



**Association  
for  
Culturally  
Appropriate  
Services  
(AfCAS)**

**BUILDING A CULTURALLY COMPETENT  
AGED CARE WORKFORCE**

**BY MARY GURGONE, Vice-Chair, AfCAS - [www.afcas.net](http://www.afcas.net)**

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**MARY GURGONE**

**Director of the Centre for Capability & Culture & Board member of the National Accreditation Authority for Translators and Interpreters (NAATI), has led national, state & organisational programs on culturally appropriate care.**

**She has relevant qualifications and lived experience of caring for her mother in her sunset days when she returned to primary language. Her career has spanned government, private and community sectors.**

## Context

The aged care workforce in Australia is increasingly dependent on migrant workers.

**32% of the total residential care workforce in 2016 was born overseas**

40% of recent hires are migrant workers – 34% in 2007

Cultural competence required to work in the multicultural workplace with people of many cultures as clients.

## Culturally Competent Organisations:

- **All welcome and included**
- **Staff & consumer cultural background & languages respected**
- **Cross cultural values, principles, behaviours, attitudes, policies and structures**
- **Value diversity; conduct cultural self-assessment, manage difference; acquire & institutionalise cultural knowledge; adapt service delivery to diverse cultures of communities they serve**
- **Systemic incorporation of above into service delivery involving consumers, families and communities**



## NATIONAL PROJECT TO IMPROVE CULTURAL COMPETENCE IN 5 TARGETED AGED CARE ORGANISATIONS BY:



- **Develop online validated cultural competence tool**
- **Trial the tool to inform cultural competence training**
- **Develop and trial a consultancy framework to implement the audit tool to address deficiencies in cultural competence**

## AUDIT TOOL

**Aged Care Diversity Check (ACDC) combines best components of 3 existing tools. ACDC gathers personal and organisational data on cultural diversity at site level on:**

- **Organisational commitment**
- **Planning for cultural diversity**
- **Staff recruitment and retention**
- **Monitoring**
- **Diversity in the workplace**
- **Communication**

## CONSULTANCY FRAMEWORK

1. Online survey
2. **Survey data analysis**
3. **Executive Team workshop on survey results**
4. **Customised training program as agreed by Executive Team**
5. Monitoring during and after the program for ongoing training

# CULTURAL COMPETENCE TRAINING

Real life case studies used to:

- **Raise awareness of each staff member's responsibility to contribute to a culturally inclusive workplace**
- **Identify strategies to increase engagement and quality performance**
- **Develop steps to build a culturally inclusive workplace**



## FEEDBACK: TRAINING PRIORITIES

- **Personal/Interpersonal Relationships**
- **Awareness/Understanding of Cultural Diversity**
- **Communication/ Listening**
- **Impact on action**

# LEARNINGS

**Aged Care Organisations should:**

- Link audit to action
- **Customise Training**
- Importance of consultancy support in achieving change
- **Resourcing constraints barrier to staff training**
- Change champions at senior levels required



Members are joining AfCAS because the Association will increase:

- awareness of CALD seniors' aged care needs and CALD aged care services
- financial viability of CALD specific aged care services
- sustainability of CALD specific aged care services
- the quality of care provided to CALD seniors

**HAPPY & SAFE FESTIVE SEASON TO ALL!**

