

Diversity and Inclusion



DIVERSICARE'S Multicultural Advisory Service (MAS)

By Julie Fraser

Happy New Year!

Welcome to the MAS Summer 2020 newsletter. The newsletter aims to provide you with relevant, up-to-date information that can support you and your team in your work practices. We trust that over this year you find the information we have offered you to be applicable to your workplace. Remember, we always welcome your feedback.

With the introduction of the new Aged Care Quality Standards, the demand for cross-cultural training from the Multicultural Advisory Service has increased significantly across the state, which has ignited a lot of passion and commitment amongst the team. In the first half of 2019 the MAS team delivered over 60 cross cultural workshops, the second half of the year sees a further 100 workshops delivered.

This increase in training highlights the commitment organisations have to raise staff awareness in providing culturally appropriate and safe service, implementing equitable practices and acknowledging and respecting diversity.

The new Aged Care Quality Standards require organisations to undergo assessment and remain compliant. This is an ideal time for organisations to develop/review and implement Diversity and Inclusion Work Plans, review current policies and processes and self-audit current practices.

Reflect for a moment on your own policies and practices. Do you have a Diversity and Inclusion Work plan in place? Take the time to consider how the Diversity and Inclusion articles will apply to your area of work. For further information about how we can support you, please contact your local MAS officer.

Our resources include: Diversity & Inclusion posters, Barriers to Communication, Multicultural calendars, Tip sheets, Newsletter, etc. Visit Diversicare.com/mas for more information.

Multicultural Advisory Service

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**Upcoming Events
Save these dates!**

Thank you 2019 and Welcome 2020

Download your

[MAS Multicultural Calendar 2020](#)



Cultural Perspectives on Ageing



What is a Diversity and Inclusion Policy and Best Practice?¹ *by Thana Roysmith*

Diversity and Inclusion is about respecting and accepting differences in people. It is about harnessing these differences whether it be culture, race, ethnicity, religion, gender, age, ability, sexual preference, education, skills, social status, personality and other characteristics.

A Diversity and Inclusion policy incorporates formal policies and procedures at a workplace to include diversity and Inclusion practices. These become the guidelines for employee discrimination cases.

“Diversity and inclusion is a company’s mission, strategies, and practices to support a diverse workplace and leverage the effects of diversity to achieve a competitive business advantage”¹.

A survey of 330 HR executives by Professor Roberson found that diversity and inclusion best practices include:

- ◆ Fair treatment
- ◆ equal access to opportunity
- ◆ teamwork and collaboration
- ◆ a focus on innovation and creativity
- ◆ organizational flexibility, responsiveness, and agility
- ◆ conflict resolution processes that are collaborative

- ◆ evidence of leadership’s commitment to diversity (e.g., appointing a Chief Diversity / Equality Officer)
- ◆ representation of diversity at all levels of the organisation
- ◆ representation of diversity among internal and external stakeholders
- ◆ diversity education and training

“In Australia, national and state laws cover equal employment opportunity and anti-discrimination in the workplace. You’re required by these laws to create a workplace free from discrimination and harassment. It’s important that as an employer, you understand your rights and responsibilities under human rights and anti-discrimination law. By putting effective anti-discrimination and anti-harassment procedures in place in your business you can improve productivity and increase efficiency.

The Australian Human Rights Commission has a range of [fact sheets](#) to help you develop effective policies and best practice guidelines. The [Fair Work Ombudsman](#) also provides education and assistance for employees and employers on preventing discrimination in the workplace”².

Universal Human Rights Approach² The rights of older people *by Marcela Fischer*

The Universal Declaration on Human Rights states that “all human beings are born free and equal in dignity and rights”. This equality does not change with age. Older people have the same rights as everyone else.

There are certain human rights and freedoms that are particularly relevant to older people, including the right to:

- ◆ an adequate standard of living including access to adequate food, clothing and housing
- ◆ the highest possible standard of physical and mental health
- ◆ be safe and free from violence
- ◆ be free from cruel, inhuman or degrading treatment
- ◆ privacy

Any aged care system should guarantee that elderly people receive high quality care and quality of life. Elderly people’s independence, participation, care, self-fulfilment and dignity must be a priority.

Organisations must commit to create and maintain a safe environment that promotes understanding and respect between consumers and staff. Everyone must be able to live free from harassment and discrimination.

Research shows that by adopting and integrating inclusive practices and policies, and by managing them well, organisations and people become more vibrant, engaged, innovative and productive.

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Diversity and Inclusion - more than just “a nice thing to do”

by Annalise Webb

We often see Diversity and Inclusion framed solely in terms of social justice. Many organisations support diversity because they are highly altruistic. They believe in treating people fairly, and social justice is certainly very important.

But the bottom line is, we are in business. And the successful business case for diversity has been proven time and again by organisations such as Commonwealth Bank and IBM, and comprehensive HR research by UNSW, McKinsey and Deloitte that resoundingly tells us that companies who have more diverse leadership, especially in senior management, are more successful in retention and generate significantly more revenue.

Many organisations only think of diversity in terms of talent acquisition in targeted populations, but if an organisation *only* thinks of increasing its representation without changing the workplace culture and environment to welcome a variety of thinking and operating styles, the people who the organisation spent so much time and resources recruiting soon leave.

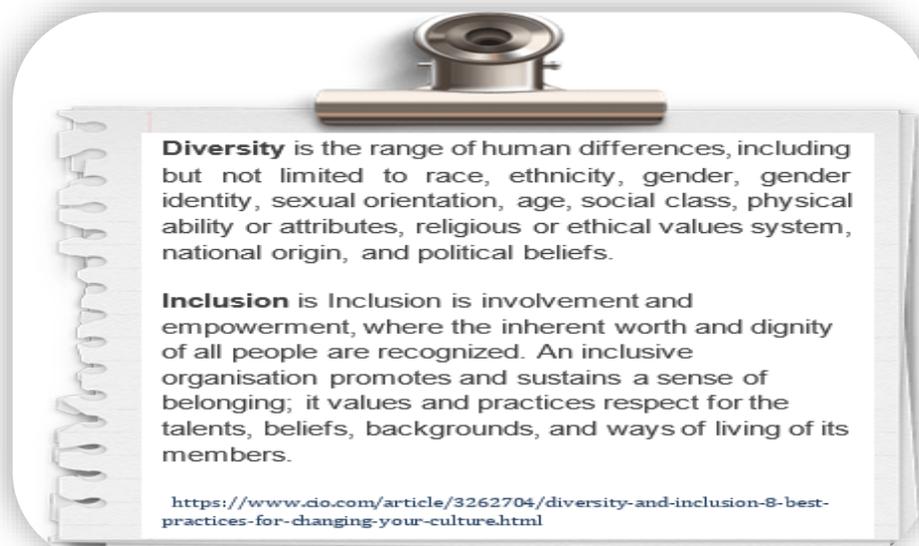
To create a culture of a diversity and inclusion that really works, leaders have to champion diversity and foster inclusion.

Reflect diversity in your leadership - Organisations tend to focus their diversity talent acquisition efforts on entry-level talent. If this cohort enters the workplace and fail to see leaders who are like themselves, that creates retention problems as it often becomes the impetus for finding the next opportunity elsewhere.

Equip managers to lead diverse teams - Often managers are happy to have diverse team members but unprepared for their diverse working styles and see it as “poor fit” instead of welcoming diversity. A team where everyone thinks and acts the same may be harmonious, but it doesn’t reflect the broader world and you can easily miss out on great ideas and the strength that comes from a more holistic view.

An organisation’s leadership development program should include a diversity component and encourage managers who have already had success leading diverse teams to share their expertise with colleagues. MAS can also help with the training workshop *Working In Culturally Diverse Teams*.

It is vital to upskill managers to feel confident and empowered to lead people who come from different backgrounds and experiences to their own, and for an organisation to genuinely welcome a diversity of thinking and working styles. Otherwise, it will always have a cycle of recruiting diverse talent and losing it prematurely to other companies.



Why is diversity and inclusion important?³ *by Anyuon Lai*

There is clear evidence that many organisations and service providers' clientele is coming from the wider society which is increasingly becoming diverse, furthering the need to building a diverse and inclusive workforce that is reflective of communities they serve. This ensures organisations are able to tap into the pool of available talents irrespective of their particular diverse backgrounds, and recruit a workforce that appeals to the wider society. In other words, a diverse workforce is capable of appealing and capturing a greater share of the consumer market, which is important to service providers' economic growth.

In the aged care sector, for instance, quality standard one emphasises the importance of delivering care services that are inclusive and non-discriminatory. Some of the most important elements of diversity that this standard explicitly specifies, include, but not limited to, culturally and

linguistically diverse consumers, lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual (LGBTQIA+) consumers. Aged care organisations are expected to respond to this standard in an inclusive and sensitive manner.

In summary, embracing diversity and inclusion is vital for organisations and services for its ability to fostering and enhancing more creative and innovative workforce, as well as creating a competitive economy for organisations in this globalised world.

“Inclusion is not a matter of political correctness. It’s a key to growth.”

Jesse Jackson

The power of inclusive language⁴ *by Taryn Quach*

The power of language!

The language we use play an important role in building an inclusive work environment. When words used promote acceptance and respect for all people, a corresponding environment is created. However, words can also have the opposite effect, and can lead to people feeling excluded, and like an 'outsider'.

“Inclusive language is language that is free from words, phrases or tones that reflect prejudiced, stereotyped or discriminatory views of a particular people or group. It is also language that does not deliberately or inadvertently exclude people from being seen as part of a group. Inclusive language is sometimes called non-discriminatory language” ‘

How we speak to and about each

other influences how we treat each other, and this builds our workplace cultures. Research shows that when we have an inclusive work environment, we deliver greater performance, productivity and have greater staff satisfaction.

The University of QLD have developed an excellent guide for the use of inclusive language. Here are some examples of things we should avoid doing:

Aboriginal and Torres Strait Islander Peoples - Always use Aboriginal and Torres Strait Islander peoples in full and do not abbreviate to 'ATSI'.

Gender - Avoid using unnecessary gender references, e.g., the male nurse or the woman doctor, unless it is appropriate for the context

Culture - Avoid undue emphasis on differences, e.g., introducing all your

colleagues, but describing one as 'Chinese'.

Disability - Avoid using 'inspiration porn' language, e.g., saying someone with a disability is 'an inspiration' or 'brave' or 'amazing' for doing everyday things such as going to work.

Sexuality - Avoid making assumptions about someone's sexuality, or building stereotypes e.g., he must be gay he is so flamboyant.

Age - Avoid stereotypes, e.g., old men are grumpy, old people will not adapt to new technologies or "Millennials" are compulsive job-hoppers.

Please see link for the full guide:
<https://imb.uq.edu.au/files/20283/using-inclusive-language-guide.pdf>

Diversity and Inclusion

DIVERSITY IS THE MIX

DISABILITY

AGE Culture

Preferences

Religion Ethnicity

EDUCATION Sexuality

GENDER EQUITY

INCLUSION IS MAKING THE MIX WORK

UNDERSTANDING Welcoming

Respectful Acknowledging

Dignity Celebrate diversity

Embracing

Acceptance of difference

INCLUSIVE

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SOME TIPS ON DIVERSITY AND INCLUSION

1. Celebrate multicultural events with staff and CALD consumers
2. Invite staff to bring food from different cultures
3. Invite multicultural speakers
4. Ensure staff attend cross cultural training
5. Invite guest speakers from CALD communities
6. Place a world map in a common place and invite staff to highlight their places of origin

“No culture can live if it attempts to be exclusive.”

Mahatma Gandhi

“Strength lies in differences, not in similarities.”

Stephen Covey

DIVERSITY & INCLUSION IS NOT ABOUT

- COMPLIANCE
- TOLERANCE OR SENSITIVITY
- MINORITIES AND SPECIAL TREATMENTS
- CHARITY
- ETHNIC FOOD AND CELEBRATIONS

Compliance is very important, BUT when Diversity and Inclusion (D&I) is only about compliance it can be seen as a burden and/or challenge.

D&I is not about tolerance or sensitivity, BUT rather personal awareness, honesty, openness, emotional and social intelligence.

D&I is about the full deployment of intangible assets for better outcomes that benefits everyone. It is not giving special treatment to minorities.

D&I is not simply about helping other. This argument sees diversity as a moral obligation and it completely misses the value of diversity.

When D&I focuses ONLY on food and celebrations, it conforms to stereotypes and makes D&I into something exotic. Therefore, dismissing all the other benefits of diverse workplace.

Diversity is being invited to the party; Inclusion is about being asked to dance
By Verna A. Myer

References

- 1 <https://ideal.com/diversity-and-inclusion/>
- 2 <https://www.business.gov.au/people/hiring/equal-opportunity-and-diversity>
- 3 <https://www.salesforce.com/contents/impact-of-equality/>
- 4 <https://documentcentre.education.tas.gov.au/documents/guidelines-for-inclusive-language.pdf>

http://library.bsl.org.au/jspui/bitstream/1/4128/1/Not%20seen%20and%20not%20heard_protecting%20elder%20human%20rights%20in%20aged%20care_MBarnett%20%26%20RHayes%202010.pdf

https://www.humanrights.gov.au/sites/default/files/content/letstalkaboutrights/downloads/HRA_older.pdf

<https://www.rightsofolderpeople.org/what-are-older-peoples-rights/>

UPCOMING EVENTS AT VARIOUS MAS LOCATIONS AND CONTACT DETAILS

Mark your Calendar

Gold Coast Region

Contact Annalise Webb, 0431 017 943 or mas.goldcoast@diversicare.com.au

- **30 Jan** - Cultural Awareness and Communicating Across Cultures, Churches of Christ, Kenmore
- **18 Feb** - Working with Professional Interpreters, Bolton Clarke, Eastern Heights
- **20 Mar** - Harmony Day Event, Pop Up event in several locations, Gold Coast
- **31 Mar** - Cultural Awareness, Tricare, Clear Island Waters
- **6 Apr** - Cultural Diversity Forum, Open, Gold Coast
- **22 Apr** - Cultural Awareness, Churches of Christ, Southport
- **29 Apr** - Cultural Awareness, Churches of Christ, Ashmore
- **06 May** - Working with Professional Interpreters, Multicultural Communities Council Gold Coast/CURA, Gold Coast - Southport

Logan/West Moreton/Central Qld

Contact Anyuon Lai, 0434 254 812 or mas.westmoreton@diversicare.com.au

Brisbane Region

Contact Taryn Quach, 0413 512 967 or mas.brisbanesouth@diversicare.com.au

- **13 Feb** - Culture and End of Life Forum,

Open session, Nathan, TBC

- **17 Feb** - Cultural Awareness, Churches of Christ Care, Acacia Ridge
- **25 Feb** - Communicating Across Cultures, Bolton Clarke, Eastern Heights
- **12 Mar** - Information session for Taiwanese community, Acacia Ridge

Brisbane North/Sunshine Coast/Wide Bay Regions

Contact Thana Roysmith, 0447 721 968 or mas.sunshine@diversicare.com.au

- **14 Jan** - Communicating Across Cultures x 2 sessions, Bluecare, Gympie
- **16 Jan** - Communicating Across Cultures x 2 sessions, Bluecare, Cooroy
- **11 Feb** - Communicating Across Cultures, Sundale, Nambour
- **18 Feb** - Communicating Across Cultures, Sundale, Nambour
- **20 Feb** - Communicating Across Cultures, Churches of Christ, Bribie Island
- **25 Feb** - Communicating Across Cultures, ACAT, Sunshine Coast
- **3 March** - Morayfield Psychology Centre, Morayfield, North Brisbane
- **10 Mar** - Communicating Across Cultures, Churches of Christ, Sunshine Coast
- **14 Apr** - Communicating Across

Cultures, Glasshouse Country Care, Sunshine Coast

- **28 Apr** - Communicating Across Cultures, Glasshouse Country Care, Sunshine Coast
- **19 May** - Communicating Across Cultures, Glasshouse Country Care, Sunshine Coast

North Queensland Region

Contact Julie Fraser, 0407 045 203 or j.fraser@diversicare.com.au; or Chrissie Ma-amo, 4723 1470 / 0428 332 965, mcma-amo@diversicare.com.au

- **29 Jan** - Communicating Across Cultures, VNQ, St Vincent's Village
- **6 Feb** - Communicating Across Cultures, Churches of Christ, St Vincent's Village
- **Mar (TBC)** - Seniors Harmony Day Expo, Townsville
- **May (TBC)** - World Day of Cultural Diversity, Townsville

Cairns Peninsula Region

Contact Marcela Fischer, 0432 322 154 or mas.peninsula@diversicare.com.au

- **Every 1st Thursday of the month** - Monthly Seniors Information Session, 10am to 12pm, Hambleton House Community Centre, Edmonton
- **25 Mar** - Topic TBA, Centacare Wellbeing Hub, Cairns

Thank You By Julie Fraser

The MAS team would like to thank you for your contribution and dedication in working with us in building a culturally inclusive workplace and allowing space for us to deliver training in 2019.

We are happy to announce in 2019 that the MAS team delivered over **160** cross-cultural workshops to the Commonwealth Home Support and Community Care providers and **70** information sessions to culturally and linguistically diverse communities about accessing services and maintaining good health.

The MAS Team hope you had a Safe and Relaxing Christmas Season Holiday

We look forward to working with you in 2020!