

The National CALD Ageing and Aged Care Strategy Review Survey

Overview

The Australian Government released the *National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse (CALD) Backgrounds* (the CALD Strategy) to respond to the needs of older people from CALD backgrounds and better support the aged care sector to deliver care that is sensitive and appropriate to their diverse needs.

Comments are now being sought on the Review of the CALD Strategy and the development of the Diversity Framework.

The CALD Strategy is going to be replaced by a broader Aged Care Diversity Framework aimed to build on existing efforts to provide guidance for providers to embed better practice in their service delivery to better meet the diverse needs of older people.

Under the Diversity Framework, an action plan for CALD consumers will be developed.

Opportunity to have your say

Feedback on the implementation of the CALD Strategy is now being sought.

The survey will close at **5pm, 28 April 2017** (AEST) and takes around 10 minutes to complete.

Why we are consulting

Since the release of the CALD Strategy, there have been reforms in aged care placing a strong emphasis on the concepts of greater choice and control being put in the hands of the consumer and the aged care system being accessible, equitable and inclusive for all older people.

A key mechanism for achieving this is the development of a new Diversity Framework for aged care, which is scheduled to be in place by the end of 2017, followed by the creation of a specific action plan for older people from CALD backgrounds. One of the building blocks for the development of this Diversity Framework and Action Plan will be reviews of the Government's progress against the CALD Strategy.

Introduction

1 Are you completing this survey as:

(Required)

Please select only one item

- ☐ A representative of an organisation ☐ An individual or carer

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)?

(Required)

Please select only one item

- ☐ Yes ☐ No

Organisation type and information**3 What is your organisation type?**

(Required)

Please select only one item

- ☐ Provider of aged care services ☐ Peak body ☐ Community organisation
☐ Other

If other, please specify:

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)?

(Required)

Please select only one item

- ☐ Very well prepared ☐ Well prepared ☐ Somewhat prepared
☐ Not at all prepared ☐ Don't know

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

(Required)

Please select only one item

☐ Yes ☐ No

6 If Yes, does your organisation have:

Please select all that apply

- ☐ Policies on non-discrimination, cultural diversity and conflict resolution?
- ☐ Staff and management undertaking diversity-focused training? ☐ None of these
- ☐ Other

If Other, please specify:

Aged Care Providers

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

(Required)

Please select all that apply

- ☐ Residential aged care ☐ Home Care Packages ☐ Commonwealth Home Support
- ☐ Respite care ☐ Other

If Other, please specify:

8 Is your organisation a:

(Required)

Please select all that apply

- ☐ Not for profit ☐ For profit ☐ Government ☐ Other

If Other, please specify:

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

(Required)

Please select only one item

☐ Yes ☐ No

If yes, please list the CALD communities.

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?

Please select only one item

☐ Yes ☐ No

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

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

(Required)

Please select only one item

☐ Very well ☐ Quite well ☐ Adequately ☐ Not well ☐ Not sure

Peak Bodies

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

(Required)

Please select all that apply

- ☐ Consumers of aged care
 ☐ Providers of aged care
☐ Carers of people using aged care
 ☐ CALD Organisations
 ☐ Other

If Other, please specify:

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

(Required)

Please select only one item

- ☐ Very well
 ☐ Quite well
 ☐ Adequately
 ☐ Not well
 ☒ Not sure

Community organisations and other organisation types**14 Which group is primarily represented by your organisation, if any?**

(Required)

Please select all that apply

- ☐ Members of the CALD community
 ☐ General consumers of aged care
☐ Primary or allied health care
 ☐ Members of the LGBTI community
☐ Aboriginal and Torres Strait Islander people
☐ Members of another Special Needs group
 ☐ Other

If Other, please specify

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

(Required)

Please select all that apply

☐ Very well ☐ Quite well ☐ Adequately ☐ Not well ☐ Not sure

Please explain your response:

Individuals - aged care consumers, carers, and family members

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

17 Please state your age.

(Required)

Please select all that apply

☐ 1-25 ☐ 26-45 ☐ 46-55 ☐ 56-65 ☐ 66-75 ☐ 76+

18 Are you:

(Required)

Please select all that apply

☐ A consumer of aged care? ☐ A carer of someone using aged care?
☐ A family member or friend of someone using aged care? ☐ Other

If other, please specify

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

(Required)

Please select all that apply

- ☐ Residential ☐ Home care package ☐ Commonwealth Home Support
☐ Respite ☐ Other

If Other, please specify:

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

(Required)

Please select only one item

- ☐ Very well prepared ☐ Well prepared ☐ Somewhat prepared
☐ Not at all prepared ☐ Don't know

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

(Required)

Please select only one item

- ☐ Yes ☐ No

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

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

(Required)

Please select only one item

- ☐ Yes ☐ No

If no, please specify your preferred language

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

(Required)

Please select all that apply

- ☐ People from Aboriginal and/or Torres Strait Island communities
- ☐ People from lesbian, gay, bisexual, transgender, or intersex (LGBTI) communities
- ☐ People who live in rural or remote areas
- ☐ People who are financially or socially disadvantaged ☐ Veterans
- ☐ People who are homeless or at risk of becoming homeless ☐ Care leavers
- ☐ Parents separated from their children by forced adoption or removal ☐ Not applicable

National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse (CALD) Backgrounds - Principles

The Strategy is based on the following 5 principles:

- Inclusion - The needs of older people from CALD backgrounds, their families and carers are included in the development of Australian Government ageing and aged care policies and programs on an ongoing basis.
- Empowerment - Older people from CALD backgrounds, their families and carers are supported and have the knowledge and confidence to maximise their use of the aged care system.
- Access and Equity - All areas of ageing and aged care understand the importance of and deliver culturally and linguistically responsive care.
- Quality - Care and support services are appropriate to the needs of older people from CALD backgrounds, their families and carers and are assessed accordingly.
- Capacity Building - Individuals from CALD backgrounds and CALD communities have the capacity to both articulate their ageing and aged care needs and be involved in the development of services and the workforce to meet these needs.

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?

(Required)	Significant	Noticeable	Some	Slight	None	Don't Know
Inclusion <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Empowerment <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access and Equity <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capacity Building <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

(Required)

Please select only one item

☐ Yes ☐ No

What if any changes to the principles would you make?

National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse (CALD) Backgrounds - Goals

The Strategy is based on the following 6 goals:

- Goal 1 - CALD input positively affects the development of ageing and aged care policies and programs that are appropriate and responsive.
- Goal 2 - Achieve a level of knowledge, systems capacity and confidence for older people from CALD backgrounds, their families and carers to exercise informed choice in aged care.
- Goal 3 - Older people from CALD backgrounds are able and have the confidence to access and use the full range of ageing and aged care services.
- Goal 4 - Monitor and evaluate the delivery of ageing and aged care services to ensure that they meet the care needs of older people from CALD backgrounds, their families and carers.
- Goal 5 - Enhance the CALD sector's capacity to provide ageing and aged care services.
- Goal 6 - Achieve better practice through improving research and data collection mechanisms that are inclusive of cultural and linguistic diversity in the ageing population.

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?

(Required)	Significant	Noticeable	Some	Slight	None	Don't Know
Goal 1 <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goal 2 <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goal 3 <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goal 4 <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goal 5 <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Goal 6 <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

THIS DOCUMENT IS RELEASED UNDER THE
FREEDOM OF INFORMATION ACT 1982
BY THE DEPARTMENT OF HEALTH

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

(Required)

Please select only one item

☐ Yes ☐ No

What if any changes to the goals would you make?

Summary

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

(Required)

Please select only one item

☐ Yes ☐ Somewhat ☐ No

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?

Aged Care Diversity Framework

The Strategy is going to be replaced by a broader Aged Care Diversity Framework aimed to build on existing efforts to provide guidance for providers to embed better practice in their service delivery to better meet the diverse needs of older people.

Under the Diversity Framework, an action plan for older people from CALD backgrounds will be developed.

Your feedback will help to identify broader issues to be incorporated in the development of the CALD action plan in the Diversity Framework.

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

THIS DOCUMENT IS RELEASED UNDER THE
FREEDOM OF INFORMATION ACT 1982
BY THE DEPARTMENT OF HEALTH

- 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.

THIS DOCUMENT IS RELEASED UNDER THE
FREEDOM OF INFORMATION ACT 1982
BY THE DEPARTMENT OF HEALTH