

# Tips for Effective Co-design with Older People from Diverse Backgrounds

Webinar

27<sup>th</sup> October 2021

**Dan Bentley** and **Tracey Newman**, Impacto Consulting  
**Renee Bognar**, Fronditha Care

# 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.

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## Our Purpose

To build the capacity and capabilities of Australian aged-care providers to deliver services that are welcoming, inclusive and accessible.

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## Our Service Areas



Inclusive practice training and workshops



Capacity building to promote cultural inclusion and equity



Diversity advice and consulting

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## 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 (supported by Benetas) is funded by the Australian Department of Health through the Partners in Culturally Appropriate Care (PICAC) program.

# Presentation overview

- Effective Co-design with Communities

*What are the key principles?*

- Co-designing a culturally appropriate aged care environment

*What matters to seniors from diverse cultural backgrounds living in residential aged care*

- Facilitated Q&A session

*What are the key learnings when co-designing with older people from diverse backgrounds*

- Centre for Cultural Diversity in Ageing's Practice Guide Launch

*Effective Co-design with Consumers from Culturally and Linguistically Diverse Backgrounds.*

# Dan Bentley

Director  
Impacto Consulting



# Tracey Newman

Director  
Impacto Consulting



Dan Bentley & Tracey Newman are directors at Impacto Consulting. They are consultants that specialise in innovation, and are best known for their work with aged care providers, where they have helped aged care leaders around the country, to create person-centred services that better meet the needs of their consumers.

# Renee Bognar

Manager Residential Care  
Fronitha Care Templestowe



Renee Bognar is the Residential Care Residential Manager of Fronitha Care's Templestowe facility. She joined the Aged Care industry at 16 as a personal care worker and has worked across a number of aged care facilities before commencing her role as Manager with Fronitha Care 10 years ago.

With over 30 years experience in Aged Care as a Registered Nurse, Renee has seen many changes in the aged care industry. Renee provides Leadership to her team of nurses, carers & allied health staff, working collaboratively together to achieve the best outcomes for the resident in her care.

# New Practice Guide: Effective Co-design with Consumers from Culturally and Linguistically Diverse Backgrounds



## Other Practice Guides

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

Free download from  
<http://www.culturaldiversity.com.au/service-providers/practice-guides>

# Centre for Cultural Diversity in Ageing's Inclusive Service Standards



## 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 >](#)

# 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>

The screenshot shows the homepage of the Inclusive Service Standards Portal. At the top, it features the logo for the Centre for Cultural Diversity in Ageing. The main heading is "Inclusive Service Standards Portal" in a large, bold, orange font. Below this, a sub-heading reads: "A free online platform for organisations to embed inclusive practices across all policies, strategies and service provision." The text continues: "The Centre for Cultural Diversity in Ageing has launched its [Inclusive Service Standards online portal](#). The platform is designed to support aged care providers to self-assess against the Inclusive Service Standards and the Aged Care Diversity Framework. Any aged care provider can set up a free online account with access to organisational self-assessments for:

- Inclusive Service Standards
- Diversity Action Plan to support All Diverse Older People
- Diversity Action Plan to support Older Aboriginal and Torres Strait Islander People
- Diversity Action Plan to support Older CALD People
- Diversity Action Plan to support LGBTI Elders

Below the text are five small thumbnail images representing different documents or reports. The section is titled "Key features" and contains four items, each with an icon and a brief description:

- Easy-to-follow online assessments**: Self-assess against the Inclusive Service Standards and the Department of Health's Aged Care Diversity Framework.
- Automatically generated reports**: The portal provides summary reports of your progress and identifies any gaps or areas for improvement.
- Download Tip Sheets & Templates**: The platform offers tip sheets and templates and ties each Performance Measure back to the Aged Care Quality Standards.
- Benchmark against your peers**: Measure how you're tracking against your aged care peers in terms of addressing diversity and inclusion.

At the bottom, there is a section titled "How do I set up an account?" with the text: "The portal is a free resource for approved aged care providers." Below this is a large orange button that says "Click here to join for free". The footer includes the SPP logo (Standards & Performance Partners) and the Centre for Cultural Diversity in Ageing logo.

## Diversity Training Series Webinars

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

For more information and to register visit:

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

# Diversity Communities of Practice



**Lisa Tribuzio**  
Manager  
Centre for Cultural Diversity in Ageing



**Margaret Teuma**  
Diversity and Inclusion Specialist  
Uniting NSW/ACT



**Nikolaus Rittinghausen**  
Senior Advisor and Project Officer  
Centre for Cultural Diversity in Ageing



**Dale Park**  
Director  
Diversity Planning and Consulting

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

The DCOP series will give 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 and to share learnings relating to diversity and inclusion for their consumers.

For more information and to register visit:

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



Thank you

[www.culturaldiversity.com.au](http://www.culturaldiversity.com.au)

