

# Ten Steps to Developing a Diversity Plan in Aged Care

Wednesday 19 October 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

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

# 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?

# Quick Stats

- There are over **420** languages spoken in Australia including **183** Indigenous languages. (Source: SBS)
- The top 5 languages used at home, other than English, are **Mandarin, Arabic, Vietnamese, Cantonese and Punjabi**. (Source: Census 2021)
- Around **37%** of people over 65 years were born overseas. (Source: Census 2021)
- The 2021 Census data collected information from more than **120** religions and faiths.
- In Department of Health and Ageing data from 2020 around **28%** of people using home care and **20%** of people using permanent residential and respite care were from a CALD background (in this case Department of Health define CALD as people who were born overseas in countries other than UK, Ireland, NZ, Canada, South Africa and USA).
- There is also a culturally diverse aged care workforce. **21%** of the total direct care workforce identify as being from a CALD background. (Source: Department of Health, 2020, Aged Care Workforce Census)
- Personal Care Workers account for **91%** of all CALD direct care workers. (Source: Department of Health, 2020, Aged Care Workforce Census)

# Lisa Tribuzio

Lisa Tribuzio has 22 years experience in a range of sectors including:

Assistant Director for Inclusion Strategies at the NDIA, Diversity Advisor for the Hume Whittlesea Primary Care Partnership working with aged care and disability providers, Projects Manager for the Victorian Arabic Social Services and researcher at the Institute for Citizenship and Globalisation at Deakin University.

She has also undertaken cross-cultural research in Egypt for the Centre for Intercultural Dialogue in Cairo.

Lisa is the founder of Lotus Consulting which aims to assist organisations in developing deep understandings of diverse perspectives and practices.



# Margaret Teuma

Margaret Teuma is the Diversity & Inclusion Specialist at Uniting NSW.ACT.

She is responsible for the provision of expertise in 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.



# Ten Steps to Developing a Diversity Plan in Aged Care

# 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

## Business

Innovation, productivity, profitability  
Employee satisfaction & morale  
Reduced turn-over & absenteeism  
Consumer loyalty & satisfaction  
Reputation/brand  
Minimise risk & ensure compliance

## Consumer

Health & wellbeing  
Feel safe, respected & included  
Be their authentic self  
Feel they can contribute

## Social

Improve quality of life & wellbeing for all  
Contribute to the greater good of society

## Moral

Fair  
Just  
Respectful

# Why consider inclusive practice?

## **National Approaches**

Department of Health and Aged Care's Aged Care Diversity Framework

Aged Care Quality and Safety Commission through Aged Care Quality Standards

Aged Care Diversity Consultative Committees

Department of Health and Aged Care responses to Royal Commission

## **Global Approaches**

Supported by global human rights. For example, WHO Age Friendly Cities

WHO Social Determinants of Health, 2030 Agenda for Sustainable Development

United Nations Principles for Older Persons

# Social inclusion as a social determinant of health

Social determinants of health are conditions in the places where people live, learn, work & play that affect health & quality-of life-risks & outcomes.

Social connectedness & the degree to which individuals form close bonds with others outside the family has been linked in some studies to lower morbidity & increased life expectancy.

Over the past 2 decades, around 1 in 5 people reported they often felt very lonely.

1 in 4 Australians aged 15 & over (5 million people) experienced some degree of social exclusion in 2018.

# Social inclusion as a social determinant of health

People in certain groups are more likely to experience social exclusion. This includes women, people aged over 65, immigrants from non-English speaking countries, Aboriginal and Torres Strait Islander people, people with disability or a long-term health condition, early school leavers, single-person and lone-parent households, and public housing tenants.

Social exclusion is a term that describes social disadvantage & lack of resources, opportunity, participation & skills which are essential for full participation in society.

Social exclusion through discrimination or stigmatisation can cause psychological damage & harm health through long-term stress & anxiety. Poor health can also lead to social exclusion.

Sources: [aihw.gov.au/reports/australias-health/social-determinants-of-health](http://aihw.gov.au/reports/australias-health/social-determinants-of-health)

Brotherhood of St Laurence & Melbourne Institute

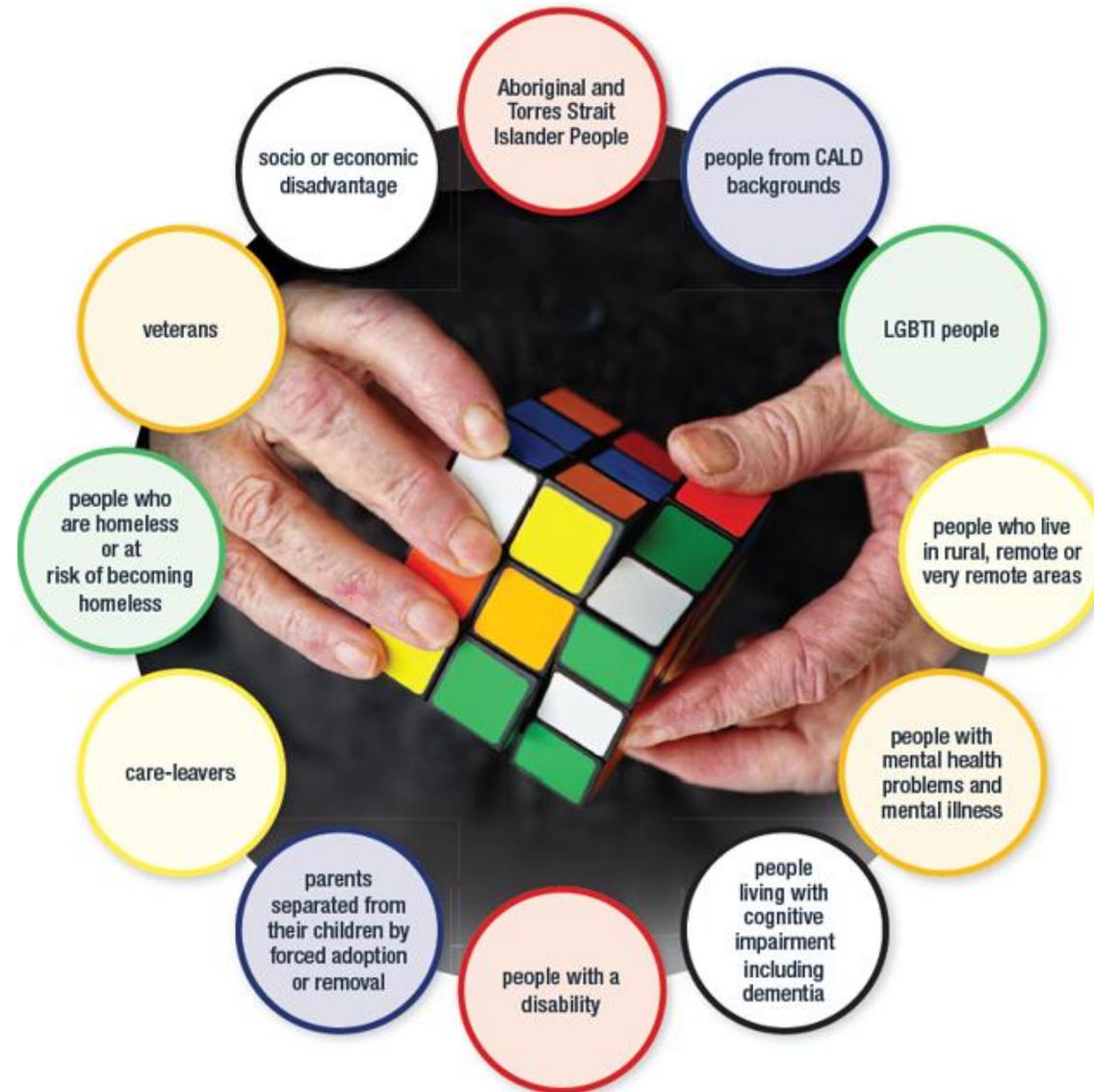
# Diversity and inclusion in the aged care sector

## 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



# Diversity, Equity & Inclusion plan

One such targeted approach is the creation of a Diversity, Equity & Inclusion (DE&I) plan.

The DE&I plan would not just sit on the shelf, so to speak, but would operate across the whole organisation and be ongoing.

## Equity is about fairness

It's 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's important to us.

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



# Diversity characteristics

Beliefs around ageing  
Life Experiences  
Sexual identity  
Education  
Income  
Geography  
Housing

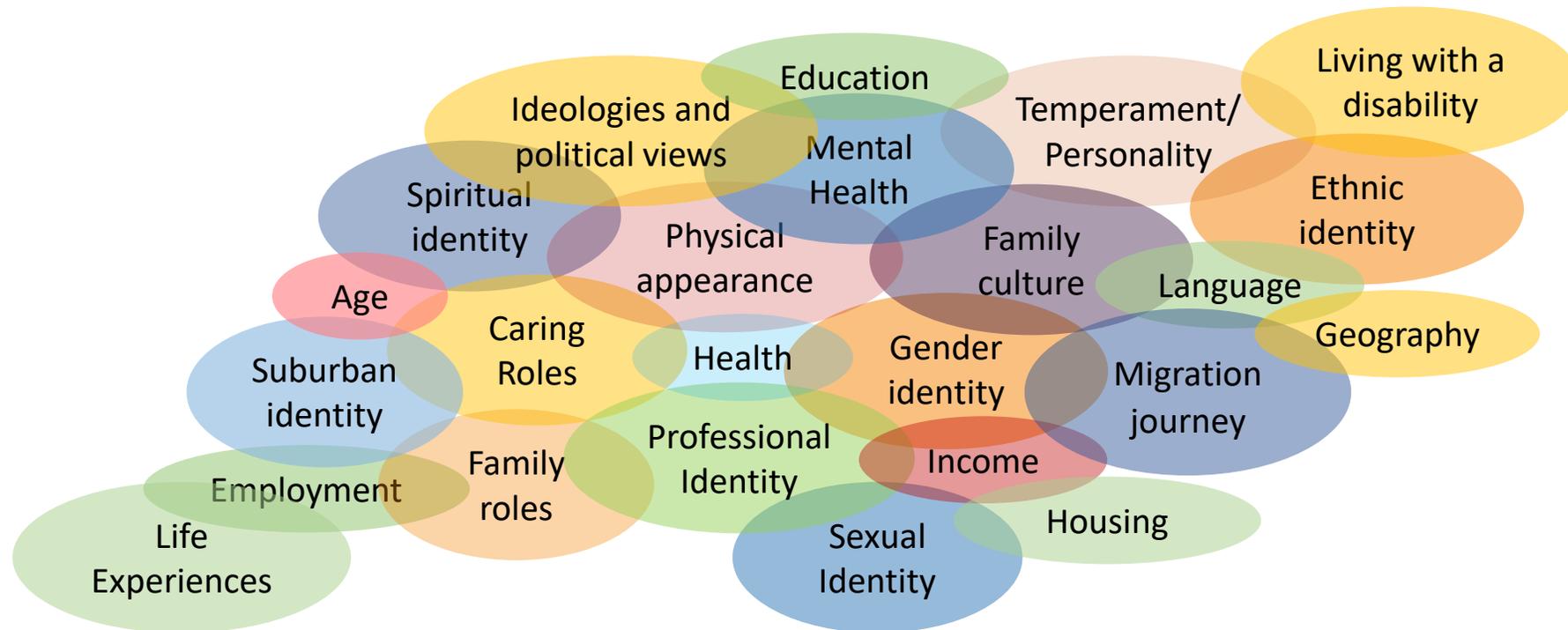
Beliefs around end of life  
Ideologies and political views  
Ethnic Identity  
Caring Roles  
Physical appearance  
Suburban identity  
Living in rural/remote living

Living with a Disability  
Age  
Gender identity  
Family culture  
Professional Identity

Temperament/Personality  
Family roles  
Language  
Health  
Migration journey  
Spiritual identity  
Employment



# Intersectionality: Overlapping identities & experiences



People identify with more than one characteristic, exacerbating already complex issues. There's no limit to the number of different characteristics a person holds & no two people's lived experiences are the same. Understanding how diversity characteristics intersect can guide us towards holistic & person centred care.

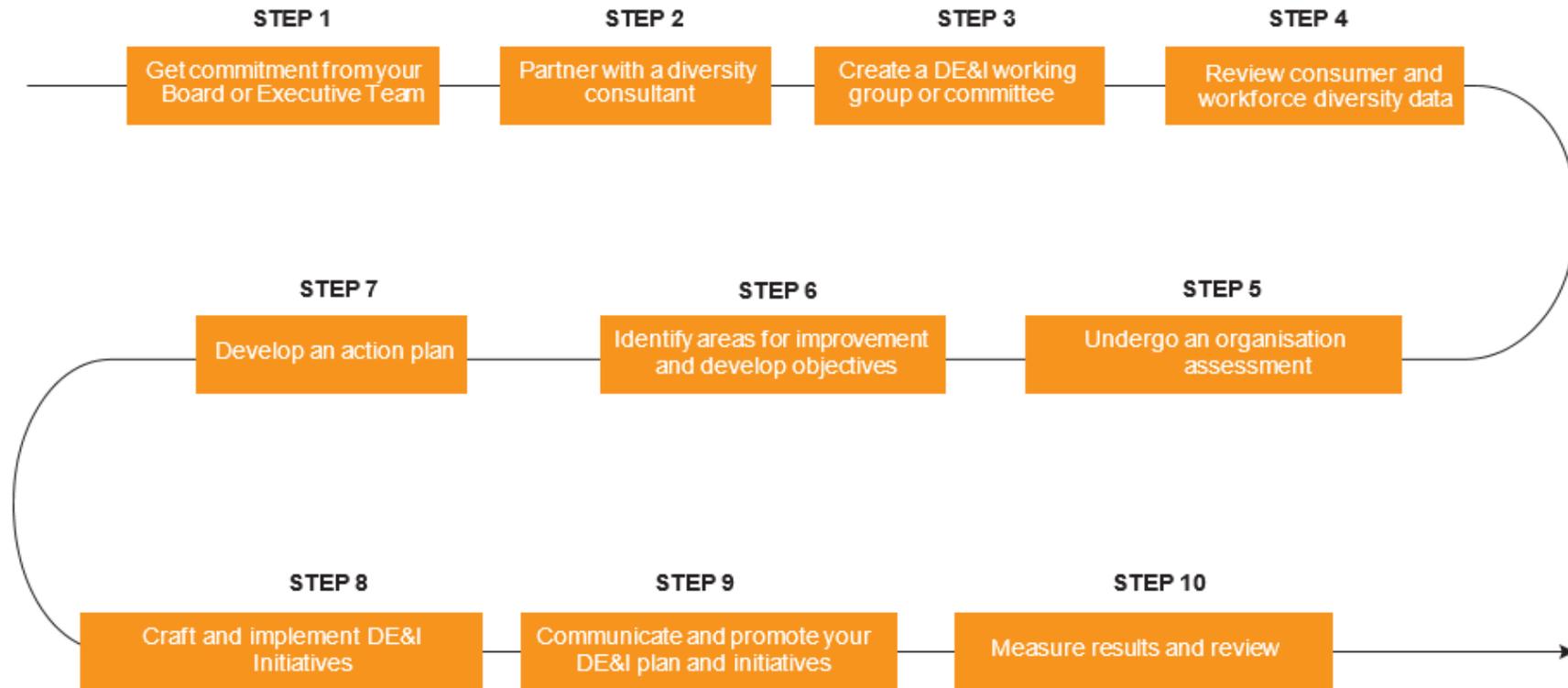
**Inclusion** is positive action taken to help consumers participate and be represented in all areas.

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

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



# Ten Steps to Developing a Diversity Plan in Aged Care



## Step 1: Get commitment from your Board or executive Team

**What are the steps we're taking to achieve Board/Executive Commitment to move from our current state to future desired state of inclusion and belonging for our people, our clients, our communities?**

Present your business case to get your Board and Executive team to truly understand why having a DE&I plan will impact the organisation from top to bottom. Rationale for having a DE&I plan can include moral and social reasons, legislative reasons, ensuring compliance and mitigating risks.

Having a DE&I plan can also assist the organisation to gain a good reputation for being inclusive and applying person centred care principles in line with the Aged Care Quality Standards.

A DE&I plan will also keep the Board and Executive team accountable in meeting targets.

# Step 1 Poll

## Step 1: Get commitment from your Board or executive team

Is this achievable?

What are the benefits?

What are the challenges?

## Step 2: Partner with leading organisation or a diversity consultant

**Source a diversity consultant or diversity expert to facilitate open and honest discussions about diversity with senior leadership.**

You can find diversity consultants within the Partners in Culturally Appropriate Care (PICAC) Program.

There are also a range of diversity consultants that operate independently as well as networks and organisations such as the EON network and the Diversity Council of Australia.

## Step 2 Poll

### **Step 2: Partner with leading organisation or a diversity consultant**

Is this achievable?

What are the benefits?

What are the challenges?

## Step 3: Create a DE&I working group or committee

**Develop a DE&I committee or working group to ensure conversations and implementation of diversity, equity and inclusion strategies are ongoing and embedded within the organisation.**

The group should have a terms of reference with a clear objectives.

The group could :

- Promote training and events to bring awareness to DE&I in the workplace
- Engage co-workers in DE&I conversations and training
- Review and develop policies and procedures that promote DE&I
- Communicate the DE&I plan and initiatives across the organisation.

In the absence of a DE&I committee, an employer can designate responsibility for the above to management or consider hiring a consultant to run the group.

# Step 3 Poll

## Step 3: Create a DE&I working group or committee

Is this achievable?

What are the benefits?

What are the challenges?

## Step 4: Review consumer and workforce data

**Collecting diversity data across the organisation sets the standard of where the organisation is at in relation to diversity that exists already and any areas of under representation.**

You need to measure and benchmark the diversity of the [current state of your consumer and workforce population](#) to identify areas of concern and track trends over time.

Collecting local demographic data is critical in comparing service usage with local ageing populations; marketing to potential consumer groups and responding to changing community needs/demographic profiles.

Workforce data helps you plan your recruitment strategies to ensure your consumer diversity is reflected in your workforce.

The Centre for Cultural Diversity in ageing has a [data and demographics practice guide](#) to support you in collecting data.

# Step 4 Poll

## Step 4: Review consumer and workforce data

Is this achievable?

What are the benefits?

What are the challenges?

## Step 5: Undergo an organisation assessment

**It's important to assess where your organisation is at in relation to DE&I strategies.**

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

They provide a framework for services to embed a systemic and holistic approach that focuses on adapting and improving current services and organisational practices so they are welcoming, safe and accessible for everyone.

By using this tool organisations are able to review current practices against each measure, identify areas for improvement and undertake further planning and development.

# Step 5 Poll

## Step 5: Undergo an organisation assessment

Is this achievable?

What are the benefits?

What are the challenges?

## Step 6: Identify areas for improvement and develop objectives

Once you have diversity data on your consumer and workforce population and have undergone an organisational audit, you can now begin to [identify areas for improvement](#) and develop clear objectives and targets.

For example, if you have an under representation of consumers from a certain cultural background, you may wish to target that group.

In addition, you may notice a gap in programs that support certain groups such as people from culturally diverse backgrounds, people living with disability, Aboriginal and/or Torres Strait Islander communities or people who identify as LGBTIQ+.

You may wish to guide objectives towards these diversity groups.

# Step 6 Poll

## Step 6: Identify areas for improvement and develop objectives

Is this achievable?

What are the benefits?

What are the challenges?

## Step 7: Develop an action plan

**Once gaps are identified within the organisation and objectives are designed, you can approach developing your DE&I action plan with key initiatives and performance indicators.**

The action plan would have clear timelines and deliverables and be overseen by the working group with clear roles and responsibilities amongst staff involved.

You may need a budget to support the key initiatives.

It's important to get Management or Board endorsement for your action plan.

# Step 7 Poll

## Step 7: Develop an action plan

Is this achievable?

What are the benefits?

What are the challenges?

## Step 8: Craft and implement DE&I initiatives

**Once an action plan is created and endorsed, you can implement your proposed initiatives.**

These can range from reviewing, changing or creating new diversity related policies and practices, diversity staff training initiatives, conducting targeted DE&I awareness events, partnering with diverse communities on targeted programs to name a few.

It's recommended you make DE&I the responsibility of every employee not just Human Resources, through smaller, simpler initiatives. For more ideas the Centre for Cultural Diversity in Ageing has its [Inclusive Service Standards tip sheets and suggestions](#).

# Step 8 Poll

## Step 8: Craft and implement DE&I initiatives

Is this achievable?

What are the benefits?

What are the challenges?

## Step 9: Communicate and promote your DE&I Strategy

**Making sure employees and consumers understand DE&I initiatives requires engagement from stakeholders in executive and senior leadership.**

It's important senior leaders articulate their commitment for DE&I, inspire employees to make sustained commitments, and pilot and support DE&I efforts.

Ongoing promotion of DE&I initiatives should be throughout the organisation including social media, websites and all types of communication directed at consumers.

A public launch celebrating the development of your DE&I Strategy will help build your public profile as an inclusive organisation. A provider and employer of choice.

# Step 9 Poll

## Step 9: Communicate and promote your DE&I Strategy

Is this achievable?

What are the benefits?

What are the challenges?

## Step 10: Measure results and review

**Measuring results for DE&I initiatives can make the difference between DE&I in theory and DE&I in action.**

The outcomes you measure are your indicators of change. Some outcomes to consider measuring are:

- Representation of consumers accessing your service
- Consumer feedback
- Workforce is representative of the diverse communities you support
- Attitudes amongst staff toward diversity, equity and inclusion – e.g. staff surveys
- New or existing programs and policies focussing on targeting diverse consumer populations
- DE&I training completion rates
- The creation of a DE&I strategy and progression toward its proposed actions.

## Step 10: Measure results and review

Supplementing your quantitative research with [qualitative methods](#) can help to determine what aspects of your program influenced consumer experience.

DE&I initiatives are not static. An ongoing review and a response to changing needs are necessary.

Your organisation can establish procedures for periodic review of DE&I initiatives and goals.

Periodically, an organisation may need to go back to the start and collect data to refocus its DE&I program.

DE&I planning means organisational change. Change often doesn't occur in a linear way. It's cyclical.

# Step 10 Poll

## Step 10: Measure results and review

Is this achievable?

What are the benefits?

What are the challenges?

# Key considerations

## Keep updated with Diversity & Inclusion initiatives in the aged care sector

The Aged Care sector is constantly evolving and changing in relation to DE&I initiatives. It's imperative to keep updated with new programs and policies relating to diverse consumers such as navigator/care finder programs and language service initiatives to address language barriers.

## Be mindful of DE&I challenges within aged care organisations such as:

- Thinking diversity approaches "others" people
- Lack of staff, time, resources or allocated funding
- Lack of commitment to Diversity and Inclusion
- Lack of change readiness
- DE&I not being a priority

# Key considerations

## The importance of partnerships and networking

Developing a DE&I strategy involves consultations and input from a range of stakeholders. This involves developing effective partnerships within the organisation and externally.

# Useful Resources

[Aged Care Diversity Framework](#)

[Aged Care Diversity Framework Action Plans](#)

[Uniting Diversity and Inclusion Strategy 2020-2023](#)

[Inclusive Service Standards](#)

[The Centre for Cultural Diversity in Ageing's Diversity Webinar Series 2022](#)

[Partners in Culturally Appropriate Care Program](#)

[Equal Employment Opportunity Network Victoria](#)

[Diversity Council of Australia](#)

# Q&A

# Where to go for support

# Centre for Cultural Diversity in Ageing Diversity Webinar Series 22-23



**July** Free Translations in Aged Care

**Aug** Collecting Diversity Data to Promote Inclusive Services

**Sep** The Inclusive Service Standards for Beginners – Diversity Coaching Workshop

**Oct** Ten Steps to Developing a Diversity Plan

**Nov** Supporting Older People from Culturally Diverse Backgrounds with a Hearing Impairment

**Feb** Food for Thought – the Link between Food, Culture & Identity

**Mar** Harmony Week Video Launch –The Voices of Multicultural Community Leaders & their Visions for a more Inclusive Aged Care System

**Apr** Recognising Multifaith Initiatives in Aged Care

**May** Culturally Diverse Perspectives on Mental Health Care

**June** Cultural Awareness Walk & Talk – Hidden Culture/Decolonising Melbourne with Uncle Shane Charles (Face-to-Face Victoria)

Book at [bit.ly/DWS-22-23](https://bit.ly/DWS-22-23)



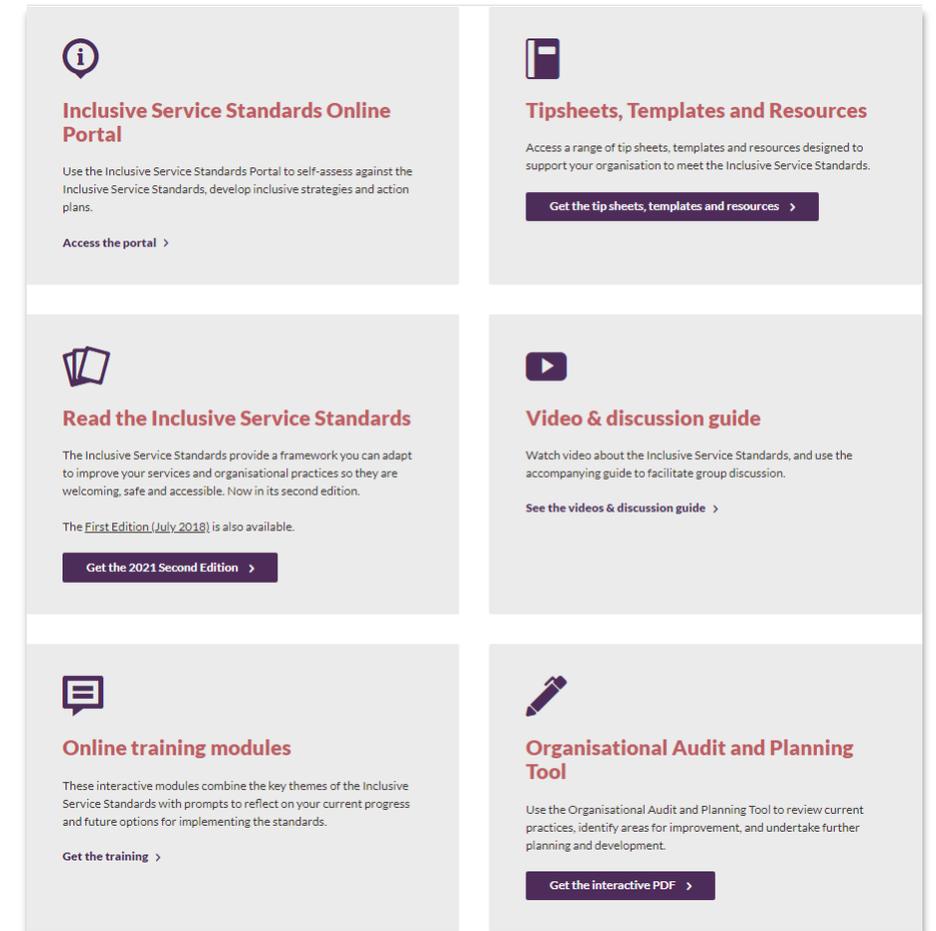
CPD All webinars can be counted as time spent relating to Continuing Professional Development for nurses to meet the CPD registration standard

# Inclusive Service Standards and Resources

The Inclusive Service Standards were developed by the Centre for Cultural Diversity in Ageing to assist aged care providers in the development and the delivery of inclusive services to all consumers.

They provide a framework for services to adapt and improve their services and organisational practices so they are welcoming, safe and accessible.

[culturaldiversity.com.au/inclusive-service-standards](http://culturaldiversity.com.au/inclusive-service-standards)



The screenshot displays a grid of six resource cards on a light grey background. Each card features an icon, a title, a brief description, and a call-to-action button.

- Top Left Card:** Icon: Information (i). Title: **Inclusive Service Standards Online Portal**. Description: Use the Inclusive Service Standards Portal to self-assess against the Inclusive Service Standards, develop inclusive strategies and action plans. Button: **Access the portal >**
- Top Right Card:** Icon: Book. Title: **Tipsheets, Templates and Resources**. Description: Access a range of tip sheets, templates and resources designed to support your organisation to meet the Inclusive Service Standards. Button: **Get the tip sheets, templates and resources >**
- Middle Left Card:** Icon: Documents. Title: **Read the Inclusive Service Standards**. Description: The Inclusive Service Standards provide a framework you can adapt to improve your services and organisational practices so they are welcoming, safe and accessible. Now in its second edition. The [First Edition \(July 2018\)](#) is also available. Button: **Get the 2021 Second Edition >**
- Middle Right Card:** Icon: Video play button. Title: **Video & discussion guide**. Description: Watch video about the Inclusive Service Standards, and use the accompanying guide to facilitate group discussion. Button: **See the videos & discussion guide >**
- Bottom Left Card:** Icon: Speech bubbles. Title: **Online training modules**. Description: 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. Button: **Get the training >**
- Bottom Right Card:** Icon: Pencil. Title: **Organisational Audit and Planning Tool**. Description: Use the Organisational Audit and Planning Tool to review current practices, identify areas for improvement, and undertake further planning and development. Button: **Get the interactive PDF >**

# Inclusive Service Standards Online Portal

The portal was developed with the aim to support providers to navigate and report 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 is free and contains:

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

[culturaldiversity.com.au/service-providers/inclusive-service-standards-portal](https://culturaldiversity.com.au/service-providers/inclusive-service-standards-portal)

# Diversity Mentoring Program

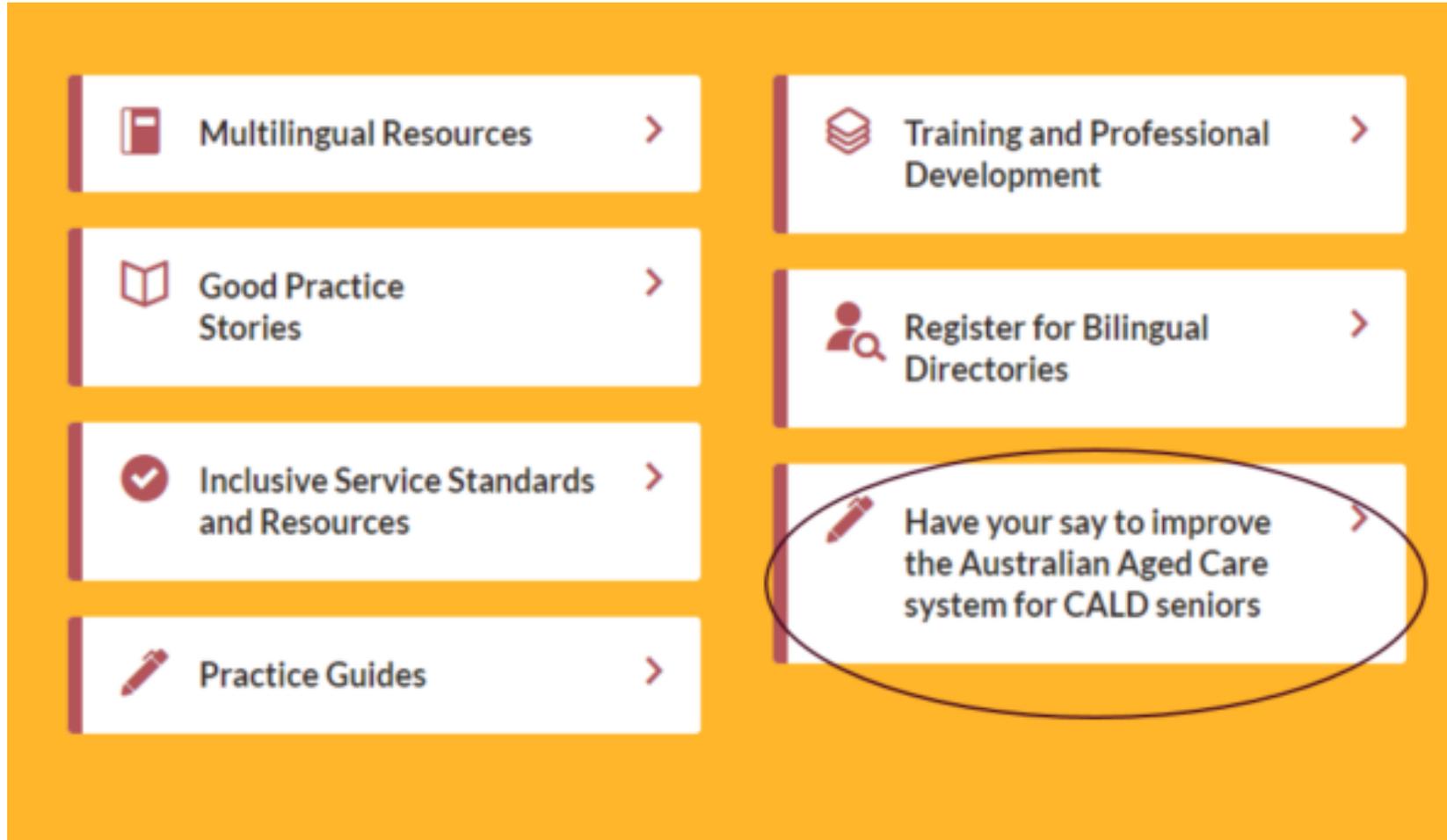
The Diversity Mentoring program is a co-design program involving a collaboration between an aged care service and the Centre for Cultural Diversity in Ageing. The program links leaders from the aged care service to diversity mentors from the Centre for Cultural Diversity in Ageing in a six-month mentoring relationship.

The aim of the program is to support the aged care leaders within the service to develop the initial stages of a diversity and inclusion approach across the whole organisation. It will involve monthly diversity mentoring consultations and two online training sessions on culturally appropriate care delivered to leaders and direct care staff.

[culturaldiversity.com.au/training-development/diversity-mentoring-program](http://culturaldiversity.com.au/training-development/diversity-mentoring-program)



# Have your say survey on our homepage



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

# Everybody has a story – free learning module



## Everybody has a story

**Delivering culturally inclusive care**



**Everybody has a story: Delivering culturally inclusive care** module by the Aged Care Quality and Safety Commission was created in partnership with the **Centre for Cultural Diversity in Ageing**.

To learn more visit:

[culturaldiversity.com.au/training-development/everyone-has-a-story](https://culturaldiversity.com.au/training-development/everyone-has-a-story)

## Podcast



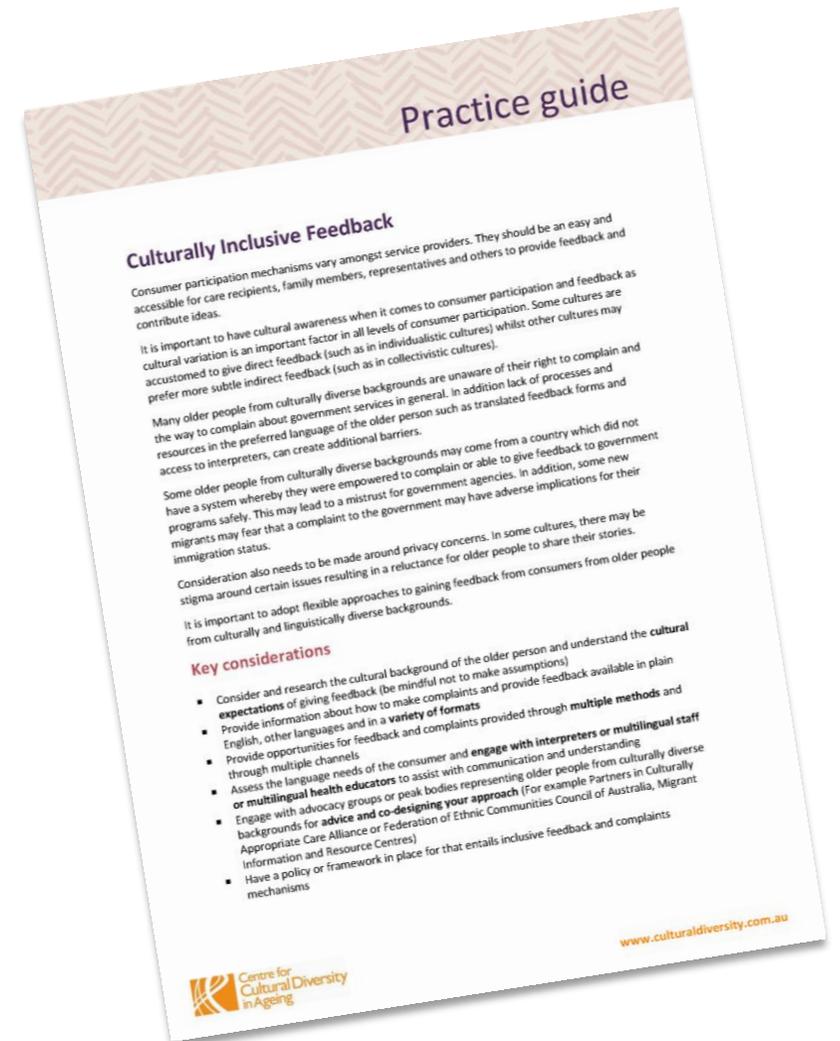
To listen visit:

[culturaldiversity.com.au/news-and-events/podcasts](http://culturaldiversity.com.au/news-and-events/podcasts)



# Practice Guides

- Culturally Inclusive Feedback
- Communication
- Data and Demographics
- Food and Nutrition
- Living Environment
- 10 Steps to Developing a Diversity, Equity and Inclusion Plan in Aged Care
- 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](http://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 Seniors

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

Download from

[culturaldiversity.com.au/about/promotional-posters](http://culturaldiversity.com.au/about/promotional-posters)

# Connecting older Australians to aged care services – better connecting with diverse audiences

One of the 2021 Aged Care Royal Commission's key recommendations was to ensure that diversity is core business in aged care. **Connecting older Australians to aged care services – better connecting with diverse audiences** is funded by the Department of Health and Aged Care 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](mailto:diversityagedcare@iconagency.com.au)

# Partners in Culturally Appropriate Care program

The Centre for Cultural Diversity in Ageing is funded through the Department of Health and Aged Care, 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](http://picacalliance.org)



# Thank you!

Thank you for participating today.

For more information, good practice stories and resources visit



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



[Centre for Cultural Diversity in Ageing](#)



[Centre for Cultural Diversity in Ageing](#)



[CCDAAUS](#)

Thank you Sarah Burrell-Davis  
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