



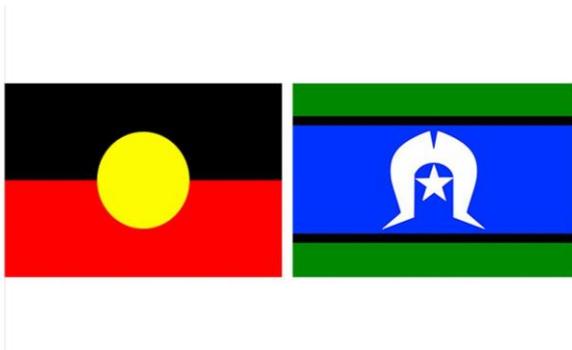
Diversity at Work across Bolton Clarke

Kath Paine – Principal Advisor
Wellness and Reablement
23 March 2022

The new face of  + 



Acknowledgement of Country



Bolton Clarke acknowledges the Wurundjeri Willam Peoples who are the traditional owners of the lands from which I am speaking to you today. We also acknowledge the traditional owners of all the lands throughout Australia on which event participants are located. We recognise their connection to land, sea, culture and community.

We pay our respect to their Elders past, present and emerging and extend that respect to all other Aboriginal and Torres Strait Islander Peoples.

Diversity and Inclusion



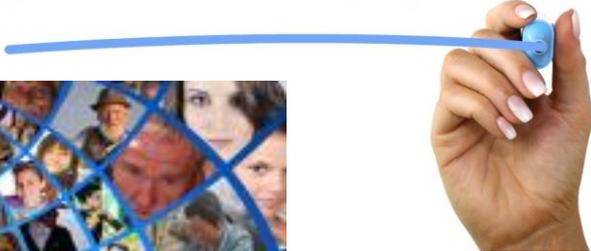
About us



What is a Diversity Strategy?



POLICY



Diversity Framework



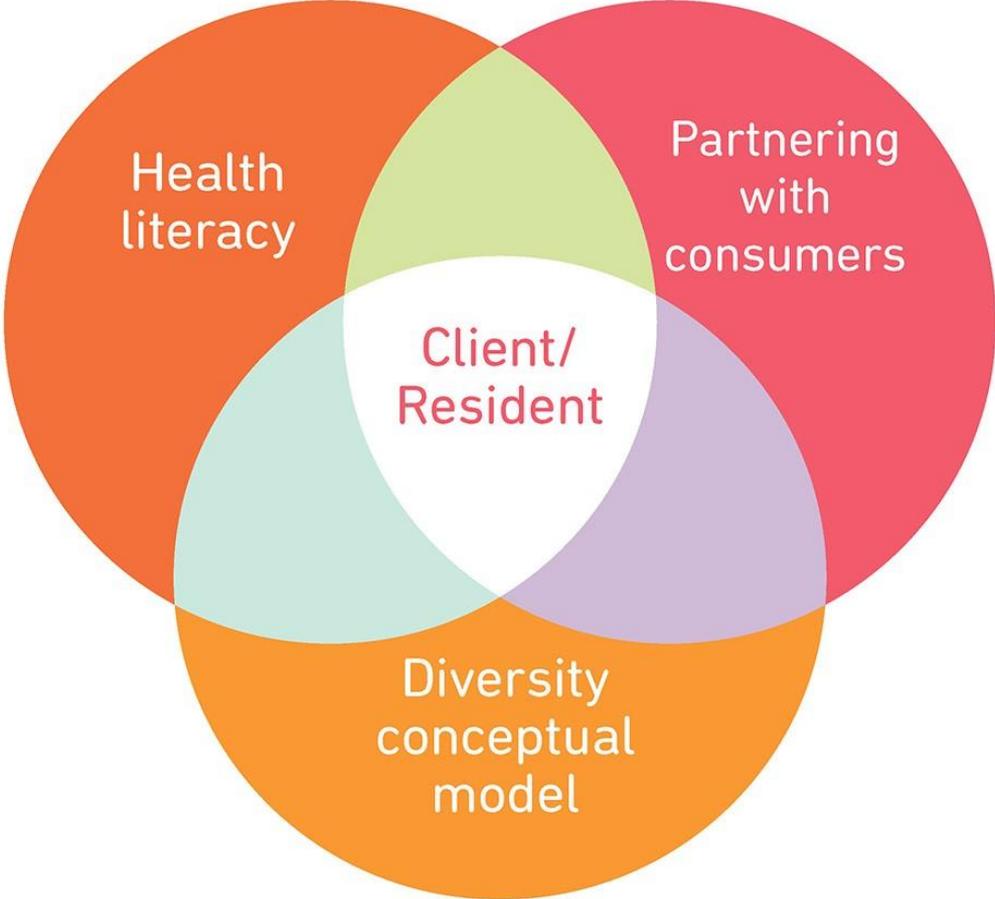
What is Diversity?



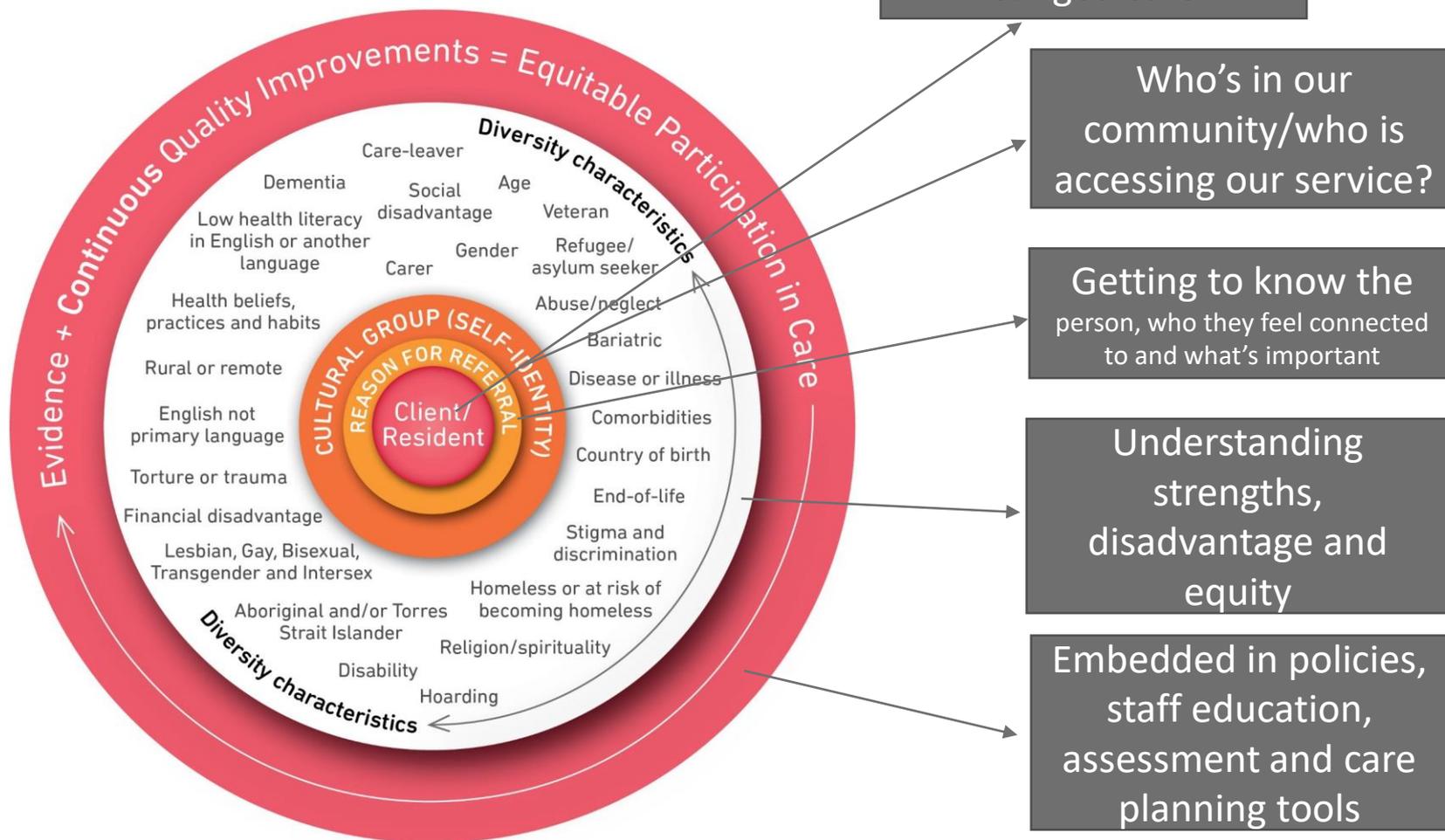
“Diversity is about what makes a person unique and different and includes identity, life experience and beliefs. At the same time, it is about the shared characteristics and values that connects a person to groups and communities.”

Michael J. *Diversity Conceptual Model for aged care: Person-centred and difference-oriented and connective with a focus on benefit, disadvantage and equity.*
Australasian Journal on Ageing 2016:35(3):210–215

3 Foundations of Diversity



Bolton Clarke – Diversity Conceptual Model



Research supporting Diversity

Inclusive Health and Aged Care



Lived Experience

[READ MORE](#)



Health & Wellbeing

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Environmental Conditions

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Diversity Planning

[READ MORE](#)

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The website will be regularly reviewed for updates. Please sign up below if you wish to receive notification of updates.

Promoting Inclusive Healthcare in Community Aged Care

Health policy and practice has shifted over the last few decades towards person-centred and consumer directed care. Person-centred and consumer directed care considers an individual's needs, preferences and values, drawing on individual strengths and capabilities to enhance participation in healthcare.

The World Health Organization (WHO) Right to Health includes access to timely, acceptable, and affordable

Resources to support staff

New staff – Presentation about Diversity by subject matter expert for all new staff (talks about framework and conceptual model)

Multiple Policies and Procedures here's a few examples...

- Valuing Identity Culture and Diversity Guideline
- Working with interpreters
- Support Carers
- Health Literacy Guideline
- Working with Aboriginal and Torres Strait Islander People Guideline

Intranet for staff

Diversity on the intranet

Staff training – iLead Program

Topic 1 – Implement culturally safe clinical care and personal care practices using an inclusive Diversity Conceptual Model and Digital Diversity Client Stories

Topic 2 – Provide culturally safe clinical care and personal care to Aboriginal and Torres Strait Islanders, CALD, LGBTIQ+ and all diverse people

Topic 3 – Respond to the low health literacy and information needs of clients using ‘plain language’ and Translation Standards®

Topic 4 – Manage workforce diversity (benefits and challenges) to provide culturally safe clinical care and personal care to clients

Available later in 2022

Resources to support clients



Digital books



On-site
Interpreters



Audio recordings
of COVID-19
screening questions



Telephone
Interpreters

Receiving
care at home



National Relay
Service



Digital Diversity Stories: an education tool for our workforce – listen to stories



Working with Diversity
Digital Diversity Stories

LISTEN TO OUR STORIES



