DIV / TAL

Conscious Inclusion: Moving on from Unconscious Bias

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Key Outcomes

- ✓ Understand the Business Case for Diversity.
- ✓ Define Identity, Intersectionality & Privilege.
- ✓ Understand Unconscious Bias.
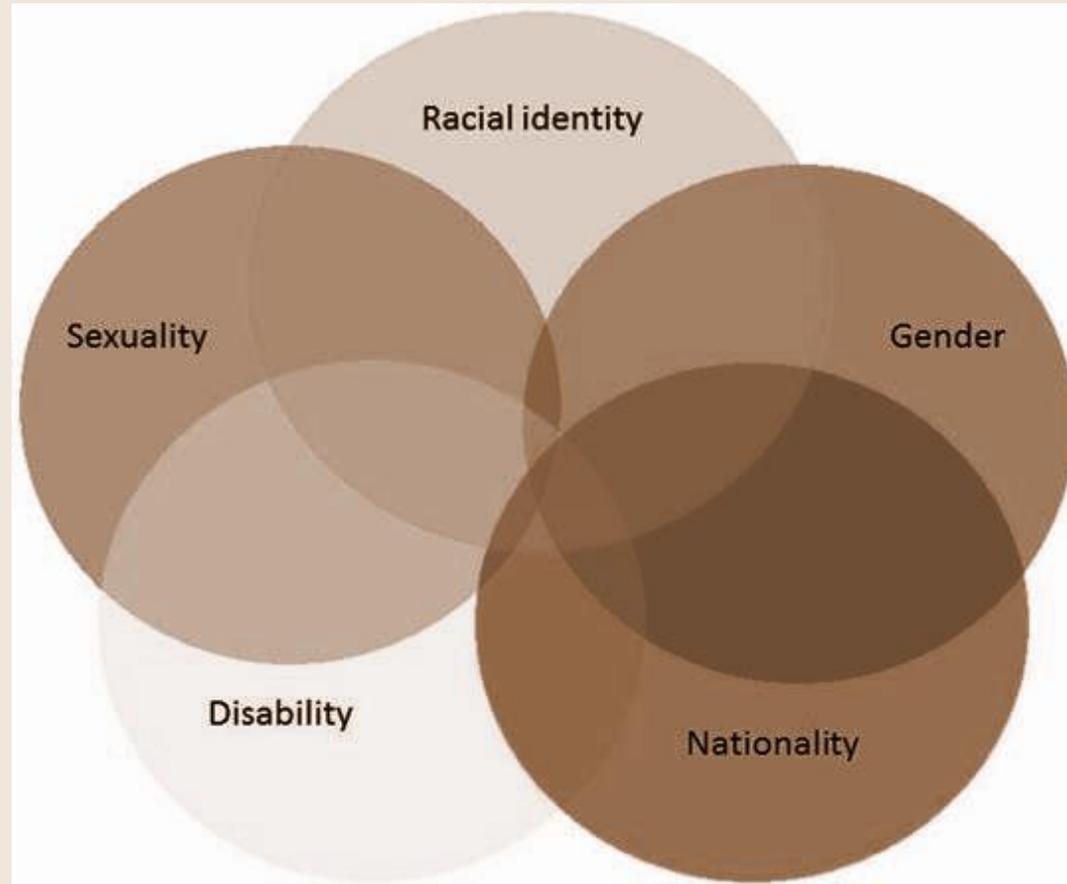- ✓ Understand how to be Consciously Inclusive.

The Business Case for Diversity in Aged Care

- Australia is becoming increasingly **multicultural**.

- Australia's aged care system is evolving to offer **increased choice and control for clients** and **person-centred care**.

- The diverse characteristics and life experiences of individuals **influence their care needs**, and tailoring aged care services to be inclusive has many **benefits**.

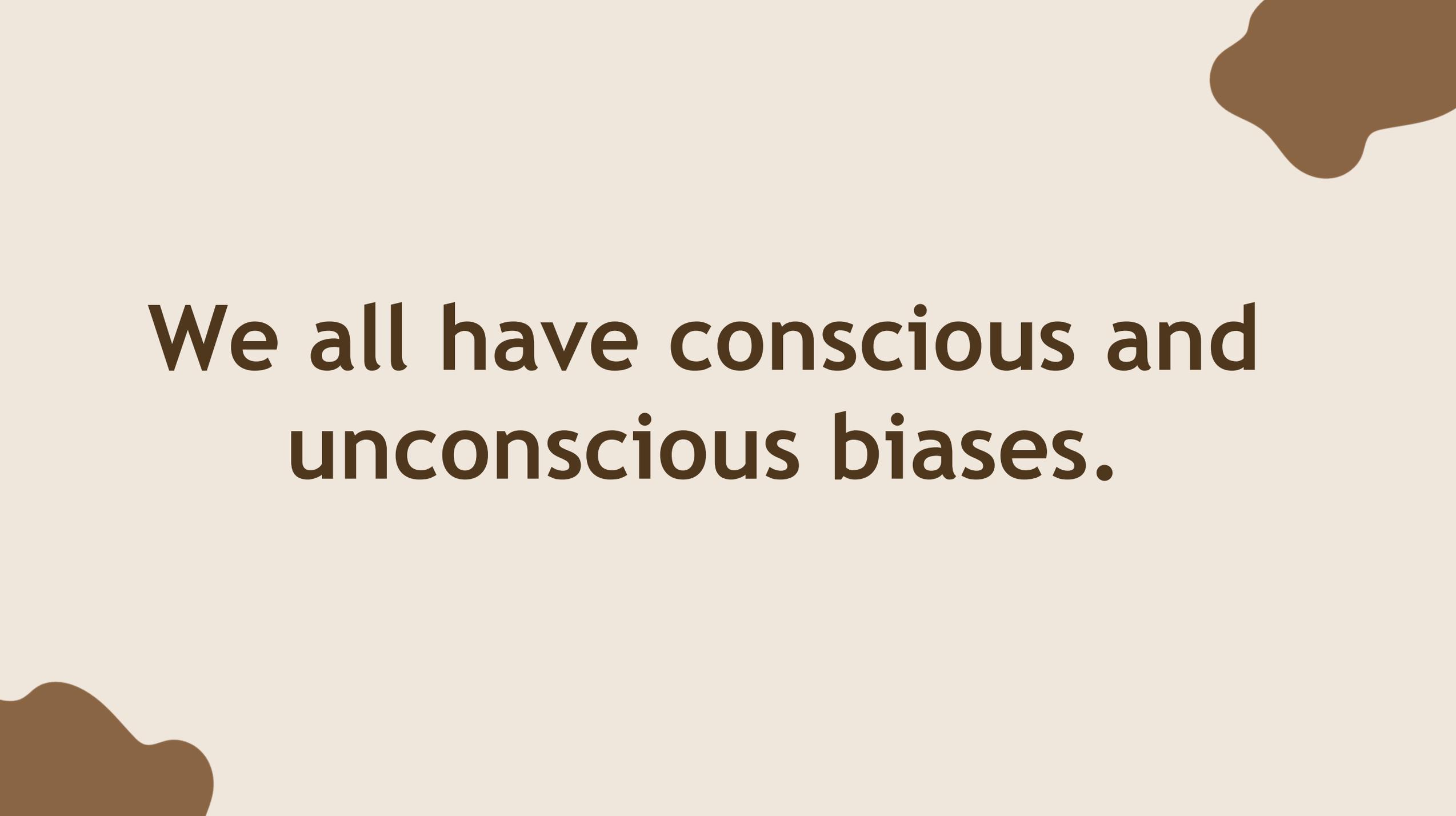# Identity, Intersectionality & Privilege

Identity, Intersectionality & Privilege

Unconscious Bias

A father and his son are in a car accident. The father dies at the scene and the son, badly injured, is rushed to the hospital. In the operating room, the surgeon refuses to operate, saying, "I can't operate on this boy. He is my son."

Who is the surgeon?

We all have conscious and unconscious biases.

What are Unconscious Biases?

- Unconscious biases are **thoughts or feelings that you are not aware of**, that influence your judgements.

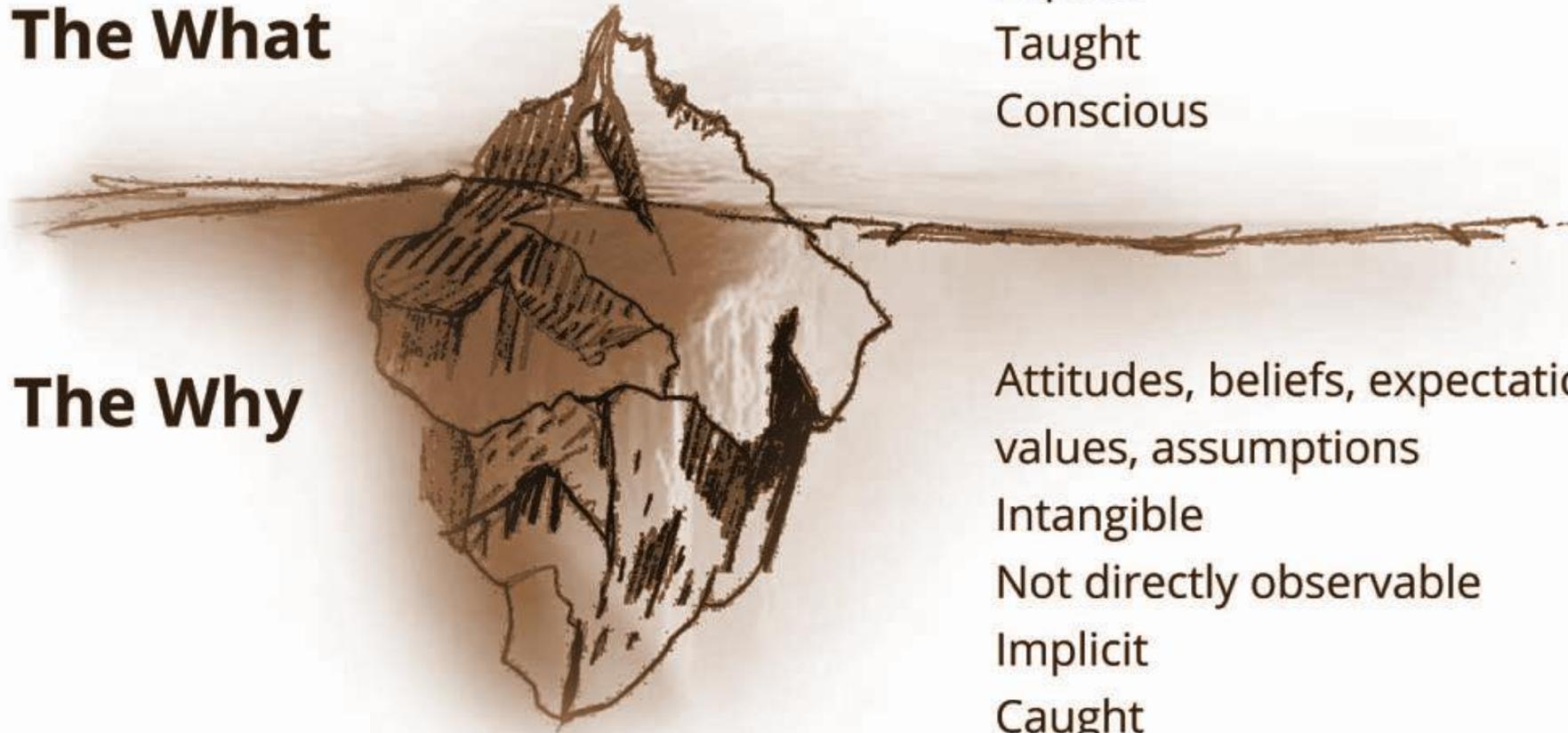- Unconscious bias is **unavoidable,** as it is part of human nature.

The What

Behaviours and artifacts
Accessible to the senses
Observable
Explicit
Taught
Conscious

The Why

Attitudes, beliefs, expectations, values, assumptions
Intangible
Not directly observable
Implicit
Caught
Subconscious

Common Bias Types

Affinity bias: the preference of people who share qualities with you or are similar to you.

Confirmation bias: the tendency of selective observation, whereby you search for evidence that backs up your opinion and overlook or reject information that may contradict your opinion.

Conformity bias: when your views are influenced or changed by the views of others.

Halo effect: the way you think or feel about a person being shaped by one characteristic.

Unconscious Bias within the Workplace

We all bring unconscious bias into the workplace. Positive and negative biases can affect:

- ➢ Interactions with colleagues, customer, patients, clients and families.
- ➢ Organizational practices, processes and policies.
- ➢ Organizational culture.

Activity

Spotting unconscious bias

Hiring a Direct Care worker

Hiring an Aged Care Director

Providing care to a Client

Pause for Thought

- What cultural rules, values, behaviours and traditions did you learn growing up?

- How have these shaped you?

Conscious Inclusion

Prejudice, Stereotypes & Micro-aggressions

- **Prejudice -** strong feelings or beliefs about a person or subject, prejudging others without reviewing facts or information; often based on fear.
- **Stereotype** - the assumption that everyone in a particular group is the same.
- Prejudices and stereotypes are **conscious**.
- **Microaggression** - subtle verbal, behavioral, and environmental indignities that communicate hostility, derogatory, or negativity to a person or group.

Examples

- **Theme:** People who look different to the majority or named differently to the majority are assumed to be foreign.
- **Examples:** "Where are you from? But, where are you really from?"
- **Message:** You're not Australian. You're a foreigner in your own country.

- **Theme:** Assigning competence or not, based on English literacy levels.
- **Examples**: English as a second language, word mispronunciation, grammatical errors.
- **Message:** People who don't speak or write English well are incompetent.

What's wrong with these Phrases

"Wow you don't look 65!", "fireman/policeman", "Hi guys","cleaning lady", "man up", "bride and groom",, "holy moly," "that's lame", "are you blind?", "Paddy Wagon"

Inclusive Language: Do's & Don'ts

Age
- Do not use age to describe an individual or group where it is not relevant.
- Do only include age if it is relevant, for example, with initiatives that are only available for a particular age group(s).
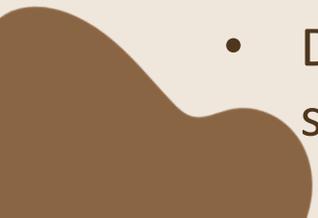
Disability
- Do use language that focuses on their abilities, rather than limitations.
- Do not define a person or group according to their disabilities or conditions.

Mental health
- Do use person-centred language to reflect to sensitivity.
- Do not describe people as mentally ill or defined by a condition.

Race and ethnicity
- Do only refer to people's race or ethnicity if it's relevant to the information you are communicating.
- Do not use racial and ethnic slurs and any language that infers or endorses stereotypes based upon racial or ethnic associations.

Inclusive Language: Do's & Don'ts

Sex and gender identity
- Do use gender-neutral terms, rather than those that make sex distinction (i.e. Parent or guardian, rather than mother or father).
- Do not refer to roles as gender-defined (i.e., Chair, not chairman).

Sexual orientation
- Do ask someone their preferred term and respect their wishes.
- Do not mention sexuality unless it is relevant to the context.

Religion
- Do only refer to a person's religion if it's relevant to the information you are communicating.
- Do not assume people's religion based on ethnicity, country origin or name.

Developing a consciously inclusive workplace action plan

Senior Leadership/Manager

1. Take an evidence based approach to diversity and inclusion.
2. Set tailored and specific goals.
3. Communicate commitment and goals to all staff.
4. Embed diversity and inclusion into business as usual.
5. Champion inclusive leadership.
6. Track and monitor progress against goals.
7. Celebrate and reward those role modelling inclusive behaviour.
8. Continue learning and growing by repeating the same steps and setting new targets

Direct Care Worker

1. Seek to understand individual needs of your clients.
2. Seek to continue learning.
3. Celebrate the diverse cultures and backgrounds of your team and residents.
4. Utilise various resources, support and tools to eliminate any misunderstanding and break down any communication barriers.
5. Provide feedback on the D&I initiatives.
6. Seek to understand differences through respect.

Closing Remarks

- ✓ Be aware that biases and privileges exist.
- ✓ Never make assumptions, instead seek to learn about others & their intersectional experiences.
- ✓ Watch your language (but don't be afraid to make mistakes).

What is one thing you will commit to be more consciously inclusive?

Resources

- **Harvard Implicit Association Test -** https://implicit.harvard.edu/implicit
- **Culture Specific Information -** http://www.culturaldiversity.com.au/documents/practice-guides/1470-culture-specific-information/file
- **Practice guide to effective co-design with CALD consumers -** http://www.culturaldiversity.com.au/documents/practice-guides/1459-practice-guide-effective-co-design-with-cald-consumers/file
- **Aged Care Diversity framework -** https://www.health.gov.au/sites/default/files/documents/2019/12/aged-care-diversity-framework.pdf
- **Aged Care Diversity action plans -** https://www.health.gov.au/resources/collections/aged-care-diversity-framework-action-plans
- **Shared Actions to support all Diverse Older People a Guide for Aged Care Providers -** https://www.health.gov.au/sites/default/files/documents/2019/12/shared-actions-to-support-all-diverse-older-people-a-guide-for-aged-care-providers.pdf
- **Actions to Support Older CALD people: A Guide for Consumers -** https://www.health.gov.au/sites/default/files/actions-to-support-older-cald-people-a-guide-for-consumers_0.pdf
- **Bridging Cultures 2016 -** https://www.mcci.org.au/wp-content/uploads/2020/10/bridging_cultures_2016.pdf