

The Centre for Cultural Diversity in Ageing

FY 2022-23 Achievements – Year in Review



Centre for Cultural Diversity in Ageing
Supported by Benetas

The Centre for Cultural Diversity in Ageing is funded by Australian Department of Health and Aged Care under the Partners in Culturally Appropriate Care (PICAC) program. The Centre provides expertise in culturally inclusive policy and practices for the aged services sector. It has over 25 years of experience in supporting aged care providers to address the needs of older people from culturally and linguistically diverse backgrounds.

Individual Consultations



350 individual consultations including four regional consultations conducted and email support offered to aged care providers needing culturally inclusive support and resources.

Social Media and YouTube Channels



LinkedIn followers increased to **1498**.



9065 Total YouTube views on CCDA AUS channel in the 2022-23 financial year.

Diversity Webinar Series and Diversity Communities of Practice



1814 registrations for the Diversity Webinar Series and Diversity Communities of Practice across Australia.



32 subject matter experts from diversity, inclusion and equity and aged care sectors.



12 national webinars and workshops conducted about diversity, inclusion and equity and aged care.

National Website



The website had **139,274** views with the communication cards, home page, diversity webinar series, multilingual resource page and practice guides page being the top 5 pages viewed on the website. The page views almost doubled.

Networking and Communications

Distribution lists for communication directed at providers increased to **11192** contacts.

The Centre distributed 4 newsletters promoting good practice and resources in culturally appropriate care to leaders.

The “One size does not fit all” podcast series promoted discussions around diversity in aged care and supporting the needs of culturally and linguistically diverse older people and their families and carers. With a total of 450 listeners.



Diversity Mentoring Program 2022-23



Designed a Diversity Mentoring program package and catalogue including employment of a Diversity and Inclusion Advisor.



Collaborated with 14 aged care organisations. The program is at capacity due to overwhelming demand from service providers.



Georg Tamm
Diversity and Inclusion Advisor



Nikolaus Rittinghausen
Manager



Biljana Grbevaska
Project Admin Officer

Meet the Team

Created by Alex Greco (Graphic Designer - Customer, Insights and Marketing; Marketing & Brand at Benetas)

Case study 1: The Centre participated in the Diversity Consultative Committee of the Department of Health and Aged Care representing the PICAC Alliance. The Centre brought to the Department's attention the need for a culturally appropriate approach regarding the new Integrated Assessment Tool, the need for a multicultural aged care strategy and it provided input regarding the development of a new Aged Care Act.

Case study 5: "Everybody Has a Story: Delivering culturally inclusive Care" module – co-designed with the Aged Care Quality and Safety Commission had a total of 2,260 learners passing the course.

Case study 9: The Centre developed a short overview film "About the Centre" to further promote its work and resources and this has been uploaded on YouTube. It has been used at all webinars and training sessions.

Case study 2: Supported partnerships between aged care providers, CALD communities and the Australian Government Department of Health and Aged Care and its "Different Languages – Same Aged Care" project to support free translations in the aged care sector in line with the Department of Health and Aged Care's Budget measure.

Case study 6: The Centre collaborated with the Australian Association of Gerontology and Cultural Infusion to co-produce a Position Paper on Capturing Cultural and Linguistic Diversity in Australia.

Case study 10: Development of bilingual communication cards with phonetics and phrases into 69 languages.

Case study 7: Co-designed a Welcome to Country short video clip with local Aboriginal community leader Uncle Shane Charles that was placed on the Centre's website and conducted an in-person walk and talk, decolonising Melbourne and didgeridoo ceremony to 20 aged care leaders.



Case study 3: The Centre provided face-to-face training in four regional Victorian towns on culturally inclusive aged care and consulted with aged care staff on access issues relating to culturally inclusive aged care in regional areas.

Case study 8: Diversity Industry Breakfast facilitated – 40 industry leaders attended the Islamic Museum of Australia and were given the opportunity to listen to up to date information from the Centre and celebrate good practice and network. They were also given the opportunity to increase their knowledge of the Muslim diversity in Australia through a tour of the Islamic Museum of Australia, of which many newly arrived seniors come from that faith framework (for example Arabic-speaking and Dari or Farsi speaking communities).

Case study 4: The Centre launched the "One size does not fit all" Podcast Series focused on the perspectives of seniors from culturally and linguistically diverse backgrounds as well as aged care staff on culturally appropriate care.

Top 10 Non English speaking countries of birth in Australia of people aged 65 and over are shown below.
(according to 2021 Census)

Italy	111,526	Vietnam	41,089
China	76,228	Philippines	31,196
Greece	67,158	Malaysia	29,218
Germany	52,465	Malta	27,140
Netherlands	43,098		
India	42,294		

