

# DIVERSITY MENTORING PROGRAM (DMP) TESTIMONIALS

*prepared by Biljana Grbevaska*



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in Ageing

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# DMP TESTIMONIAL



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**Organisation 1**

October 2023

## What does your organisation wish to achieve by participating in the Diversity Mentoring Program?

We would like to incorporate robust policies that would inform culture-sensitive care to all our HCP clients.

We would like to gain a greater understanding of diversity in identifying clients with diverse needs and build relationships with external providers to meet care needs and support.

We would like to raise awareness and educate support workers (direct-care staff) to provide culture-based care.



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High costs related to hiring a consultant by a non-profit provider, identifying and accepting the need for diversity care and provision across the organisation, time constraints and workforce shortage.

What are the key barriers and challenges your organisation faces in accessing advice on Diversity, Equity and Inclusion?



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## What do you see as the greatest need in your organisation for delivering culturally appropriate/inclusive care?

We would like assistance in formulating a diversity policy in line with Aged Care Quality Standards. We would like assistance in understanding and adapting the Diversity Specialisation Verification process as required by the Department.



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**Organisation 2**

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Thinking out of the box when working with our diverse cultural workforce to assist our residents. Language Confidence over Language Competence, being inclusive with decision-making, involving both residents and the workforce, creating safe spaces, and providing opportunities to be heard.

Organisation 2 is a DMP graduate

What have been the key learnings or outcomes you have been able to achieve as a result of the DMP?



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I believe we still have a lot of work to do and need to take a step back and reflect on what we want to achieve. The mentoring program was a great opportunity to begin this process. It also highlighted a lot of gaps which will take some time to develop.

Organisation 2 is a DMP graduate

How has your organisation benefited by participating in the DMP?



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**How many consumers from Culturally and Linguistically Diverse backgrounds have benefited or are expected to benefit from the DMP directly or indirectly in your organisation?**

Unsure at this stage but it has allowed up to to open up the conversation about diversity and culture through our resident's chat groups.

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**Organisation 3**

September 2023

## What were some of the key challenges your organisation faced before entering the DMP?

A key challenge prior to commencing the DMP was a lack of foundations or motivation for pursuing the Diversity and Inclusion journey. We had limited understanding of what was missing from the organisation, nor what foundations or activities would be required to get underway on our DEI journey. There was generally a lack of awareness of the importance of developing our DEI capacities. While individual staff had a passion for the area, there was no institutional focus to unite them toward any common goals.

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## What have been the key learnings or outcomes you have been able to achieve as a result of the DMP?

The primary outcome has been an increased organisational understanding and awareness of diversity, equity and inclusion. Utilising the learnings from the program, we have been able to engage in more wide-ranging and informed conversations. Feedback relating to diversity and inclusion has notably increased over the past 8 months, with staff querying the status of our inclusion initiatives and clients complimenting early-stage diversity celebrations. The DMP offered vital dedicated time and ability to consider and plan. We were able to use sessions to critically analyse our positioning and approach, and work with our mentor to establish where we are and our way forward. This was confronting for members of the implementation team – some of whom were realising how far we have to travel, others realised that we could not rush to get where we need to go. All vital learnings.

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How has your organisation benefited by participating in the DMP?

Three key areas have benefited from the DMP:

1. Effective embedment of DEI in organisational governance
2. Understanding of data;
3. Initiated conversations across the organisation.

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It would be good to be a bit more dynamic in mentoring sessions. The most beneficial conversations we had with our mentor were after we adapted or went off from the standard catalogue of scripts. This allowed our mentor to be very responsive to the specific needs and context of our organisation. Overall, it should be noted that the program is very strong and the content is highly relevant and beneficial.

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**What were some of the weaknesses of the program that could be improved for future clients?**



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**Organisation 4**

August 2023

## What have been the key learnings or outcomes you have been able to achieve as a result of the DMP?

We have identified D&I champions, have reviewed policies with a D&I lens, have presented to the Executive Leadership Team, and will have the overall strategy reviewed to have a stronger focus on D&I commitments.

Action Plan has been created for improvements.

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## How has your organisation benefited in participation in the DMP?

The greatest benefit has been a dedicated focus on diversity and inclusion as an organisation, and in allocating time to discuss and takeaway learnings to other business areas. This is just the start of the journey for Comlink, the work starts now.

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**Organisation 5**

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Our clients' levels of racism and tolerance of staff from CALD backgrounds.  
Time and funding to implement better programs and activities that celebrate diversity.

What are the barriers or areas for improvement that you discovered in this session?



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**Organisation 6**

October 2023

## What were the key actions you wish to take from this session and implement?

More face to face education sessions are needed in this area that goes beyond online training. More training sessions will be arranged for next year. Role play and interactive education session are playing a key role in understanding cultural diversity. This will be implemented also in our tool box educations. All management will be invited to attend these kind of sessions next time with the hope of their attendance.



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