The Centre for Cultural Diversity in Ageing

FY 2022-23 Achievements – Year in Review

The Centre for Cultural Diversity in Ageing is funded by Australian Department of Health and Aged Care under the Partnersin 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.



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

Social Media and YouTube Channels



LinkedIn followers increased to 1498.



9065 Total YouTube views on CCDAAUS channel in the 2022-23 financial vear.

Diversity Webinar Series and Diversity Communities of Practice



1814 registrations for the **Diversity Webinar Series** and Diversity Communities



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of Practice across Australia. 32 subject matter experts from diversity, inclusion and equity



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

and aged care sectors.

National Website

The website had 139,274 views with the communication cards, home page, diversity webinar series, multilingual resource page and practice guidespage 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 inquistically 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.







Rittinghausen

Manager



Meet the Team

Biljana Grbevska **Project Admin Officer**

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

Case Studies FY 2022-23 Achievements – Year in Review



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 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 3: The Centre provided faceto-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 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 are staff on culturally appropriate care. **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.

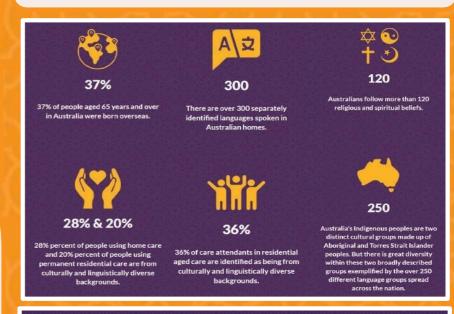
Case study 6: The Centre collaborated with the Australian Association of Gerontology and Cultural Infusion to co-produce a Position Paper on Capturing Cultural and Linguistic Diversity in Australia.

Case study 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 digeridoo ceremony to 20 aged care leaders.

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



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

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

