

Culturally inclusive
workplace
**Self Assessment
Tool**

How it works

This self assessment tool will assist you in developing a diversity and inclusion plan to support the attraction, recruitment and retention of staff from culturally and linguistically diverse backgrounds.

It provides a quick checklist to assess what your organisation already has in place and what other strategies you can be considering.

It includes and builds on the strategies outlined in the resource 'An aged care workforce for the future: recruiting and maintaining a culturally diverse workforce in aged care services'.

The tool highlights key indicators for:

- Organisational and leadership commitment to inclusion
- Inclusive recruitment process'
- Inclusive retention strategies through induction, communication and workplace and cultural safety

An additional section provides some resources that may assist you in implementing your diversity and inclusion plan.

Diversity and inclusion at the leadership and organisational level

Identifying and addressing the barriers in recruitment processes is key to increasing the cultural and linguistic diversity of the workforce.

Key indicators:

Our organisation has made a clear commitment to acknowledging and responding to diversity in their local and broader community.

Our organisation's commitment to diversity and inclusive practice is reflected in all public facing collateral including promotional brochures and website.

Diversity is embedded in our organisation's strategic plan and policies.

Our organisation's governing body collects diversity data (for both consumers and workforce cohorts) and uses it to inform its quality and continuous improvement initiatives as well as workforce planning.

All directors and senior staff have diversity measures built into their key performance indicators.

Our organisation has an anti-discrimination policy and clear procedures for dealing with and resolving complaints of discrimination.

Our organisation invests in resources and training of all staff to enhance its response to diversity.

Our organisation's promotional collateral, including the website reflects the true nature of our organisation's workforce diversity.

Note

An organisation's commitment to diversity and inclusion is a key initiative that can inform potential workers that they will be welcome and culturally safe in the workplace.

Recruitment

Retention of a culturally diverse workforce is increased when the organisation meets their unique needs in areas such as induction, clear communication and a safe workplace.

Key indicators:

Our advertisements for vacancies are written in easy to understand English and focus on skills required to carry out the work.

Our advertisements for vacancies avoid jargon and vague terminology such as 'values-based organisation' without spelling out what those values are.

Our advertisements for vacancies are non-discriminatory* and do not specify sex, age and race characteristics of applicants. (*it is not discriminatory to recruit for specific skills such as fluency in a language or for workers with 'cultural' skills that address the needs/choices of older people).

Our organisation encourages current staff to promote job vacancies in their local communities.

Our organisation explores improvements in the recruitment process to eliminate potential bias such as implementing a 'blind recruitment process' to remove potential bias in the short listing of applications with 'foreign' sounding names.

Our organisation avoids the use of colloquial language, acronyms, and jargon in the interviews to ensure that applicants with sufficient skills to carry out the work requirements are not disadvantaged due to their recency of arrival in Australia and lack of familiarity with informal language.

Our organisation ensures that tools used in recruitment such as psychometric testing are inclusive and appropriate for applicants from culturally and linguistically diverse backgrounds.

Staff involved in our recruitment process have received unconscious bias and culturally responsive practice training so they are aware of potential barriers such as differences in cultural norms e.g. an applicant not greeting with a handshake or avoiding extended eye contact.

Staff involved in our recruitment process acknowledge overseas acquired qualifications and work experience just as they would acknowledge transferability of skills gained locally.

Our organisation uses local community events and expos as an opportunity to promote our organisation and recruit new workers.

Our recruitment process provides candidates with written information about aged care and the specific role of Personal Care Worker role so that they can prepare for the interview and be able to consider their suitability for the role.

Retention

For retention of workers from culturally and linguistically diverse background aged care organisations need to consider the following:

Induction program

Our organisation provides new workers with an overview of the aged care system and their role in it both in English and if needed, in their mother tongue.

Our organisation staggers the workforce induction program over a few months so that new workers are not overwhelmed with too much information at once.

Our organisation has implemented a Peer Support strategy for new workers.

Our organisation staggers the difficulty of task required of the worker so that they are eased into their role.

Our organisation schedules regular 'check in' sessions with new workers to monitor how they are coping with their work and for any further support / training they may need.

Our organisation provides the new worker with an organisational chart with clear information of who and for what they can turn to for assistance or report any issues they may face.

Use translated resources to aid communication in induction (see section on communication below)

Communication

Our organisation offers English language literacy courses to all workers.

Our organisation provides samples text / templates of key written tasks / reports that workers need to complete so that they can use these examples to guide the writing tasks that are expected of them.

Our organisation offers aged care related information to staff who speak languages other than English in both English and in their first language.

Workplace safety and cultural safety:

Our organisation offers culturally responsive practice training to all workers.

Our organisation ensures the delivery of all professional development considers language diversity and English proficiency and trainers are aware of delivering culturally responsive learning.

Our organisation encourage workers to share cultural or religious norms that may impact their work with colleagues and consumers and provides and/or accommodates where possible e.g. matching consumers who have the need to have meat based meals prepared would not be ideal for a worker who is vegetarian.

Our organisation empowers workers with the 'HOW?' question E.g. HOW they want something done: e.g. How would you like to contribute to the staff event? As your manager, how can I show you that I appreciate and respect you?

Our organisation is familiar with our obligations under Australia's and our local anti-discrimination legislation.

Our organisation's staff handbook outlines our commitment to a workplace free of discrimination and the responsibility of all staff in meeting that commitment.

Our recruitment policies, workforce management and operational colleterial is evaluated for signs of discrimination and appropriate and timely changes are made.

Our organisation ensures that all staff and governing body members are trained in identifying discrimination and understanding their role in its elimination.

Our organisation ensures that staff are provided with a safe opportunity to report examples of discrimination as well as mental health support if they have experienced discrimination in any form including racism.

Our organisation ensures that all staff are provided with both internal and external mechanisms available for lodging a complaint of discrimination.

Our organisation ensures safety of all staff and responds to situations where they experience racism.

Our organisations equip all our staff, in particular leaders on how to respond to staff experiencing racism

Our organisation access' resources available on the [Australian Human Rights Commission](#) website to support us in our work in eliminating discrimination.

Resources

- [SSI Diversity Training](#)
SSI's Diversity Training transforms how people respond to diversity in ways that are thought-provoking, inspire curiosity, and build confidence
- [National Ageing Research Institute \(NARI\)](#) provide training on 'dealing with racism in aged care'
- [PICAC](#) supports aged care service providers to deliver care that meets the needs of culturally and linguistically diverse (CALD) people. You can access their workshops, training, information sessions, fact sheets and guides. Whilst these resources are primarily focused towards service delivery they do have some resources focused to supporting a culturally diverse workforce

Resources to support communication

Literacy: Contact your local TAFE/training organisations to negotiate tailored literacy training for all your staff including those from English speaking background who need to improve their literacy skills.

Translated resources: There are range of translated resources that can be accessed to support training. Whilst some may be designed for consumers they can still inform workers:

- My Aged Care has information available in 22 languages that include overviews of aged care services, rights of older people, aged care complaints system and many other topics that can assist induction
- Dementia Australia has translated resources in 38 languages
- Palliative Care Australia has fact sheets translated into 20 languages
- Advance Care Planning Australia has information translated into 20 languages
- Centre for Cultural Diversity in Ageing has a page with links to translations for many health and aged care related topics
- Centre for Cultural Diversity in Ageing has communication cards, bilingual phrases as well as signage in over 60 languages

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