



Centre for Cultural Diversity in Ageing: Making the Case for Diversity

Inclusive Leadership Webinar

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The background of the slide features a 3D-rendered puzzle. Most of the puzzle pieces are white, but one piece in the center-right is a vibrant red. The puzzle is set against a dark, gradient background that transitions from black on the left to a lighter grey on the right. The lighting creates soft shadows and highlights on the puzzle pieces, giving them a three-dimensional appearance.

Overview:

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- *How can the Aged Care sector see the value of including cultural diversity?*
 - *In depth understanding about D&I*
 - *What is cultural cultural competence?*
 - *Making a case for an inclusive workplace*

WHO IS INVITED TO YOUR DECISION-MAKING TABLE?

- Who is sitting at your table? What are the values you purport to have?
- Who is missing? Why?
- If we are not consciously inclusive, we are deliberately exclusive
- Multiculturalism adds depth, breadth and perspective
- Drive awareness when SEEING your employees- more efficient when your leadership is representative
- Where are they from? What collateral do they bring?
- Being sensitive, self aware, check privilege





DIVERSITY

The various expressions people have of their social identity: *like age, culture, disability, gender, Indigeneity, sexual orientation, and socio-economic background* that can present in their professional/community identity

INCLUSION

Inclusion is the active acceptance of diversity – who feel seen, valued and respected, gaining access to opportunities and resources, enabling them to contribute to their organisations and communities. Inclusion is the conscious act of accepting those identity categories

WORKPLACE INCLUSION & DIVERSITY



- 357% of workforce is CALD
- 35% of aged clients are CALD
- Diverse workplaces have 19% higher revenue
- Outperform industry norms by 35%
- Are 1.7 times more likely to be innovation leaders in their market
- Are 70% more likely to capture a new market (statistic by

[*Harvard Business Review](#)).

Australian case for embracing workplace inclusion...

- Inclusion ensures employee wellbeing and company productivity
- DCA sample 3000 workers in 2019 inclusion@work report, found 75% strongly supported employers creating a more inclusive workplace
- Inclusive teams, managers and organisations: every level matters
- In summary...an included employee is a productive one



Inclusion@work revealed workers in an inclusive organisations were:

- 5 x more likely to innovate
- 3 x more likely to work harder
- 3 x more likely to be highly effective
- 3 x more likely to provide excellent client service
- **WHEN INCLUSION WORKS, DIVERSITY THRIVES**

When Diversity and Inclusion work.

Examples of Diversity and Inclusion at work



Diverse leaders ensure you meet employees clients 'where they are at'

Leveraging the asset of your CALD workforce

Co-designing solutions – use the talents that you have

Respecting the collateral people bring

When workers and clients feel they belong, you've nailed it

What about cultural safety in the workplace and in client facing situations?

Fostering an inclusive space for diverse employees and clients

Not tokenistic - lead with intent

Enables culturally diverse leaders to feel entirely accepted, valued and comfortable

Representation reflected in the service providers around them – your leadership is your standard- how are you tracking?

When workers and clients feel they belong, you've nailed it

Be aware of your 'implicit bias' and stereotypes & where they lead



- **Implicit bias'** are mental shortcuts through categorisation to assume either positive or negative attributes to people who appear different
- **Discrimination** occurs when you believe in and act on these bias and stereotypes in either a positive or negative, overt or subtle way

<https://implicit.harvard.edu/implicit/australia/takeatest.html>

Making the
case..





Thank you