



Topic 1: Cultural Safety and the Diversity Conceptual Model

Inclusive Leadership Training Program May 2022

Welcome to the iLead training for the leaders of small CHSP organisations

These modules will assist in preparing your organisation to demonstrate compliance with the Aged Care Quality Standards in relation to diversity.

It is intended to be an introduction to the following four topics:

Topic 1 – Cultural Safety and the Diversity Conceptual Model

Topic 2 – Provide culturally safe care

Topic 3 – Supporting health literacy

Topic 4 – Manage workforce diversity

Each topic is a PowerPoint presentation and can be completed in approx. 15 minutes making them useful for discussion team meetings or staff development and / or new staff orientation to your organisation.

It is recommended that they are done in numerical order and have been designed to cover key definitions and useful resources for CHSP providers.

It is accompanied by a User Guide on the [Diversity at Work](#) site

Topic 1: Learning objectives for Cultural Safety and the Diversity Conceptual Model

Learners will be able to:

1. Define Diversity and Cultural Safety
2. Apply the Diversity Conceptual Model to support cultural safety
3. Consider the diversity characteristics in inclusive practice



There is additional information contained within the notes view of these slides to support your learning.



Cultural Safety: What country are you on? **Acknowledgment of Country**

Acknowledging when you're on the land of Traditional Owners is a sign of respect. It acknowledges Aboriginal and Torres Strait Islander ownership and custodianship of the land, their ancestors, cultures and traditions.

Both Indigenous and non-Indigenous peoples can show this form of respect.

Map of Indigenous Australia

Go to the website - [Australian Institute of Aboriginal and Torres Strait Islander Studies](#) to:

- Purchase a printed copy of the map

'This map attempts to represent the language, social or nation groups of Aboriginal Australia. It serves as a reminder of the richness and diversity of Aboriginal and Torres Strait Islander Australia.'



Types - Acknowledgement of Country

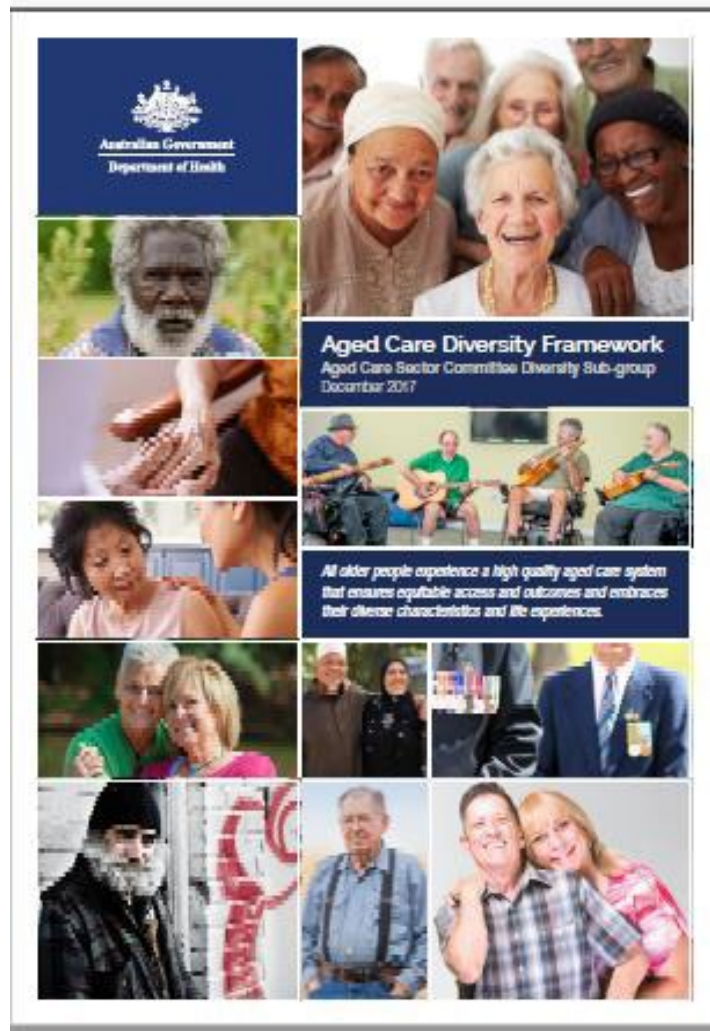
Types	Wording
General/ Organisation-wide	<p><i>XXXX acknowledges all Aboriginal and Torres Strait Islander Traditional Owners of Country throughout Australia and recognises their connection to land, sea, culture and community.</i></p> <p><i>We pay our respect to Elders past, present and emerging and extend that respect to all Aboriginal and Torres Strait Islander Peoples.</i></p>
Location-based	<p><i>XXXX acknowledges the <insert name of people/country here (e.g., Ngunnawal)> Peoples, who are the traditional owners of the land on which we are holding this meeting and recognise their connection to land, sea, culture and community.</i></p> <p><i>We pay our respect to their Elders past, present and emerging and extend that respect to all other Aboriginal and Torres Strait Islander Peoples.</i></p>
General/Online	<p><i>XXXX acknowledges the <insert name of people/country here (e.g., Ngunnawal)> Peoples who are the traditional owners of the lands from which I am hosting this meeting. We also acknowledge the traditional owners of all the lands throughout Australia on which meeting participants are located. We recognise their connection to land, sea, culture and community.</i></p> <p><i>We pay our respect to their Elders past, present and emerging and extend that respect to all other Aboriginal and Torres Strait Islander Peoples</i></p>

Recommended that both the Aboriginal and Torres Strait Islander flags be included wherever the written organization-wide Acknowledgement of Country appears e.g., email signatures and website





Australian Government Aged Care Diversity Framework 2017





Australian Government Diversity Aged Care Action Plans

To assist us to address barriers faced by older people with diverse characteristics and life experiences, the Australian Government has developed 4 Action Plans:



Diversity

It is important to have a consistent understanding across the organisation about what is diversity.

Bolton Clarke uses the following definition:

*‘Diversity is about what makes a person unique and different and includes identity, life experience and beliefs. At the same time, it is about the shared characteristics and values that connect a person to groups and communities’
(Michael, 2016)*



Diversity characteristic

*‘Diversity characteristic refers to an individual or population group characteristic such as a condition or situation that can make it difficult for a client/resident or a group of clients/ residents to participate in their healthcare and wellbeing. Diversity can also be a benefit’
(Michael, 2016)*



Identity – culture/ethnicity/heritage



Who a person is, or the qualities of a person or a group that makes them different from others:

- How you define who you are (sense of identity)
- How others define you
- Brings us comfort and security
- Helps us to make decisions

Self-identity plays a large and significant role in shaping each of our lives.



Culture

Behaviour is affected by cultural beliefs.

Bolton Clarke uses the following definition:

'Culture refers to a set of guidelines (both explicit and implicit) which individuals have as members of a society and which tells them how to view the world, how to experience it emotionally and how to behave in it in relation to other people, to supernatural forces or gods, and to the natural environment'

(Helman, 1994)



Cultural safety

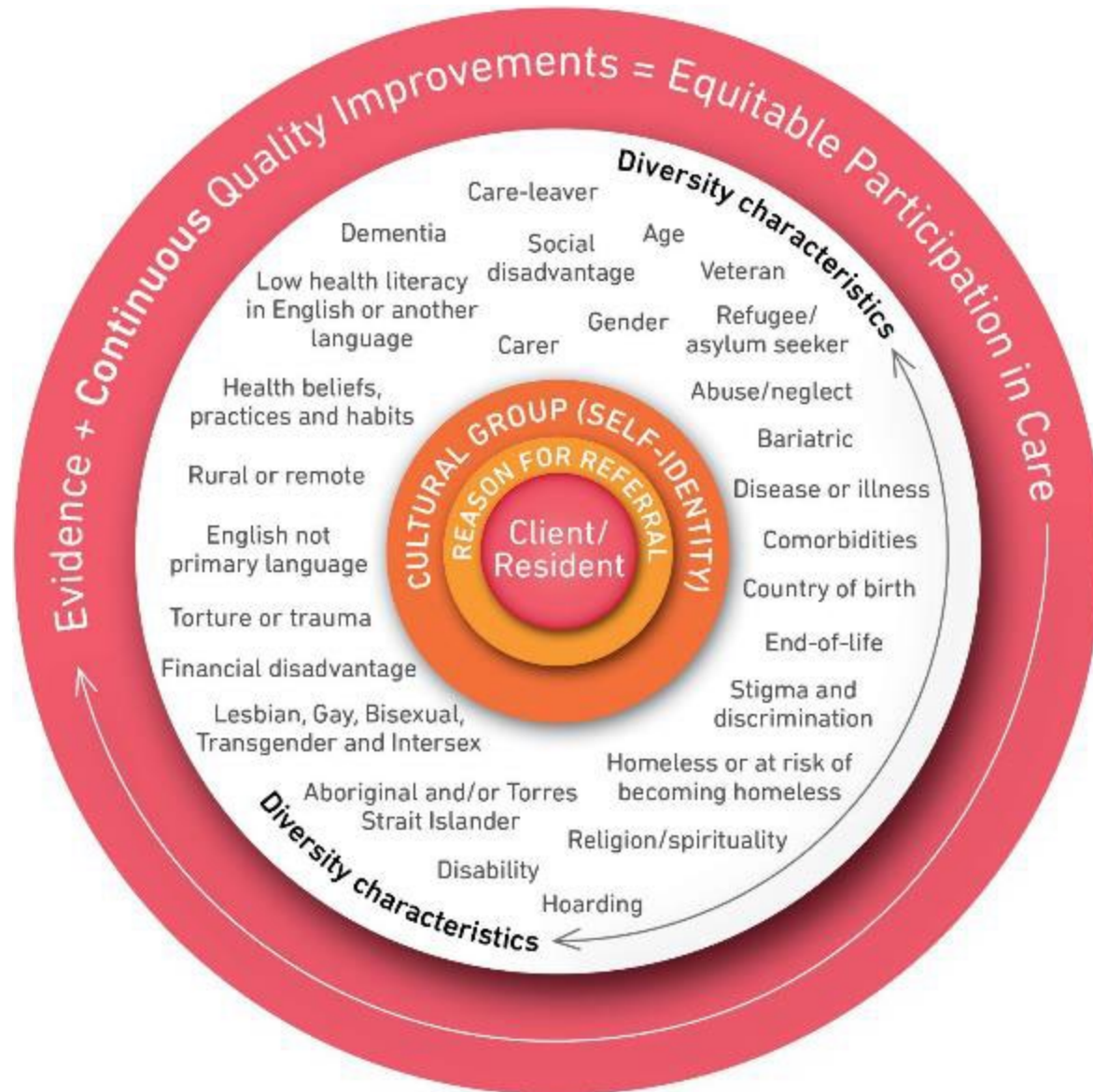
The workforce provides quality and culturally safe care and services by:

- Recognising, respecting and supporting the unique cultural identities of the person and meeting their needs, expectations and recognising their rights.
- ensuring each person feels respected, valued and safe, without fear of discrimination.

(Bolton Clarke Valuing Identity, Culture and Diversity Guideline, 2019)



Bolton Clarke Diversity Conceptual Model





Click here to listen to the story



Working with Diversity Digital Diversity Stories

[LISTEN TO OUR STORIES](#)





Resources

Click on the links below:

- [Actions to support older CALD people 2019](#)
- [Aged Care Diversity Framework 2017](#)
- [Australian Commission on Safety and Quality in Health Care. *Health Literacy: Taking Action to improve safety and quality*. 2014](#)
- [Centre for Culture, Ethnicity and Health \(CEH\)](#)
- [Inclusive Health and Aged Care](#)
- [Shared actions to support diverse older people](#)

[Bolton Clarke: Diversity At Work](#)