

Diversity Strategies within the Aged Care Sector

23 March 2022

Acknowledgement of Country

The 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 and their Elders, past, present and emerging.

We 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.

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

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

Agenda

Diversity Approaches within Bolton Clarke	Kath Paine, Principal Advisor Wellness & Reablement, Bolton Clarke
Panel Discussion – Diversity approaches and learnings	Stephen Holmes, Chief Operating Officer, Goodwin Aged Care Services Limited Yvonne Timson, Chief Operating Officer, Community Vision Gayle Alexander, National Manager, Mission Integration, Calvary
Q & A	Nikolaus Rittinghausen, Senior Advisor and Senior Project Officer, The Centre for Cultural Diversity in Ageing
Launch of Centre for Cultural Diversity in Ageing's new practice guide – 10 steps in developing a diversity plan in aged care	Lisa Tribuzio, Manager, The Centre for Cultural Diversity in Ageing
Where to go for further support?	Lisa Tribuzio, Manager, The Centre for Cultural Diversity in Ageing

Poll 1

What services do you provide?

Poll 2

What type of service are you?

Poll 3

Does your organisation provide aged care services to rural, regional or remote communities?

Kath Paine

Kath is the Principal Advisor for Wellness and Reablement at Bolton Clarke.

Her role supports the organisation's commitment to diversity and inclusion. She also leads the consumer engagement strategy through the Bolton Clarke Community Partnership Groups.

Kath has enjoyed a 30 year career in community based aged care as a nurse. This includes an 8 year secondment to the Victorian Department of Health and Human Services to lead the Active Service Model initiative and support Sector Development teams across Victoria.



Poll 4

Where is your organisation in its diversity and inclusion practice journey? You can choose more than one option.

Gayle Alexander

Gayle has worked in health for the past 30 years.

Since joining Calvary 12 years ago, she has held operational roles in disability and community care services and for the past 4 years a national mission leadership role.

Currently she is leading the development of an Action Plan to implement Calvary's Diversity and Inclusion Strategy.



Yvonne Timson

Yvonne is a highly qualified and experienced CEO, proficient in both governance and corporate environments. Yvonne has held senior roles within the aged care, disability and mental health sectors spanning 15 years.

Yvonne's passion for social justice flows throughout all operations to improve diversity, inclusion, flexibility, autonomy and fulfilment for all customers and staff.



Stephen Holmes

Stephen has worked in the aged care sector for 7 years as the Chief Operating Officer of Goodwin Aged Care Services.

He has more than 25 years experience in the not-for-profit sector, including housing, education, health, community care, sport, clubs and animal welfare.

Stephen is passionate about ensuring support is provided to those who need it, when it is needed.

Stephen is also a director of a local disability services provider.



Q&A

Poll 5

What issues does your organisation face accessing language services for consumers preferring to speak a language other than English? You can choose more than one option.

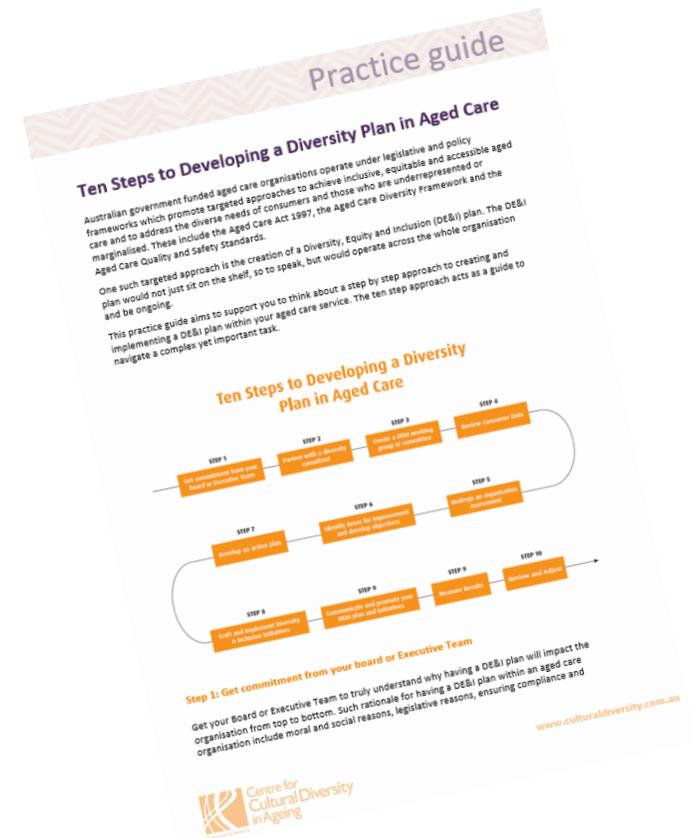
Poll 6

What do you think should be implemented to address issues facing language services in aged care? You can choose more than one option.

New Practice Guide - 10 steps in developing a Diversity Plan in Aged Care

This practice guide aims to support you to think about a step by step approach to creating and implementing a Diversity, Equity and Inclusion (DE&I) plan within your aged care service.

The ten step approach acts as a guide to navigate a complex yet important task.



Where to go for support

For Consumers & Carers:



I am looking for aged care services with staff who speak my language



I am looking for health & aged care information in my language

For Service Providers:



Multilingual Resources >



Practice Guides >



Good Practice Stories >



Training and Professional Development >



Inclusive Service Standards and Resources >



Register for Bilingual Directories >



Sign up to our newsletter and keep up to date with latest news and events:

Name

Your full name

Email

Enter your address

Organisation

Where are you from?

State

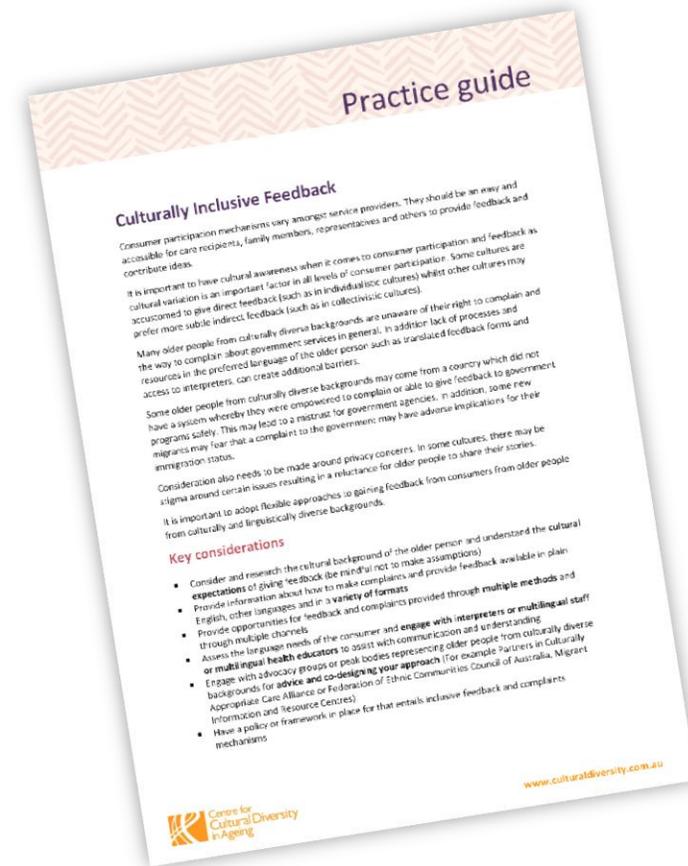
Select



Sign Up

Practice Guides

- Culturally Inclusive Feedback
- Communication
- Data and Demographics
- Food and Nutrition
- Living Environment
- Risk Management
- Spiritual Support
- Working with Bilingual Staff
- Interpreters Policies
- Cultural-specific Information
- Digital Inclusion
- Accessing Interpreter Services
- Effective Co-design with Consumers from Culturally and Linguistically Diverse Backgrounds



Download from
culturaldiversity.com.au

Poster

SUPPORTING YOUR ORGANISATION TO BECOME CULTURALLY INCLUSIVE

The Centre for Cultural Diversity in Ageing

WE CAN SUPPORT YOU WITH

- How to apply culturally inclusive care for your consumers and their families
- Diversity and inclusion training and tailored consultations
- Links to multilingual aged and health related resources

Funded by the Department of Health through the Partners in Cultural Appropriate Care Program

**PICAC**
alliance
Partners in Culturally Appropriate Care

Centre for Cultural Diversity in Ageing
Supported by Benetas

Contact Us

Address: PO Box 5093
Glenferrie South Vic 3122

Phone: (03) 8823 7979
Email: info@culturaldiversity.com.au

Visit culturaldiversity.com.au

Download from
culturaldiversity.com.au/about/promotional-posters

Diversity Webinar Series 2022

Applying a Diversity Lens to End of Life Care 20 April

Conscious Inclusion: Moving on from Unconscious Bias 18 May

Managing Equal & Mutually Beneficial Partnerships with Multicultural Communities 22 June

To register go to bit.ly/diversity-webinar-series-22

Communities of Practice

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

The date for the next Diversity COP is:
Tuesday 10 May – 2 pm to 3.30 pm
(Melbourne time)

The Diversity COP generally run quarterly for 2 hours on Zoom.

To register visit bit.ly/diversity-cop

Diversity Mentors



Lisa Tribuzio
PICAC VIC



Nikolaus Rittinghausen
PICAC VIC



Dale Park
Diversity Training and Consulting



Agnieszka Chudecka
PICAC SA



Margaret Teuma
Uniting NSW/ACT



Geraldine Flynn
PICAC TAS

Partners in Culturally Appropriate Care program

The Centre for Cultural Diversity in Ageing is funded through the Department of Health, PICAC program.

The Centre forms part of the PICAC Alliance, a national body comprising PICAC funded organisations across Australia.

The Alliance aims to be a voice and discussion conduit into information, training and resources to inform aged and community care services.

picacalliance.org



Increasing Access to Translating and Interpreting Services in Aged Care Project

One of the 2021 Aged Care Royal Commission's key recommendations was to ensure that diversity is core business in aged care. **Increasing Access to Translating and Interpreting Services in Aged Care** is funded by the Department of Health in partnership with Icon Agency and aims to:

- Enhance the ability of senior Australians to access information through the timely and targeted provision of translating and interpreting services
- Produce and translate information to allow aged care providers to communicate key written messages to their care recipients in languages other than English and other accessible formats

Aged care providers can request in-language materials through a dedicated website by registering their request + any additional materials they want translated at

diversityagedcare@iconagency.com.au

Poll 7

What challenges does your organisation have in adopting organisation-wide approaches to supporting the needs of diverse older people?

Thank you!

Thank you for participating today. We look forward to seeing you at the next Diversity Communities of Practice.

For more information, good practice stories and resources visit



culturaldiversity.com.au



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