturalism in Victoria, which has meant that it is incorporated into State Government business irrespective of the government of the day.

Victoria is the most culturally diverse state in Australia. Almost half of Victorians were either born overseas, or have a parent who was born overseas. Our parents and grandparents deserve to have equitable access to ageing and aged care services. Older people that migrated to Victoria from about 200 countries have significantly contributed to today's economic and social prosperity.

ECCV highlights that seniors from non-English speaking backgrounds have a human right to access services that respond to their cultural, linguistic, and spiritual preferences and needs.

This strategy has been developed by the ECCV Aged Care Policy Sub-committee. We thank the committee members for their commitment and invaluable input, and in particular Nikolaus Rittinghausen, ECCV Policy Officer Aged Care, for working under the guidance of the committee.

It is with pleasure that ECCV presents its *Multicultural Aged Care Strategy* to government, politicians across political parties, health professionals, ageing and aged care stakeholders, peak bodies and service providers. This strategy would promote the contribution and participation of older migrants in an age-friendly, cohesive and equitable community.

It is timely that the Victorian and Australian political parties and governments make ageing in multicultural communities a top political priority. ECCV commends this strategy to the Victorian Government and encourages Victorian politicians to commit to a Victoria that is inclusive of our older migrants.



Eddie Micallef
Chairperson



Marion Lau OAM JP
Deputy Chairperson
Convenor ECCV Aged Care Policy Sub-committee

Executive Summary

ECCV's Multicultural Aged Care Strategy is a response to the increasing cultural diversity of Victoria's older population. This strategy sets out key recommendations on a range of issues in ageing, aged care, and health at a State, State/Commonwealth and Commonwealth level.

ECCV recognises the long-term commitment by the Victorian State Government in designing culturally inclusive services, particularly in the Home and Community Care (HACC) program. Further, ECCV is aware that aged care policies are increasingly made at a Commonwealth level and impact on Victoria's multicultural population.

The strategy gives recommendations to enhance participation of seniors from non-English speaking backgrounds in community life and ensure equitable access to ageing and aged care services. The strategy is designed to assist decision makers in planning inclusive services, developing cultural diversity policies and enhancing their engagement with multicultural ageing populations.

The paper presents detailed recommendations on a range of ageing and aged care issues. The following is a summary of the key recommendations.

Key Recommendations

The ECCV recommends:

Victorian Government

- a) That the Victorian Government facilitates governance training and support to Victoria's ethnic and multicultural seniors clubs.
- b) That the Victorian Government introduces increases in senior pensioner concession rates for utilities and council fees.
- c) That the Victorian Government engages in a systematic initiative to address homelessness among seniors from non-English speaking backgrounds.
- d) That the Victorian Government encourages internet kiosks and computer literacy training targeted at older people from non-English speaking backgrounds.

Victorian and Federal Governments

- e) That the Victorian and Federal Governments provide a framework that support ethno-specific and multicultural services in building their capacity in delivering culturally responsive services.
- f) That the Victorian and Federal Governments make effective provisions in their health, ageing and aged care planning process to ensure services respond to the increasing cultural

diversity of the Victorian population.

- g) That the Victorian and Federal Governments facilitate evidence-based research into healthy ageing of older people from new and emerging communities.
- h) That the Victorian and Federal Governments facilitate access to culturally responsive ageing and aged care services in regional and rural Victoria.

Federal Government

- i) That the Federal Government establishes effective links between the *National Ageing and Aged Strategy for People from Culturally and Linguistically Diverse Backgrounds* and the Commonwealth Home Support (CHSP) Programme and promotes its implementation.
- j) That the Federal Government includes an *Access and Equity* framework as a key direction of the Commonwealth's ageing and aged care programs ensuring that services meet the preferences and needs of seniors from non-English speaking backgrounds.
- k) That the Federal Government introduces a subsidy in the CHSP for interpreting and translating services in Victoria building on the model of the Victorian *HACC Language Services Credit Line*.
- l) That the Federal Government ensures the continuation and strengthening of the *Access and Support* program directed at clients from non-English speaking backgrounds.
- m) That the Federal Government resources volunteer programs, provided by ethno-specific and multicultural organisations, for visiting isolated seniors at home.
- n) That the Federal Government establishes a Victorian-based CHSP Advisory Committee to ensure strong collaborative approaches with peak bodies and service providers.
- o) That the Federal Government links *My Aged Care* services to the Victorian *Access and Support* program to ensure equitable access of seniors from non-English speaking backgrounds to services.
- p) That the Federal Government provides incentives for the recruitment, training and retention of bilingual aged care staff through the CHSP.
- q) That the Federal Government integrates multicultural aged care policy initiatives as a key focus area in the CHSP.
- r) That the Commonwealth's Aged Care Standards and Accreditation Agency introduces a regulated cultural diversity framework in residential aged care.

Introduction

The number of seniors from non-English speaking backgrounds is rapidly growing in Australia, particularly in Victoria, and service provision and funding allocations need to respond to this diversity.

- About a third (31 per cent) of Victorians aged 65 and over are from non-English speaking backgrounds which is equivalent to about 220,000 people.
- 33 per cent of the Victorian population aged 75 to 84 is from non-English speaking backgrounds.
- There is a growing number of older people from new and emerging communities that have arrived in Australia more recently. Almost 100,000 people aged 55 and over are from new and emerging communities in Victoria and they have limited access to culturally appropriate ageing and aged care services.
- By 2021, more than 30 per cent of Australia's older population will be from non-English speaking backgrounds.

Recommendation 1

That the Victorian and Federal Governments strongly focus on designing and planning ageing and aged care services that are culturally inclusive.

At Victorian level

Victorian Government policies

ECCV acknowledges the long-term and sustainable commitment by the Victorian Government in supporting seniors from non-English speaking backgrounds to access services. Reforms such as person centred care through the Active Service Model (ASM) and diversity planning and practice of the Home and Community Care (HACC) Program are important initiatives for meeting the needs of older people from non-English backgrounds. In addition, the *Access and Support* (A&S) program plays a crucial role in improving service access for people from culturally and linguistically diverse backgrounds.

The Victorian HACC program and government provides funding targeted at seniors from non-English speaking backgrounds for programs and initiatives such as:

- *HACC Language Services Credit Line*;
- HACC diversity and planning practice guide;
- HACC *Access and Support* network and Policy Advocacy;
- Ethno-specific *Planned Activity Groups* (PAGs) and *Friendly Visiting* programs;
- *Participation for CALD Seniors* Grants;
- Victorian Multicultural Commission (VMC) Community Grants.

Recommendation 2

That the Victorian Government continues to enhance the access seniors from non-English speaking backgrounds have to health, ageing and aged care services.

Ethnic and multicultural seniors clubs

Ethnic and multicultural seniors clubs play an important role in multicultural communities as they are a place for socialising, active participation, communicating in one's first language, maintaining social-emotional wellbeing and receiving information on health related issues. Several ethnic and multicultural seniors clubs are experiencing difficulties in relation to governance and compliance, in particular:

- Succession planning issues;
- Increased club regulation;
- Financial and legal compliance; and
- Complex insurance regulation.

As a result some have been forced to close down in the last few years. ECCV highlights the importance of training in leadership skills, financial and legal compliance, and succession planning. Simple step-by-step guides need to be provided in plain English and multilingual formats for people from non-English speaking backgrounds for example on how to be a member of a committee, about incorporation rules and grant submission writing.

Recommendation 3

That the Victorian Government facilitates governance training and support to Victoria's ethnic and multicultural seniors clubs.

Pensioners

ECCV recognises the significant hardships facing senior pensioners as they struggle with rising cost of living and decreasing value of concessional discounts. ECCV's estimates indicate that the majority recipients of full aged pensions in Victoria are from non-English speaking backgrounds.

Recommendation 4

That the Victorian Government introduces increases in senior pensioner concession rates for utilities and council fees.

Homelessness

ECCV recognises the ongoing commitment by the Victorian Government on reducing homelessness. ECCV highlights that homeless persons are those

- Who are homeless;
- At the risk of homelessness; or
- Persons staying in temporary accommodation, rooming houses and severely overcrowded dwellings.

According to Australian Bureau of Statistics (ABS) figures, approximately 2,000 homeless persons in Victoria identified themselves as speaking English not well or not at all. ECCV is concerned that seniors from non-English speaking backgrounds in receipt of government pensions find the private rental market an unaffordable and unattainable accommodation option given their limited income and increasing competition in the private rental market. ECCV has also identified that mental health issues and financial elder abuse are some of the factors that contribute to the risk of homelessness of older people from non-English speaking backgrounds.

Recommendation 5

That the Victorian Government engages in a systemic initiative to address homelessness among seniors from non-English speaking backgrounds.

Workforce participation

ECCV believes it is vital to ensure workforce participation of older people from non-English speaking backgrounds. As more ethnic baby boomers are retiring along with the growing trend of people living healthier and longer, there is a need to provide opportunities for older people from non-English speaking backgrounds to retrain and re-enter the workforce. For example, they could be trained in certificate courses in aged care, as carers and in dementia support as they have the cultural and linguistic knowledge required to work with culturally diverse clients. This is also relevant to new and emerging ageing communities which need culturally specific workers.

Further, some older people lack the confidence to be retrained. One of the effective pathways is to provide an entry point to certificate courses through ESL classes in ethnic and multicultural organisations, followed by placement opportunities and job support.

Recommendation 6

That the Victorian Government provides incentives for recruitment, training and job placement initiatives for older people from non-English speaking backgrounds in ethnic and multicultural organisations.

Volunteering

ECCV is aware that many older people from non-English speaking backgrounds are committed to engage in voluntary work, however, there is often a lack of adequate volunteer opportunities and organisational structures in place that make use of the wealth of knowledge of older volunteers.

Recommendation 7

That the Victorian Government provides structural support for older people from non-English speaking backgrounds who wish to engage in voluntary work.

Technology and mature age learning

ECCV community consultations indicate that seniors from non-English speaking backgrounds are often less Internet savvy than English speakers. It is vital that training opportunities are provided for seniors from non-English speaking backgrounds, in order to improve access to the Internet. Taking part in life-long learning is becoming an important aspect of positive ageing. Many people came to Australia as refugees and displaced persons and have limited English and literacy levels. Learning about the Internet, *Skype*, *YouTube* and multilingual online podcasts provides them with access to lifelong learning in alternative formats and preferred languages as well as access to consumer driven e-Health programs. Also seniors often have ongoing needs for technical support such as necessary upgrades and changes in program design.

Recommendation 8

That the Victorian Government encourages internet kiosks and computer literacy training targeted at older people from non-English speaking backgrounds. Also, it is recommended that internet kiosks provide basic support on upgrading computer applications and how to use them.

Transport

Limited transport makes it difficult for non-English speaking older people to attend appropriate PAGs and ethnic senior citizens clubs especially in rural and regional Victoria. Geographical dispersal makes it cost-effective to provide same-language groups with transport support that crosses Local Government Area boundaries. This would assist non-English speaking older people to attend same-language groups.

Recommendation 9

That the Victorian Government provides easy access to transport and buses for older people from non-English speaking backgrounds that cross local government boundaries and in rural and regional areas.

At Victorian and Commonwealth level

Ethno-specific and multicultural services

Ethno-specific and multicultural ageing and aged care services provide vital care and social support to Victoria's multicultural community. They contribute significantly to the healthy ageing of a large proportion of the population and complement and work in partnership with mainstream services. According to *Victoria's Advantage: Unity Diversity Opportunity* of the Office of Multicultural Affairs and Citizenship (OMAC), 'adequately supported ethno-specific and multicultural organisations are an important part of a comprehensive service delivery'.

They have invaluable expertise in providing care that responds to cultural, linguistic, and spiritual preferences and needs of seniors from non-English speaking backgrounds. Also, ECCV highlights that documented community feedback and Monash University/ECCV research (titled *Mainstream Versus Ethno-Specific Services: It's Not an 'Either Or'*) indicate that seniors from non-English speaking backgrounds have often a strong preference for ethno-specific and multicultural services.

Recommendation 10

That the Victorian and Federal governments provide a framework that support ethno-specific and multicultural services in building their capacity in service delivery.

Culturally appropriate care

ECCV highlights that culturally appropriate care includes the following elements, in particular:

- Same language services;
- Cultural and spiritual care;
- Partnerships with ethno-specific and faith-based organisations;
- Employment of bilingual staff;
- Culturally specific dementia and palliative care;
- Culturally sensitive aged care assessment;
- Culturally appropriate food.

ECCV acknowledges the extensive work by the Centre for Cultural Diversity in Ageing over the past decades around the topic of culturally responsive ageing. The Victorian multicultural aged care sector has built on these resources.

Recommendation 11

That the Victorian and Federal governments make effective provisions in their health, ageing and aged care planning process to ensure services respond and are relevant to the increasing cultural diversity of the Victorian population.

Post-war migrants

The majority of the multicultural ageing population in Victoria is linked to Australia’s post war migration program following the end of World War II (See appendix 1). The largest communities are represented by seniors from Italian origin, followed by seniors of Greek origin. It is vital to ensure that these communities access services in a culturally appropriate manner. ECCV highlights that a healthy ageing multicultural community will lead to greater community harmony and reduce long term burdens on the health system.

Recommendation 12

That the Victorian and Federal governments significantly invest in services that foster healthy ageing of older migrants from non-English speaking backgrounds.

New and emerging communities

ECCV’s Discussion Paper *Building New Bridges - Strategies for Healthy Ageing in New and Emerging Communities* highlights that populations from new and emerging communities are increasingly moving into older age groups. These communities are new in the sense that they have mostly settled in Australia comparatively recently. They are emerging in that they are yet to experience the peak in their aged populations and increasingly will need access to ageing and aged care services. Also, smaller ethnic communities have the right to express and preserve their cultural identity. It is vital that new and emerging communities and smaller ethnic communities are included in the planning process of government to meet the needs of a wide range of communities.

Recommendation 13

That the Victorian and Federal governments include a wide range of multicultural communities in its aged care planning process, including those from new and emerging and smaller ethnic communities.

Recommendation 14

That the Victorian and Federal governments facilitate evidence-based research into healthy ageing of older people from new and emerging communities.

Regional and rural Victoria

A growing number of seniors from non-English speaking backgrounds in regional, rural and remote areas of Victoria need access to ageing and aged care services. ECCV suggests that the Victorian and Federal governments facilitate access to culturally responsive services of ageing multicultural communities in regional, rural, and remote areas of Victoria.

Recommendation 15

That the Victorian and Federal governments facilitate access to culturally responsive ageing and aged care services in regional and rural Victoria.

At Commonwealth level

Australian Government policies

The Australian Government's *Access and Equity* framework is an important policy to improve the cultural responsiveness of services delivered by the Australian Government. The *National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse Backgrounds* was released in December 2012. It acknowledges Australia's cultural diversity of the ageing population and has strategic goals such as culturally responsive aged care policies and programs. The full responsibility of the Victorian Home and Community Care (HACC) program for people aged 65 and above will transition to the Commonwealth Home Support Programme (CHSP) in July 2015. It is vital that the Australian Government ensures that services targeted at seniors from non-English speaking backgrounds will be delivered in a culturally responsive manner and that multicultural communities are included in the Commonwealth's aged care planning process.

Recommendation 16

That the Federal Government establishes effective links between the *National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse Backgrounds* and the Commonwealth Home Support (CHSP) Programme and promotes its implementation.

Recommendation 17

That the Federal Government includes an *Access and Equity* framework as a key direction of the Commonwealth's ageing and aged care programs ensuring that services meet the preferences and needs of seniors from non-English speaking backgrounds.

Transition process of HACC in Victoria

ECCV highlights that many services in the Victorian HACC program are vital for seniors from non-English speaking backgrounds. The current *HACC Language Services Credit Line* is important to facilitate access of seniors from non-English speaking backgrounds to aged care services. ECCV is concerned that a lack of targeted HACC funding for interpreting and translating services will place seniors from non-English speaking backgrounds at a serious disadvantage and lessen their opportunities to maintain their independence and links to the community. For that reason, ECCV asks the Commonwealth to introduce a language subsidy for services provided under the CHSP building on the model of the Victorian *HACC Language Services Credit Line*.

Recommendation 18

That the Federal Government introduces a subsidy in the CHSP for interpreting and translating services in Victoria building on the model of the Victorian *HACC Language Services Credit Line*.

Further, ECCV community consultations have shown that seniors from non-English speaking backgrounds encounter social isolation and have varying levels of English. Bilingual and bicultural *Access and Support* workers assist seniors from non-English speaking backgrounds to navigate the HACC system and link them to HACC services. Members of the ethnic and multicultural community aged care sector have emphasised how vital the face to face element of the *Access and Support* roles are; as relevant details of clients from non-English speaking backgrounds are often missed over the phone. ECCV recommends that the *Access and Support* program will be enhanced in Victoria.

Recommendation 19

That the Federal Government ensures the continuation and strengthening of the *Access and Support* program directed at clients from non-English speaking backgrounds.

ECCV believes that diversity planning in the current Victorian HACC program is vital in order to sensitise mainstream providers to respond to diversity. ECCV suggests including diversity planning mechanisms in the CHSP.

Recommendation 20

That the Federal Government incorporates diversity planning practices into the CHSP.

ECCV community feedback indicates that social isolation is a common issue among seniors from non-English speaking backgrounds. Ethno-specific and multicultural *Friendly Visiting* programs in Victoria provide vital same language social support for seniors from non-English speaking backgrounds and therefore it is important that multicultural agencies are resourced in delivering these volunteer programs beyond June 2015.

Recommendation 21

That the Federal Government resources volunteer programs, provided by ethno-specific and multicultural organisations, for visiting isolated seniors at home.

ECCV also highlights the importance of ongoing, formalised consultation with the aged care sector in Victoria. It is vital that the Department of Social Services consults on a regular basis to ensure ongoing dialogue between the Government, peak bodies and service providers. ECCV and multicultural aged care service providers would like to create and strengthen relationships with the Department of Social Services. ECCV suggests the establishment of a Victorian based CHSP Advisory Committee that brings together aged care peak bodies and stakeholders. Such a committee is vital for the Victorian aged care sector in getting updated on and adapting to the transition. It will further enhance a collaborative approach across the Victorian aged care sector and with the Commonwealth Department of Social Services.

Recommendation 22

That the Federal Government establishes a Victorian based CHSP Advisory Committee to ensure strong collaborative approaches with peak bodies and service providers.

ECCV further emphasises that agencies, such as in the multicultural sector, will be seriously financially disadvantaged if a group insurance cover is not provided by the Commonwealth. Under the current state arrangements in Victoria, insurance is provided for all HACC funded agencies. ECCV advocates for a continuation of group insurance cover for CHSP services providers in Victoria.

Recommendation 23

That the Commonwealth provides group insurance cover for agencies, particularly for smaller specialist providers, through the CHSP.

Aged Care Gateway and Victoria

ECCV acknowledges that the *My Aged Care* website has a number of translations in community languages and applauds the Commonwealth on this initiative. ECCV highlights the importance of linking the *My Aged Care* services to the *Victorian Access and Support* program to ensure equitable access of seniors from non-English speaking backgrounds to ageing and aged care services.

Recommendation 24

That the Federal Government links *My Aged Care* services to the *Victorian Access and Support* program in order to ensure equitable access of seniors from non-English speaking backgrounds to services.

There is a risk that seniors from non-English speaking backgrounds will not access services directly through the *My Aged Care* contact centre or website due to issues of language, literacy, and trust. Ethno-specific and multicultural agencies are often the first port of call for seniors from non-English speaking backgrounds. ECCV suggests setting up ethno-specific and multicultural brokerage services to link clients to *My Aged Care*.

Recommendation 25

That the Federal Government facilitates the development of ethno-specific and multicultural brokerage services to link clients to *My Aged Care*.

Consumer Directed Care

ECCV highlights that under the Consumer Directed Care (CDC) model, clients from non-English speaking backgrounds lose out on vital services as agencies have to bear the cost for interpreting out of the client's care package. ECCV suggests introducing a language supplement for interpreting services to ensure equitable access to CDC packages.

Recommendation 26

That the Federal Government introduces a supplement for interpreting services in CDC.

CHSP design

Care coordination

ECCV highlights that it is vital for the wellbeing of seniors that care coordination is undertaken in a culturally and linguistically appropriate manner. Multicultural services have invaluable expertise in client care coordination.

ECCV is concerned that consumers from non-English speaking backgrounds will miss out on appropriate support if client coordination is not funded under the CHSP. Ethno-specific and multicultural services have a small workforce with part time employees or volunteers and will not have the resources for care coordination without any financial support. ECCV advocates for continued funding for client care coordination under the CHSP.

Recommendation 27

That the Federal Government funds care coordination under the CHSP in order to link seniors from non-English speaking backgrounds effectively to services and ensure equitable uptake.

Funding models

ECCV is concerned about equitable access to funding in the design of the CHSP. ECCV highlights that particularly ethno-specific and multicultural aged care agencies find it extremely challenging to compete with *big players* in the aged care industry. Ethno-specific agencies have invaluable expertise in delivering services to seniors from non-English speaking backgrounds. ECCV emphasises that this specialist knowledge needs to be preserved and fully utilised in the CHSP. ECCV suggests that the Australian Government makes provisions that support specialist providers in implementing flexible funding models.

Recommendation 28

That the Federal Government applies flexible funding models in the CHSP. ECCV suggests assessing each organisation individually to ensure that providers have capacity to implement funding models appropriately.

Culturally responsive workforce

ECCV believes that the CHSP needs to focus on workforce development issues in the multicultural aged care sector. Bilingual and bicultural nurses and care staff from non-English speaking backgrounds bring valuable diversity skills to the aged care industry. There is a growing untapped market of multicultural Victorians who are attracted to targeted aged care training programs delivered through certified Registered Training Organisations in ethnic and multicultural agencies. ECCV suggests facilitating aged care training opportunities for people from non-English speaking backgrounds to maintain a culturally responsive workforce.

Recommendation 29

That the Federal Government provides incentives for the recruitment, training and retention of bilingual aged care staff through the CHSP.

ECCV further highlights the importance of embedding cultural competency training in the CHSP to ensure that all staff has an understanding of the needs of older people from non-English speaking backgrounds and how to provide culturally appropriate care.

Recommendation 30

That the Federal Government embeds cultural competency training in the design of the CHSP to enhance the capacity of staff and managers to provide culturally responsive care.

Policy advocacy

ECCV plays a strong role in communicating and engaging with Victoria’s multicultural aged care sector to facilitate better access to services and provide advice to Governments. ECCV believes that such important policy advocacy should be integrated into the CHSP. In addition, ECCV communicates best practice in culturally responsive care to the wider Victorian community through its aged care magazine *Golden Years* and its newsletter to seniors *Our Golden Years*.

Recommendation 31

That the Federal Government integrates multicultural aged care policy initiatives as a key focus area in the CHSP.

Residential Aged Care

ECCV welcomes the Working Paper by the Australian Institute of Welfare on *Cultural and linguistic diversity measures in aged care* and commends its recommendations to develop CALD measures to support the objectives of *the National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse Backgrounds*.

ECCV highlights that being a non-English speaking resident in a mainstream aged care facility can be an isolating and lonely experience. While Residential Aged Care and Accreditation Standards include expected outcomes that foster positive cultural competencies, they are not adequately embedded in the day-to-day operations of many facilities.

Recommendation 32

That the Commonwealth’s Aged Care Standards and Accreditation Agency introduces a regulated cultural diversity framework. It is recommended that this framework will be incorporated into the overall operations of residential aged care facilities.

ECCV also highlights the importance of partnerships between residential aged care facilities and multicultural community organisations. The *Cultural and Spiritual Policies and Practices Review Tool* by the Southern Migrant and Refugee Centre (SMRC) for example, featured in ECCV's *Golden Years* edition 117, enhances collaboration and cultural responsiveness in a residential care setting. It builds on existing models of the Centre for Cultural Diversity in Ageing.

Recommendation 33

That the Federal Government facilitates collaboration among residential care facilities and multicultural community organisations to enhance cultural responsiveness.

Appendices

Appendix 1

Top 10 multicultural ageing communities in Victoria based on country of origin (ABS 2011 Census):

Top 10	Ethnic group	Culturally diverse population aged 65 and over in total numbers
1	Italian	45,400
2	Greek	29,300
3	German	11,800
4	Dutch	10,700
5	Maltese	8,900
6	Chinese	8,000
7	Croatian	6,900
8	Indian	6,300
9	Polish	6,200
10	Vietnamese	5,300

ECCV aged care unit - 2011 Census summary (adapted ABS data)

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