Centre for Cultural Diversity in Ageing:
2020-21 Strategy

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

OUR PRIORITIES

Creative collaborations with the aged care sector

Recognition and celebration of inclusive practices

Evidence-informed and culturally inclusive services

Creating resources that promote access, equity and inclusion

OUR PRINCIPLES

To be guided by emerging research and feedback from the sector in developing resources and providing services.

To place the needs and preferences of aged care consumers at the core of everything we do.

To promote and support equity, inclusion and empowerment in aged care services for all consumers.

OUR PRIORITIES IN MORE DETAIL (1)

Creative collaborations with the aged care sector

Overview: Explore new and innovative ways to collaborate with the PICAC Alliance, federal, state and local government, Australian Government-subsidised providers of CHSP, home care and residential aged care service providers and peak bodies to work towards our shared goals. These deep and engaging collaborations will support us to become recognised as the go-to organisation for expertise in culturally accessible and inclusive aged care services.

To achieve this, we will:

- **Explore:** Connect with aged care providers, interface sectors and the PICAC Alliance to understand our shared goals and opportunities to collaborate; and

- **Collaborate:** Work with potential partners to develop and implement new initiatives in the sector.

Evidence-informed and culturally inclusive services

Overview: Build off emerging research and feedback from the aged-care sector, including the PICAC Alliance, government, peak bodies, service providers and aged care research bodies and consortiums to produce resources and guides that support aged care providers to meet the needs of culturally diverse aged care consumers in our changing world. Adapt our advisory, consulting and training services to align with our ever-evolving understanding of inclusive practice, and support Australian aged care providers to provide best practice around culturally safe aged care.

To achieve this, we will:

- **Develop resources:** Continue to develop new training opportunities, projects, resources and guides, backed by emerging research, evidence and feedback from the sector;

- **Share resources and collaborate:** Offer our services across multiple channels (e.g. digital) and provide training, consulting and advisory services that are contextually relevant in our changing world; and

- **Monitor and evaluate the impact of our services**: Leverage existing quantitative and qualitative data and insights from the sector, and generate new evidence through enhanced evaluation processes to capture the impact of our services.

OUR PRIORITIES IN MORE DETAIL (2)

Resources that promote access, equity and inclusion

Overview: Continue to develop new and innovative resources that build the capacity of the aged care sector to deliver inclusive and accessible practices. Ensure that our resources are user friendly and accessible to minimise the barriers that service providers face when using our resources. These initiatives will contribute towards building the capacity, responsiveness and accountability of the aged care sector.

To achieve this, we will:

- **Develop our Inclusive Service Standards self-assessment portal:** Develop an Inclusive Service Standards self-assessment portal to support aged care providers to reflect on their inclusive practices;

- **Increase our resources to promote accessibility:** Develop more resources that promote language accessibility in particular multilingual communication cards and signage; and relevant translated materials;

- **Promote our services and support the sector:** Make our Inclusive Service Standard modules freely available from our website and support providers to embed them into their own learning management systems; and

- **Develop resources which promote consumer participation and consumer voice:** Continue to develop new resources and projects which promote consumer participation such as multilingual feedback forms.

Recognition and celebration of inclusive practices

Recognise and elevate initiatives and case studies that demonstrate best practice inclusive aged care services and promote examples of peer learning. Increase and deepen our networks and connections within the aged care sector through multi-channel engagement, including through webinars, social media and storytelling. Through showcasing best practice, service providers have channels and opportunities to learn from their peers how to increase the quality of their services.

To achieve this, we will:

- **Increase our social media presence:** Share case studies and peer learnings of inclusive aged care through frequent social media posts;

- **Share peer learning:** Produce films and host webinars to enable aged care sector partners to share inclusive practice learnings with one another; and

- **Celebrate inclusive practice:** Deliver our Cultural Diversity in Ageing conference and excellence awards ceremony and showcase inclusive aged care excellence in Australia.