

Creating Inclusive Organisations

Webinar
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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.

The 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

Our Priorities



Creative collaborations with the aged care sector



Recognition and celebration of inclusive practices



Evidence-informed and culturally inclusive services



Creating resources that promote access, equity and inclusion

The Centre for Cultural Diversity in Ageing is funded by the Australian Department of Health through the Partners in Culturally Appropriate Care (PICAC) program.

Presentation overview

- Inclusive practice in aged care

What is it and why we need it?

- Inclusive service standards

A framework to achieve inclusive practice

- Stories to Inspire: Case study from Uniting

Diversity and Inclusion Strategy

An inclusive approach focuses on adapting and improving current services and organisational practices so they are welcoming, safe and accessible for all.

Welcoming, safe and accessible for all

In an inclusive environment, the diversity of each individual is respected and acknowledged.

Diversity is recognised and embedded into our organisations and addressing barriers to inclusion is continuously worked on

Systemic discrimination can create and sustain privileges for some while creating and sustaining disadvantages for others.

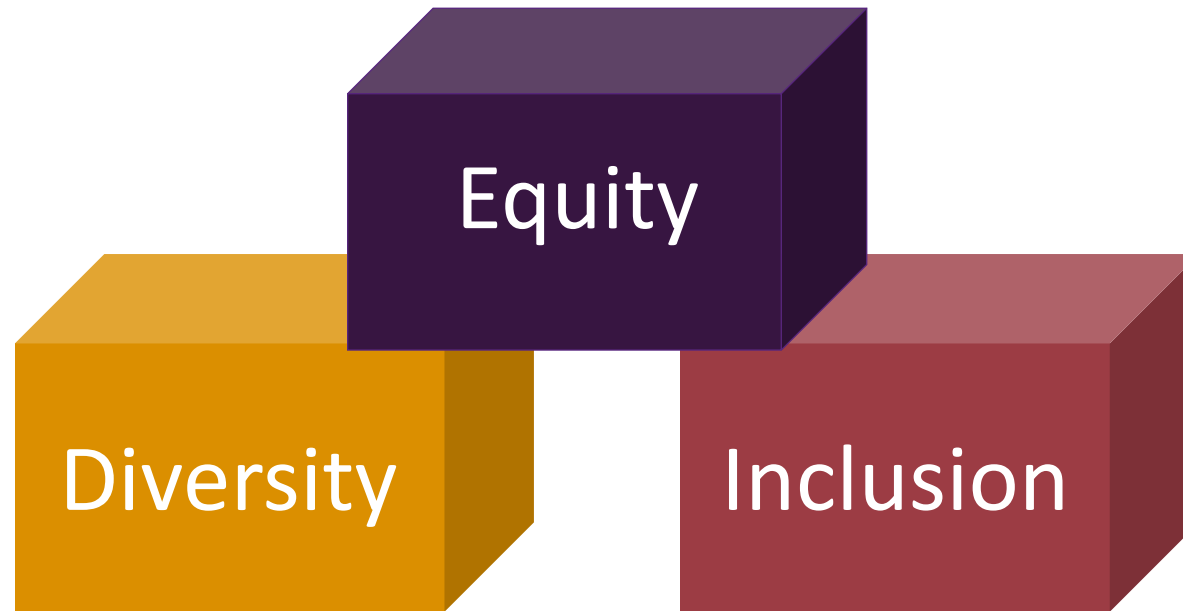
Quality Care

Australia's aged care system has evolved to offer increased choice and control for consumers.

Quality care ensures that the dignity and human rights of each individual is embraced.

It also requires that the diverse characteristics and life experience of the individual, that may influence their care needs, are met.

Building blocks of an inclusive approach



Equity is about fairness.

It is about recognising that disadvantage exists and finding solutions to the barriers, behaviours and attitudes that create unequal situations and outcomes.

In order to be fair it is necessary to treat people differently.

Equity doesn't mean disadvantaging anyone. It is about making the playing field level.



Diversity encompasses any characteristic used to differentiate one person from another.

These characteristics permeate the way we individually experience the world, the way we self-identify and the way we are identified by others.

These characteristics and attributes shape who we are and what is important to us.

We can identify with multiple characteristics at any given time or given context.



Diversity characteristics

Beliefs around ageing Beliefs around end of life

Life Experiences Ideologies and political views Temperament/Personality

Sexual identity Ethnic Identity Age Family roles Mental Health

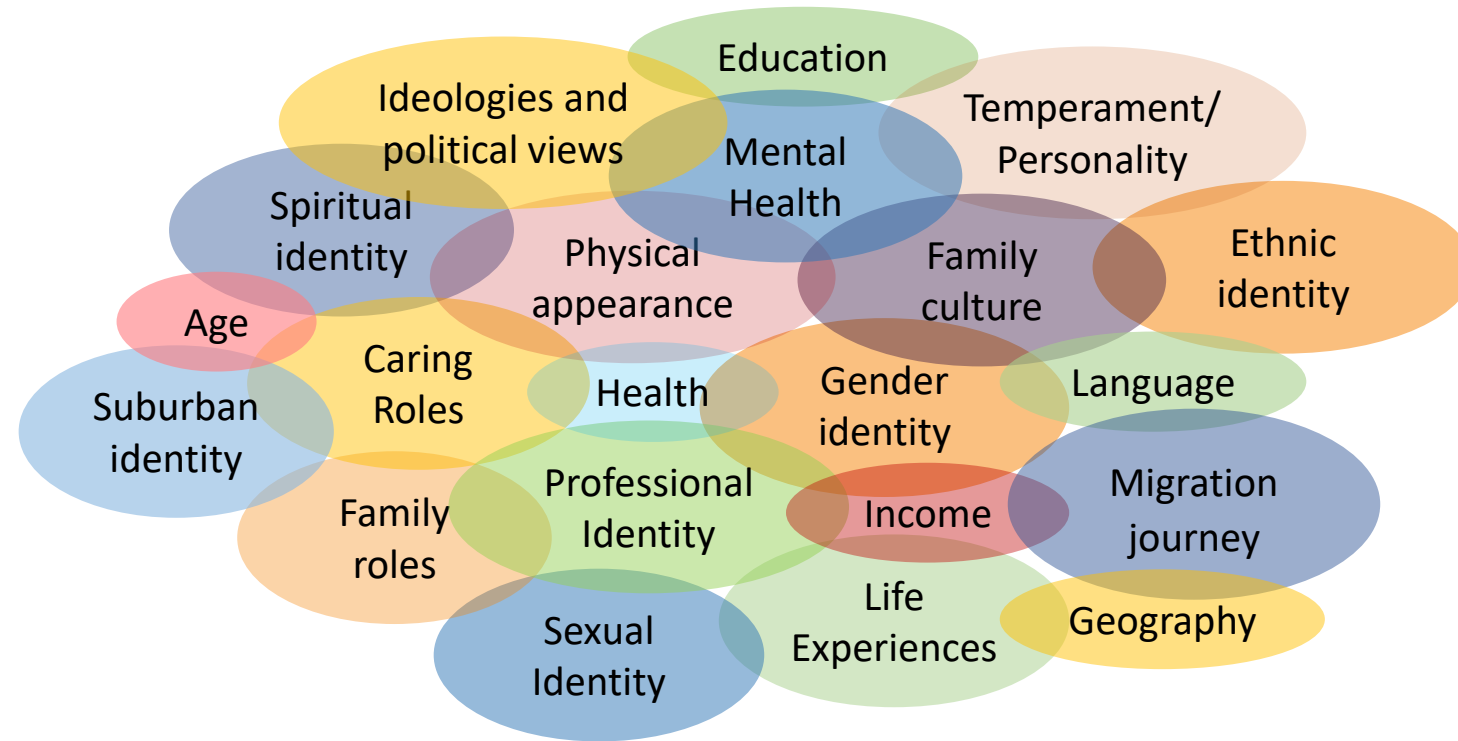
Education Caring Roles Gender identity Language Health

Income Physical appearance Family culture Migration journey

Geography Suburban identity Professional Identity Spiritual identity



People have overlapping identities and experiences



Understanding how diversity characteristics intersect can guide us towards holistic and person centred care

Inclusion is positive action taken to help consumers participate and be represented in all areas.

Inclusion is where environments are welcoming, people feel comfortable to be themselves and they are empowered.

Creating inclusive services and environments means addressing power and privilege imbalances.



Risk and protective factors to inclusion

Risk Factors to Inclusion

Poverty
Social isolation
Living a disability
Discrimination (sex, age, disability, race)
History of trauma or abuse (child abuse, institutional abuse, refugee experience, domestic violence, elder abuse)
Barriers to English language/literacy
Digital exclusion
Transport barriers
Homelessness or unsafe housing
Communication barriers
Being a carer
Cultural perceptions and stigma
Lack of inclusive services



Protective Factors to Inclusion

Financial security
Social connectedness
Able bodied
Limited or no experience of discrimination
Positive relationships
Language and literacy abilities
Digital inclusion
Access to transport
Secure and safe housing
Able to communicate
No caring responsibilities
Availability of Inclusive services

Why consider inclusive practice?

Legal

Aged Care Act 1997
Age Discrimination Act 2004
Disability Discrimination Act 1992
Racial Discrimination Act 1975
Sex Discrimination Act 1984
Australian Human Rights
Commission Act 1986
Equal Opportunity Act 2010

Moral

Improves quality of life

Contributes to the
greater good of society

Social

fair

just

respectful

National Approaches

Department of Health
Aged Care Diversity
Framework

Aged Care Quality and
Safety Commission
through
Aged Care Quality
Standards

Aged care sector
committee

Organisational Development

Innovation, and productivity

Consumer satisfaction

Reputation/brand as an employer or provider of choice

Minimizes risk and ensures compliance

Global

Supported by global human rights, eg: WHO Age Friendly Cities,
WHO Social Determinants of Health, 2030 Agenda for Sustainable Development
United Nations Principles for Older Persons

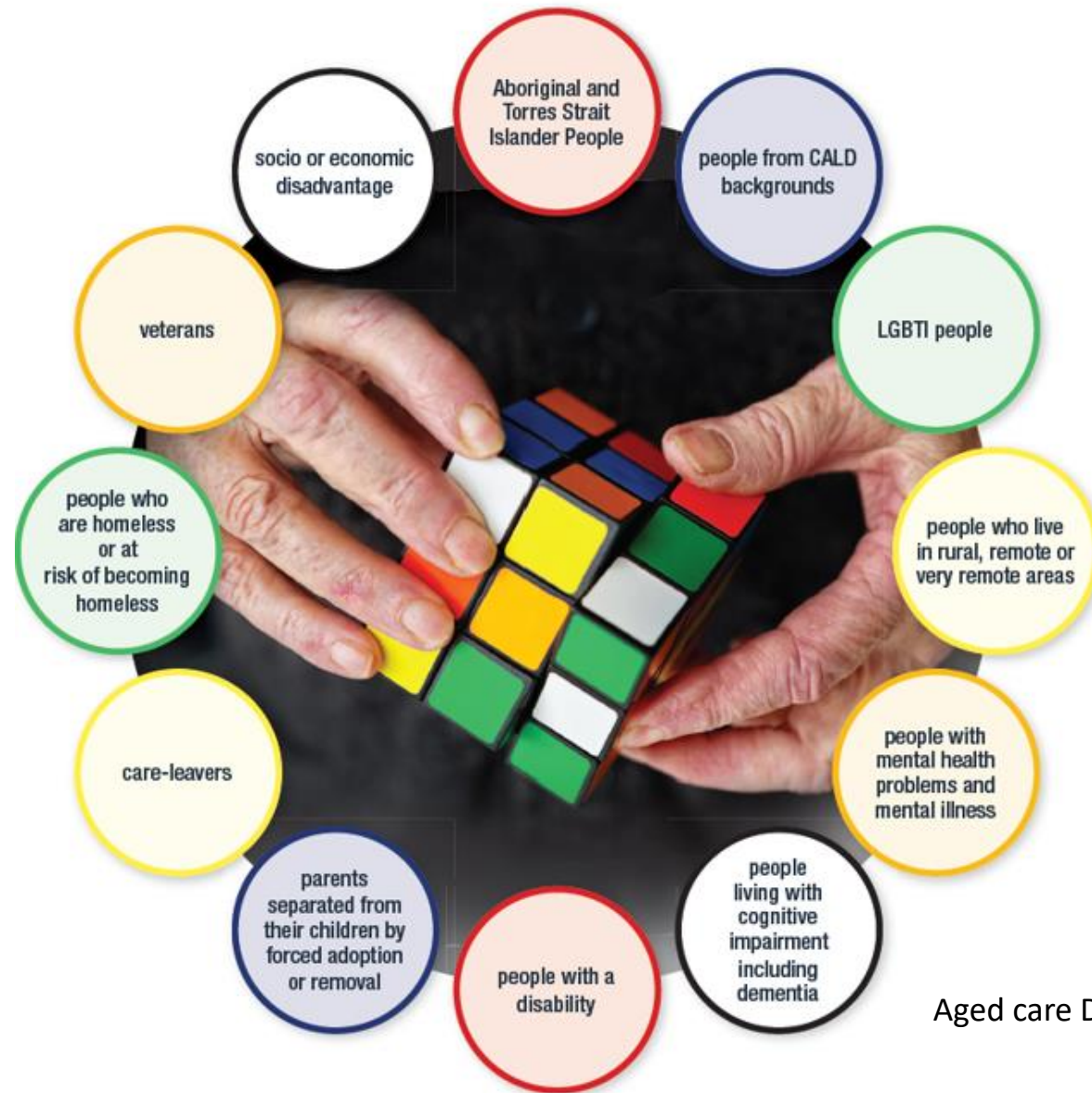
Diversity and inclusion in the aged care sector

Aged Care Diversity Framework (2017)

The diversity framework works to embed diversity in the design and delivery of aged care services.



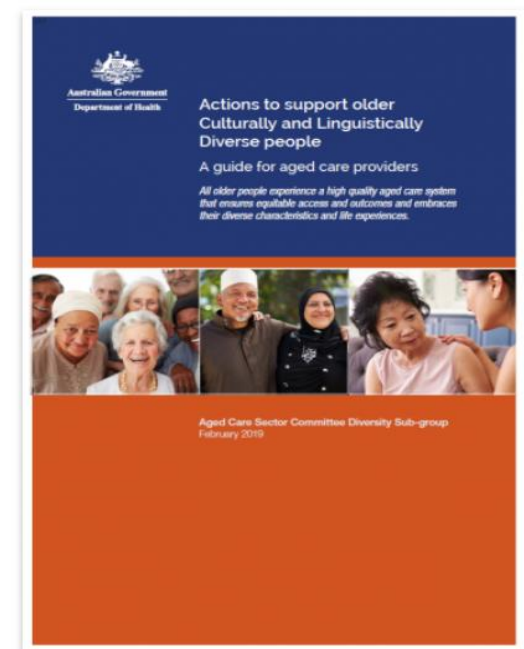
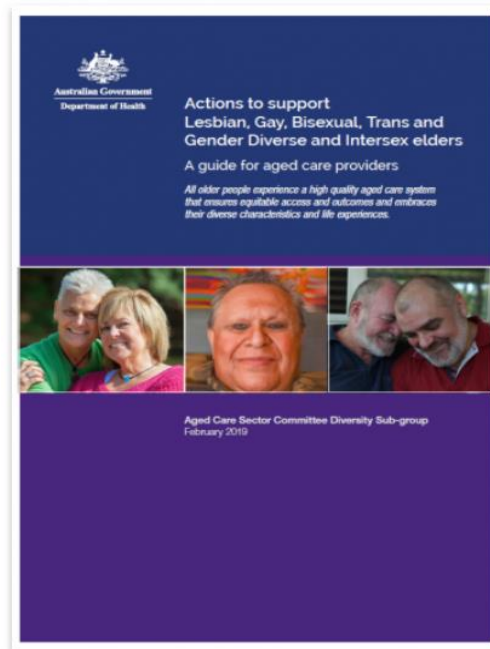
Special needs groups in the Aged Care Diversity Framework



Aged care Diversity Framework 2017

Action Plans for consumers and providers

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



Inclusivity through a whole of organisation approach

It is good practice if a diversity and inclusion lens is integrated throughout the whole organisation.

Often diversity and inclusion is viewed as an “add on” or “a nice thing to do”.

It must start from the top, have a planned strategy and systems which allow the monitoring of progress against goals and continuous improvement.

Inclusive Service Standards

Inclusive Service Standards

The Inclusive Service Standards were developed by the Centre for Cultural Diversity in Ageing in 2018 to assist aged care organisations become better equipped at addressing the diverse needs of their consumers and journeying toward inclusive practice.

Inclusive Service Standards

Standard 1:
Commitment to inclusive services

Standard 2:
Developing systems that support inclusive services

Standard 3:
Capacity building for inclusive services

Standard 1 – Commitment to Inclusive Services

The organisation clearly articulates its commitment to building an environment which responds to consumer diversity and embeds inclusive service provision across all of its systems.

Standard 1 – Commitment to Inclusive Services

Suggestions:

Does your organisation have a diversity and inclusion strategy?

Is diversity and inclusion a commitment by executive leaders and board members?

Is diversity and inclusion embedded into strategic plans, mission statements, annual reports, online and printed communication and job descriptions?

Do you have a diversity and inclusion committee and/or relevant working groups to formally evaluate progress against diversity and inclusion goals?

Where is your organisation at?

Inactive

Reactive

Proactive

Progressive

Best Practice

Standard 2: Developing systems that support inclusive services

The organisation designs and implements inclusive services based on evidence derived from organisational reviews and consultation with stakeholders.

Standard 2 – Developing systems that support inclusive services

Suggestions:

Does your organisation monitor and compare diversity of its consumers to the diversity of the community to identify and address service gaps?

Does your organisation have policies and procedures that consider diversity and inclusion in screening, assessment and care planning?

Does your organisation collaborate and seek input with special needs groups and peak bodies to co-design inclusive procedures and processes?

Does your organisation have an inclusive consumer feedback policy where consumers actively participate in planning, monitoring and evaluation of services?

Where is your organisation at?

Inactive	Reactive	Proactive	Progressive	Best Practice
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Standard 3: Capacity building for Inclusive practice

The organisation's management and staff are equipped with knowledge, skills and resources required to plan and deliver inclusive services.

Standard 3: Capacity building for Inclusive practice

Suggestions:

Is your organisation openly committed to diversity and inclusion in recruitment?

Does your organisation provide ongoing information and training on diversity and inclusion to all employees appropriate to their level? (eg cross-cultural communication, working with interpreters, diversity and inclusion in aged care, managing diverse workforces, cultural safety?)

Does your organisation collect and track diversity data from your staff to drive inclusion in the workforce? (eg carer roles, gender, age, disability, LGBTIQ+, CALD, Aboriginal and Torres Strait Islander, mental health)

Has the organisation allocated budget items that support the development and implementation of inclusive service provision (e.g. interpreter services, translations, inclusive service training and targeted media campaigns)?

Where is your organisation at?

Inactive

Reactive

Proactive

Progressive

Best Practice

Uniting NSW/ACT Diversity and Inclusion Strategy 2020-2023

“At Uniting, we don’t just care about D&I because it’s ‘the right thing to do’. D&I is part of our identity and the future we see for ourselves. “

- Uniting NSW/ACT is a large NGO providing a range of services including aged care
- Their Diversity and Inclusion Strategy was launched in September 2020 and adopts a whole of organisation approach to diversity.
- The strategy has commitment by the CEO and Board and is communicated across Australia on its website and social media channels.

Margaret Teuma

Diversity and Inclusion Specialist
Uniting



Margaret is the Diversity and Inclusion Specialist working in Uniting. She is responsible for the provision of expertise in the embedding of diversity and inclusion principles in Uniting. Her role includes challenging existing structures and supporting progressive change through influencing system improvement and coordinating special projects that build diversity and inclusion capability.

She is passionate about tackling injustice and inequality, particularly for those most marginalised in society, and is especially committed to actions resulting in improving the quality of life of refugees, people with a disability, Aboriginal and LGBTI communities.

Margaret comes with a wide-ranging career in public sector and NGO leadership positions and has extensive experience in developing strategies, policy development and program evaluation.

Where to go for support?

Centre for Cultural Diversity in Ageing website



Inclusive Service Standards Online Portal

Use the Inclusive Service Standards Portal to self-assess against the Inclusive Service Standards, develop inclusive strategies and action plans.

[Access the portal >](#)



Tip Sheets and Templates

Access a range of tip sheets and templates designed to support your organisation to meet the Inclusive Service Standards.

[Get the tip sheets and templates >](#)



Read the Inclusive Service Standards

The Inclusive Service Standards provide a framework you can adapt to improve your services and organisational practices so they are welcoming, safe and accessible.

[Get the PDF >](#)



Video & discussion guide

Watch video about the Inclusive Service Standards, and use the accompanying guide to facilitate group discussion.

[See the videos & discussion guide >](#)



Online training modules

These interactive modules combine the key themes of the Inclusive Service Standards with prompts to reflect on your current progress and future options for implementing the standards.

[Get the training >](#)

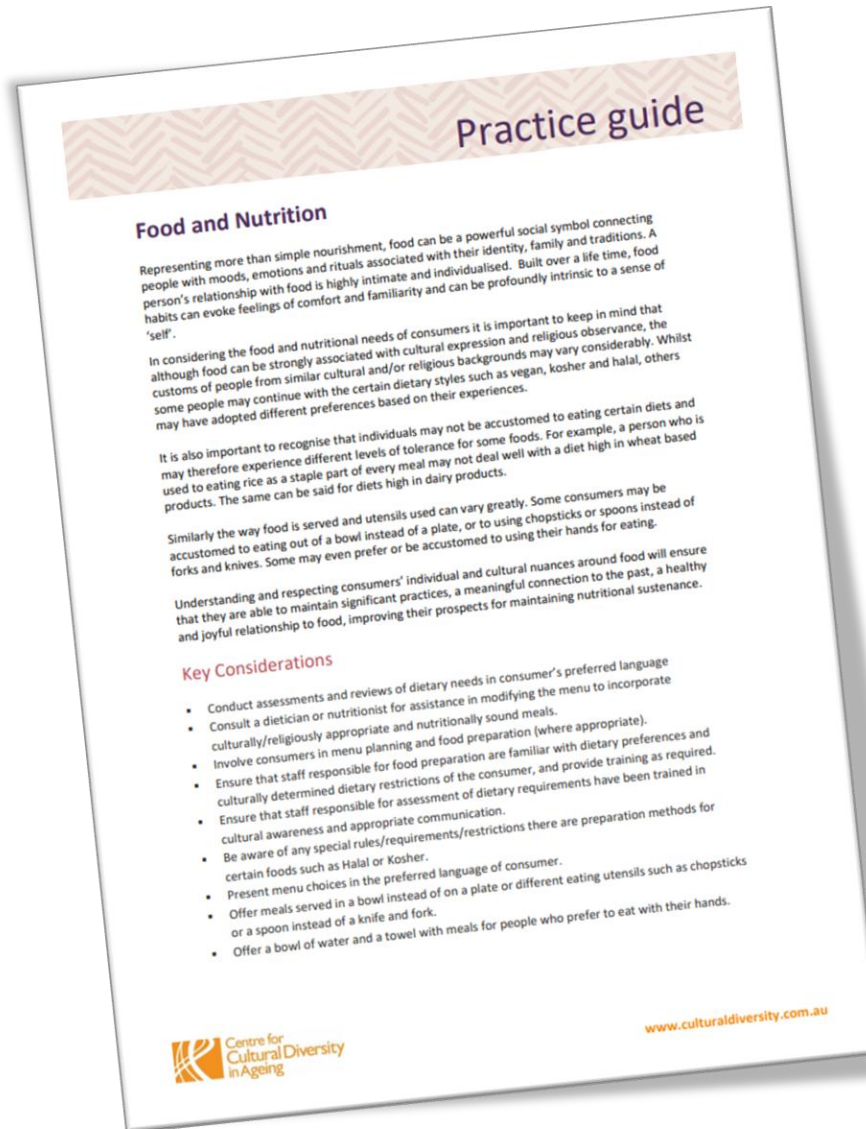


Organisational Audit and Planning Tool

Use the Organisational Audit and Planning Tool to review current practices, identify areas for improvement, and undertake further planning and development.

[Get the interactive PDF >](#)

Practice Guides



- Accessing Interpreter Services
- Communication
- Data and Demographics
- Food and Nutrition
- Living Environment
- Risk Management
- Spiritual Support
- Working with Bilingual Staff
- Interpreters Policies
- Cultural-specific Information
- Digital Inclusion

Free download from
www.culturaldiversity.com.au

Inclusive Service Standards Online Portal

The portal was developed with the aim to support providers to navigate the Inclusive service standards and report progress against the Inclusive service standards. Developed in 2020 in partnership with BNG, an online platform provider designed to support health service providers with operations, governance and compliance.

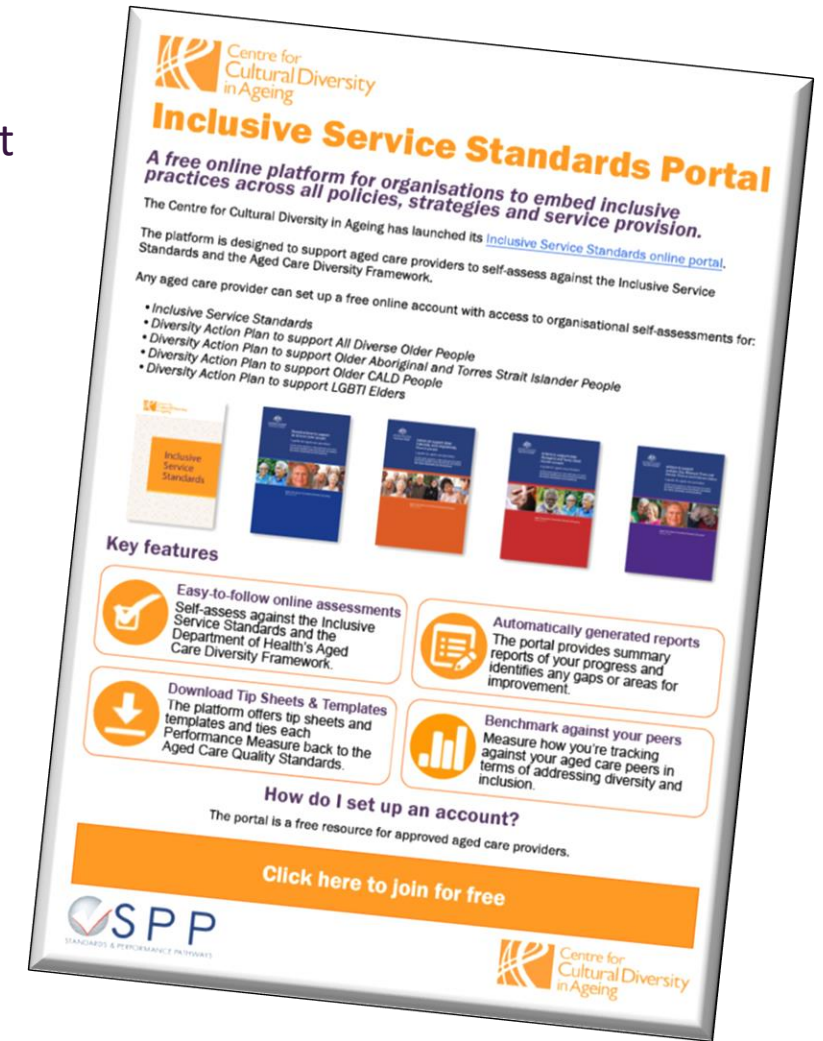
Portal contains:

- Self-assessment tools
- Reading room
- Tips and Templates to support inclusive practice
- Invitations for good practice across the sector

Free and is available to Australian government funded Aged Care providers across Australia.

To set up a free account visit:

<http://www.culturaldiversity.com.au/service-providers/inclusive-service-standards-portal>



Tips and Templates available on the Inclusive Service Standards Online Portal

Tip sheets:

- A tip sheet for each Performance Measure in the ISS
- Diversity and Inclusion training topics
- Linking the Inclusive Service Standards to the Aged Care quality Standards

Templates:

1. Diversity and Inclusion Policy
2. Diversity and Inclusion staff survey
3. Consumer feedback forms in 12 key community languages

Diversity Training Series Webinars

Topic	Date
Working Effectively with Interpreters in Aged Care	6 th April
Accessing Culturally Appropriate Resources for your Consumers	27 th April
Using Translations to Connect with Culturally Diverse Audiences in Aged Care	11 th May
Applying a Diversity Lens to Dementia Care	1 st June
Cross Cultural Communication	30 th June
Creating Inclusive Organisations	14 th July
Linking Inclusive Practice to Aged Care Quality Standards	4 th Aug
Applying a Diversity Lens to Consumer Centred Care	15 th Sep
Inclusive Consumer Feedback	17 th Nov

For more information and to register visit:

<http://www.culturaldiversity.com.au/service-providers/training/upcoming-training>

Communities of Practice

The Diversity Communities of Practice (COP) offers aged care providers diversity coaching and mentoring to support their inclusive practice journey.

The Diversity COP series aims to:

- offer aged care providers the opportunity to learn from their peers and get support for understanding and using the Inclusive Service Standards online portal and its resources
- share learnings relating to diversity and inclusion for their consumers

The Diversity Communities of Practice will run quarterly for one hour and will be conducted online. Each organisation can register two leaders from their organisation to attend the COP. All meetings will be held online. To register visit:

<http://www.culturaldiversity.com.au/service-providers/training/diversity-communities-of-practice>

Thank you

www.culturaldiversity.com.au