

Supporting a Culturally Diverse Workforce

Tuesday 26 September 2023

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 and Aged Care through the Partners in Culturally Appropriate Care (PICAC) program.

Irene Blackberry

Professor Irene is the John Richards Chair and Director of the Care Economy Research Institute at La Trobe University. She has over 20 years of research experience across the care economy in Australia and abroad, predominantly in healthcare, aged care and informal care sectors.

Most recently she has been focusing on addressing the care crisis by breaking down the siloing of care sectors.





LA TROBE
UNIVERSITY

Care Economy
Research Institute

Supporting Culturally Diverse Aged Care Workforce

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Professor Irene Blackberry

Director, Care Economy Research Institute

John Richards Chair in Rural Ageing Research

Past President, Australian Association of Gerontology Victoria

Editorial Board of Geriatrics, Frontiers in Medicine, Primary Care Diabetes

Irene's slides are not available as the studies are yet to be published. Watch the webinar recording to see Irene present her slides.

Thank you



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Monika Winarnita, Masa Higo, Thomas Klassen, Marita Chisholm, Carmela Leone

Funding from La Trobe University



LA TROBE
UNIVERSITY

Care Economy
Research Institute

Jeanne Arona

Jeanne is a Clinical Nurse Consultant working at Uniting's Sydney Central Region, Seniors Services. Jeanne migrated from the Philippines in 2014 to pursue her nursing degree at the University of Technology Sydney and has been working in the aged care sector since 2017.

Jeanne advocates for a respectful, inclusive, and progressive culturally diverse workplace.





The power of inclusive workforce practice

Supporting our CALD Workforce Webinar, 26 September 2023

Jeanne Arona, RN (she/her) Clinical Nurse Consultant, Seniors Services

Uniting

Our diversity and inclusion strategy aspiration

A place where everyone feels safe and confident to be themselves, where diversity is valued to co-create a better world.

Our IMPACT PATHWAYS



**Nurturing
and valuing
our people**



**Knowing and
empowering
our clients**



**Transforming
our communities**

Always welcoming you,
exactly as you are.

Uniting



Knowing our people

Employee overall profile

10,442
Employees



3,325
CALD** employees (31.2%)

362
Aboriginal employees (3.5%)

FY 23 Annual Report

** Culturally and linguistically Diverse

Aged Care CALD Employee Profile

2,568
CALD*
employees
(38.3%)

2,327 (42.5%)
Residential Aged Care

202 (19.6%)
Home and Community Care

FY 23 Preceda Employee Data

* LOTE

5 top languages

1,189
Nepali

251
Chinese

105
Panjabi

174
Tagalog

99
Hindi

What are the challenges

Reality (challenge)

**English
language skills**

**Experiencing racial
discrimination**

**Communicating
with confidence**

**Capacity
to receive Uniting wide
information**

**Speaking in language at
work**

**Staff shortages during
cultural festivals**

**Speaking in language at
work**

**Cross cultural
communication**

Expectations

**Creating
Cultural Safety**

What are the solutions



Putting solutions into practice

Employee Assistance Program –
access to bilingual counsellors



Designing Uniting's
First Corporate Hijab

**Inspire & Grow: D&I Network
Mentoring Program 2023**

**Midpoint
Session**
30 August 2023



D&I Network Inspire
& Grow Mentoring
Program

Cultural Diversity Course

The Cultural Diversity course helps individuals to gain practical skills and culturally specific knowledge for use in the workplace and everyday life. The content is based on documentation authored by Robert Bean (BA, Grad Dip Education, Cert IV Training and Education, and Managing Director of Cultural Diversity Services Pty Ltd) and provided by the Australian Multicultural Foundation. Content is also derived from video interviews with individuals from a broad range of cultures, and with managers of diverse teams.

The Cultural Diversity course is supported by the Cultural Atlas, a free worldwide resource providing comprehensive cultural information on over

SBS Cultural
Diversity training

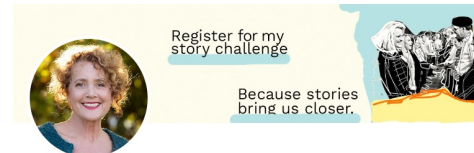


Unconscious bias training

National Asian Leadership Project Conference –
6 CALD



Growing our cultural diversity leadership
talent



Moya Sayer-Jones (She/Her)

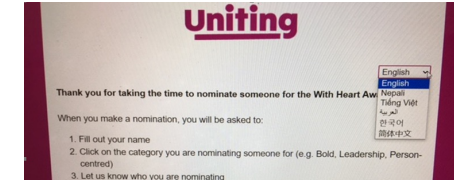
Building confidence through
storytelling Program

D&I Session at Senior Services
Mthly leadership Meetings

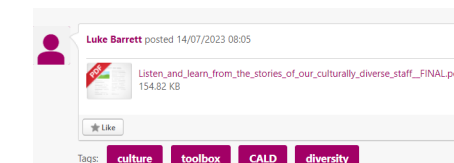
Educating our people leaders

 [Manager's calendar of significant events](#)

 [Manager's Guide- Managing Leave during Festivals.docx](#)



Your Voice Survey



Listen & Learn from our CALD
people Toolbox Talk

Building increased visibility, intersectionality and confidence

Creating a sense of belonging

Elevating the voices of our CALD people

Everyone



belongs.

2023 Harmony Week in-language



Ramadan 2023: attend an Affinity Ramadan home Iftar dinner

The annual Islamic holy month of Ramadan concludes at sundown on Thursday 20 April. There

Ramadan



Ramadan conversations.

Connecting between faiths

"Giving up something during Lent, helps me to reflect on Jesus' death as we prepare to celebrate his resurrection at Easter."

Helen Cooper (She/Her)
Support Services (Disability) Operations Lead
and Cultural Diversity Advisory Forum Chair
Australian Christian Lebanese
daughter of Lebanese parents.

"Fasting is not just fasting from food but fasting and reflecting on all aspects of my life."

Hanna Jabbar (She/Her)
Family Advisor
Lebanese Australian Muslim, daughter
of Lebanese parents.



Happy Lunar New Year

Gong Xi Fa Cai (Mandarin)
Gong Hei Fat Choy (Cantonese)
Saehae bok mani badeuseyo (Korean)
Suk-san Wan Dtrut-Jeen (Thai)
Chúc mừng tết Nguyên Đán (Vietnamese)
Pihaim thi sanuk sanan (Lao)
Selamat Tahun Baru Cina (Malay)
Selamat tahun baru lunar (Indonesian)

Lunar New Year

Diwali/Deepavali 2022: 22-26 October



Celebrating Diwali/Deepavali- Festival of Lights

Diwali is the five-day festival of lights, celebrated by millions of Hindus, Sikhs, Jains and some Buddhists across the world.

Even people who don't belong to those religions celebrate Diwali in India and other places in south Asia. It's like Thanksgiving and New Year's Eve combined! Diwali, which for some also coincides with harvest and new year celebrations, is a festival of new beginnings and the triumph of good over evil, and light over darkness.

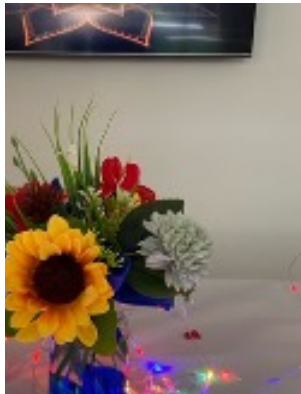
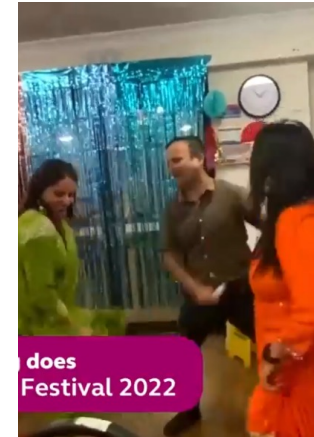
The five days of Diwali.

Traditionally, each day of Diwali has a different focus.

- **22 Oct:** The first day is usually a shopping day, especially for gold or silver.
- **23 Oct:** The second day is used to decorate the home.

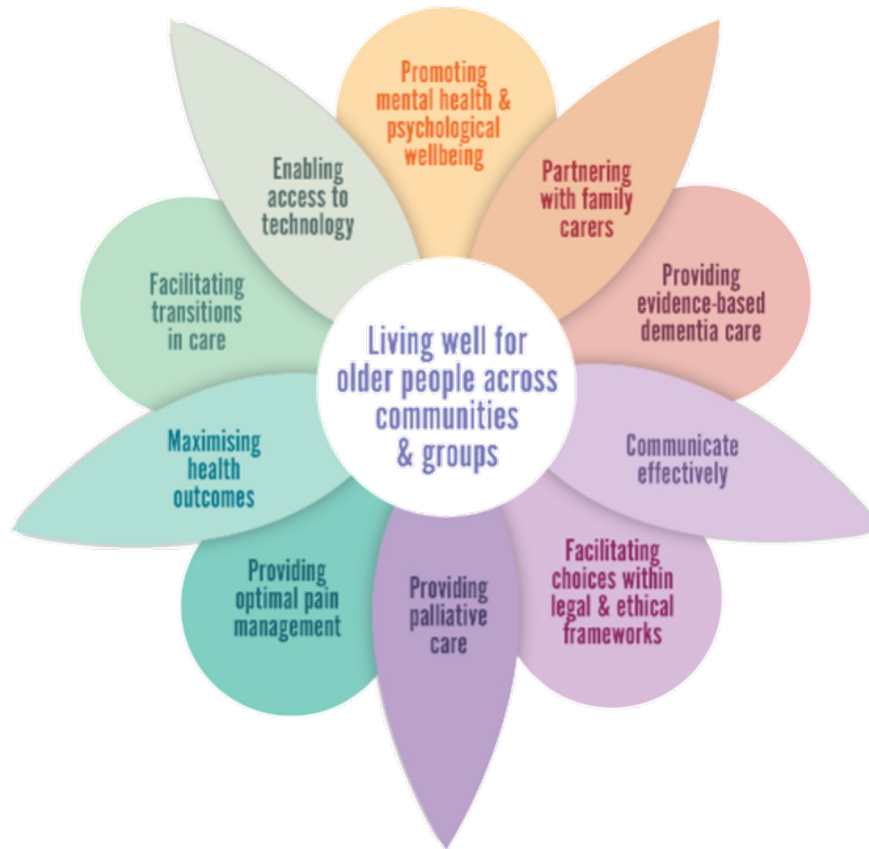
Diwali

Embracing cultural diversity



Case study

Uniting New Graduate RN program in partnership with University of Wollongong



Living well for older people across communities and groups

Communicate effectively

- Supporting and empowering our CALD Graduate RNs to meet the competencies so they can confidently apply these learnings into practice
- Building our CALD Graduate RNs communication skills so they feel confident in both their verbal and written communication



What we've learnt

1: Commitment from the top

- Demonstrate visible Executive leadership
- Embed commitment to supporting our CALD workforce as part of your core values and mission
- Empower leaders to create safe spaces

2: Listen and Learn from our CALD people

- Involve all levels of your aged care services, with CALD diverse voices being part of the solution
- Create safe spaces for CALD diverse voices to be heard and a structure to strengthen their voices
- Don't underestimate the power of consultations in achieving hope, awareness and buy-in

3: Capacity building of our staff

- Implement capacity building initiatives that are practical and go to the core of the issue
- Evaluate your initiatives



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Clinical Nurse Consultant

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Contact

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Learn more about Uniting NSW.ACT

go to <https://www.uniting.org/home>

Thank you!

Thank you for participating today.

For more information, good practice stories and resources visit

 culturaldiversity.com.au

 [Centre for Cultural Diversity in Ageing](#)

 [CCDAAUS](#)

Feel free to contact us at info@culturaldiversity.com.au

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