An Introduction to Inclusive Care

Providing inclusive care allows current aged care services to be more diverse and inclusive for everyone.

The key principles to an inclusive approach are:

• commitment to understanding and addressing diversity;

• supporting the intersectionality of all diverse groups;

• educating our communities;

• commitment to removing barriers; and

• flexible, responsive and adaptive approaches with all clients[1].

According to the Aged Care Diversity Framework of the Australian Government Department of Health, older Australians (see image below) must have appropriate, accessible, and sensitive aged care services that cater to their individual needs and preferences[2].

Financially or socially disadvantaged

Living in rural or remote areas

Veterans

Culturally and Linguistically Diverse

Homeless or at risk of becoming homeless

Aboriginal and Torres Strait Islander

Care leavers

Living with cognitive impairment including dementia

Parents separated from their children by forced adoption or removal

Living with disability

Experiencing mental health problems and mental illness

Lesbian, gay, bisexual, transgender and intersex

1. Centre for Cultural Diversity in Ageing, (2021)
2. Department of Health, (2017)

Topic 1: An Introduction to Inclusive Care

We have pulled information from the Aged Care Diversity Framework and combined best practice examples and tips to help you get started on your journey in providing inclusive care.

OUTCOME FOR CONSUMERS	ACTION REQUIRED BY AGED CARE PROVIDERS	BEST PRACTICE EXAMPLES & TIPS
1. MAKING INFORMED CHOICES Older people have easily accessible information about the aged care system and services that they understand and find the information helpful to exercise choice and control over the care they receive[2].	Provide information in an appropriate format, through different forms (online/hardcopy/verbal/newsletter) and in a language the consumer understands[4].	• Staff know how to access interpreting services. • Translating and Interpreting Service (TIS) National • Contact TIS National on 1300 575 847 to know more. • Staff know how to access advocacy services. • Older Person Advocacy Network (OPAN) • Contact OPAN on 1800 700 600.
2. ADOPTING SYSTEMATIC APPROACHES TO PLANNING AND IMPLEMENTATION Older people are active partners in the planning and implementation of the aged care system[2].	Engage consumers in a culturally safe, supportive environment that enables them to participate as active partners, as well as articulate their individual needs[2].	• Seek information about your clients' cultural traditions or religion and their families/carers that poses significant meaning to them[1].
3. ACCESSIBLE CARE AND SUPPORT Older people in rural, remote, regional, and metropolitan Australia have access to aged care services and supports appropriate to their diverse characteristics and life experiences[2].	Collaborate with stakeholders to find and overcome barriers in accessing the aged care system[2].	Access resources that provide insight on different languages, ethnic or religious traditions and migration/refugee experiences of older migrants in Australia[1]. • Use the Cultural Atlas as a starting point to know more about diverse cultural backgrounds of Australia's migrant populations (https://culturalatlas.sbs.com.au/)
4. SUPPORTING A PROACTIVE AND FLEXIBLE SYSTEM A proactive and flexible aged care system that responds to the needs of existing and emerging diverse groups, including an increasingly diverse aged care workforce[2].	Engage with the local community and stakeholders to find emerging needs and how service delivery models can be adapted to embrace those needs, including how the organisation's workforce demonstrates an inclusive approach to care[2].	Hire and promote access to bilingual staff (professionals, allied health and social work personnel, and care workers) who speak languages that are responsive to and reflective of the preferred languages of the consumer.

1. Centre for Cultural Diversity in Ageing, (2022)
2. Department of Health, (2019)

OUTCOME FOR CONSUMERS	ACTION REQUIRED BY AGED CARE PROVIDERS	BEST PRACTICE EXAMPLES & TIPS
5. RESPECTFUL AND INCLUSIVE SERVICES A proactive and flexible aged care system that responds to the needs of existing and emerging diverse groups, including an increasingly diverse aged care workforce[1].	Seek out, develop, and use tools, training and information that support delivery of care that is inclusive of diverse characteristics and life experiences[1].	Centre for Cultural Diversity in Ageing has created Multilingual resources to support the delivery of inclusive care. Access the free resources here: http://www.culturaldiversity.com.au/service-providers/multilingual-resources
6. MEETING THE NEEDS OF THE MOST VULNERABLE Older people can access high quality and culturally safe aged care services and supports that meet their needs irrespective of their personal, social, or economic vulnerabilities[1].	Provide inclusive service models to address the needs of the most vulnerable, and work with other stakeholders to ensure the full spectrum of needs are met[1].	Start by getting familiar with national policies and initiatives that help meet the specific needs of diverse older people. • Aged Care Act 1997 (https://www.legislation.gov.au/Details/C2017C00241) • Aged Care Quality Standards (https://www.agedcarequality.gov.au/providers/standards) • Aged Care Diversity Framework (https://www.health.gov.au/resources/publications/aged-care-diversity-framework)

RESOURCES

Centre for Cultural Diversity in Ageing. (2021). *Inclusive Service Standards (Second Edition)*. http://www.culturaldiversity.com.au/documents/inclusive-service-standards//1434-inclusive-service-standards-second-edition-1/file

Centre for Cultural Diversity in Ageing. (2022). Practice Guides - Culture-Specific Information. http://www.culturaldiversity.com.au/images/CCDA-inclusive-service-standards-v2-corrections.pdf

Department of Health. (2017). *Aged Care Diversity Framework*. Australian Government. https://www.health.gov.au/resources/publications/aged-care-diversity-framework

Multicultural Aged Care. (2019). *A guide to best practice care: Supporting diversity within aged and community care*. MAC-A-GUIDE_25.06.19.pdf

OPAN: Older Person Advocacy Network. https://opan.org.au/