Aged Care cracks served CALD!

Monday, 30 September 2013

Speaker: Rosa Colanero
Chief Executive Officer, Multicultural Aged Care Inc.
Aged Care cracks served CALD!

This session will explore:

– What are aged care services?
– Where and What are the cracks?
– What can make aged care services culturally appropriate?
– How increasing cultural knowledge, skills and competencies engages effectively with CALD older people and fills the cracks.
Through a range of Aged Care Programs: Home Support (formerly Home and Community Care/HACC) and Packaged Home Care ...

...the DSS (formerly DoHA), funds approved service providers to develop and deliver aged care services for people over the age of 65...
<table>
<thead>
<tr>
<th>Aged Care Services include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home maintenance</td>
</tr>
<tr>
<td>Transport</td>
</tr>
<tr>
<td>Domestic Assistance</td>
</tr>
<tr>
<td>Respite</td>
</tr>
<tr>
<td>Centre based activities</td>
</tr>
<tr>
<td>Social Support</td>
</tr>
<tr>
<td>Meals</td>
</tr>
<tr>
<td>Personal Care</td>
</tr>
<tr>
<td>Carer support</td>
</tr>
</tbody>
</table>
Aged Care Services also include:

Packaged Home Care services; now served with Consumer Directed Care

and

Residential care
Number of people aged 65 years and over,
by age group, 2012 to 2050
Aged Care services priorities include:

- choice and control
- easier access to a full range of aged care services
- where older people want it and when they need it
- support and care in the home
- better access to residential care
- more support for those with dementia
- strengthening the aged care workforce
National CALD Strategy...

- Ensuring equitable access to high quality, culturally appropriate aged care for people from CALD backgrounds
- Responding to the particular circumstances of people from CALD backgrounds
- Implementing the activities outlined in the *Living Longer, Living Better* aged care reform package and assist in guiding future funding priorities
Culturally & Linguistically Appropriate Care

- Is targeted care: reflective of and responsive to the cultural, linguistic and spiritual needs of the person
- Uses cultural and linguistic characteristics, experiences and perspectives of ethnically diverse people to deliver aged care services more effectively
### 12 Largest birthplace groups

<table>
<thead>
<tr>
<th>Birthplace</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Italy</td>
<td>20,711</td>
</tr>
<tr>
<td>India</td>
<td>18,742</td>
</tr>
<tr>
<td>China</td>
<td>15,933</td>
</tr>
<tr>
<td>Vietnam</td>
<td>12,026</td>
</tr>
<tr>
<td>Germany</td>
<td>11,408</td>
</tr>
<tr>
<td>Greece</td>
<td>9,757</td>
</tr>
<tr>
<td>Philippines</td>
<td>8,858</td>
</tr>
<tr>
<td>Netherlands</td>
<td>7,281</td>
</tr>
<tr>
<td>Malaysia</td>
<td>6,950</td>
</tr>
<tr>
<td>South Africa</td>
<td>6,208</td>
</tr>
<tr>
<td>Poland</td>
<td>5,548</td>
</tr>
<tr>
<td>Korea</td>
<td>3,397</td>
</tr>
</tbody>
</table>
### Top source countries for new arrivals

South Australia, ABS 2011 Census: Birthplace, Number

<table>
<thead>
<tr>
<th>Country</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Born elsewhere</td>
<td>6,748</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>5,899</td>
</tr>
<tr>
<td>China</td>
<td>2,629</td>
</tr>
<tr>
<td>India</td>
<td>2,011</td>
</tr>
<tr>
<td>South Africa</td>
<td>1,277</td>
</tr>
<tr>
<td>New Zealand</td>
<td>1,264</td>
</tr>
<tr>
<td>Malaysia</td>
<td>903</td>
</tr>
<tr>
<td>Philippines</td>
<td>903</td>
</tr>
<tr>
<td>Korea</td>
<td>647</td>
</tr>
<tr>
<td>Vietnam</td>
<td>611</td>
</tr>
<tr>
<td>United States of America</td>
<td>556</td>
</tr>
<tr>
<td>Hong Kong</td>
<td>353</td>
</tr>
</tbody>
</table>
### Potentially big communities of the future

South Australia, ABS 2011 Census: Birthplace, Number 2006-2011

<table>
<thead>
<tr>
<th>Country</th>
<th>Number 2006</th>
<th>Number 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>India</td>
<td>6,830</td>
<td>18,742</td>
</tr>
<tr>
<td>China</td>
<td>8,082</td>
<td>15,933</td>
</tr>
<tr>
<td>Philippines</td>
<td>5,440</td>
<td>8,858</td>
</tr>
<tr>
<td>South Africa</td>
<td>4,489</td>
<td>6,208</td>
</tr>
<tr>
<td>Malaysia</td>
<td>5,342</td>
<td>6,950</td>
</tr>
<tr>
<td>New Zealand</td>
<td>11,366</td>
<td>12,850</td>
</tr>
</tbody>
</table>
### Birthplace - % aged 65 & over

South Australia, ABS 2011 Census: Birthplace, % aged 65 & over

<table>
<thead>
<tr>
<th>Country</th>
<th>% Aged 65+</th>
<th>Country</th>
<th>% Aged 65+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Latvia</td>
<td>89</td>
<td>Italy</td>
<td>55</td>
</tr>
<tr>
<td>Lithuania</td>
<td>81</td>
<td>Greece</td>
<td>51</td>
</tr>
<tr>
<td>Estonia</td>
<td>80</td>
<td>Austria</td>
<td>42</td>
</tr>
<tr>
<td>Ukraine</td>
<td>67</td>
<td>Germany</td>
<td>39</td>
</tr>
<tr>
<td>Slovenia</td>
<td>64</td>
<td>Myanmar</td>
<td>37</td>
</tr>
<tr>
<td>Hungary</td>
<td>58</td>
<td>Poland</td>
<td>37</td>
</tr>
</tbody>
</table>
CALD Ageing in SA

2006
- 49,000 people aged 65+ born in NES country
- (21% of total 65+ population)
- 1 in 4 older CALD population aged 80+

2016
- 58,000 people aged 65+ born in NES country
- (20% of total 65+ population)
- 1 in 3 older CALD population aged 80+

Australian Institute of Health and Welfare, 2006
What about CALD older people?

- Well represented in the over 65/80 age cohorts
- Presence for next 30 years+
- Diversity will continue and increase
- Demonstrate and reflect regional demographics
- Less proficient in speaking English... (women)
- Reverting to primary languages and cultures
- Accessing some services
- Preferring some services provided
What do they want as they age?

- Stay at home with family and in the community
- Participate in family and community activities
- Accompanied to appointments; shopping; events
- Enjoy a long life: healthy and wise
- Eat their preferred foods; when they want
- Communicate in their own language
- Celebrate their traditional cultural and spiritual rituals
- Be looked after by family when they are sick
Aged Care Services include:

Home maintenance  Social support
Transport        Meals
Domestic assistance  Personal care
Respite          Carer support
Centre based activities
Aged Care services available +

evidence based reports and statistics

AND what older CALD people want
Culture, Values, Attitudes

Prescribe meanings to

- Celebrations
- Expression of feelings and emotion
- Folk and traditional behaviours, items
- Food preferences
- Gender roles
- Personal space and time
- Religious, spiritual and ethical rituals
- Social rituals: ways of addressing people e.g. managers, older people, children
Anticipate that CALD older people may aspire to:

- live with family
- see and talk to family members several times a day
- engage family members in decision making
- be accompanied to appointments, events...
Acquire

• Person centred & cultural specific details
• Core cultural content knowledge
• Person specific responses to questions
• Clarification of assumptions
...CALD perspectives

**Apply** knowledge, cultural content

**Adjust** actions, behaviours
Filling in the CALD crack:

- Developing understandings about culture, our own cultural self and cultural compass
- Building knowledge and understandings about core cultural content and contexts
- Recognising, respecting, responding to and reflecting the cultural and linguistic diversity in our communities, workplaces...
- Working, living, communicating effectively in intercultural settings
What can we do about that?
Principles for Cultural Intelligence include:

- Assume
- Acknowledge
- Access
- Aspire
- Affirm
- Agree
- Attribute
– **Anticipating** cultural content knowledge, skills and competencies
– **Acquiring** cultural experiences, knowledge and understandings
– **Applying** cultural content factors to knowledge, skills and competencies
– **Adjusting** behaviours: being mindful of cultural content and checking assumptions
Connect the dots...

- Anticipate diversity
- Adjust assumptions
- Acquire cultural information
- Apply knowledge
Contact MAC

Information, resources and training opportunities

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Email: macsa@mac.org.au

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