

Introduction to Aged Care



Australian
Multicultural
Community
Services



Centre for
Cultural Diversity
in Ageing

CONVER
SATIONS:
Interpreting & Translating



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Acknowledgement of Country

Centre for Cultural Diversity in Ageing acknowledges the Traditional Owners and Custodians of country throughout Australia. We pay our respect to Aboriginal and Torres Strait Islander peoples, their ancestors and elders, both past, present and emerging and acknowledge their continuing connection to land, sea and community.

We would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples listening to this presentation.

We hope our work contributes to fostering respect and recognition between cultures in Australia.

Access support services and My Aged Care



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Consumer rights

Consumers receiving Australian Government funded aged care services have the right to be properly looked after, treated well and given high quality care and services.

The rights of consumers are protected by a Charter of Aged Care Rights.

The Charter provides the same rights to all consumers, regardless of the type of subsidised care and services they receive.

The charter of rights are translated into languages other than English

<https://www.agedcarequality.gov.au/consumers/consumer-rights>



Charter of Aged Care Rights

Clients have the right to:

- Safe and high quality care and services;
- be treated with dignity and respect;
- have my identity, culture and diversity valued and supported;
- live without abuse and neglect;
- be informed about my care and services in a way I understand;
- access all information about myself, including information about my rights, care and services;
- have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
- have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
- my independence;
- be listened to and understood;
- have a person of my choice, including an aged care advocate, support me or speak on my behalf;
- complain free from reprisal, and to have my complaints dealt with fairly and promptly;
- personal privacy and to have my personal information protected;
- exercise my rights without it adversely affecting the way I am treated.



The Aged Care Act 1997

- The Aged Care Act 1997 is the main law that covers government-funded aged care. It sets out rules for things like funding, regulation, approval of providers, quality of care and the rights of people receiving care.
- The Aged Care act states that aged care provider must:
 - ‘Facilitate access to aged care services by those who need them, regardless of race, culture, language, gender, economic circumstance or geographic location’ (the Act 201 [e])
 - ‘Encourage diverse, flexible and responsive aged care services that are appropriate to meet the needs of the recipients of those services and the cares of those recipients; and facilitate the independence of, and choice available to, those recipients and carers’ (the Act 2-1[g])

To visit the Act go to: <https://www.legislation.gov.au/Details/C2017C00241>

Diversity and inclusion in the aged care sector

Australian Aged Care Quality Standards (2018)

‘All services to deliver care that is non-discriminatory and inclusive’ and which is ‘reflective of, and responsive to, an individual’s culture, ethnicity, language, gender, sexuality, religion and spirituality’

‘Each consumer is treated with dignity and respect, with their identity, culture and diversity values’.

‘Care services are culturally safe’

(Standard 1 - Consumer dignity and choice)

Diversity and inclusion in the aged care sector

Aged Care Diversity Framework (2017)

promotes the need for aged care providers to embed an inclusive approach in the design and delivery of services for older people from diverse backgrounds

Action Plans

- Actions to support older Aboriginal and Torres Strait Islander people
- Actions to support Lesbian, Gay, Bisexual, Trans and Gender Diverse and Intersex elders
- Action to support older Culturally and Linguistically Diverse people

Type of Care

Help at home

Entry level support

More complex care

Short-term and respite care

If you had an assessment for short-term or respite care find out what the next steps are

Aged care (nursing) home

If you've had an assessment for care in a residential aged care facility, find out what the next steps are



Who is eligible for government funded aged care services?

People over 65 years

People over 50 years (for people who are Aboriginal and Torres Strait Islander and people who meet the premature ageing requirements)

There are no restrictions on the residency status of people accessing aged care services. Therefore people who are temporary visa holders are eligible for the services



Where to start when you need services

My Aged Care is the starting point to access Australian Government funded services

Tel 1800 200 422

Lots of useful information and translated resources

www.myagedcare.gov.au



Who can contact My Aged Care

The person requesting the service independently who may be assisted by:

- Family member
- Access and Support Coordinator
- Your doctor
- Neighbour
- A Friend

You can also nominate a representative for future communication

After screening MAC will refer client for assessment by Regional Assessment Services (RAS) or Aged Care Assessment Services (ACAS)



What happens during the MAC phone call

- Family member, friend or professional must have client's consent in order to speak on client's behalf if necessary
- Consent can be gained over the phone
- Client's information including the Medicare number should be prepared before hand
- MAC will first register the client and provide an **AC (Aged Care) number**
- The next step would be MAC screening process. Client or support person (if consent is granted by client) will answer a set of questions related to their current situation and wellbeing. As a final step appropriate assessment will be organised.
- Referrals to MAC can be send online as well. However, the client will be contacted by MAC and go through the screening process in order for appropriate assessment to be organised.



MAC process

REGISTRATION

SCREENING

ORGANISING ASSESSMENT



Assessment types

Home care assessment – RAS Regional Assessment Services

Comprehensive assessment – ACAS Aged Care Assessment Services

RAS/ACAS – what type of services they conduct assessments for

Regional Assessment Services – Commonwealth Home Support Program (CHSP) services

Aged Care Assessment Services – CHSP and services under The Aged Care Act. (Home Care Program, Residential/Respite)



Representative

Nomination of a representative process

Nomination of a representative form (MAC)



Support Plan Review

- How to organise support plan review over the phone?
- How to organise support plan review on MAC portal?



What is the Commonwealth Home Support Programme (CHSP)?

Commonwealth Home Support Programme

provides a range of entry-level aged care services for older people who need assistance to keep living independently at home and in their community.

need some help with daily tasks to continue living at home

The aim of the program is to help older people live as independently as possible — with a focus on working with you, rather than doing for you.

It is about building on your strengths and abilities to help you remain living independently and safely at home.

large variety of organisations - service providers - deliver the care and services



Service

Community and home support

- **domestic assistance** - household jobs like cleaning and laundry
- **personal care** - help with bathing, showering or getting dressed
- **home maintenance** - minor general repairs and care of your house or garden, for example, changing light bulbs or replacing tap washers
- **home modifications** - such as alarms, ramps and support rails in your home
- **aids and equipment** - such as a bath seat, raised toilet seat or mobility aids
- **nursing care** - a qualified nurse to assist with managing medications
- **social support** - social activities in a community-based group setting SSG or accompanied activities SSI
- **transport** - help getting out and about for shopping or appointments



Meals and food services \ help with shopping for food

- help with making meals and storing food in your home
- help with learning to cook
- delivering meals to your home
- providing meals at a community centre.

Allied health support services

- physiotherapy (exercises, mobility, strength and balance)
- podiatry (foot care)
- speech pathology
- occupational therapy (help to recover or maintain your physical ability)
- advice from a dietician (healthy eating)
- other allied health and therapy services.

Specialised Support Services

- Services to support people to access the service system such as access and support workers and dementia advisory and client advocacy services



Respite care

care for the older person while their carer takes a break.

additional support, contact the Carer Gateway on 1800 422 737

<https://www.carergateway.gov.au/>

Help with care and housing

There is support and help for people who are homeless or at risk of being homeless:

assessment and referrals to housing and care services advocacy (someone to help guide you through the process).

<https://www.myagedcare.gov.au/help-home/commonwealth-home-support-programme/help-older-people-homeless-or-at-risk>



Idea About Costs

The Australian Government contributes to the cost of aged care services. The person over 65 years is expected to contribute if what they can afford to. Costs vary for different types of care and different service providers. There are no standard costs for aged care services.

How much the older person pays depends on:

- Their financial situation
- the number and types of services they receive
- the service provider's fees.



Costs

The Australian Government subsidises a range of aged care services to keep client fees reasonable and affordable.

If the older person is eligible, they are expected to contribute to the cost of their care if they can afford to.

They do not need an income assessment to access CHSP services and their age pension will not be affected by their contributions to the cost of their services.

They will need to discuss and agree any fees with they service provider before they receive services.

Service providers should have a fee policy with arrangements for those who are unable to pay their fees due to hardship.



Home Care Packages (more complex coordinated care)

Under HCP clients have access to co-ordinated package of services tailored to meet the older person's specific care needs.

Level 1 supports people with basic care needs

Level 2 supports people with low-level care needs

Level 3 supports people with intermediate care needs

Level 4 supports people with high-level care needs.

- Individuals approved for a home care package are placed on a national queue until a package becomes available and is assigned to them.*
- When care commences all approved providers must deliver home care package services under a consumer directed care basis.*



National Prioritisation System

National package queue, which determines the order in which eligible consumers are assigned a home care package; and
Package release process, which determines the number and type of packages that can be assigned to clients on the queue at a point in time.

- Home care approval
- How are consumers prioritised?
- The package release process
- Timeframe for entering into a Home Care Agreement
- Interim package assignment



Accessible Services Under a Home Care Package

- Personal services:
- Nutrition, hydration, meal preparation and diet:
- Continence management:
- Mobility and dexterity:
- Nursing, allied health and other clinical services:
- Transport and personal assistance:
- Management of skin integrity:.
- telehealth:
- assistive technology:
- aids and equipment:

Home care level 1 and 2 packages are not intended to provide comprehensive clinical or health services.

Home care level 3 and 4 packages have a greater emphasis on delivering complex care in the home, including more clinical care where needed.



Home care package restrictions

- items that would normally be purchased out of general income
- buying food, except as part of enteral feeding requirements
- payment for permanent accommodation, including assistance with home purchase, mortgage payments or rent
- payment of home care fees
- payment of fees or charges for other types of care funded or jointly funded by the Australian Government
- home modifications or assets that are not related to your care needs
- travel and accommodation for holidays
- cost of entertainment activities, such as club memberships and tickets to sporting events
- gambling activities
- payment for services and items covered by the Medicare Benefits Schedule or the Pharmaceutical Benefits Scheme.



Accessing aged care translations and multilingual information

Lisa Tribuzio,
Centre for Cultural Diversity in Ageing

Centre for Cultural Diversity in Ageing

Our Vision

All aged care consumers in Australia experience inclusive and accessible care

Our Purpose

To build the capacity and capabilities of Australian aged-care providers to deliver services that are welcoming, inclusive and accessible.

Our Service Areas



Inclusive practice training and workshops



Capacity building to promote cultural inclusion and equity



Diversity advice and consulting

Partners in Culturally Appropriate Care (PICAC) program

The Centre for Cultural Diversity in Ageing is funded through the Department of Health, PICAC program.

The Centre forms part of the PICAC Alliance, a national body comprising PICAC funded organisations across Australia.

The Alliance aims to be a voice and discussion conduit into information, training and resources to inform aged and community care services.



Multilingual health and aged care information

[Home](#) > [Service Providers](#) > [Multilingual resources](#)

Multilingual health and aged care information for providers

Below is a list of multilingual resources which you can access to assist you in your work with consumers who speak languages other than English. The resources can be downloaded by following the links provided.

You can find information under the following topics:

- [Aged Care Services](#)
- [Health and Wellbeing](#)
- [Disability and NDIS](#)
- [Mental Health](#)
- [Financial Issues](#)
- [Safety](#)
- [Communication Tools](#)
- [Community Directories](#)
- [Directories and Search Engines](#)
- [Resources on our website](#)

Examples of multilingual information

Aged Care Services

Myagedcare (Australian Government Department of Health)

Numerous resources and booklets regarding aged care services.

Languages available: Arabic, Croatian, Dutch, German, Greek, Hindi, Hungarian, Italian, Korean, Macedonian, Maltese, Polish, Russian, Simplified Chinese (Mandarin), Serbian, Traditional Chinese (Cantonese), Vietnamese, Arrernte, Pitjantjatjara, Torres Strait Creole (Yumplatok) and Warlpiri

Aged Care Quality and Safety Commission (Australian Government Department of Health)

Languages available: Various resources available in other languages

Health and Wellbeing

Advance Care Planning (Advance Care Planning Australia)

Languages available: Arabic, Cantonese, Chinese (Simplified), Chinese (Traditional), Croatian, Greek, Hindi, Italian, Macedonian, Mandarin, Polish, Serbian, Spanish, Tagalog, Vietnamese

Planning Ahead: Raising awareness for future healthcare planning (Multicultural Communities Council of Illawarra)

Posters available in 17 languages

Arthritis Factsheets (Arthritis Australia)

Languages available: Several

Bladder and Bowel Health (Australian Government Department of Health)

Languages available: Arabic, Chinese (Simplified), Chinese (Traditional), Croatian, Dinka, Dutch, English, German, Greek, Hindi, Hungarian, Indonesian, Italian, Karen, Korean, Macedonian, Maltese, Persian, Polish, Serbian, Somali, Spanish, Tagalog, Turkish, Urdu, Vietnamese

Mental Health

Mental Health Multilingual Resources (NSW Transcultural Mental Health Centre)

Languages available: Albanian, Arabic, Assyrian, Bosnian, Chinese, Croatian, Dari, Dinka, English, French, German, Greek, Hindi, Indonesian, Italian, Japanese, Khmer, Korean, Kurdish, Lao, Macedonian, Maltese, Persian, Polish, Portuguese, Punjabi, Russian, Samoan, Serbian, Sinhalese, Somali, Spanish, Tagalog, Tamil, Tetum, Thai, Turkish, Vietnamese

Embrace Multicultural Mental Health

Numerous resources.

Languages available: [Italian](#), [Amharic](#), [Arabic](#), [Assyrian](#), [Simplified Chinese](#), [Croatian](#), [Dari](#), [Dinka](#), [English](#), [Farsi](#), [Greek](#), [Khmer](#), [Korean](#), [Krio](#), [Macedonian](#), [Polish](#), [Russian](#), [Serbian](#), [Spanish](#), [Swahili](#), [Traditional Chinese](#), [Turkish](#), [Vietnamese](#)

Multilingual resources for aged care providers

Resource	Languages
Communication Cards	57
Aged Care Signage	57
Consumer Feedback Form	12
Interpreter Cards	32

Further reading

Australian Multicultural Community Services (AMCS):

<https://www.amcservices.org.au/>

Centre for Cultural Diversity in Ageing

<http://www.culturaldiversity.com.au/>

My Aged Care:

<https://www.myagedcare.gov.au/>

<https://www.myagedcare.gov.au/accessible-all>

Translating and Interpreting services for aged care providers:

<https://www.health.gov.au/initiatives-and-programs/translating-and-interpreting-service-for-aged-care-service-providers>

Partners In Culturally Appropriate Care (PICAC):

<http://www.picacalliance.org/>

Thank you
Any questions?