

## The National CALD Ageing and Aged Care Strategy Review Survey: Summary report

This report was created on Wednesday 03 May 2017 at 11:24.

The consultation ran from 30/03/2017 to 28/04/2017.

### Contents

Question 1: Are you completing this survey as:	3
Are you completing this survey as:	3
Question 2: Before receiving notification of this survey, were you or your organisation aware of the existence of the National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse (CALD) Backgrounds (the Strategy)?	3
Before receiving notification of this survey, were you or your organisation aware of the existence of the National Lesbian, Gay, Bisexual, Transgender and Intersex Ageing and Aged Care Strategy (the Strategy)?	3
Question 3: What is your organisation type?	4
Is your organisation a:	4
If Other, please specify:	4
Question 4: How well prepared is your organisation to meet the needs of CALD consumers (you should consider this in the context of increased consumer choice)?	4
How well prepared is your organisation to meet the needs of LGBTI consumers (you should consider this in the context of increased consumer choice)?	4
Question 5: Does your organisation identify as providing inclusive services for people with diverse cultural and linguistic needs?	5
Inclusiveness	5
Question 6: If Yes, does your organisation have:	5
If Yes, does your organisation have:	5
If Other, please specify:	5
Question 7: What type(s) of aged care does your organisation provide?	6
What care type(s) of aged care does your organisation provide?	6
If Other, please specify:	6
Question 8: Is your organisation a:	6
Is your organisation a:	6
If Other, please specify:	6
Question 9: Does your organisation identify as primarily providing care for specific CALD communities (e.g., Italian, Vietnamese, etc)?	7
Provide to specific CALD communities?	7
If yes, please list the CALD communities.	7
Question 10: If your organisation is NOT CALD-specific, do you have measures in place to meet the needs of people from CALD backgrounds and ensure that their care is appropriate to those needs?	7
Providers - Are measures in place for CALD people	7
If yes, please provide additional detail on the measures your organisation has in place	7
Question 11: As an aged care provider how well do you think the aged care sector has been supported to deliver CALD inclusive services?	7
As an aged care provider do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?	7
Question 12: Which term best describes the group represented by your organisation?	8
Which group is represented by your organisation?	8
If Other, please specify:	8
Question 13: As an organisation, how well do you think the aged care sector has been supported to deliver CALD-inclusive services?	8
As a community or peak body organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?	8
Question 14: Which group is primarily represented by your organisation, if any?	9
Which group is represented by your organisation?	9
If Other, please specify	9
Question 15: As an organisation, how well do you think the aged care sector has been supported to deliver CALD inclusive services?	10
As an organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?	10
Please explain your response:	10
Question 16: Please enter your name (this question is voluntary).	10



Please state your name (not required).	10
<b>Question 17: Please state your age.</b>	10
Please state your age.	10
<b>Question 18: Are you:</b>	11
Are you:	11
If other, please specify (individual)	11
<b>Question 19: What type of aged care service is used by you, the person you provide care to, or your family member?</b>	11
What type of aged care service do you consume or your family/friend consumes or you provide care for?	11
If Other, please specify:	12
<b>Question 20: How prepared do you think the aged care sector is to meet the needs of the CALD individuals and communities?</b>	12
How prepared do you think the aged care sector is to meet the needs of CALD people and communities?	12
<b>Question 21: Do you, the person you provide care for, or your family member identify as having a CALD background?</b>	12
Do you have CALD background?	12
If you selected yes and wish to provide this information, please enter your country of birth:	12
<b>Question 22: Is English the preferred language for you, the person you provide care for, or your family member using aged care services?</b>	13
Is English the preferred language?	13
If no, please specify your preferred language	13
<b>Question 23: Do you, the person you provide care for, or your family member accessing aged care services identify with any other special needs groups?</b>	13
Do you or the person you provide care for identify with any other special needs groups?	13
<b>Question 24: In regard to aged care services for CALD people in Australia, what level of improvement have you seen or experienced against the Strategy's principles since 2012?</b>	14
In regard to aged care services to CALD people in Australia, what level of improvement have you seen or experienced against the Strategy's principles since 2012? - Inclusion	14
In regard to aged care services to CALD people in Australia, what level of improvement have you seen or experienced against the Strategy's principles since 2012? - Empowerment	15
In regard to aged care services to CALD people in Australia, what level of improvement have you seen or experienced against the Strategy's principles since 2012? - Access and Equity	15
In regard to aged care services to CALD people in Australia, what level of improvement have you seen or experienced against the Strategy's principles since 2012? - Quality	16
In regard to aged care services to CALD people in Australia, what level of improvement have you seen or experienced against the Strategy's principles since 2012? - Capacity Building	16
<b>Question 25: Can you provide any examples or details of why you selected the above?</b>	17
Can you provide any examples or details of why you selected the above?	17
<b>Question 26: Do you feel these principles should continue in other aged care reforms, such as a broader Aged Care Diversity Framework?</b>	17
Do you feel the principles are appropriate moving forward?	17
What if any changes to the principles would you make?	17
<b>Question 27: In regard to aged care services for CALD people in Australia, what level of improvement have you seen or experienced against the Strategy's goals since 2012?</b>	17
In regard to aged care services for CALD people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 1	17
In regard to aged care services for CALD people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 2	18
In regard to aged care services for CALD people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 3	18
In regard to aged care services for CALD people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 4	19
In regard to aged care services for CALD people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 5	19
In regard to aged care services for CALD people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 6	20
<b>Question 28: Can you provide any examples or details of why you selected the above?</b>	20
Can you provide any examples or details of why you selected the above?	20
<b>Question 29: Do you feel these goals should continue in other aged care reforms, such as a broader Aged Care Diversity Framework?</b>	20
Do you feel the goals are appropriate moving forward?	20
What if any changes to the goals would you make?	21



Question 30: Do you think the Strategy has contributed towards making aged care more accessible and inclusive to people from CALD backgrounds? 21

Do you think the Strategy has contributed towards making aged care more accessible and inclusive to people who identify as LGBTI? 21

Question 31: Are there any other comments you would like to make, about this Strategy is particular or aged care for people from CALD backgrounds in general? 21

Are there any other comments you would like to make? 21

Question 32: What themes or issues do you believe the Diversity Framework should include/address? If you would like to respond, please provide details below. 21

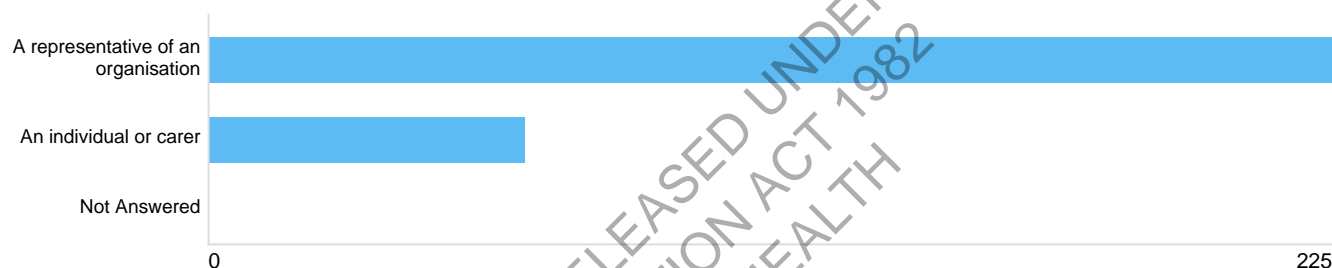
What themes or issues do you believe the Diversity Framework should include/address? Please provide details. 21

Question 33: What issues or specific actions do you believe should be included in the CALD action plan that will be developed under the Aged Care Diversity Framework? If you would like to respond, please provide details below. 21

What issues or specific actions do you believe should be included in the LGBTI Aged Care Action Plan that will be developed under the Diversity Framework? 21

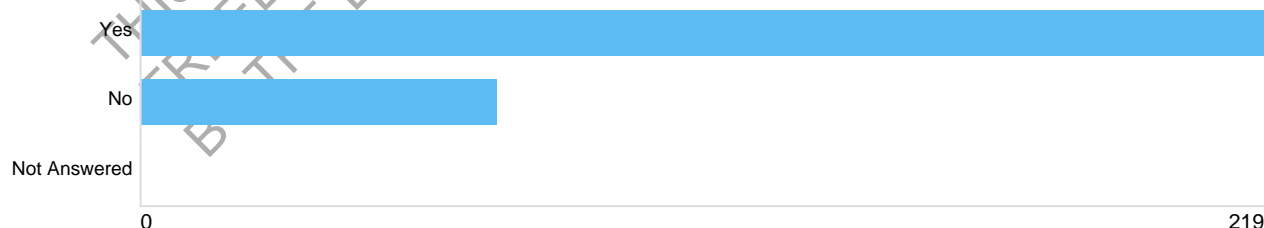
### Question 1: Are you completing this survey as:

*Are you completing this survey as:*



### Question 2: Before receiving notification of this survey, were you or your organisation aware of the existence of the National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse (CALD) Backgrounds (the Strategy)?

*Before receiving notification of this survey, were you or your organisation aware of the existence of the National Lesbian, Gay, Bisexual, Transgender and Intersex Ageing and Aged Care Strategy (the Strategy)?*

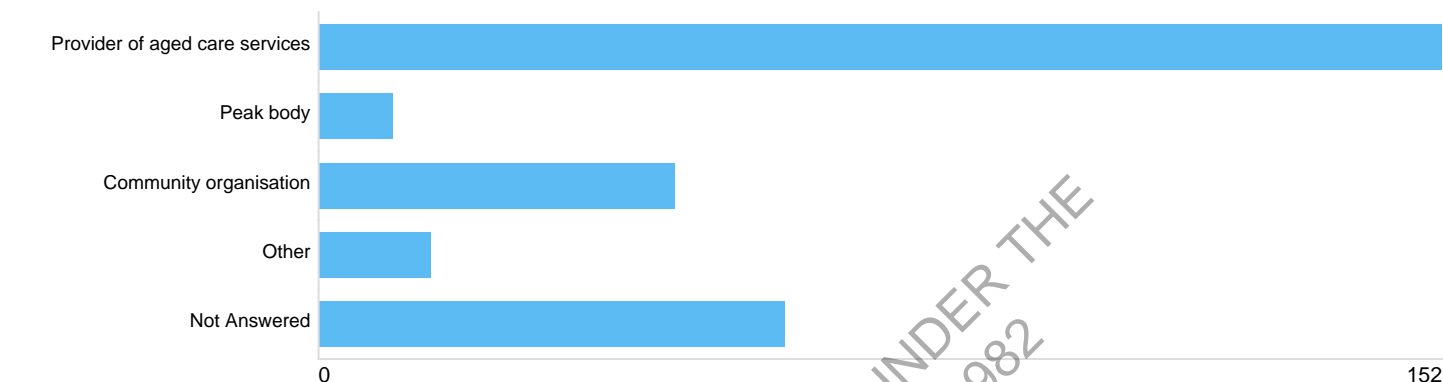




Option	Total	Percent
Yes	219	76.04%
No	69	23.96%
Not Answered	0	0%

### Question 3: What is your organisation type?

*Is your organisation a:*



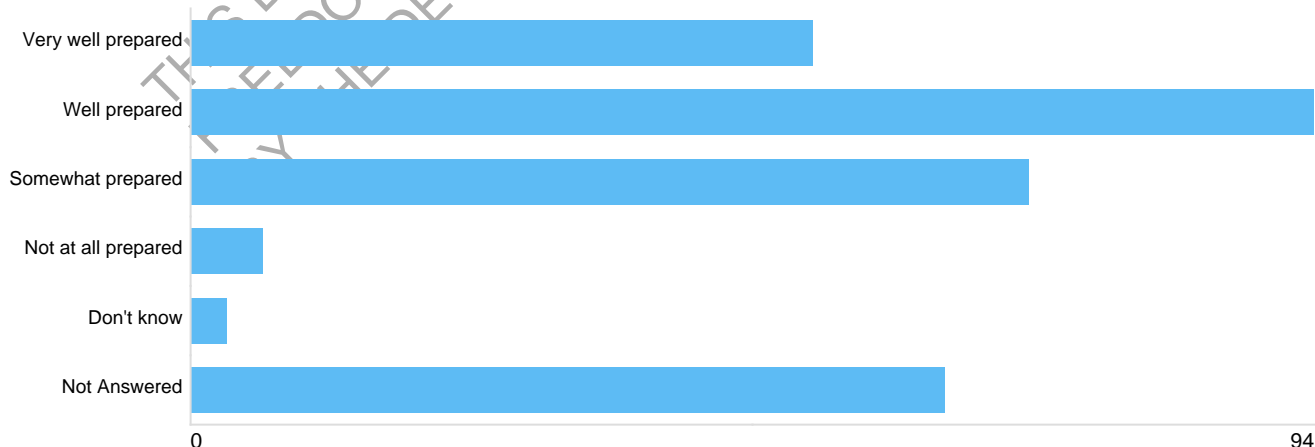
Option	Total	Percent
Provider of aged care services	152	52.78%
Peak body	10	3.47%
Community organisation	48	16.67%
Other	15	5.21%
Not Answered	63	21.88%

*If Other, please specify:*

There were **22** responses to this part of the question.

### Question 4: How well prepared is your organisation to meet the needs of CALD consumers (you should consider this in the context of increased consumer choice)?

*How well prepared is your organisation to meet the needs of LGBTI consumers (you should consider this in the context of increased consumer choice)?*

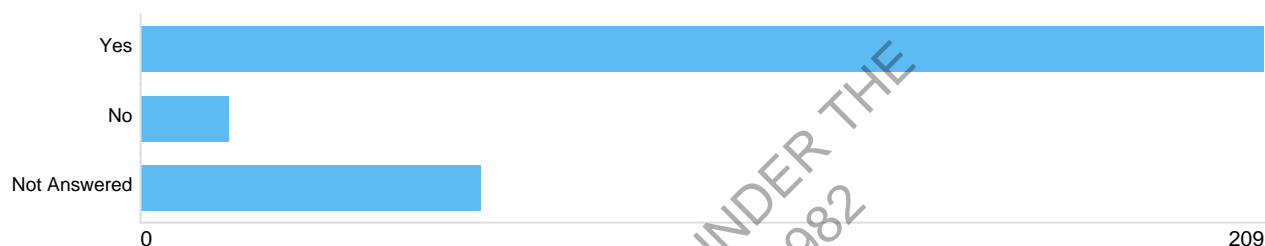




Option	Total	Percent
Very well prepared	52	18.06%
Well prepared	94	32.64%
Somewhat prepared	70	24.31%
Not at all prepared	6	2.08%
Don't know	3	1.04%
Not Answered	63	21.88%

**Question 5: Does your organisation identify as providing inclusive services for people with diverse cultural and linguistic needs?**

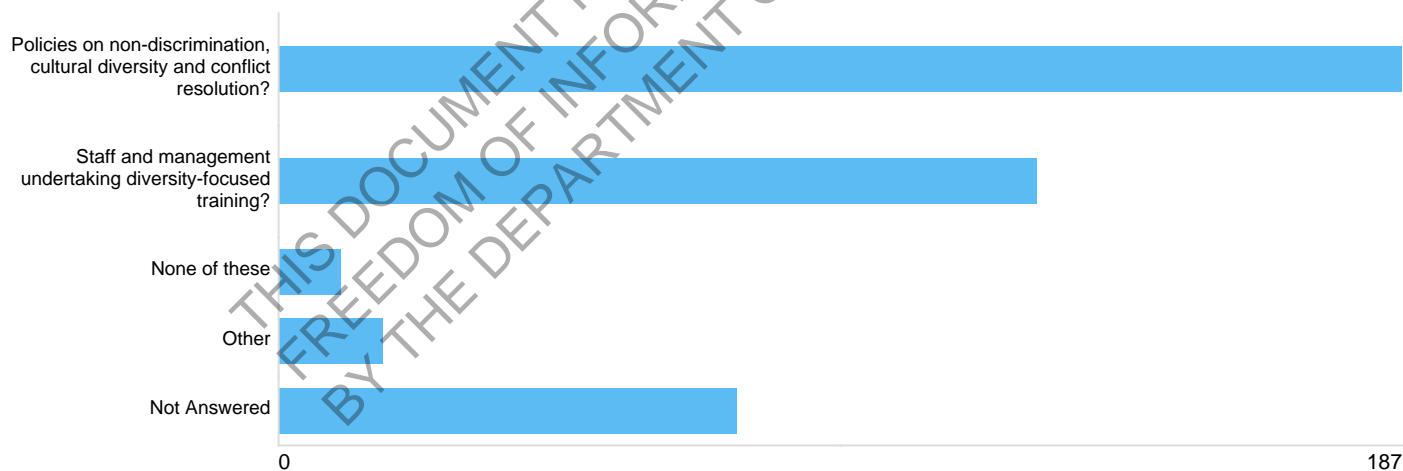
**Inclusiveness**



Option	Total	Percent
Yes	209	72.57%
No	16	5.56%
Not Answered	63	21.88%

**Question 6: If Yes, does your organisation have:**

**If Yes, does your organisation have:**



Option	Total	Percent
Policies on non-discrimination, cultural diversity and conflict resolution?	187	64.93%
Staff and management undertaking diversity-focused training?	126	43.75%
None of these	10	3.47%
Other	17	5.90%
Not Answered	76	26.39%

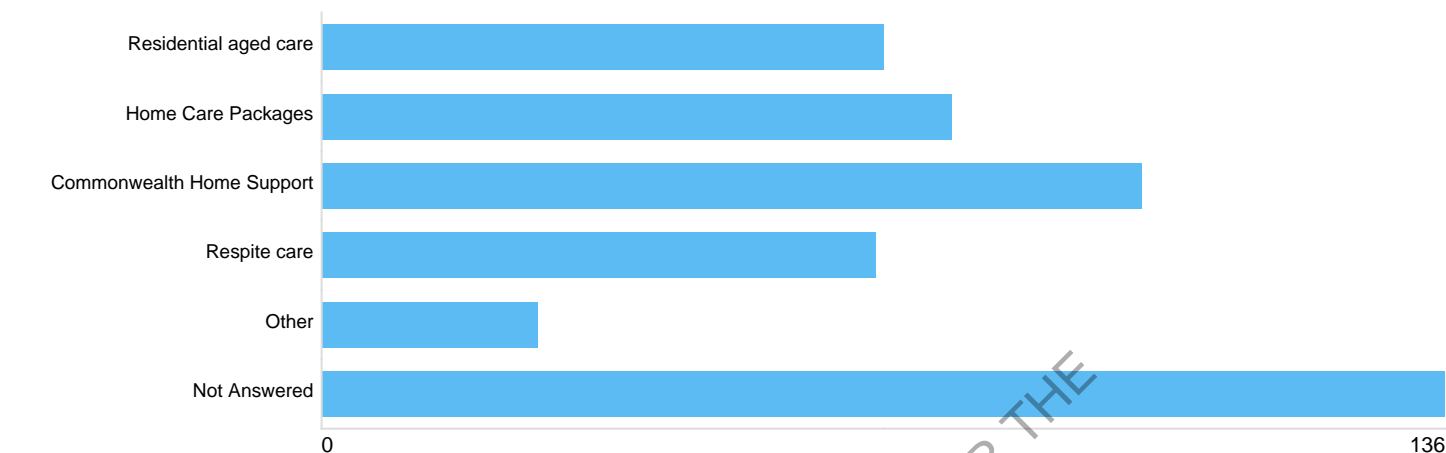
**If Other, please specify:**

There were 21 responses to this part of the question.



### Question 7: What type(s) of aged care does your organisation provide?

*What care type(s) of aged care does your organisation provide?*



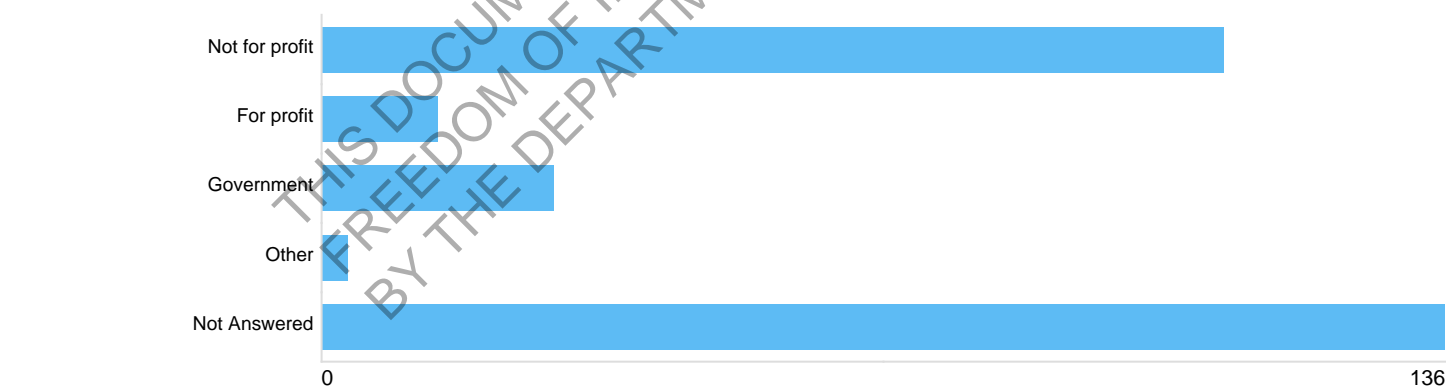
Option	Total	Percent
Residential aged care	68	23.61%
Home Care Packages	76	26.39%
Commonwealth Home Support	99	34.38%
Respite care	67	23.26%
Other	26	9.03%
Not Answered	136	47.22%

*If Other, please specify:*

There were 27 responses to this part of the question.

### Question 8: Is your organisation a:

*Is your organisation a:*



Option	Total	Percent
Not for profit	109	37.85%
For profit	14	4.86%
Government	28	9.72%
Other	3	1.04%
Not Answered	136	47.22%

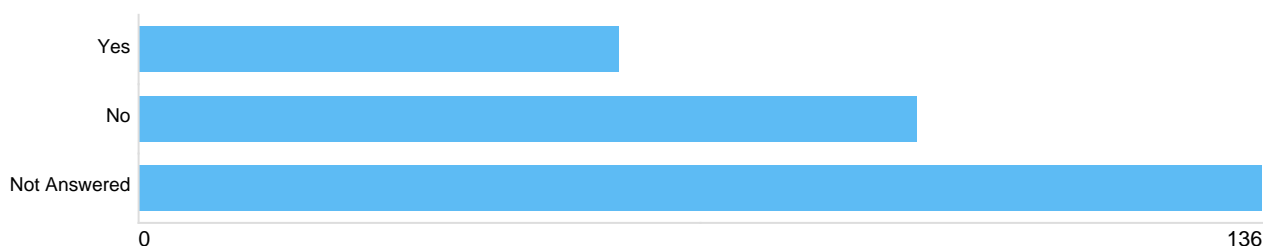
*If Other, please specify:*

There were 3 responses to this part of the question.



**Question 9: Does your organisation identify as primarily providing care for specific CALD communities (e.g., Italian, Vietnamese, etc)?**

*Provide to specific CALD communities?*



Option	Total	Percent
Yes	58	20.14%
No	94	32.64%
Not Answered	136	47.22%

*If yes, please list the CALD communities.*

There were **44** responses to this part of the question.

**Question 10: If your organisation is NOT CALD-specific, do you have measures in place to meet the needs of people from CALD backgrounds and ensure that their care is appropriate to those needs?**

*Providers - Are measures in place for CALD people*



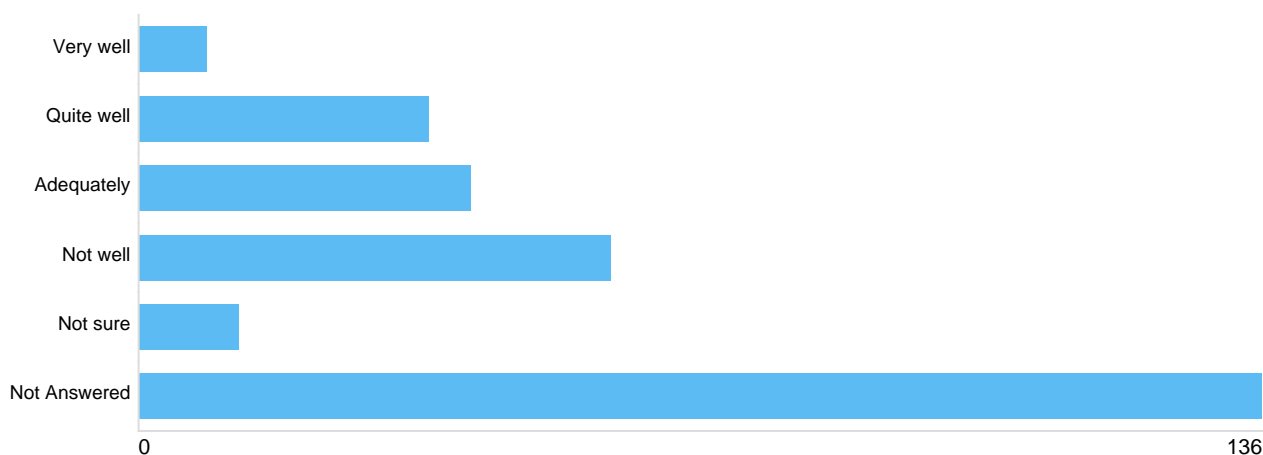
Option	Total	Percent
Yes	91	31.60%
No	15	5.21%
Not Answered	182	63.19%

*If yes, please provide additional detail on the measures your organisation has in place*

There were **75** responses to this part of the question.

**Question 11: As an aged care provider how well do you think the aged care sector has been supported to deliver CALD inclusive services?**

*As an aged care provider do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?*





Option	Total	Percent
Very well	8	2.78%
Quite well	35	12.15%
Adequately	40	13.89%
Not well	57	19.79%
Not sure	12	4.17%
Not Answered	136	47.22%

**Question 12: Which term best describes the group represented by your organisation?**

*Which group is represented by your organisation?*



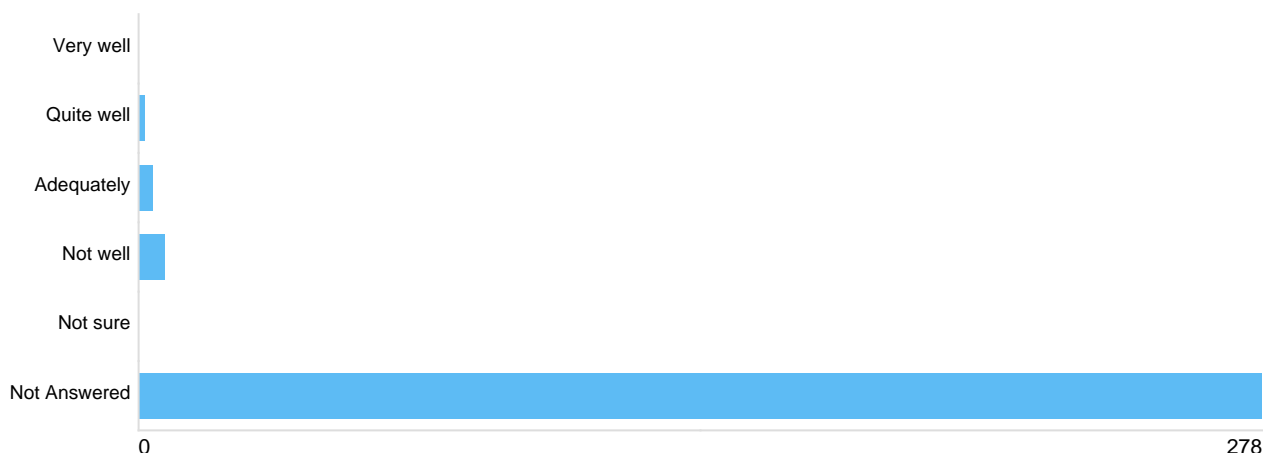
Option	Total	Percent
Consumers of aged care	5	1.74%
Providers of aged care	3	1.04%
Carers of people using aged care	3	1.04%
CALD Organisations	2	0.69%
Other	2	0.69%
Not Answered	278	96.53%

**If Other, please specify:**

There were 3 responses to this part of the question.

**Question 13: As an organisation, how well do you think the aged care sector has been supported to deliver CALD-inclusive services?**

*As a community or peak body organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?*

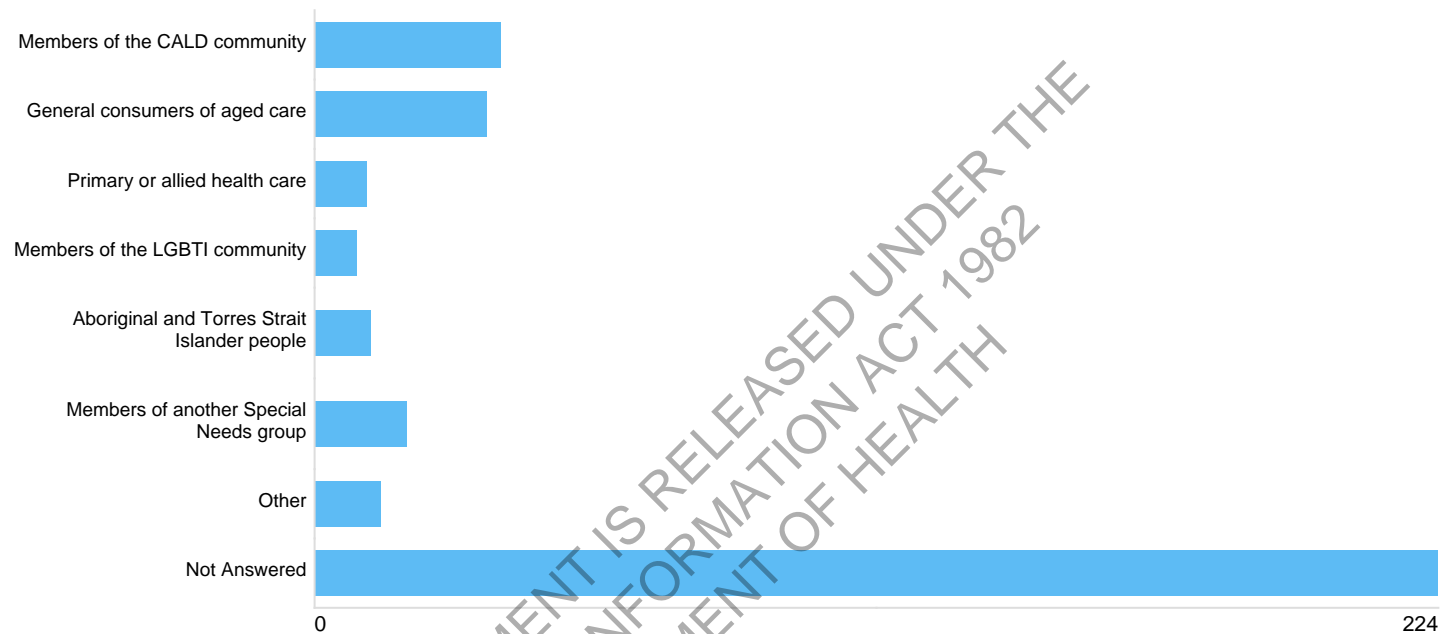




Option	Total	Percent
Very well	0	0%
Quite well	1	0.35%
Adequately	3	1.04%
Not well	6	2.08%
Not sure	0	0%
Not Answered	278	96.53%

**Question 14: Which group is primarily represented by your organisation, if any?**

**Which group is represented by your organisation?**



Option	Total	Percent
Members of the CALD community	37	12.85%
General consumers of aged care	34	11.81%
Primary or allied health care	10	3.47%
Members of the LGBTI community	8	2.78%
Aboriginal and Torres Strait Islander people	11	3.82%
Members of another Special Needs group	18	6.25%
Other	13	4.51%
Not Answered	224	77.78%

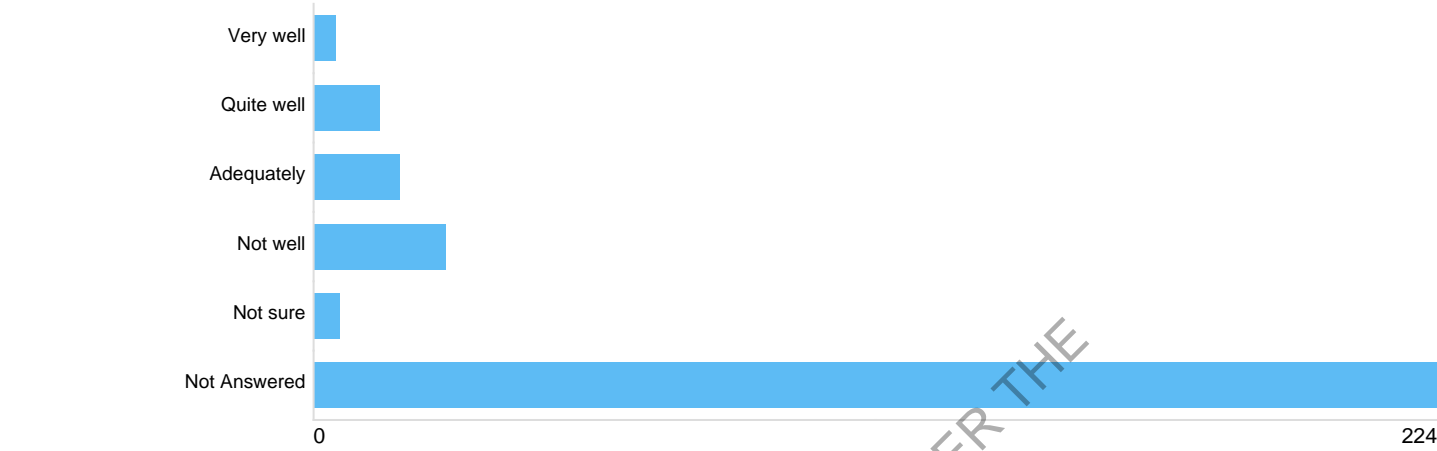
**If Other, please specify**

There were 12 responses to this part of the question.



**Question 15: As an organisation, how well do you think the aged care sector has been supported to deliver CALD inclusive services?**

*As an organisation, do you think the aged care sector has been adequately supported to deliver LGBTI inclusive services?*



Option	Total	Percent
Very well	4	1.39%
Quite well	13	4.51%
Adequately	17	5.90%
Not well	26	9.03%
Not sure	5	1.74%
Not Answered	224	77.78%

**Please explain your response:**

There were **41** responses to this part of the question.

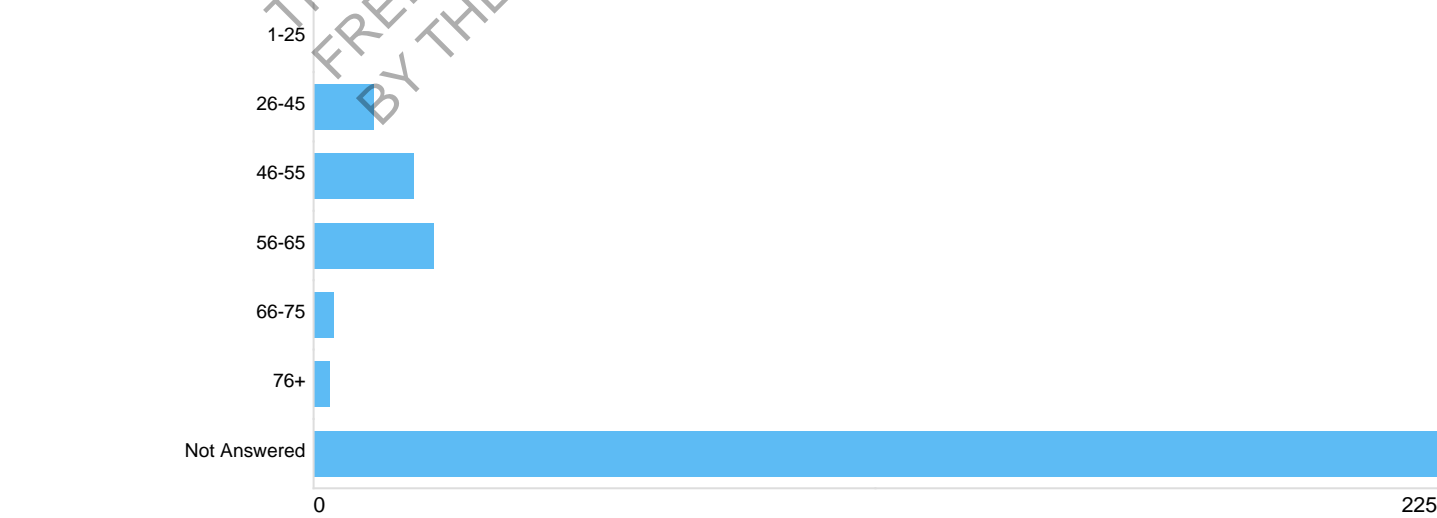
**Question 16: Please enter your name (this question is voluntary).**

*Please state your name (not required).*

There were **30** responses to this part of the question.

**Question 17: Please state your age.**

*Please state your age.*

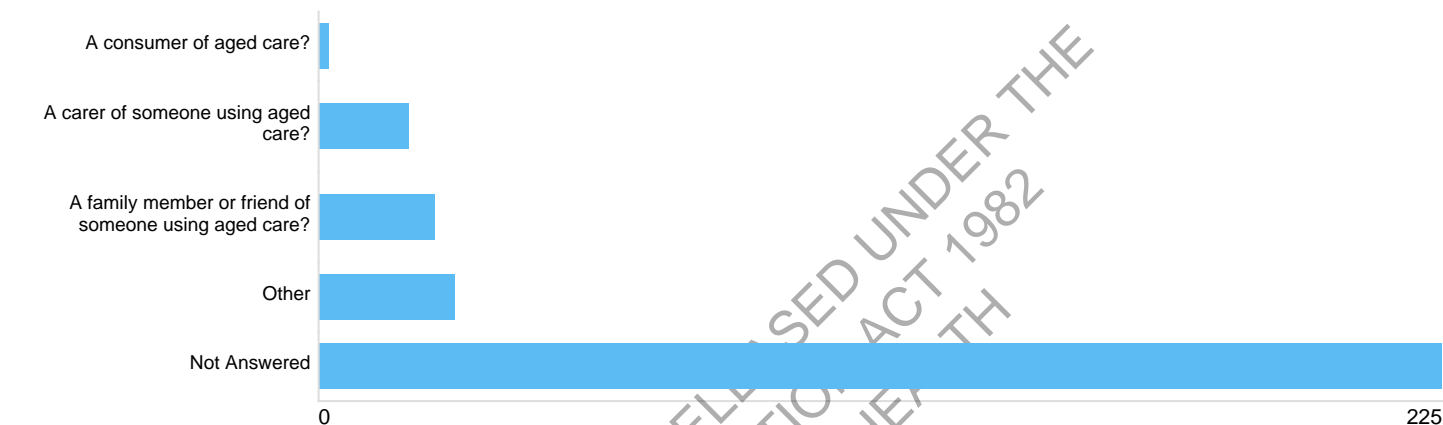




Option	Total	Percent
1-25	0	0%
26-45	12	4.17%
46-55	20	6.94%
56-65	24	8.33%
66-75	4	1.39%
76+	3	1.04%
Not Answered	225	78.12%

#### Question 18: Are you:

**Are you:**



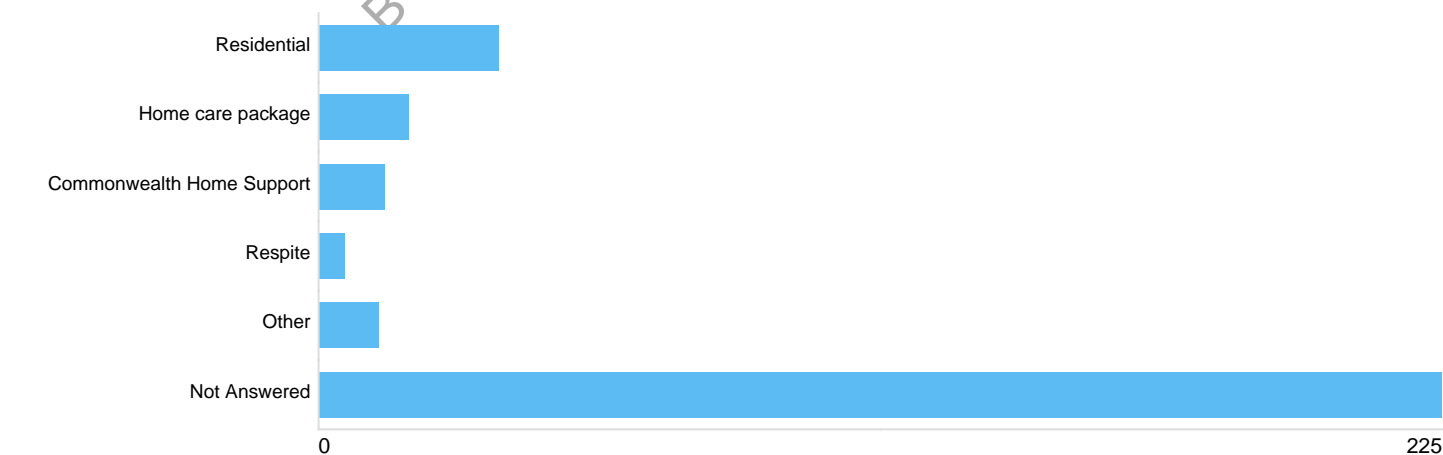
Option	Total	Percent
A consumer of aged care?	2	0.69%
A carer of someone using aged care?	18	6.25%
A family member or friend of someone using aged care?	23	7.99%
Other	27	9.38%
Not Answered	225	78.12%

**If other, please specify (individual)**

There were **26** responses to this part of the question.

#### Question 19: What type of aged care service is used by you, the person you provide care to, or your family member?

**What type of aged care service do you consume or your family/friend consumes or you provide care for?**





Option	Total	Percent
Residential	36	12.50%
Home care package	18	6.25%
Commonwealth Home Support	13	4.51%
Respite	5	1.74%
Other	12	4.17%
Not Answered	225	78.12%

**If Other, please specify:**

There were 13 responses to this part of the question.

**Question 20: How prepared do you think the aged care sector is to meet the needs of the CALD individuals and communities?**

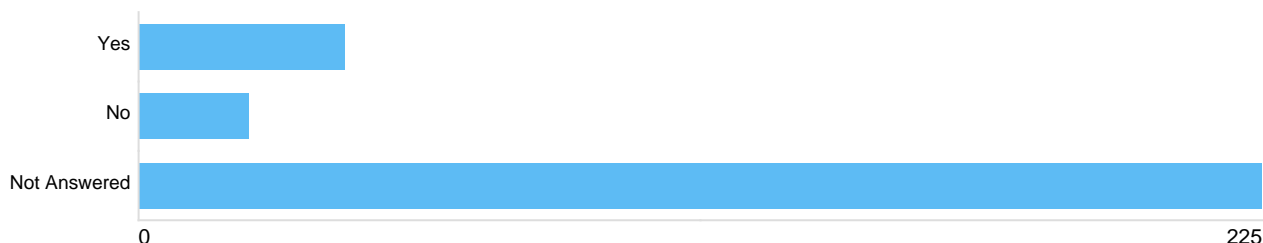
**How prepared do you think the aged care sector is to meet the needs of CALD people and communities?**



Option	Total	Percent
Very well prepared	1	0.35%
Well prepared	5	1.74%
Somewhat prepared	35	12.15%
Not at all prepared	18	6.25%
Don't know	4	1.39%
Not Answered	225	78.12%

**Question 21: Do you, the person you provide care for, or your family member identify as having a CALD background?**

**Do you have CALD background?**



Option	Total	Percent
Yes	41	14.24%
No	22	7.64%
Not Answered	225	78.12%

**If you selected yes and wish to provide this information, please enter your country of birth:**

There were 31 responses to this part of the question.



**Question 22: Is English the preferred language for you, the person you provide care for, or your family member using aged care services?**

*Is English the preferred language?*



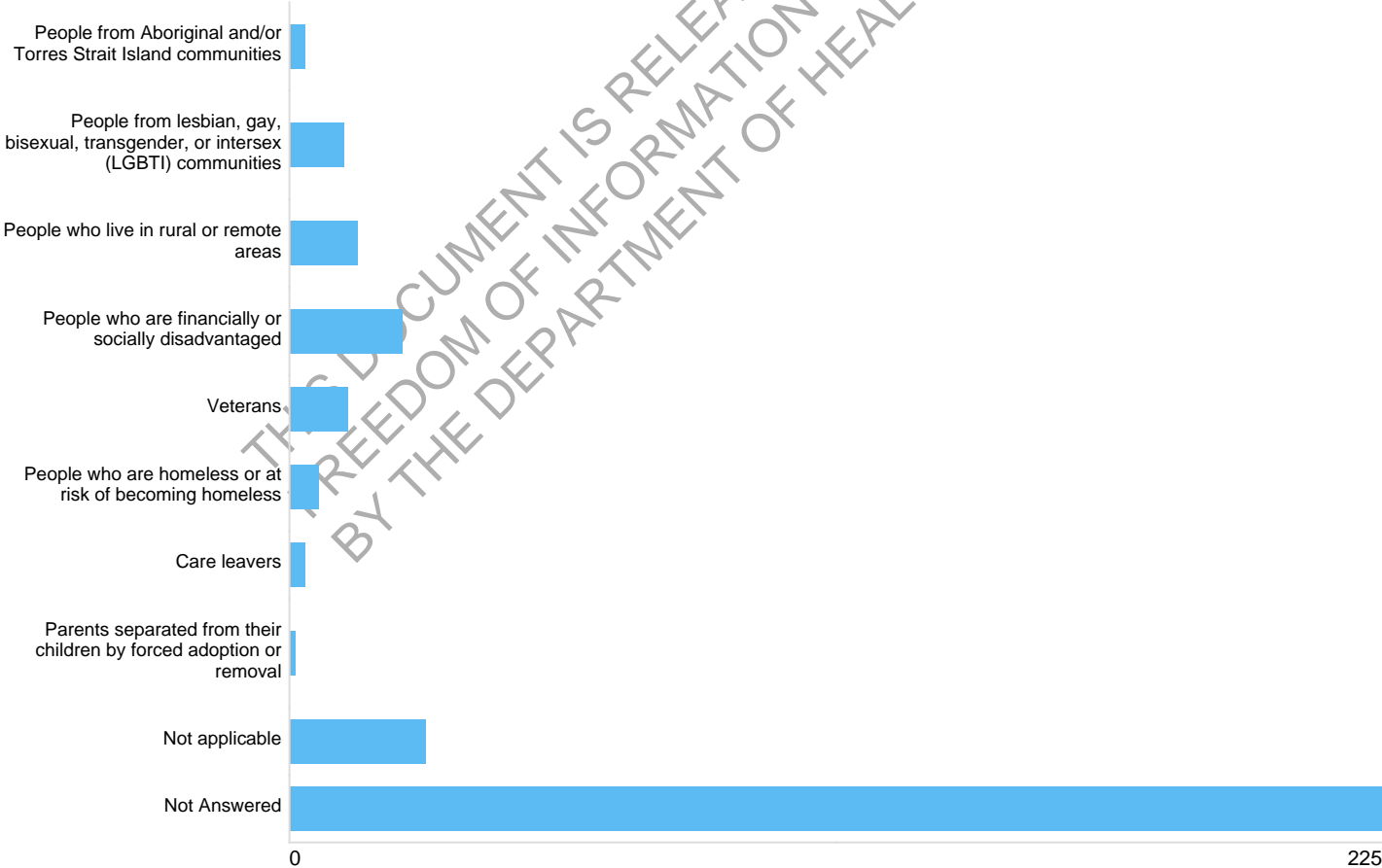
Option	Total	Percent
Yes	41	14.24%
No	22	7.64%
Not Answered	225	78.12%

*If no, please specify your preferred language*

There were **20** responses to this part of the question.

**Question 23: Do you, the person you provide care for, or your family member accessing aged care services identify with any other special needs groups?**

*Do you or the person you provide care for identify with any other special needs groups?*

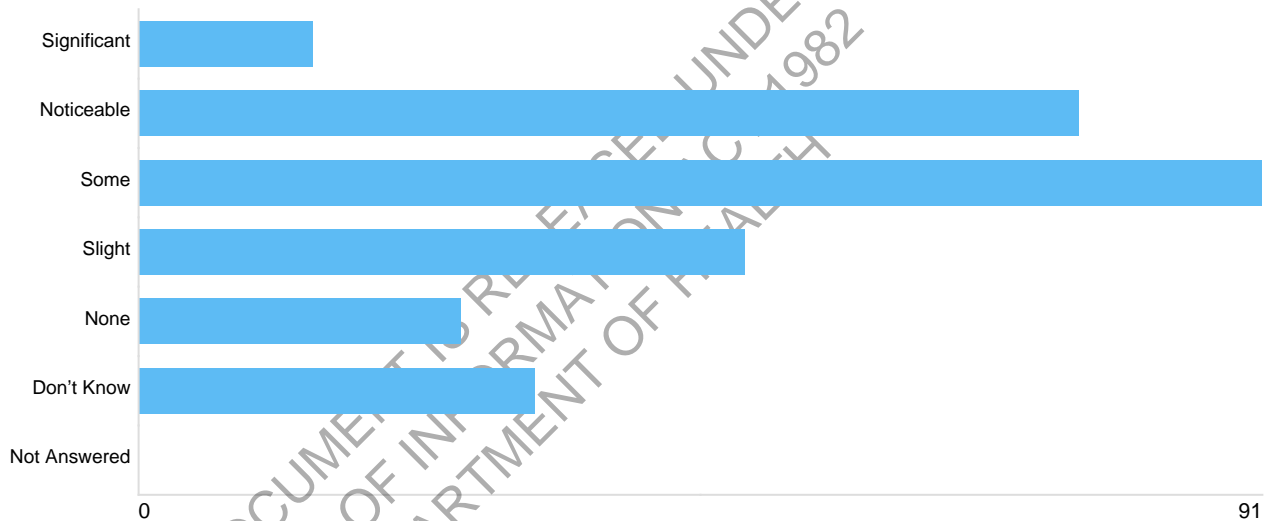




Option	Total	Percent
People from Aboriginal and/or Torres Strait Island communities	3	1.04%
People from lesbian, gay, bisexual, transgender, or intersex (LGBTI) communities	11	3.82%
People who live in rural or remote areas	14	4.86%
People who are financially or socially disadvantaged	23	7.99%
Veterans	12	4.17%
People who are homeless or at risk of becoming homeless	6	2.08%
Care leavers	3	1.04%
Parents separated from their children by forced adoption or removal	1	0.35%
Not applicable	28	9.72%
Not Answered	225	78.12%

**Question 24: In regard to aged care services for CALD people in Australia, what level of improvement have you seen or experienced against the Strategy's principles since 2012?**

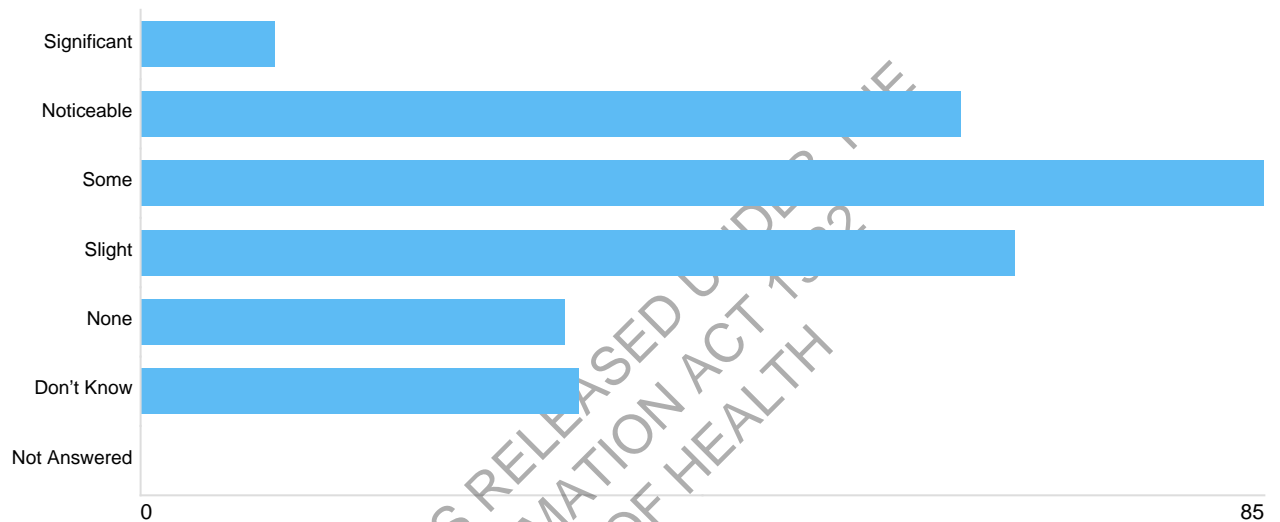
*In regard to aged care services to CALD people in Australia, what level of improvement have you seen or experienced against the Strategy's principles since 2012? - Inclusion*





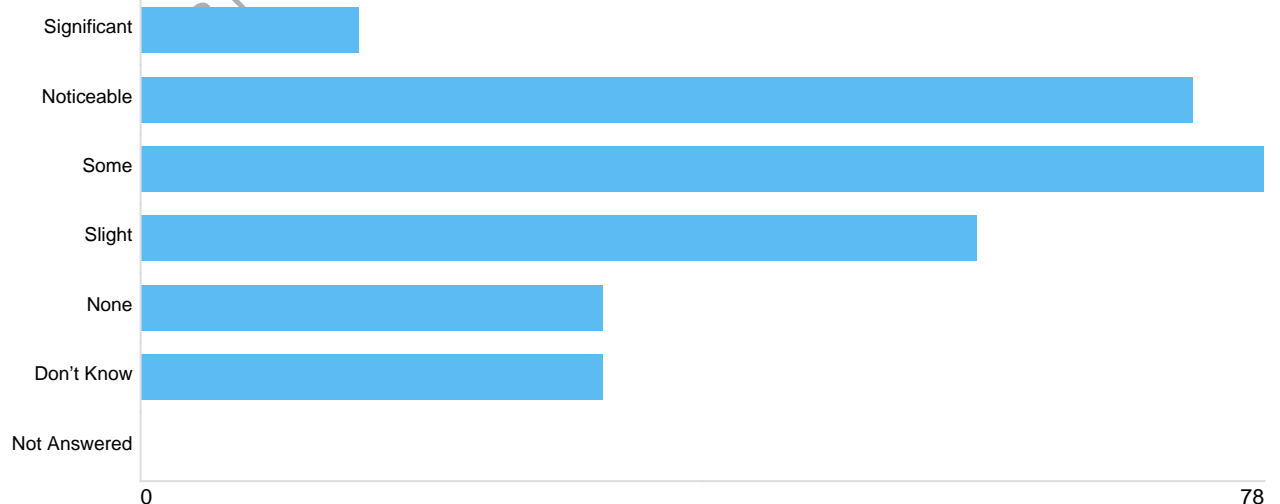
Option	Total	Percent
Significant	14	4.86%
Noticeable	76	26.39%
Some	91	31.60%
Slight	49	17.01%
None	26	9.03%
Don't Know	32	11.11%
Not Answered	0	0%

***In regard to aged care services to CALD people in Australia, what level of improvement have you seen or experienced against the Strategy's principles since 2012? - Empowerment***



Option	Total	Percent
Significant	10	3.47%
Noticeable	62	21.53%
Some	85	29.51%
Slight	66	22.92%
None	32	11.11%
Don't Know	33	11.46%
Not Answered	0	0%

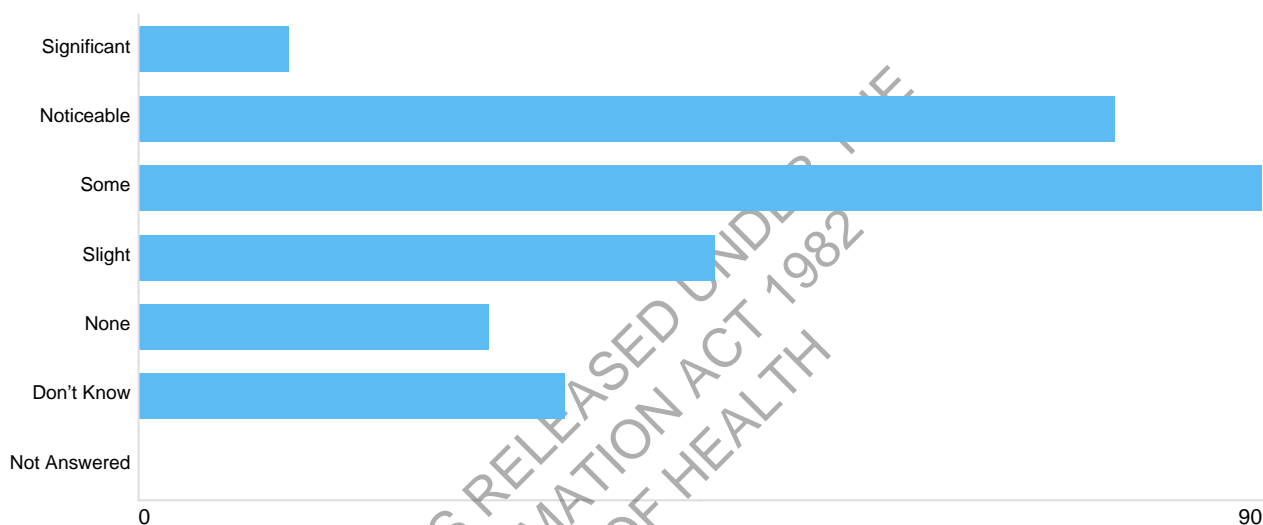
***In regard to aged care services to CALD people in Australia, what level of improvement have you seen or experienced against the Strategy's principles since 2012? - Access and Equity***





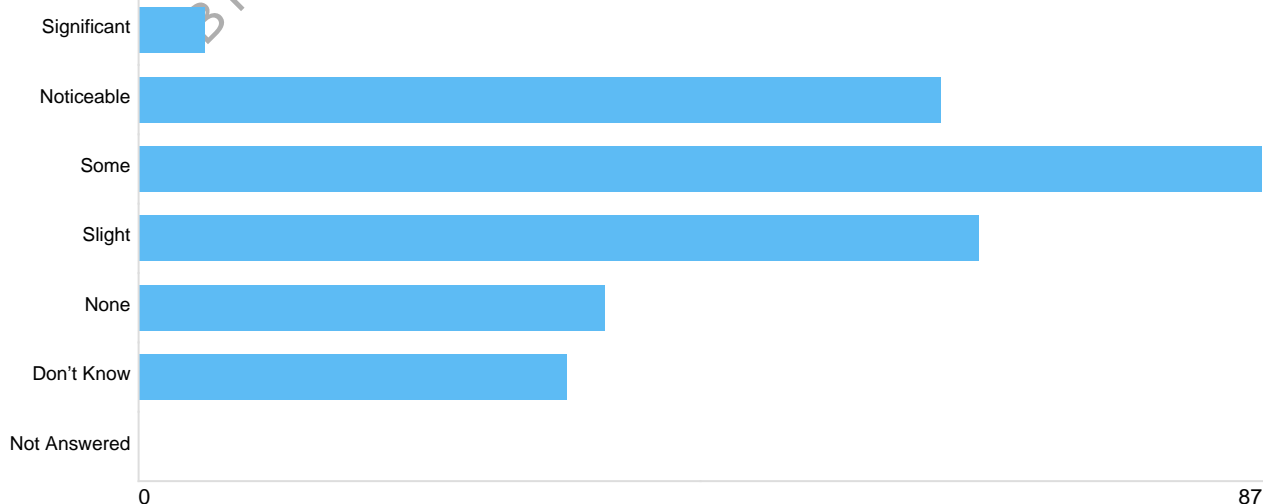
Option	Total	Percent
Significant	15	5.21%
Noticeable	73	25.35%
Some	78	27.08%
Slight	58	20.14%
None	32	11.11%
Don't Know	32	11.11%
Not Answered	0	0%

***In regard to aged care services to CALD people in Australia, what level of improvement have you seen or experienced against the Strategy's principles since 2012? - Quality***



Option	Total	Percent
Significant	12	4.17%
Noticeable	78	27.08%
Some	90	31.25%
Slight	46	15.97%
None	28	9.72%
Don't Know	34	11.81%
Not Answered	0	0%

***In regard to aged care services to CALD people in Australia, what level of improvement have you seen or experienced against the Strategy's principles since 2012? - Capacity Building***





Option	Total	Percent
Significant	5	1.74%
Noticeable	62	21.53%
Some	87	30.21%
Slight	65	22.57%
None	36	12.50%
Don't Know	33	11.46%
Not Answered	0	0%

**Question 25: Can you provide any examples or details of why you selected the above?**

*Can you provide any examples or details of why you selected the above?*

There were **174** responses to this part of the question.

**Question 26: Do you feel these principles should continue in other aged care reforms, such as a broader Aged Care Diversity Framework?**

*Do you feel the principles are appropriate moving forward?*



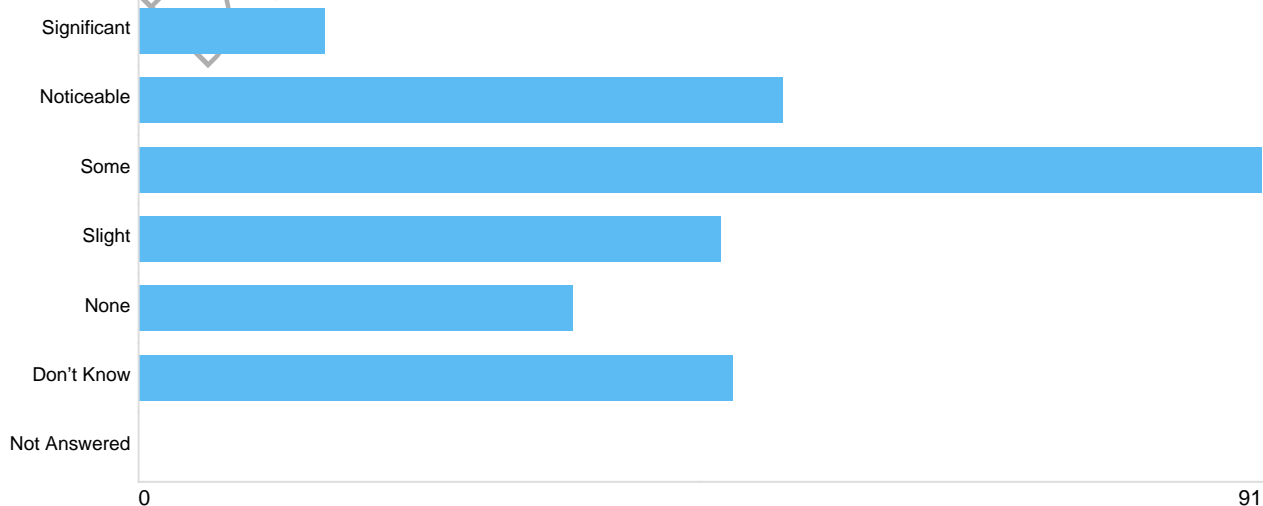
Option	Total	Percent
Yes	272	94.44%
No	16	5.56%
Not Answered	0	0%

*What if any changes to the principles would you make?*

There were **109** responses to this part of the question.

**Question 27: In regard to aged care services for CALD people in Australia, what level of improvement have you seen or experienced against the Strategy's goals since 2012?**

*In regard to aged care services for CALD people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 1*





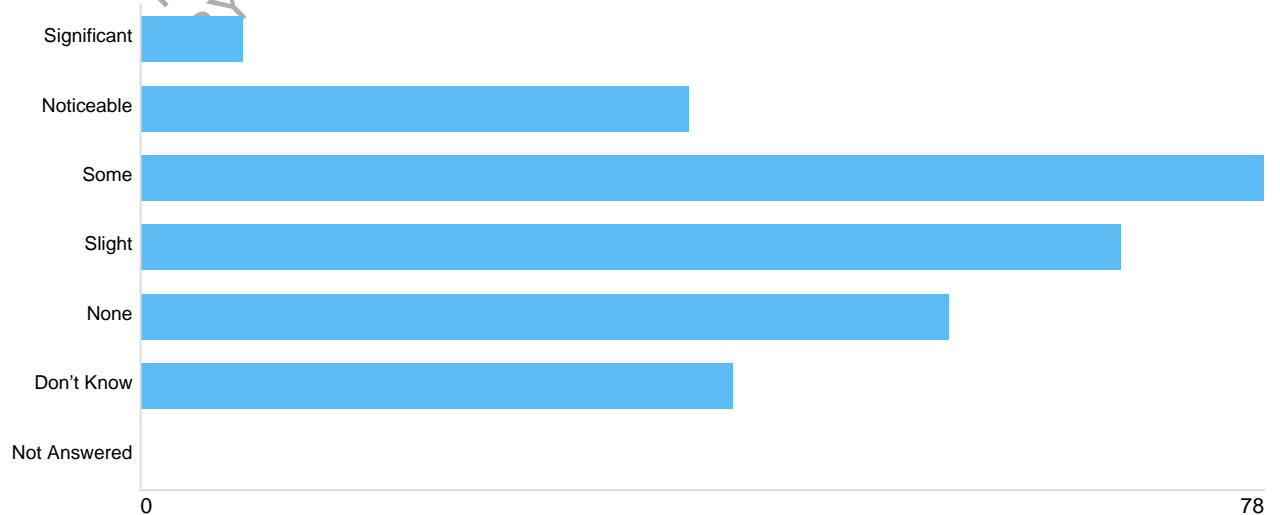
Option	Total	Percent
Significant	15	5.21%
Noticeable	52	18.06%
Some	91	31.60%
Slight	47	16.32%
None	35	12.15%
Don't Know	48	16.67%
Not Answered	0	0%

***In regard to aged care services for CALD people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 2***



Option	Total	Percent
Significant	6	2.08%
Noticeable	51	17.71%
Some	76	26.39%
Slight	68	23.61%
None	47	16.32%
Don't Know	40	13.89%
Not Answered	0	0%

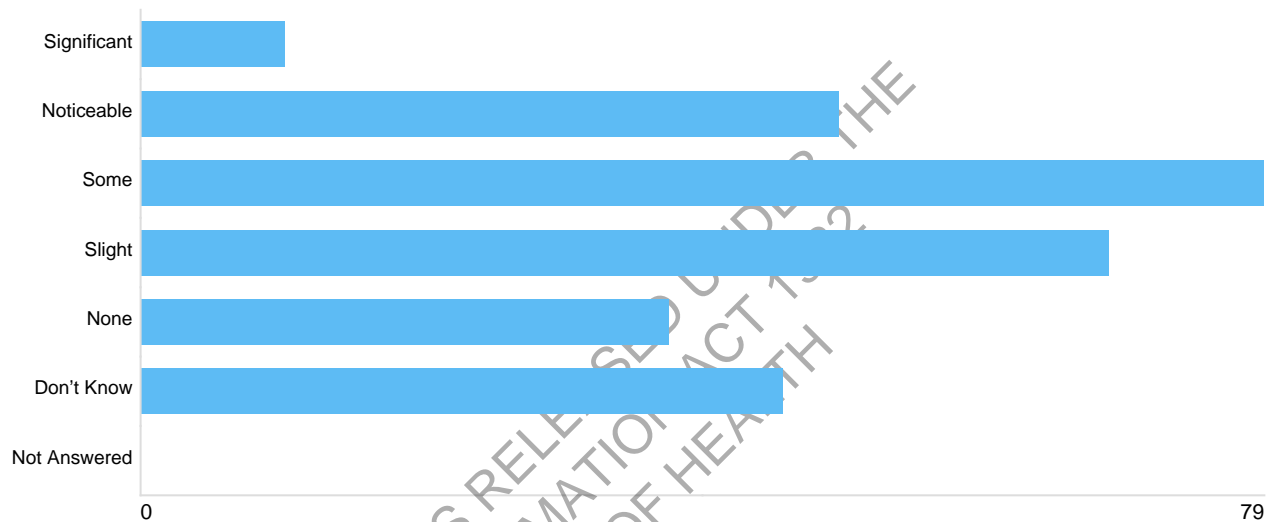
***In regard to aged care services for CALD people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 3***





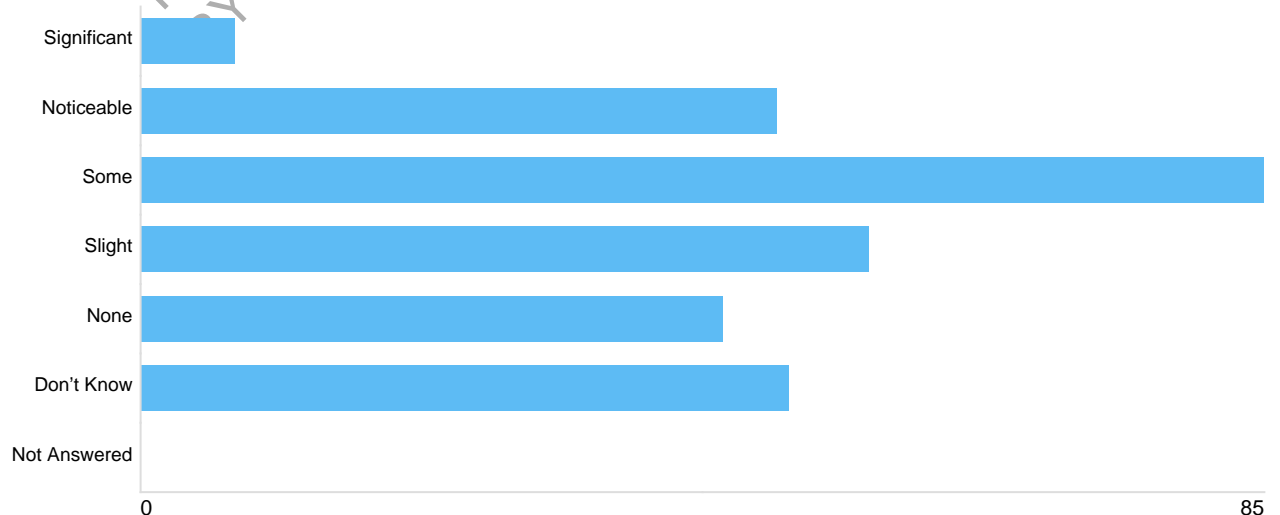
Option	Total	Percent
Significant	7	2.43%
Noticeable	38	13.19%
Some	78	27.08%
Slight	68	23.61%
None	56	19.44%
Don't Know	41	14.24%
Not Answered	0	0%

***In regard to aged care services for CALD people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 4***



Option	Total	Percent
Significant	10	3.47%
Noticeable	49	17.01%
Some	79	27.43%
Slight	68	23.61%
None	37	12.85%
Don't Know	45	15.62%
Not Answered	0	0%

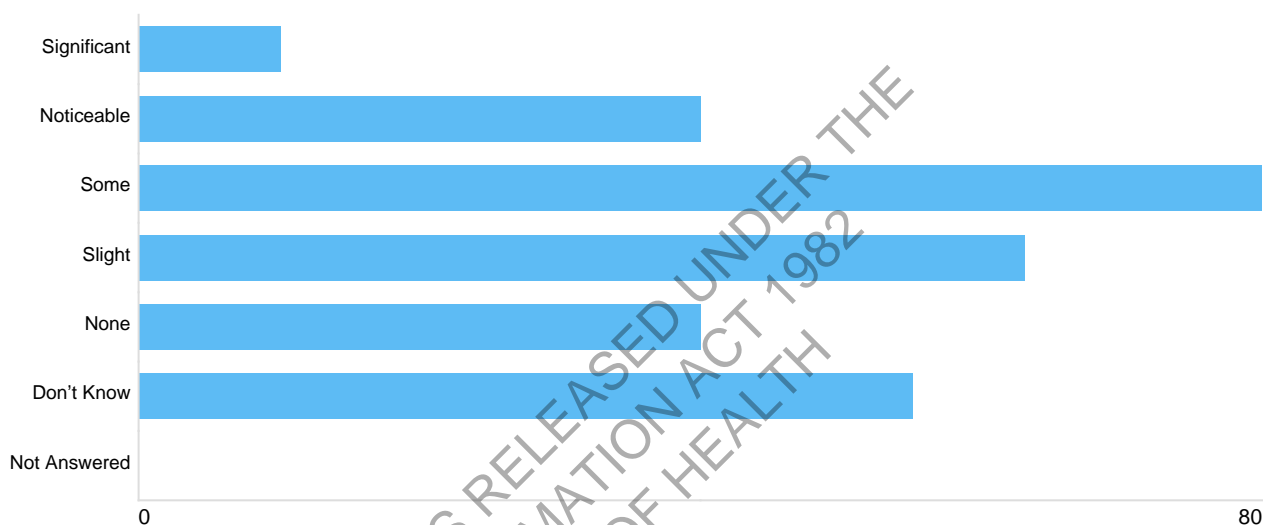
***In regard to aged care services for CALD people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 5***





Option	Total	Percent
Significant	7	2.43%
Noticeable	48	16.67%
Some	85	29.51%
Slight	55	19.10%
None	44	15.28%
Don't Know	49	17.01%
Not Answered	0	0%

**In regard to aged care services for CALD people in Australia, have you seen or experienced any improvement against the Strategy's goals over the past five years? - Goal 6**



Option	Total	Percent
Significant	10	3.47%
Noticeable	40	13.89%
Some	80	27.78%
Slight	63	21.88%
None	40	13.89%
Don't Know	55	19.10%
Not Answered	0	0%

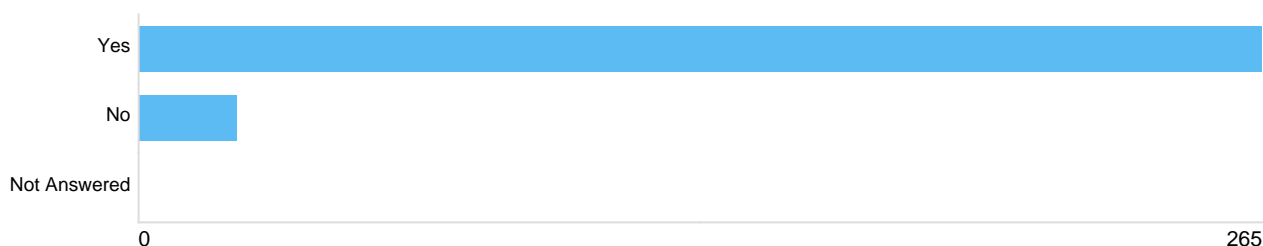
**Question 28: Can you provide any examples or details of why you selected the above?**

*Can you provide any examples or details of why you selected the above?*

There were **138** responses to this part of the question.

**Question 29: Do you feel these goals should continue in other aged care reforms, such as a broader Aged Care Diversity Framework?**

*Do you feel the goals are appropriate moving forward?*





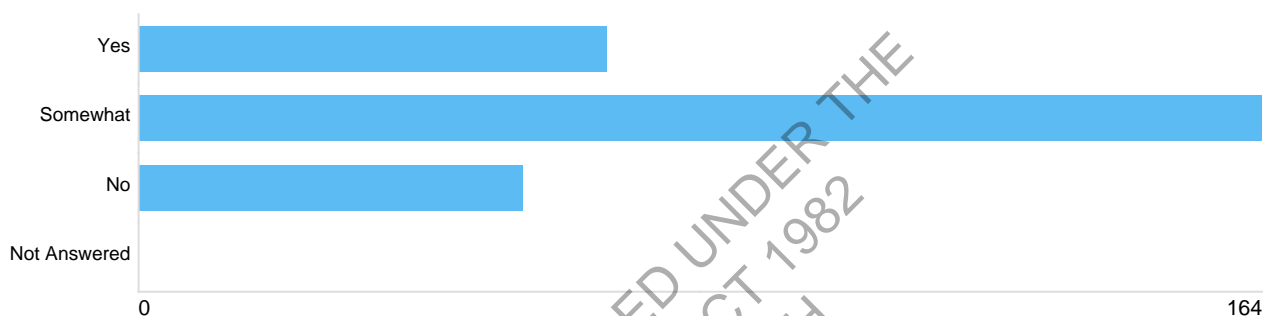
Option	Total	Percent
Yes	265	92.01%
No	23	7.99%
Not Answered	0	0%

***What if any changes to the goals would you make?***

There were **81** responses to this part of the question.

**Question 30: Do you think the Strategy has contributed towards making aged care more accessible and inclusive to people from CALD backgrounds?**

***Do you think the Strategy has contributed towards making aged care more accessible and inclusive to people who identify as LGBTI?***



Option	Total	Percent
Yes	68	23.61%
Somewhat	164	56.94%
No	56	19.44%
Not Answered	0	0%

**Question 31: Are there any other comments you would like to make, about this Strategy is particular or aged care for people from CALD backgrounds in general?**

***Are there any other comments you would like to make?***

There were **139** responses to this part of the question.

**Question 32: What themes or issues do you believe the Diversity Framework should include/address? If you would like to respond, please provide details below.**

***What themes or issues do you believe the Diversity Framework should include/address? Please provide details.***

There were **126** responses to this part of the question.

**Question 33: What issues or specific actions do you believe should be included in the CALD action plan that will be developed under the Aged Care Diversity Framework? If you would like to respond, please provide details below.**

***What issues or specific actions do you believe should be included in the LGBTI Aged Care Action Plan that will be developed under the Diversity Framework?***

There were **90** responses to this part of the question.