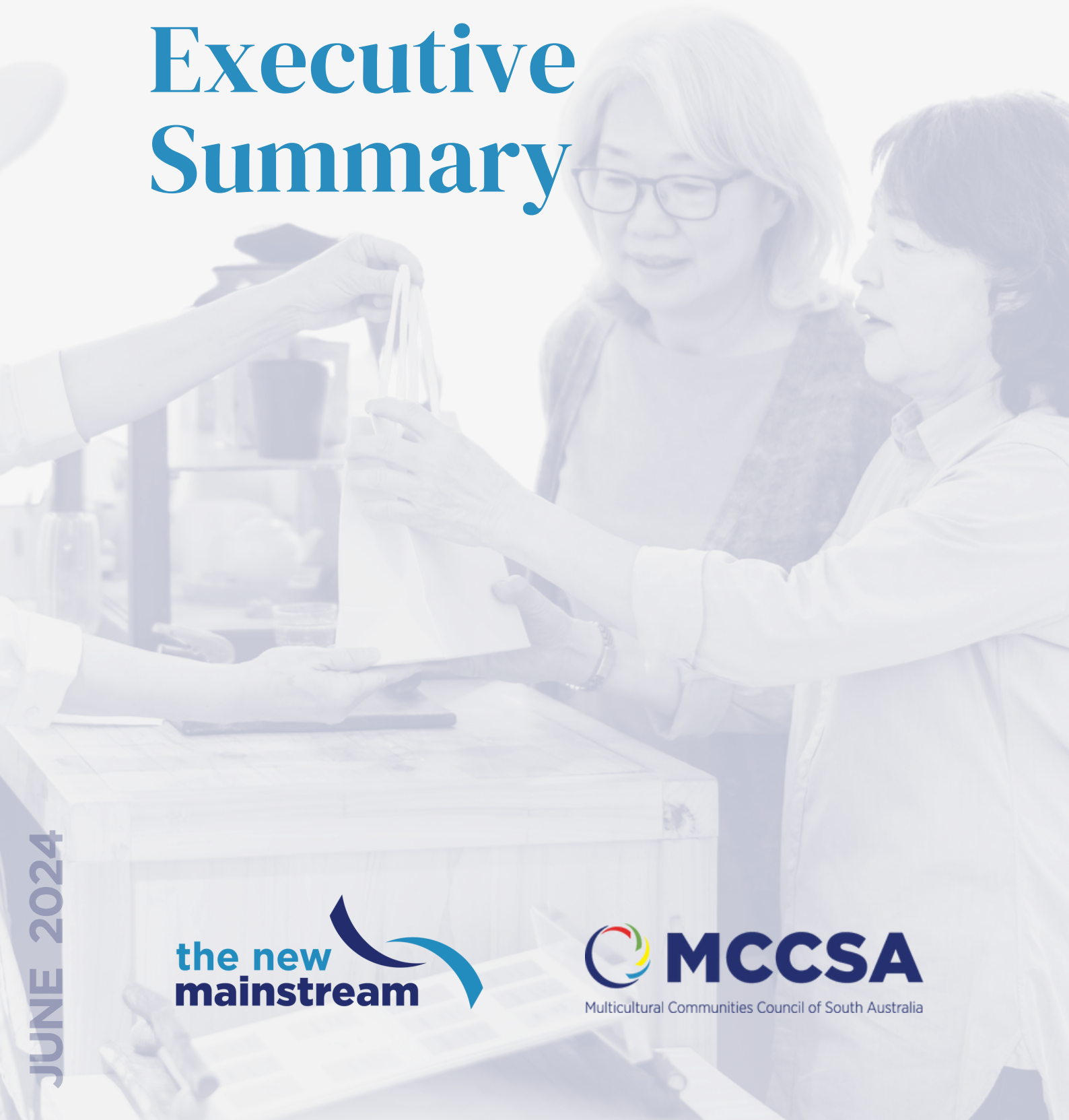


**Enhancing Aged Care Services
for Diverse Communities:
Insights and Recommendations
from Focus Group Research
in South Australia**

**Executive
Summary**



JUNE 2024



Introduction

Background

Australia's ageing population is becoming increasingly diverse, necessitating a thorough understanding of how culturally and linguistically diverse communities perceive and anticipate accessing aged care services.

The full research paper by the Multicultural Communities Council of South Australia (MCCSA) provides critical insights into these challenges and offers strategic recommendations for improving service accessibility and cultural appropriateness.

This executive summary highlights several key points from the research paper. For a more comprehensive understanding of the research findings and additional recommendations, please refer to the full paper.

Methods

Focus groups were conducted with participants from Greek, Latin American, Chinese, Tamil-speaking, and Muslim communities. The study examined awareness levels, information sources, perceived barriers to access, and decision-making processes regarding aged care services.

Research Context

Focus: Individuals over 50 years not yet accessing aged care services

Scope: Next generation of care recipients in SA

Published: June 2024

[Full Paper](#)



Selected Key Insights

BARRIERS TO ACCESSING AGED CARE

- Traditional values around family care are being challenged in the Australian context, often creating confusion and guilt.
- Contrary to assumptions in the sector, this research reveals no significant shift in attitudes towards aged care services among diverse communities in South Australia between first- and second-generation migrants.
- Beyond surface-level cultural accommodations, there's a misalignment between diverse worldviews and the Australian aged care model. For example, the individualistic approach of current assessment tools often clashes with collectivist cultural norms.
- The impact of negative publicity of the aged care sector is compounded by cultural factors, resulting in a trust deficit to the aged care system.

CENTRAL ROLE OF FAMILY IN AGED CARE DECISIONS

- For many diverse communities, family involvement remains a cornerstone in aged care decision-making processes.
- Decisions about aged care services are often viewed as collective family matters rather than individual choices
- Adult children frequently take on roles as informal carers and intermediaries in the aged care system.
- This central role of family in aged care decisions underscores the need for family-inclusive approaches in policy development and service delivery.

INFORMATION CHANNELS

- Emerging trend: Informal digital networks (e.g. community WhatsApp or WeChat groups) are increasingly filling information gaps.
- GP offices remain trusted information hubs for diverse communities, and for many, this is the first point of contact with information about aged care.

Strategic Recommendations



Empower Families

- Shift from passive inclusion to active empowerment
- Introduce family liaison roles
- Propose policy changes for meaningful family involvement



Reshape Public Perception of the Sector

- Develop authentic success stories with diverse communities
- Launch targeted media campaigns addressing cultural concerns



Enhance Cultural Intelligence

- Implement tiered framework from frontline staff to leadership



Partner with Multicultural Organisations

- Create sustainable information networks



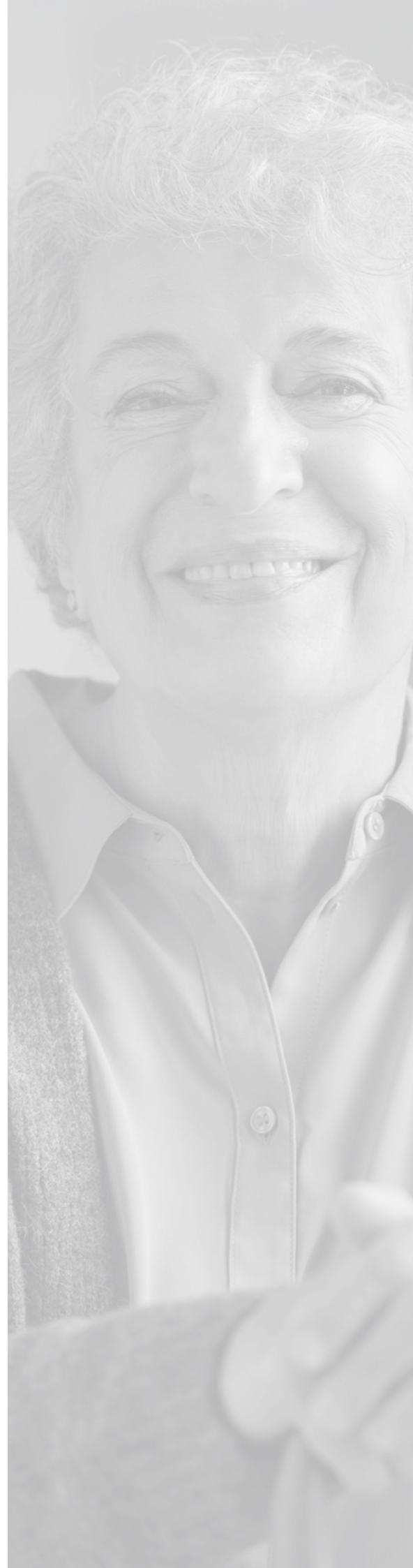
Boost Financial Literacy

- Develop programs for next-generation care recipients
- Address misconceptions



Develop Digital Engagement Strategies

- Establish presence on informal digital platforms
- Create intuitive, multilingual mobile apps



Next Steps

- 1 Review the full paper for comprehensive research

[Full Paper](#)



- 2 Identify which recommendations align with your organisation's capabilities

- 3 Develop an action plan for implementing selected recommendations

- 4 Engage with MCCSA for further guidance and potential partnerships.

Through its work, MCCSA strives to bridge the gap between diverse communities and aged care services, promoting improved outcomes for older individuals from diverse backgrounds.



the new mainstream

Authentic Perspectives,
Powerful Insights

An initiative of



Multicultural Communities Council of South Australia



(08) 8345 5266



mccsa@mccsa.org.au



www.mccsa.org.au