

Diversity Mentoring Program



Magdalena Ojeda
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What exactly is the Diversity Mentoring Program?

It is a training involving a collaboration between an aged care service provider and The Centre for Cultural Diversity in Ageing. The DMP consists of four online sessions addressed to senior leadership within the organisation. The primary objective is to enhance inclusive care governance over a span of six to twelve months.



Challenges of the DMP participants in delivering culturally and appropriate care are diverse

Lack of support from senior leadership and management in my organisation

How to persist through the agenda of culturally and appropriate care without experiencing “diversity fatigue”

How to create a training for managers to recognise their unconscious biases and promote diversity in staff recruitment and performance reviews

My residents are racists and disrespectful to my staff

Culturally and Linguistically Diverse (CALD) staff speaking in their language make residents feel uncomfortable

Diversity, Equity and Inclusion is not seeing as a priority giving all the changes that we in the sector have to go through

What do we do at the DMP with these challenges?

- a. Organisational assessments
- b. Policy and documentation review
- c. Advise and report
- d. Share best practices and relevant business cases
- e. Develop and share resources



Testimony

The primary outcome has been an increased organisational understanding and awareness of diversity, equity and inclusion. Utilising the learnings from the programme, the organisation has been able to engage in more wide-ranging and informed conversations(...)

The DMP offered vital dedicated time and ability to consider and plan. We were able to use sessions to critically analyse our positioning and approach, and work with our mentor to establish where we are and our way forward. This was confronting for members of the implementation team – some of whom were realising how far we have to travel, others realised that we could not rush to get where we need to go. All vital learnings.

Representative from participating organisation

Achievements

a. Piloting the DMP in NSW/ACT and WA through collaboration with PICAC NSW/ACT and PICAC WA.

b. 3 organisations have graduated from the DMP providing valuable feedback.

c. Through the work with participants of the DMP we at The Centre have:

- Facilitated co-designing sessions of materials with residents. For example, bilingual communication cards with phonetics in 70 languages.
- Develop tools such as the Culturally, Linguistically and Spiritually Care Plan



