

# The Centre for Cultural Diversity in Ageing

## FY22 Achievements – Year in Review

The Centre for Cultural Diversity in Ageing is funded by Australian Department of Health and Aged Care under the Partners in Culturally Appropriate Care (PICAC) program. The Centre provides expertise in culturally inclusive policy and practices for the aged services sector. It has over 20 years of experience in supporting aged care providers to address the needs of older people from culturally and linguistically diverse backgrounds.

### Individual Consultations



**250** individual consultations conducted and email support offered to aged care providers needing culturally inclusive support and resources



Advisory services offered to State and Federal governments and **45** consultations conducted.

### Social Media and YouTube Channels



LinkedIn followers increased to **1096**



Facebook followers increased to **1077**



**40,676** Total YouTube views on CCDAUS channel

### Diversity Webinar Series and Diversity Communities of Practice



**2730** registrations for the Diversity Webinar Series and Diversity Communities of Practice across Australia



**70** subject matter experts from diversity, inclusion and equity and aged care sectors



**10** national webinars conducted about diversity, inclusion and equity and aged care

### National website



The website had **72,116** views with the communication cards, home page, diversity webinar series, multilingual resource page and training page being the top 5 pages viewed on the website

### Networking and Communications



Distribution lists for communication directed at providers increased to **6222** contacts



The Centre attended a six week cultural immersion leadership course with local Aboriginal and Torres Strait islander leaders



**10** Media releases



The Centre is a member of **7** national and state aged care sector networks and advisory groups

### Events and Conferences



The Centre hosted the Cultural Diversity in Ageing Excellence Awards attended by over 110 industry leaders and Federal Government representatives



CALDways conference with PICAC NSW: hosted the new and emerging communities panel discussions engaging six new and emerging community leaders from Latin American, Filipino, South Asian, Afghani, Indian and Burmese backgrounds delivered to 161 audience members



Presented at the Aged Care Workforce Leaders Forum in March 2022 attended by senior leaders and executives from home care, residential care and community care



Presented at the National Dementia Conference in June 2022 in partnership with Consumer advocates



Presented at the Digital Revolution in Aged Care Summit in April 2022

### Diversity Webinar Series 2022-23



Designed and promoted the 2022-2023 Diversity Webinar Series with **580** registrations



**25** subject matter experts involved with over 70 per cent from culturally and linguistically diverse backgrounds



Lisa Tribuzio  
Manager



Nikolaus Rittinghausen  
Senior Advisor and Senior Project Officer



Biljana Grbevskia  
Project Admin Officer

### Meet the Team

Created by Alex Greco (Graphic Designer - Customer, Insights and Marketing; Marketing & Brand at Benetas)

**Case Study 1:** Co-designed a learning module with the Aged Care Quality and Safety Commission called "Everybody has a story: Delivering Culturally Inclusive Care" which will be available for free to all employees of Commonwealth-funded aged care providers

**Case Study 2:** Supported partnerships between aged care providers, CALD communities and the Australian Government Department of Health and Aged Care and it's "Better Connecting With Diverse Communities Project" to support free translations in the aged care sector in line with the Department of Health and Aged Care's Budget measure

**Case study 3:** Informed an aged care manager about the consumer voice film and advice around culturally appropriate care, including dementia care, and provided information on the Centre's website and resources, including communication cards in Italian and Italian-specific services

**Case study 4:** Hosted the National Cultural Diversity in Ageing's Excellence Awards and recognising nine aged care leaders and organisations on good practice relating to commitment to diversity and the delivery of culturally appropriate care

**Case study 5:** Provided feedback on the draft My Aged Care Specialisation Verification Framework including how to make sure it will be consumer-friendly for diverse consumers and alerted to the use of culturally appropriate language

**Case study 6:** Provided advice to an aged care organisation in developing a diversity strategy. The Centre will also showcase the organisation's work in the diversity, equity, and inclusion space through social media.

**Case study 7:** Provided advice to an aged care peak body on relevant training content in the area of culturally inclusive care. The Centre also discussed issues relating to culturally appropriate food policies and invited the provider to present on one of its webinars

**Case study 8:** Conducted a training session with a local council to 85 home care workers on culturally appropriate care and cross cultural communication

**Case Study 9:** Provided details to an aged care provider on Russian-specific aged care support services and referred the provider to the Centre's multilingual communication cards in Russian.

**Case study 10:** The Centre was accepted to present its submission at a hearing in relation to the Victorian Parliamentary enquiry into the support for elderly migrants and refugees

**Case study 11:** Development of a consumer voice film "You Can Ask For What You Need from Aged Care Services" encouraging culturally inclusive feedback and translated into 15 languages

**Case study 12:** Development of five new languages in the communication cards and aged care signage and two new practice guides to support culturally appropriate care



Top 10 countries of birth (besides Australia and England) of people aged 65 or more are shown below. (according to 2021 Census)

Italy	68,413	Netherlands	22,191
Greece	44,565	India	16,491
New Zealand	28,336	Croatia	13,867
China	27,668	Malta	13,209
Germany	26,970		
Scotland	24,062		

