



Innovation,  
Applicability and  
Transferability

## Research Update/Outcome

### Developing the multicultural workforce to improve the quality of care for residents

With the ageing of multicultural Australia, a growing number of residents in residential aged care (RAC) are from culturally and linguistically diverse (CALD) backgrounds, and have diverse care needs.

Similarly, the workforce in Residential Aged Care (RAC) is increasingly diverse, posing both opportunities and challenges for residents and for the workforce development.

To assist aged care services address these challenges, Resthaven, Flinders University (project lead) and Anglicare SA formed a consortium to develop and implement the **project 'Developing the multicultural workforce to improve the quality of care for residents'**.

The project was funded in 2014 by the Commonwealth Government through the Department of Social Services under the Aged Care Service Improvement and Healthy Ageing Grant Scheme.

The project developed a multicultural workforce development model, including a cross cultural care training package available as a Massive Online Open Course (MOOC): [www.flinders.edu.au/cross-cultural-care](http://www.flinders.edu.au/cross-cultural-care).

Mentoring of residential care staff by a multicultural site champion proved to be positive in influencing quality practices across cross cultural leadership, communication, cross cultural dementia care, and end of life care.

Wendy Morey, Executive Manager Workforce Development and Governance, sponsored **this research, stating "This project assisted Resthaven in contributing towards best practices that support a multicultural workforce to deliver quality care. Resthaven is committed to developing the skills of all staff in ensuring that residents, clients and colleagues from varying cultures are provided the best culturally sensitive care and support."**

