



Topic 2: Provide Culturally Safe Care

Inclusive Leadership Training
Program May 2022

Welcome to the iLead training for the leaders of small CHSP organisations

These modules will assist in preparing your organisation to demonstrate compliance with the Aged Care Quality Standards in relation to diversity.

It is intended to be an introduction to the following four topics:

Topic 1 – Cultural Safety and the Diversity Conceptual Model

Topic 2 – Provide culturally safe care

Topic 3 – Supporting health literacy

Topic 4 – Manage workforce diversity

Each topic is a PowerPoint presentation and can be completed in approx. 15 minutes making them useful for discussion team meetings or staff development and / or new staff orientation to your organisation.

It is recommended that they are done in numerical order and have been designed to cover key definitions and useful resources for CHSP providers.

It is accompanied by a User Guide on the [Diversity at Work](#) site

Topic 2 Learning objectives for Provide Culturally Safe Care

Learners will be able to:

1. Understand cultural safety
2. Understand considerations for providing culturally safe care
3. How to use data to understand your community
4. Locate resources to support cultural safety



There is additional information contained within the notes view of these slides to support your learning.

Cultural safety

The workforce provides quality and culturally safe care and services by:

- Recognising, respecting and supporting the unique cultural identities of the person and meeting their needs, expectations and recognising their rights.
- ensuring each person feels respected, valued and safe, without fear of discrimination.

(Bolton Clarke Valuing Identity, Culture and Diversity Guideline, 2019)



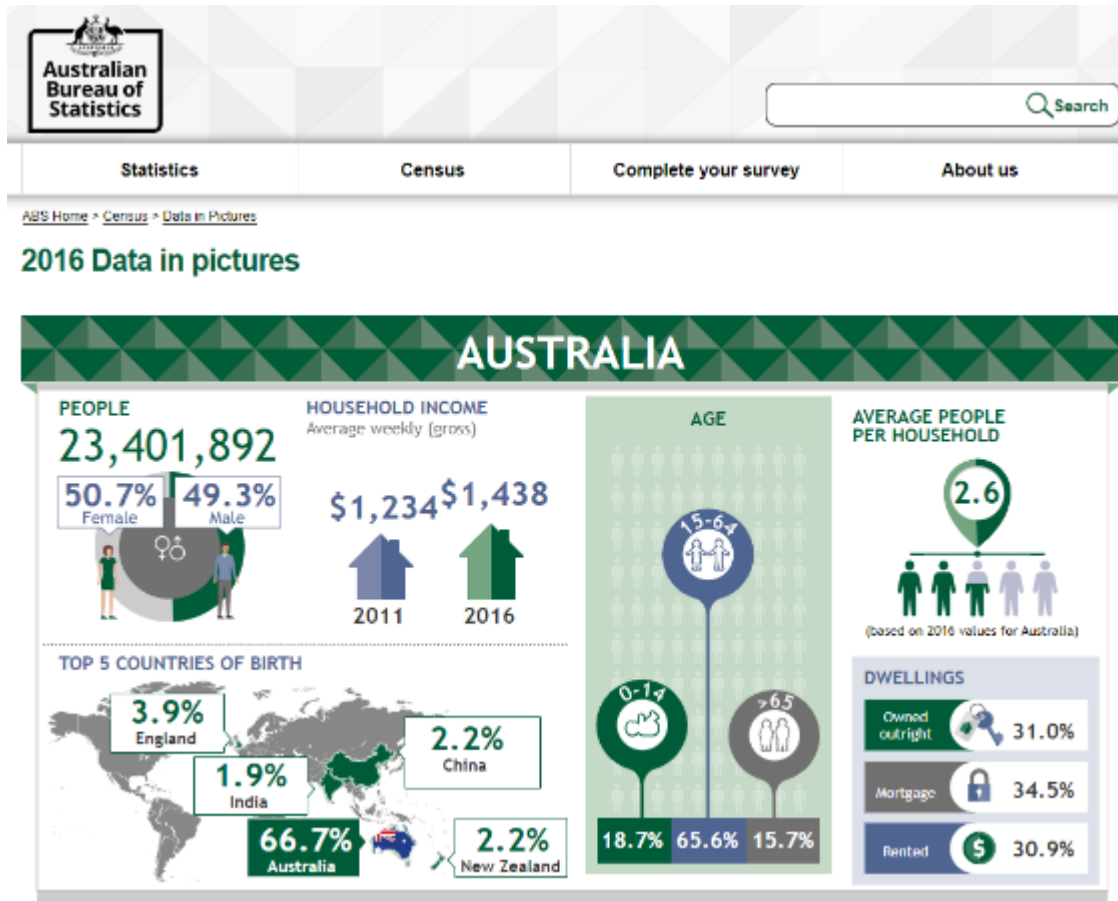
Strategies to enhance cultural safety:

Cultural safety is about considering our own cultural identities and attitudes and being open-minded when providing care to people who have different experiences to us.

We should think about:

- clear, value free, open and respectful communication
- developing trust and rapport
- create welcoming environment
- recognising and avoiding stereotypical barriers i.e., ageism
- Actively listening and responding to people about what's important to them in a two-way conversation where knowledge is shared
- understanding the influence of culture, identity, heritage and life experience

Understanding your community



ABS data is a great place to start to know who might access your service.

Assist to plan for specific groups to ensure your service is inclusive of the community

Primary Health Networks and Dept of Health will have additional data to help you understand your community.



Understanding your local government area using profile.id

.idcommunity | demographic resources

- community profile
- social atlas
- population forecast
- economic profile
- housing monitor
- community views

Find your community profile...

.id has delivered suburb-based community profiles to councils across Australia and New Zealand. They are delivered in public websites, branded profile.id, for anyone to access. Click on the link below to access demographic analysis based on results from the Census. Results include population, age structure, ethnicity, ancestry, religion, income, qualifications, occupations, employment, unemployment, disability disadvantage, volunteering, childcare, family structure, household structure, housing tenure, mortgage and rental payments, and the size and type of the dwellings people live in.

Bass Coast Shire | community profile



- community profile
- social atlas
- population forecast
- economic profile
- housing monitor

Home
Population highlights

Welcome to Bass Coast Shire Community Profile

Area profiles

- About the profile areas
- Population >
- How old are we? >
- Who are we? >
- What do we do? >
- How do we live? >

The Bass Coast Shire Estimated Resident Population for 2021 is 38,825, with a population density of 44.93 persons per square km.

Bass Coast Shire is located in south-eastern Victoria, about 130 kilometres south-east of the Melbourne CBD.

The Bass Coast Shire Community Profile provides demographic analysis for the City and smaller areas within it based on results from the 2016, 2011, 2006, 2001, 1996 and 1991 Censuses of Population and Housing. The profile is updated with population estimates when the Australian Bureau of Statistics (ABS) releases new figures.

Communities of interest

- Indigenous profile >
- Age groups >
- Need for assistance >
- Low income households >
- Sexes >

Population
38,825
ABS ERP 2021

Land area
864.1
square km

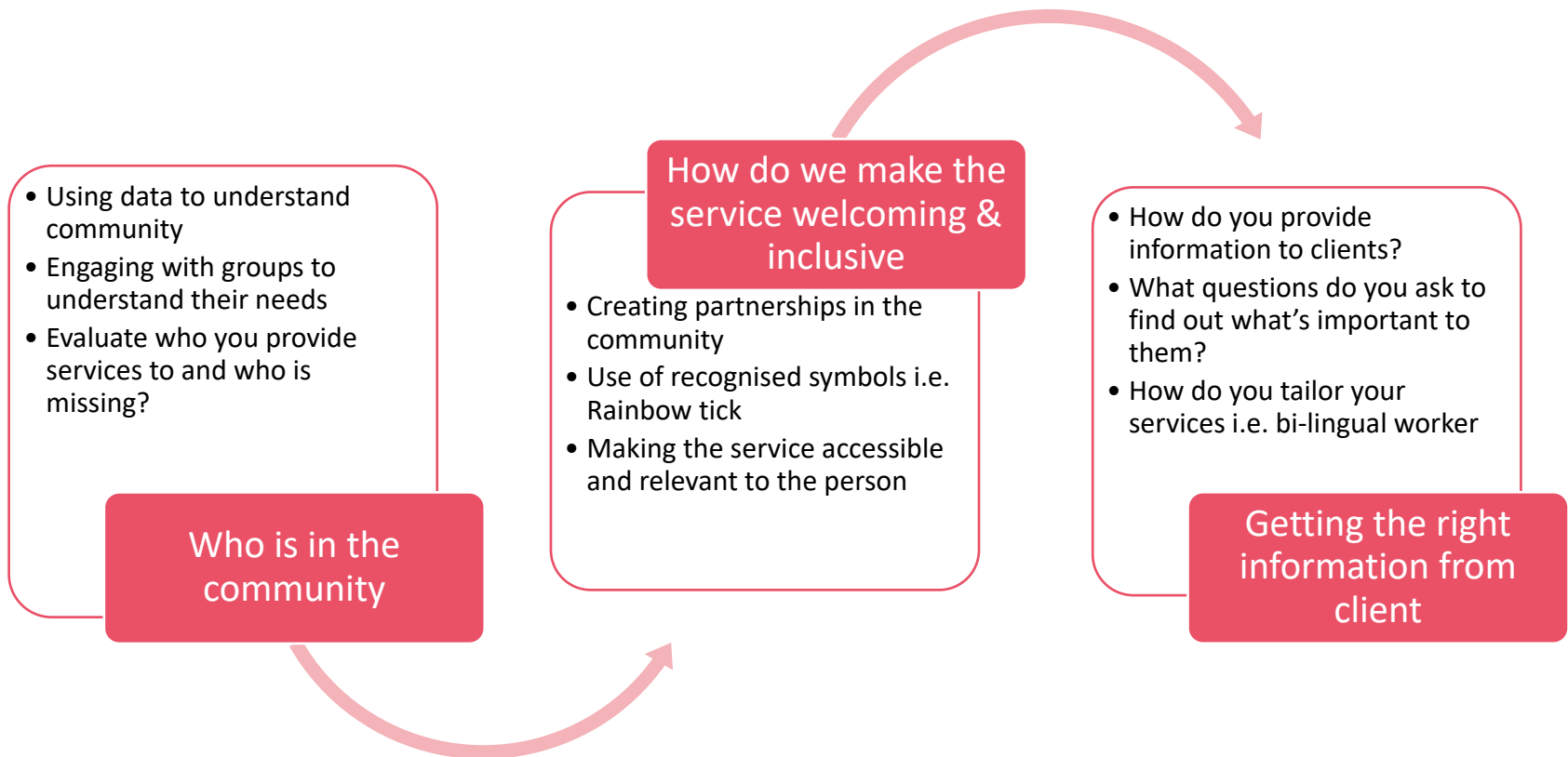
Population density
44.93
persons per square km

Specialist profiles

Locality snapshots



Putting culturally safe care into practice





Australian Government Diversity Aged Care Action Plans

To assist us to address barriers faced by older people with diverse characteristics and life experiences, the Australian Government has developed 4 Action Plans:



Excellent resource list available in each action plan for further information



Providing care considerations for specific groups

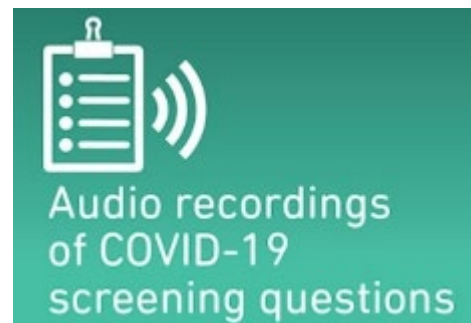
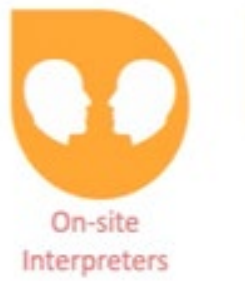
(Aged Care Act 1997)





Bolton Clarke resources available for use

Bolton Clarke: Diversity At Work



Resources

Click on the links below:

- [Actions to support older CALD people 2019](#)
- [Aged Care Diversity Framework 2017](#)
- [Australian Commission on Safety and Quality in Health Care. *Health Literacy: Taking Action to improve safety and quality.* 2014](#)
- [Centre for Culture, Ethnicity and Health \(CEH\)](#)
- [Centre for Culturally Diversity in Ageing \(CCDA\)](#)
- [Inclusive Health and Aged Care](#)
- [Shared actions to support diverse older people](#)
- [Translated Charter of Aged Care Rights](#)