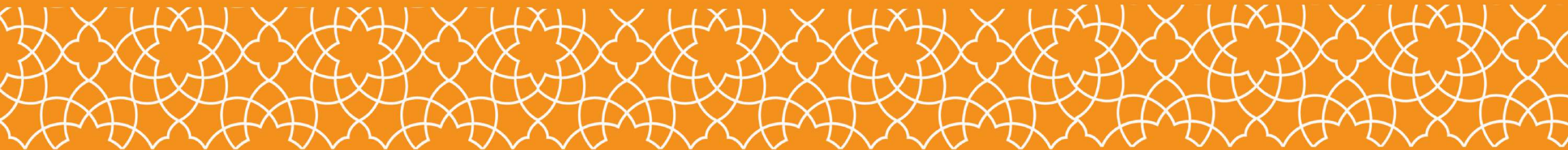


TRAINING OUTCOMES REPORT

Period 1 July to 31 December 2023

Prepared by
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Project Admin Officer
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About The Centre

The Centre for Cultural Diversity in Ageing supported by Benetas provides expertise in inclusive service provision to the Australian aged care sector with the aim of improving outcomes for older people from culturally diverse backgrounds. The Centre receives funding from the Australian Government Department of Health and Aged Care through the Partners in Culturally Appropriate Care (PICAC) Program

Nikolaus Rittinghausen
Manager



Outcomes

The Training Outcomes Report provides an overview of The Centre's achievements in delivering culturally appropriate care training and presentations to the aged care sector.

Table of Contents

01. Interactive Webinar Series

The webinar series provided staff working within the aged care sector with skills and knowledge to deliver culturally inclusive care.

02. Diversity Mentoring Training (DMP)

The DMP provided targeted, customised support and mentoring to aged care providers on their inclusive care journey.

03. Regional Training

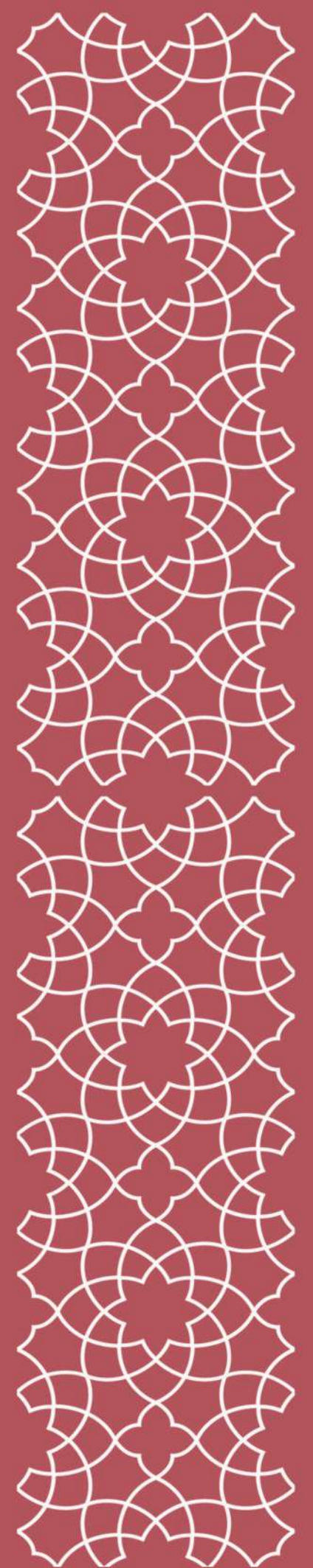
The Centre provided targeted training to regional aged care organisations in Victoria.

04. Individual Training

The Centre provided targeted culturally inclusive care training to individual aged care providers.

05. Conference Presentations

The Centre delivered presentations on culturally inclusive care to Conference participants, sector networks, and government agencies.

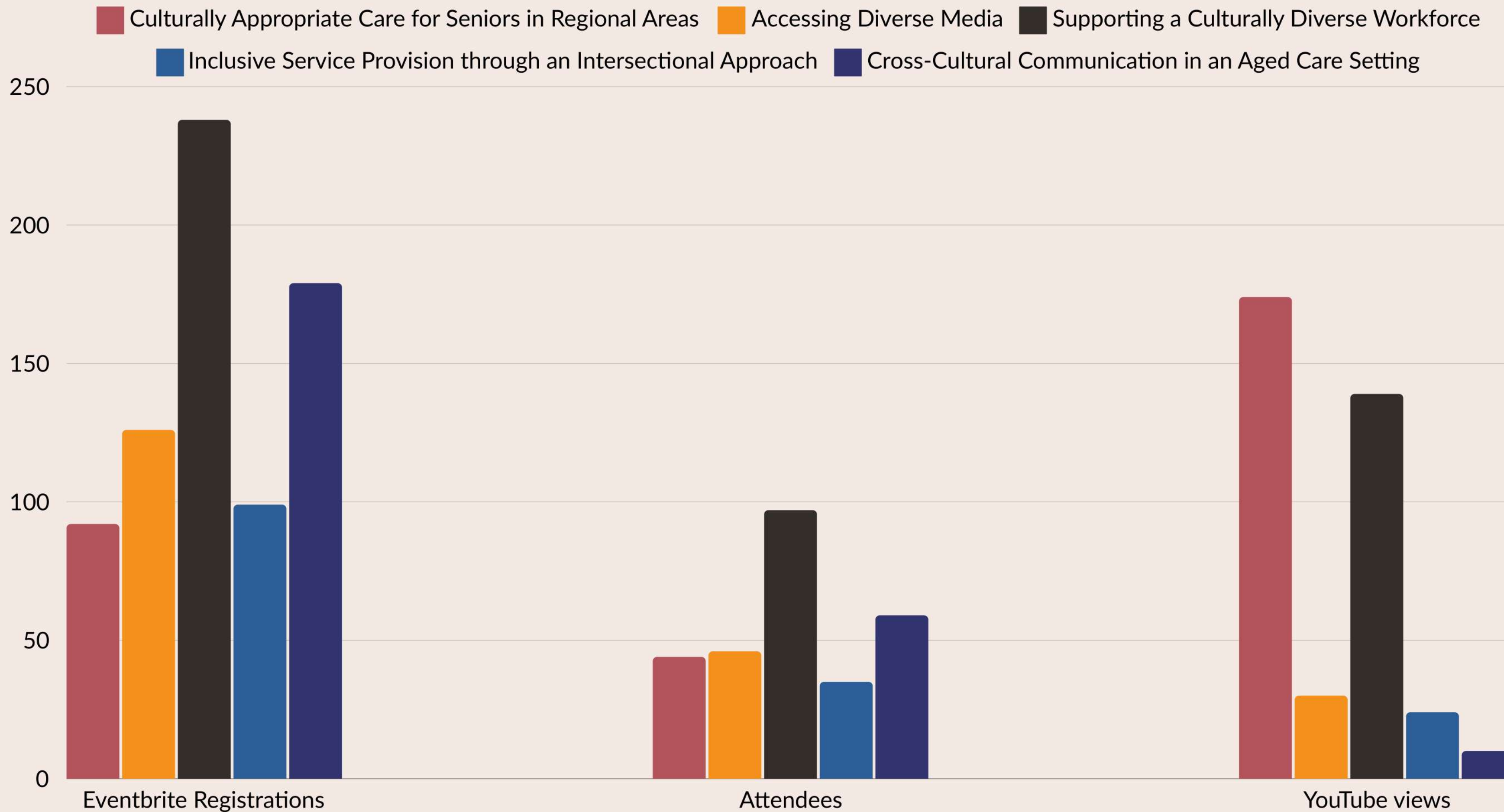




1. Interactive Webinar Series July to December 2023

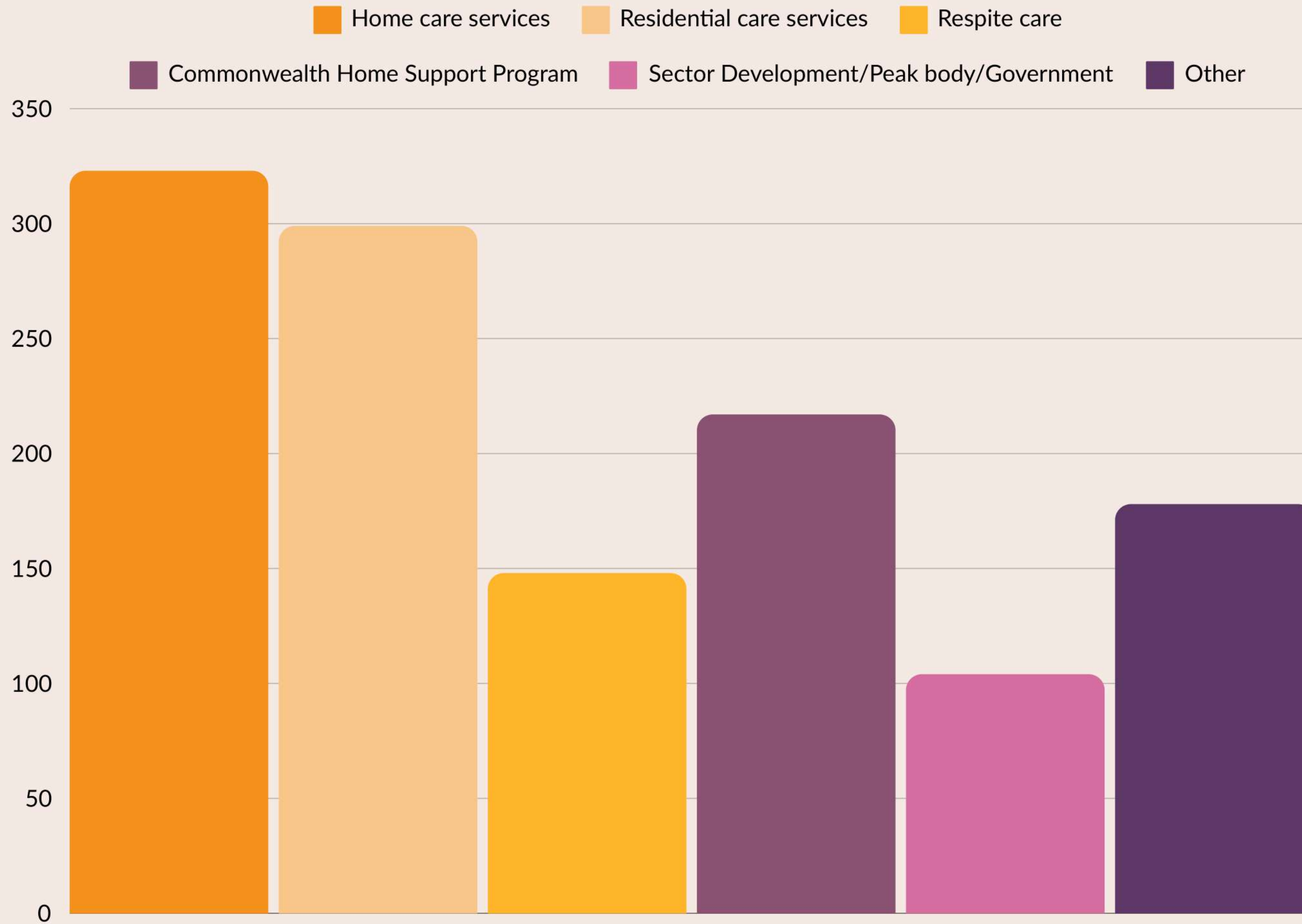
The online Cultural Diversity in Ageing Interactive Webinar Series 2023-24 aims to engage staff working within the aged care sector in Australia with skills and knowledge to work effectively with diverse older people, their families, carers and advocates.

Interactive Webinar Series July to December 2023



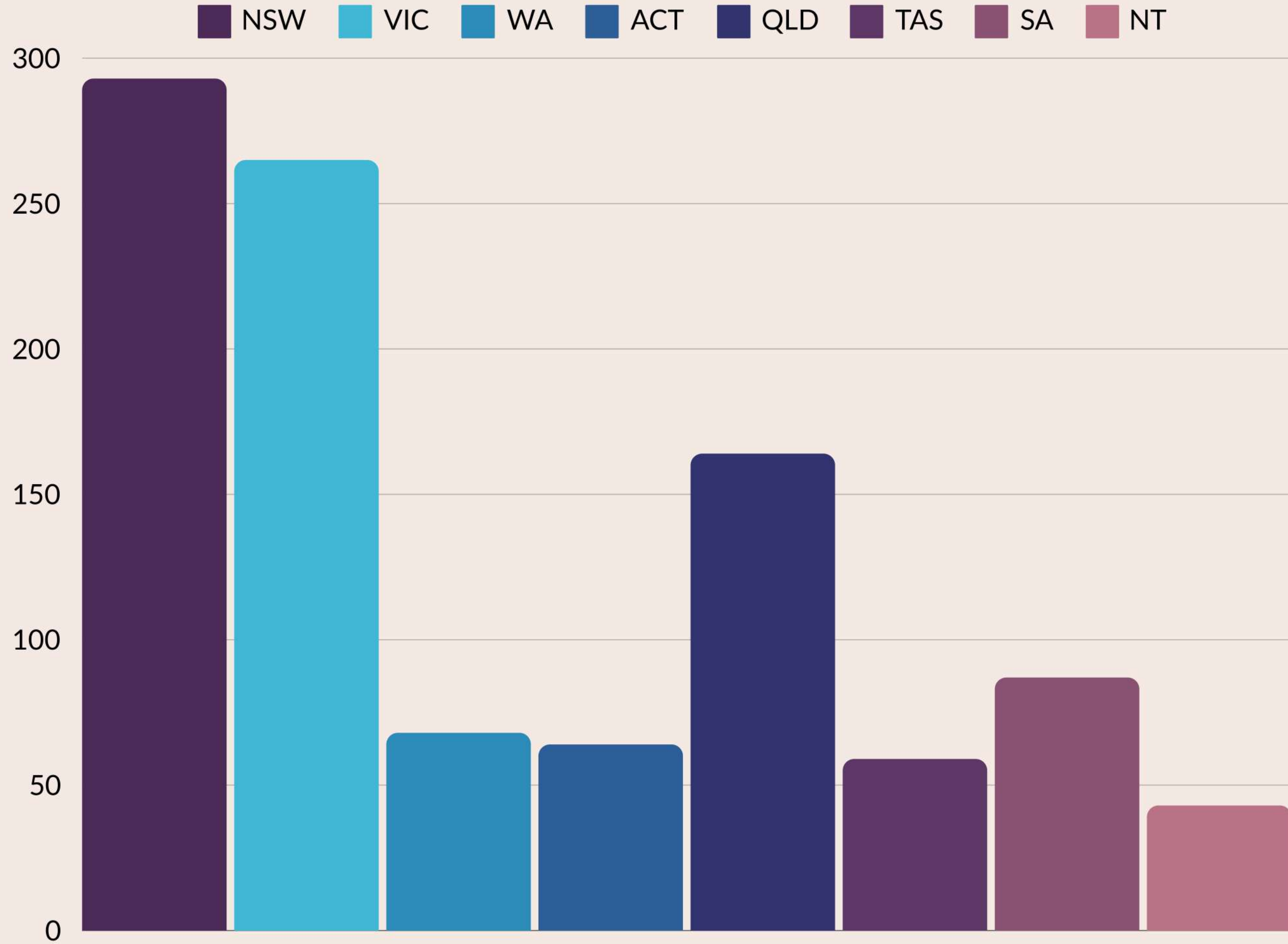
Interactive Webinar Series survey statistics

What aged care services do your organisation provide?



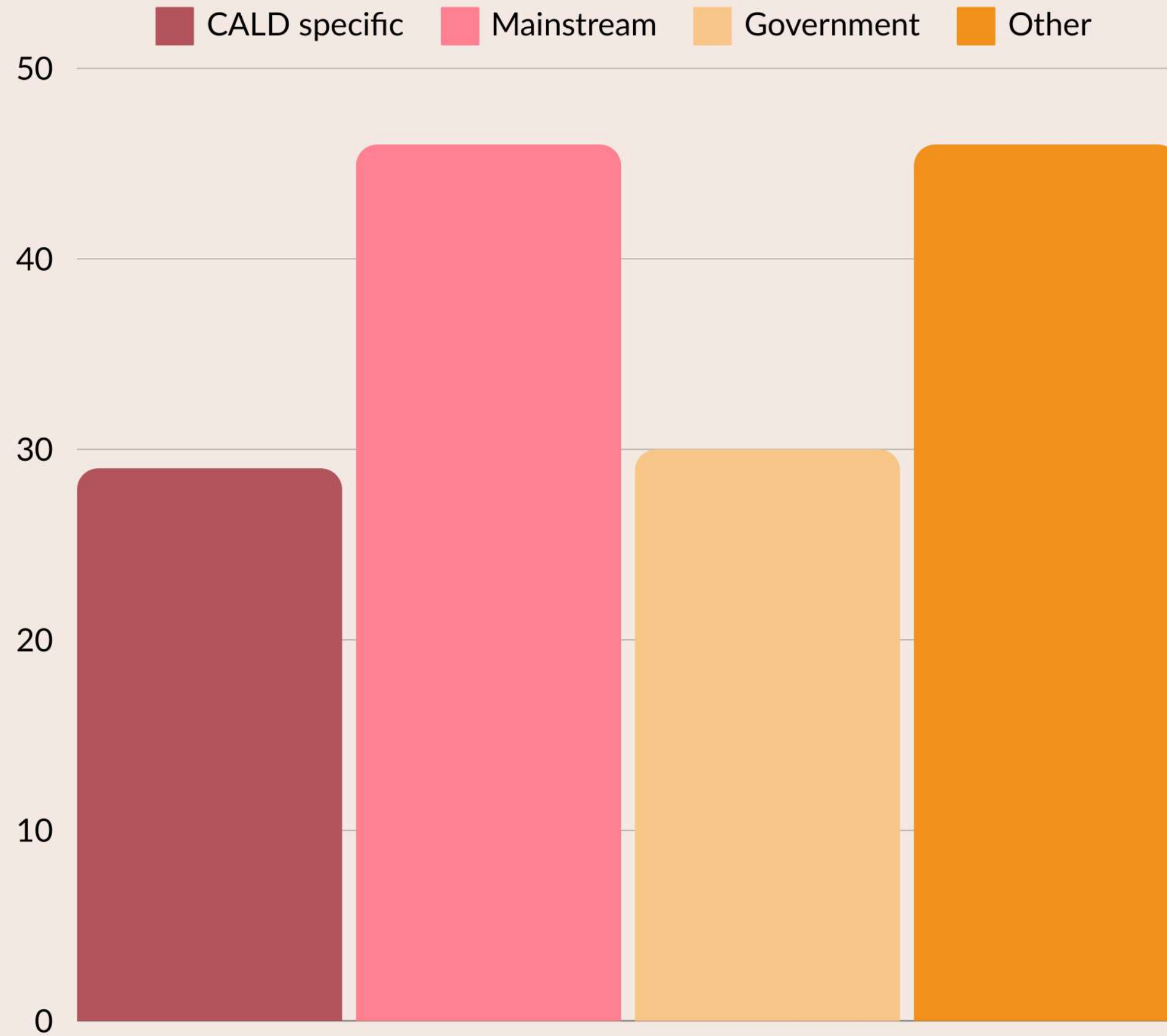
Interactive Webinar Series survey statistics

State or Territory your organisation provides services in



Interactive Webinar Series survey statistics

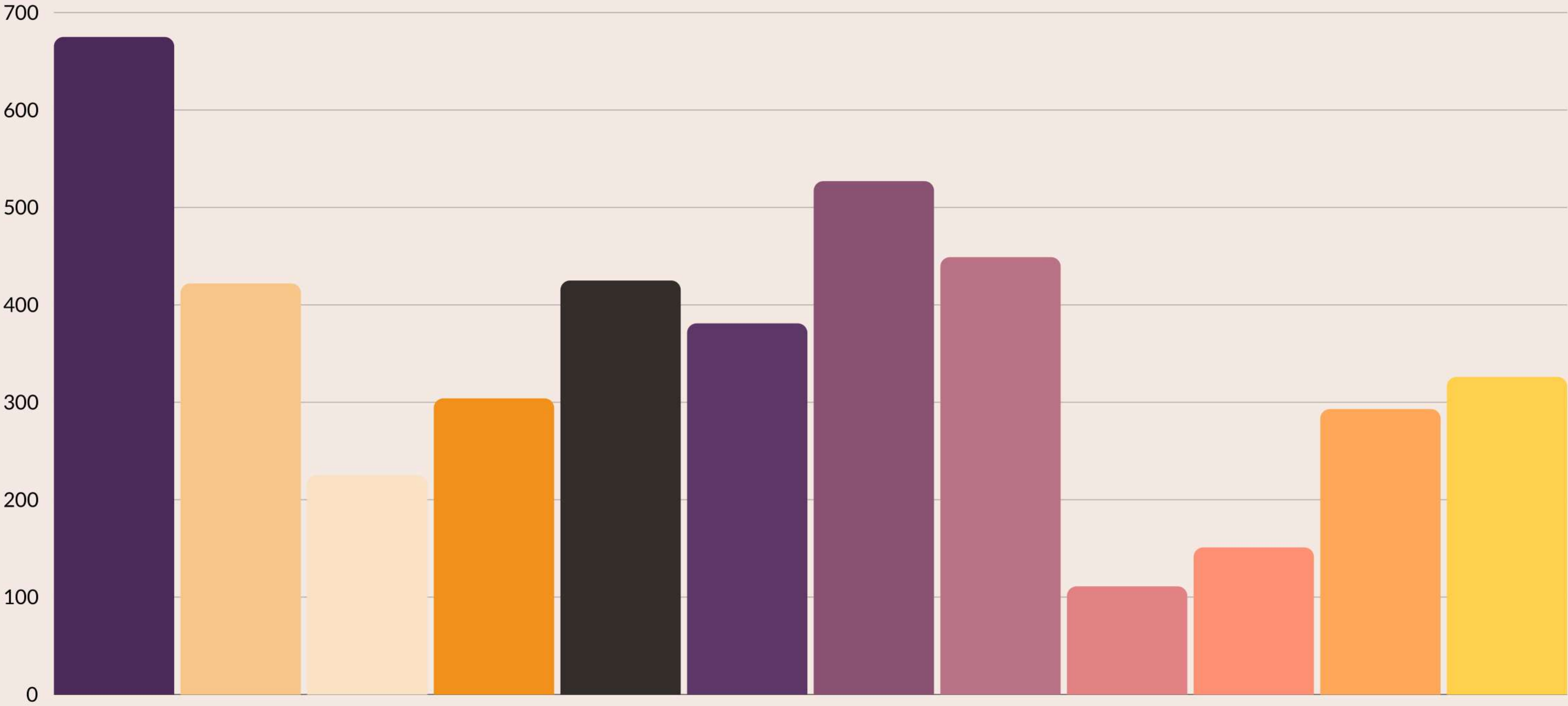
What type of service are you?



Interactive Webinar Series survey statistics

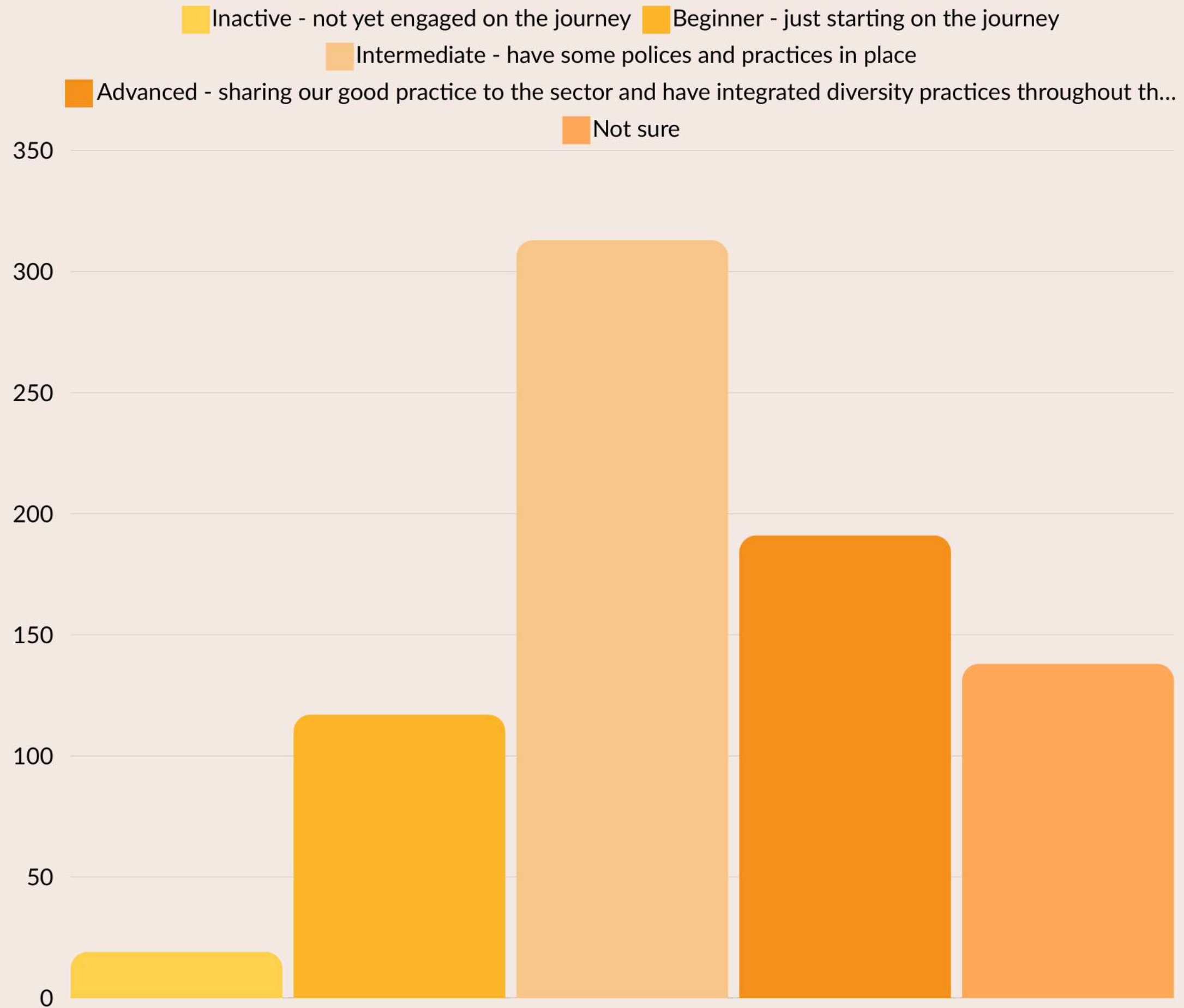
What areas of diversity does your organisation service?

- People from Culturally and Linguistically Diverse backgrounds
- Aboriginal and Torres Strait Islander people
- People who are homeless or are at risk of becoming homeless
- People who live in Rural, Remote or Very Remote areas
- People with Mental Health problems and mental illness
- LGBTI people
- People living with cognitive impairment including dementia
- People with a disability
- Parents separated from their children by forced adoption or removal
- Care Leavers
- Veterans
- Socio or economic disadvantage



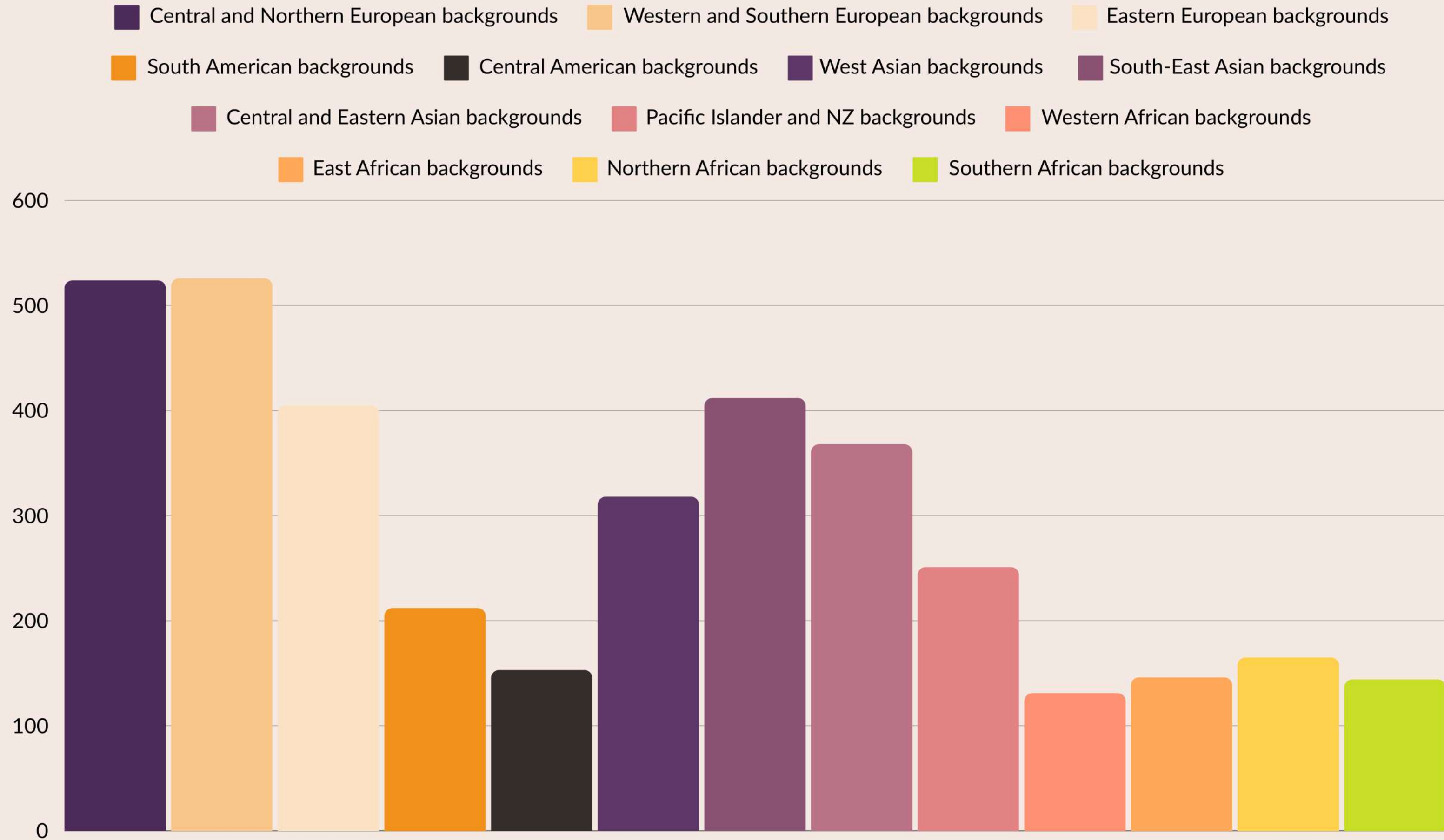
Interactive Webinar Series survey statistics

What stage is your organisation at in diversity planning and practice?

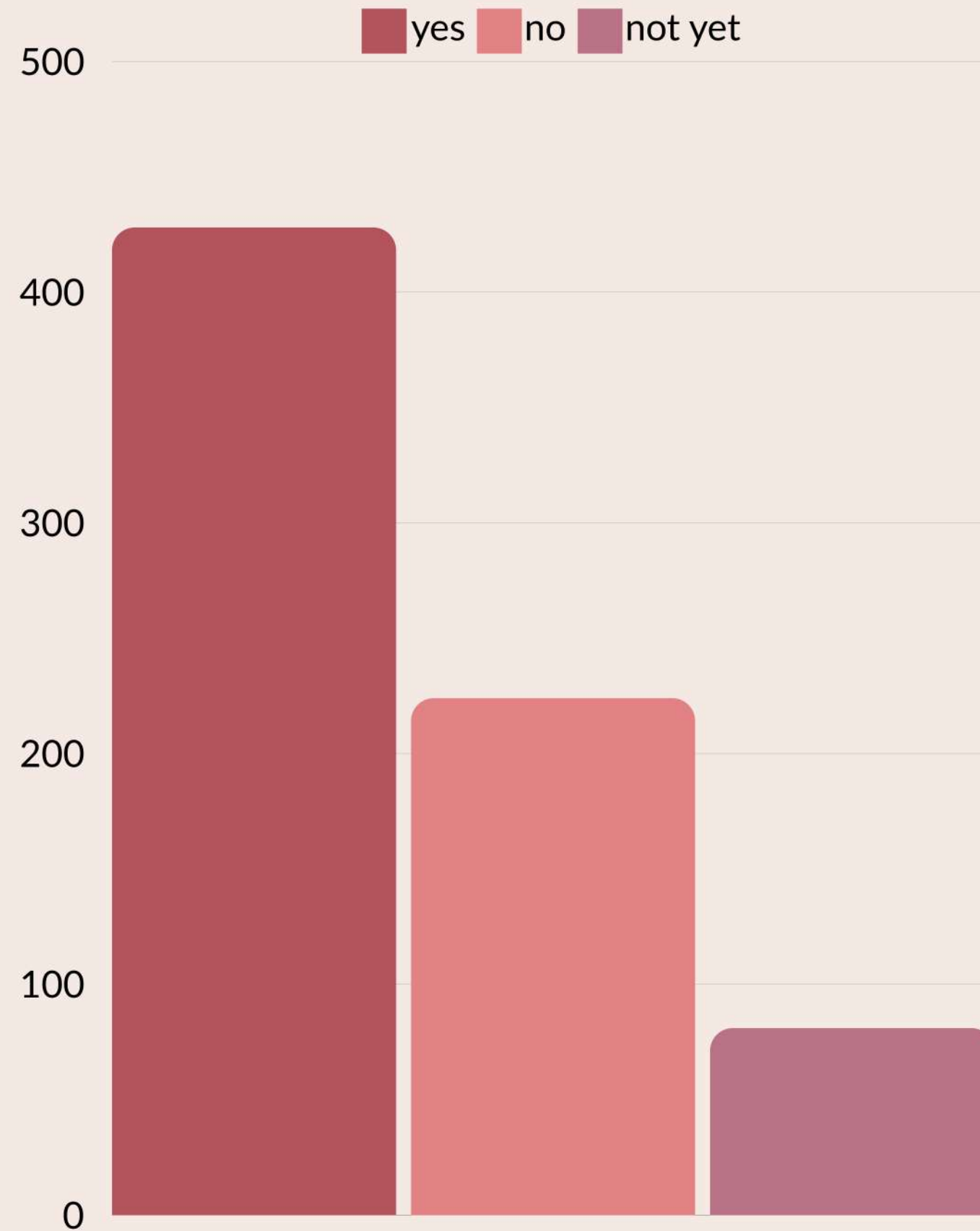


Interactive Webinar Series survey statistics

Which cultural and language backgrounds do your clients come from who access your services?



Does your organisation provide aged care services to regional, rural, and remote communities?

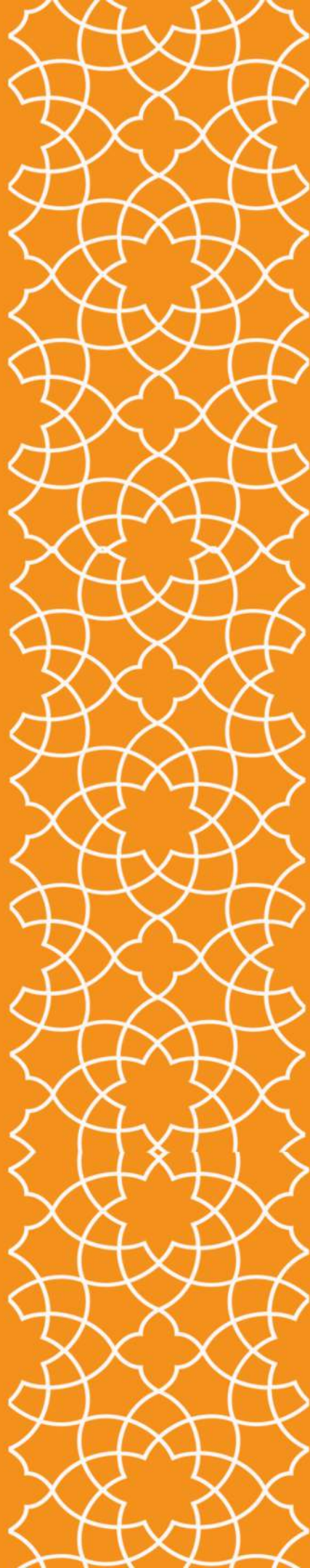


TESTIMONIALS

**What's one thing you learnt
from our webinar?**

*The importance of ensuring that services are ready to
accommodate people from diverse backgrounds.*

Participant from the Interactive Webinar Series 2023-24

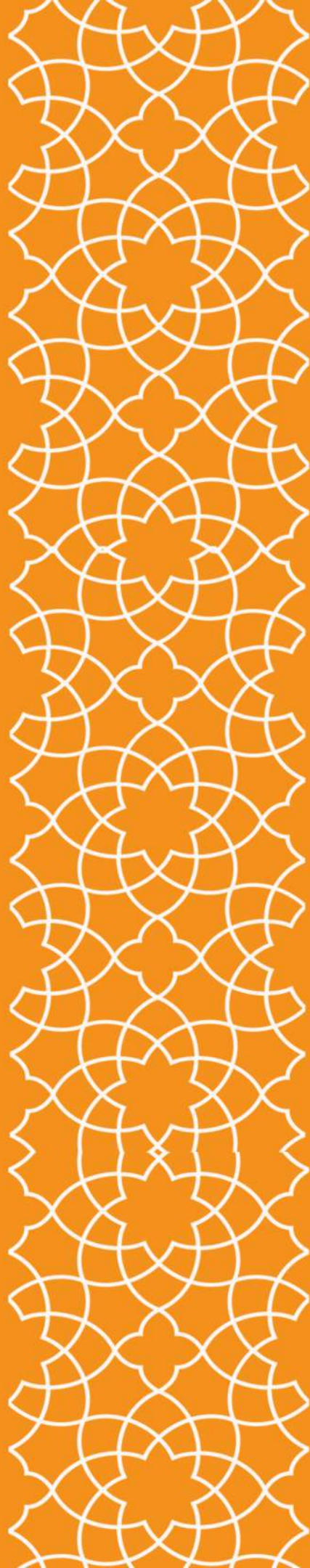


TESTIMONIALS

What's one thing you learnt from our webinar?

I find the webinar series facilitated by The Centre, extremely useful and very informative. There are a wide range of topics, applied with a lens of cultural diversity.

Participant from the Interactive Webinar Series 2023-24

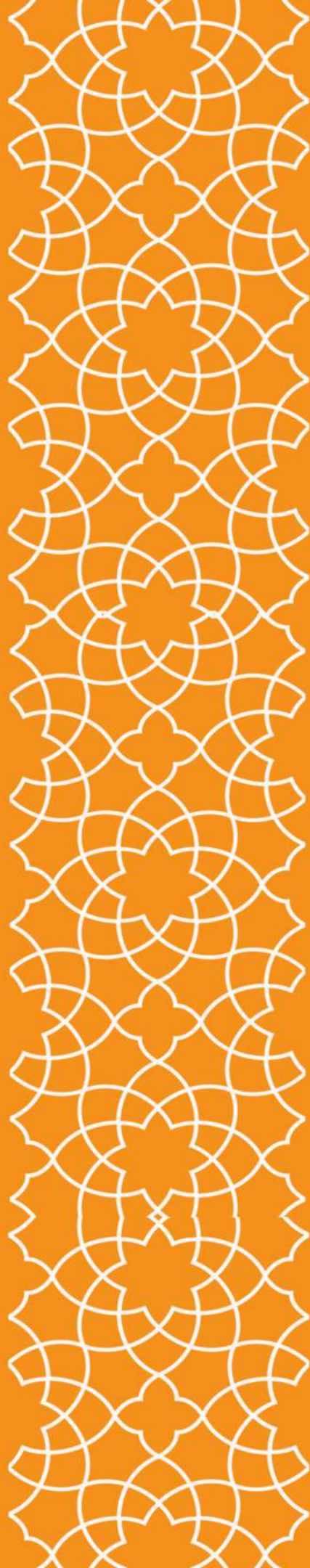


TESTIMONIALS

Besides this webinar how has the Centre provided support to you?

Keep the resources coming, they are so helpful.

Participant from the Interactive Webinar Series 2023-24



2. Diversity Mentoring Program July to December 2023

The Diversity Mentoring Program (DMP) is a co-design program involving a collaboration between an aged care service and the Centre for Cultural Diversity in Ageing. The program links leaders from the aged care service to diversity mentors from the Centre for Cultural Diversity in Ageing in a six month mentoring relationship.

2. Diversity Mentoring Program July to December 2023

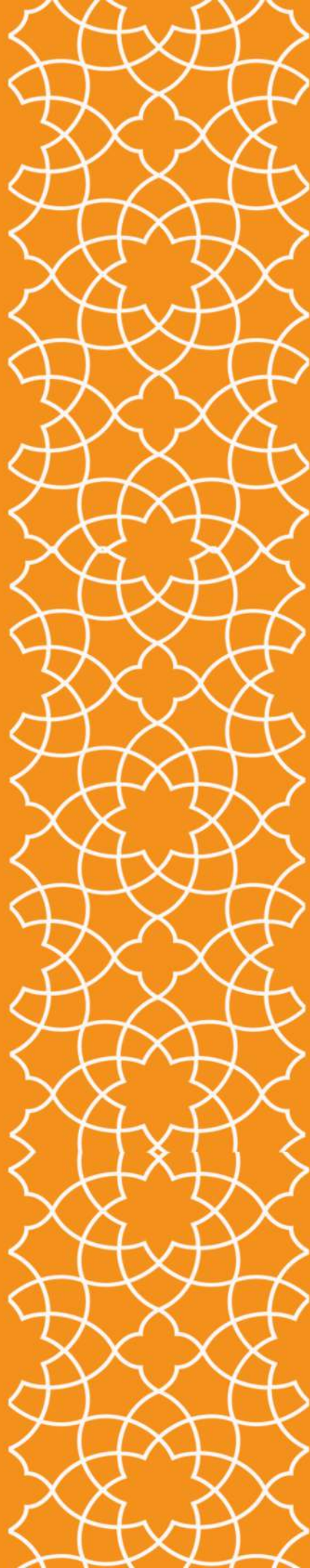


TESTIMONIALS

**What's one thing you learnt
from the DMP?**

*The DMP has led to informed and prevalent
conversations on DEI which is increasing the mandate
to act.*

Participant from the DMP 2023-24

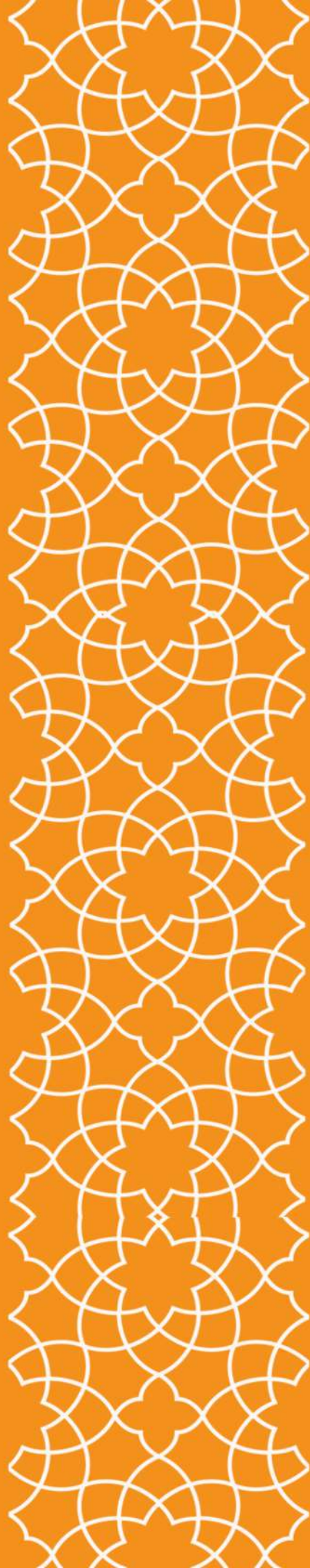


TESTIMONIALS

**What's one thing you learnt
from the DMP?**

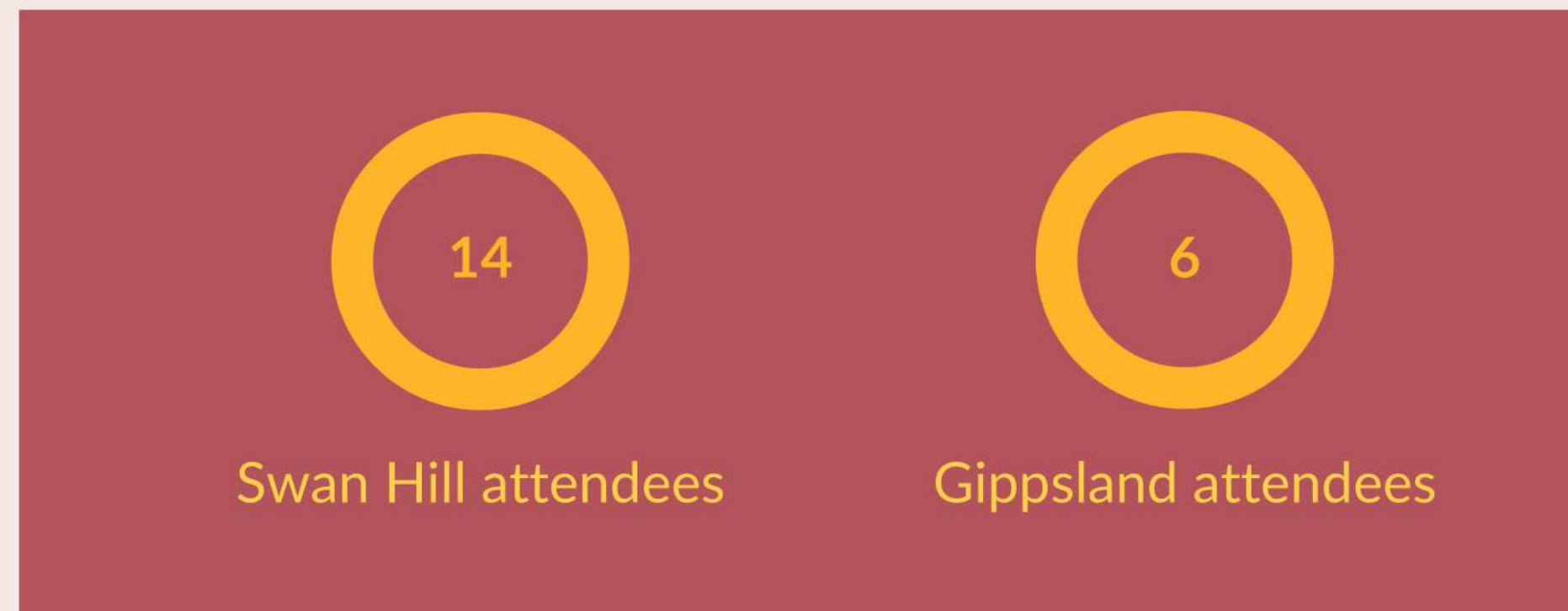
*Effective embedment of DEI in organisational
governance.*

Participant from the DMP 2023-24



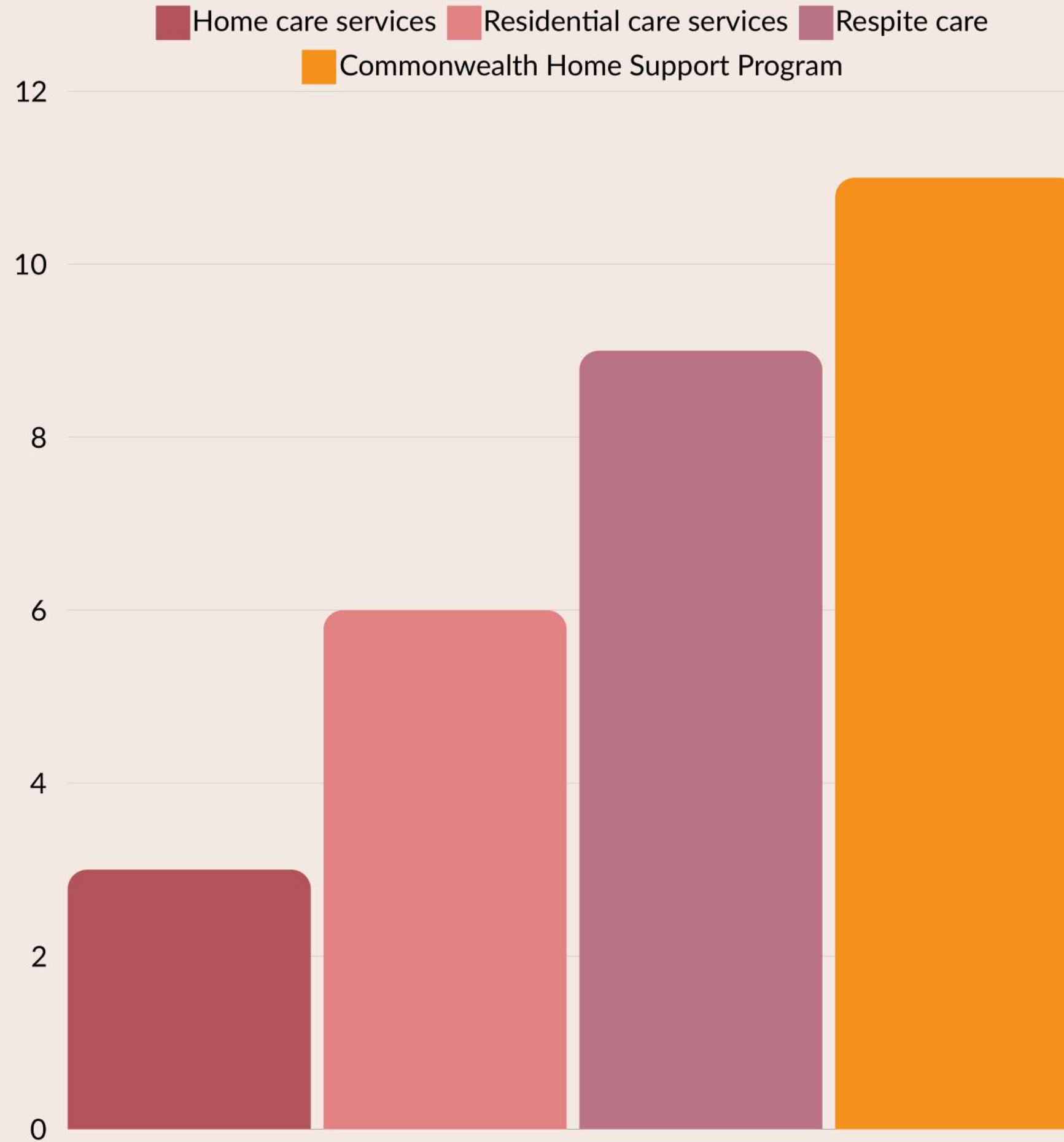
3. Regional training July to December 2023

The Centre has delivered targeted training to aged care providers in regional Victoria. This has been a recommendation of The Centre's regional report on Exploring the Needs of Aged Care Providers in Regional Victoria. The training enhanced the knowledge of cultural appropriate care in regional areas.



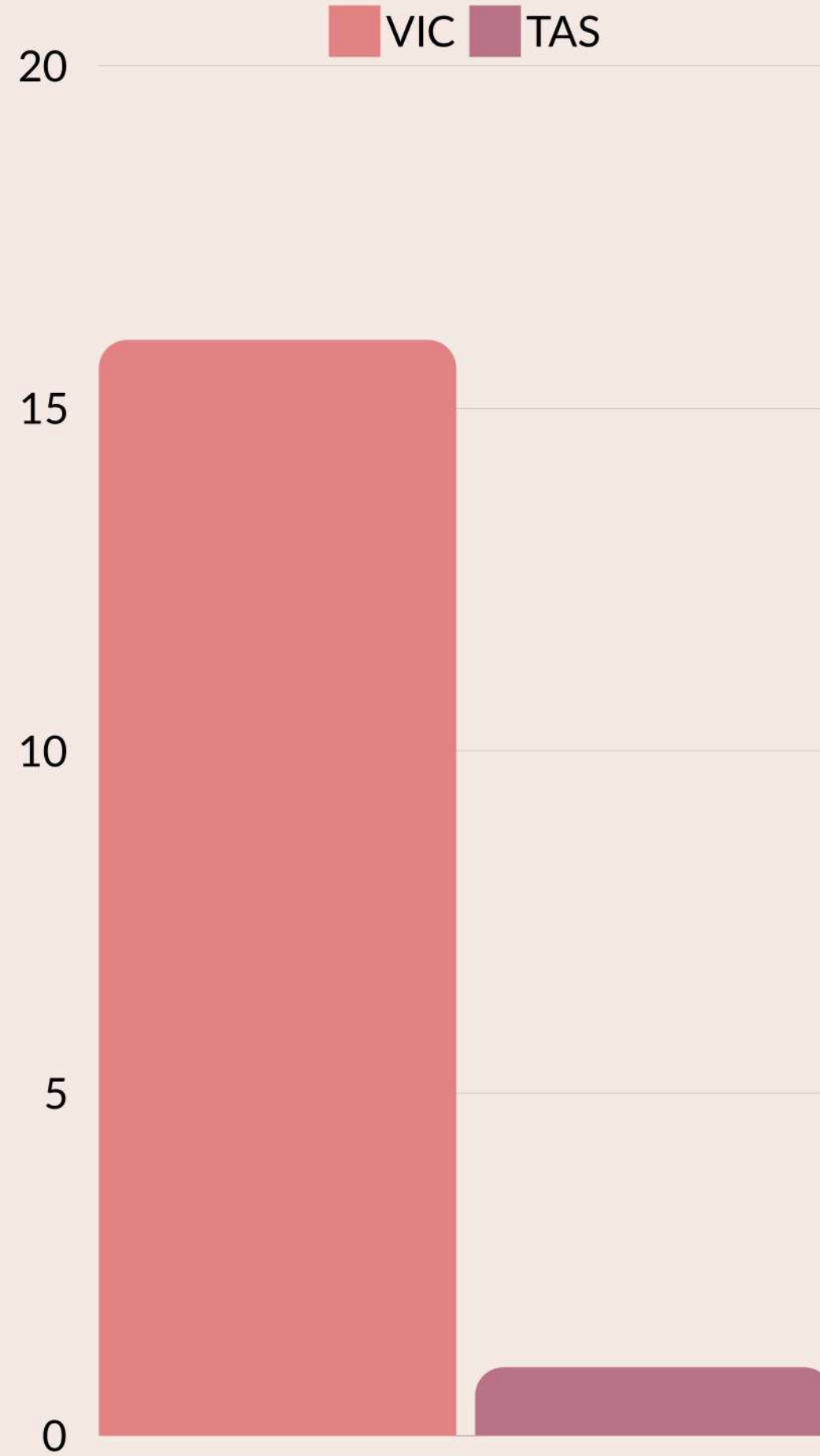
Regional Training survey statistics

What aged care services do your organisation provide?



Regional Training survey statistics

State or Territory your organisation provides services in



Regional Training survey statistics

What areas of diversity does your organisation service?



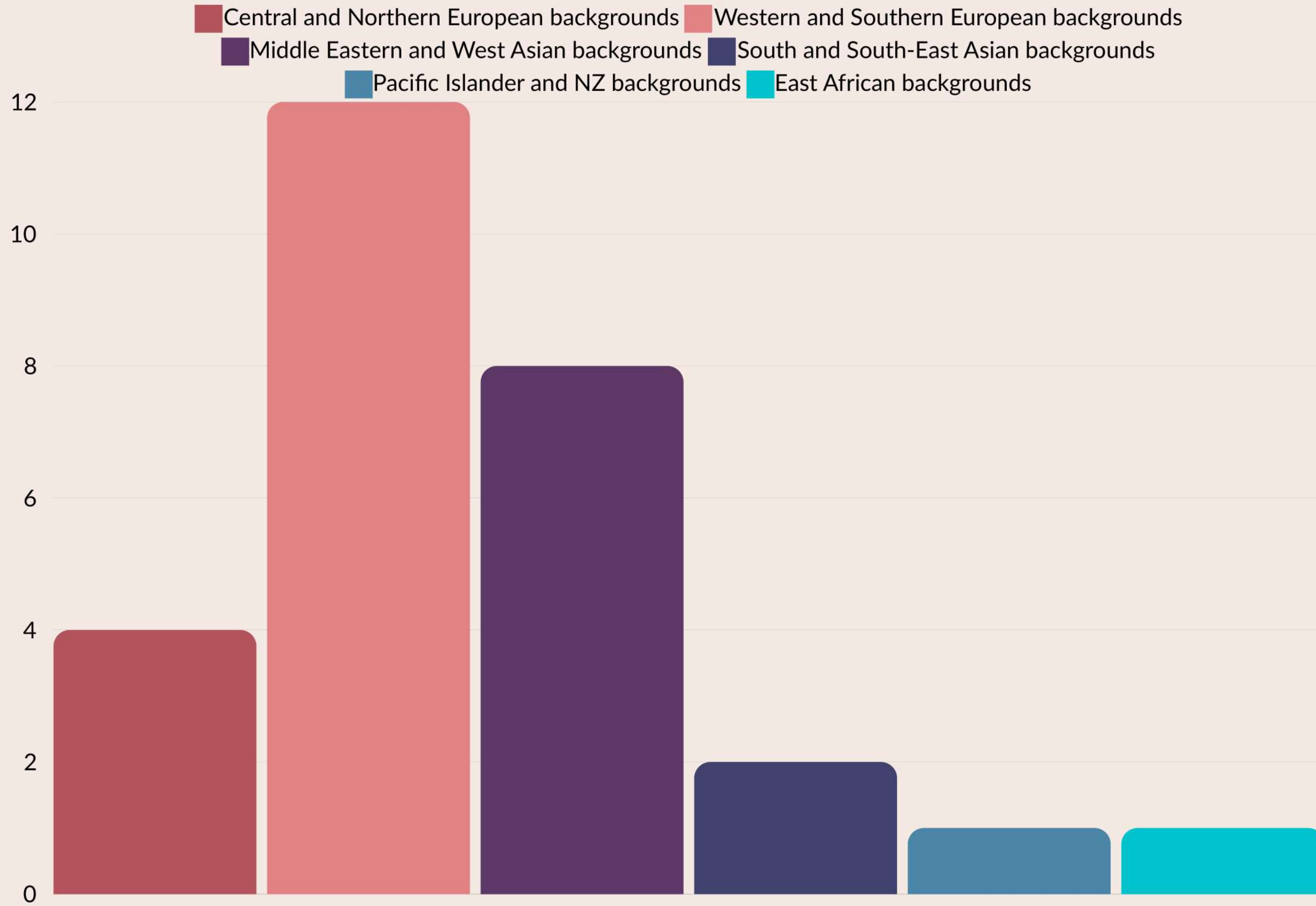
Regional Training survey statistics

What stage is your organisation at in diversity planning and practice?



Regional Training survey statistics

Which cultural and language backgrounds do your clients come from who access your services?

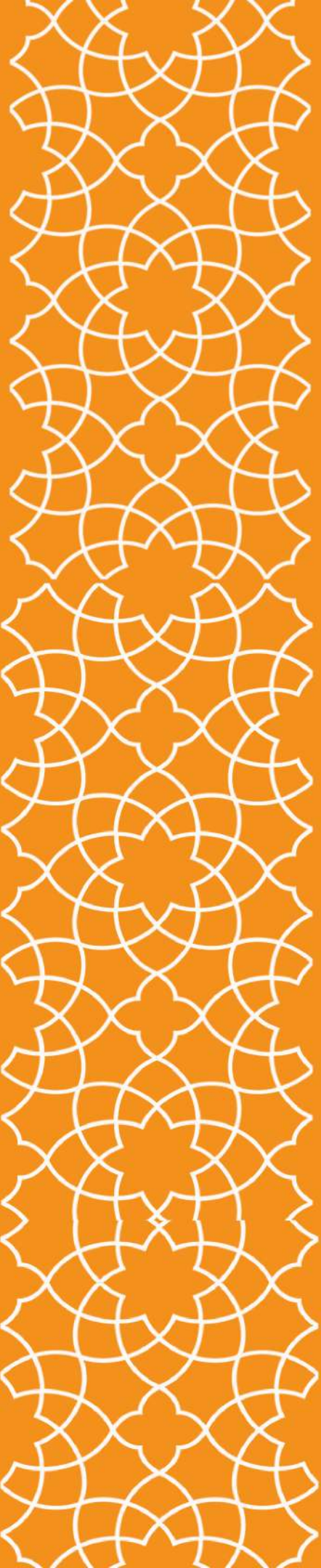


TESTIMONIALS

**What's one thing you learnt
from the regional training?**

All the resources and where to go for more information.

Participant from the Regional Training 2023-24



Photos of Swan Hill Regional Training



4. Individual Training 2023

The Centre provided targeted culturally inclusive care training to individual aged care providers upon request.

4. Individual Training Participants 2023

		The number of training participants
Aged Care Organisation 1	Culturally Appropriate Care Planning; Culturally Appropriate Leisure and Lifestyle Programs	17
Aged Care Organisation 2	Co-design with Multicultural Communities	40
Aged Care Organisation 3	Overview of the Centre's Resources	54
	Total	111



5. Conference and Sector Presentations 2023

The Centre presented on and raised sectorial awareness about culturally inclusive care to Conference participants, sector networks, and government agencies.

5. Conference and Sector Presentations 2023

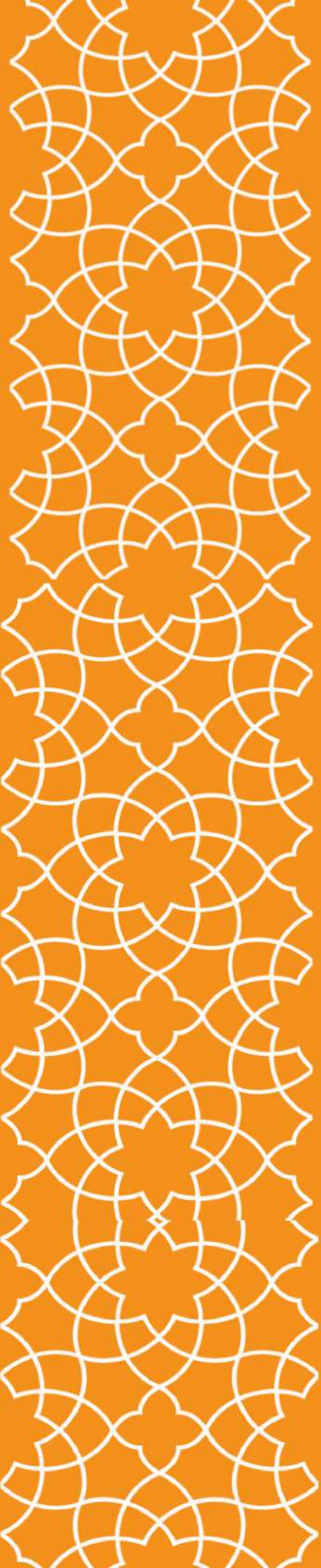
Presentations	The number of training participants
Sector Presentation to the Department of Health and Aged on the Regional Report Findings	20
Sector Presentation to the ECCV Positive Ageing and Aged Care Policy Advisory Committee	15
National Online In-Home Support 'From the Head and the Heart' Conference	452
Ethnolink Summit	200
Total	687

TESTIMONIALS

From CHSP Conference

*Thank you so much for presenting at our conference.
People really enjoyed your presentation.*

Management from the CHSP Conference 2023-24



TESTIMONIALS

From the Ethnolink Summit

*Our whole team is really grateful for your contribution
and we've received amazing feedback.*

Management from Ethnolink 2023-24

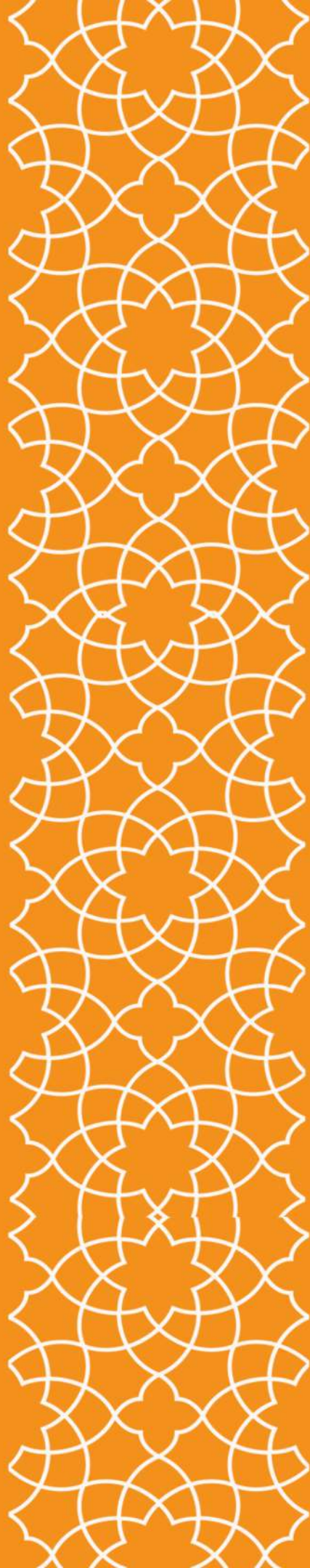


Photo of the Ethnolink Summit



Total number of participants 2023

Training Activity	The total number of participants
Interactive Webinar Series	281
Interactive Webinar Series/YouTube views	377
Regional Training	20
Individual Training	111
Conferences	687
Total	1476
<i>*Diversity Mentoring Program/Sessions to Providers</i>	20

THANK YOU



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