

Designing for Diversity and the Neighbourhood House Coordination Program

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A tip to start...

Funded Agency Channel

Anyone can subscribe to the newsletter:

- Performance Management
- Child Safety Standards
- Royal Commission into Victoria's Mental Health System

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Participation and Inclusion Branch

- Diversity
- Volunteering
- Economic Inclusion
- **Community Capacity Building**

Develops and delivers programs to enhance community participation and inclusion including neighbourhood houses and men's sheds.

Designing for Diversity

DHHS/CHN Southern Regional Forum
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Our health and human service systems are underpinned by principles of access and equality

Examples include

Victorian Government

- Charter of Human Rights and Responsibilities Act 2006
- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Multicultural Victoria Act 2011
- Absolutely everyone: Victorian State Disability Plan

DHHS policies and guidelines

- FSV Diversity and Intersectionality Framework
- Delivering for Diversity – Cultural Diversity Plan 2016-19
- Roadmap for Reform
- DHHS Language services policy and guidelines
- Korin Korin Balit-Djak 2017-2027
- DHHS Disability Action Plan 2018-20
- LGBTI Inclusion Plan 2017-18

At an aggregate level, Victorian health and wellbeing outcomes are strong...

Despite this, outcomes remain poor for some communities

- Individuals' perceptions and anticipation of discrimination have been found to be positively associated with healthcare system distrust, which reduces the likelihood of participation in community life.
-  • Individuals who have faced discrimination in other systems (such as the education or justice systems) may avoid the health system or systems related to the health system, fearing similar experiences and leading to significant unaddressed health issues.
- 97% of Aboriginal and two-thirds of CALD people surveyed in Victoria had experienced racism in the previous 12 months. Two thirds of Aboriginals and over 40% of CLD people who experienced nine or more incidents of racism recorded high or very high psychological distress scores. This suggests that every incident of racism that is prevented can help reduce the risk of a person developing mental health problems such as anxiety or depression.
-  • The strength of association between frequent experiences of racism and physical ill health is similar to the strength of association between smoking and physical ill-health.
- Dealing with homophobia and transphobia makes depression, self harm and suicide significantly higher among LGBTI people. Almost 50 per cent of Trans and gender diverse youth have attempted suicide at some point in their life.

To address these health inequalities, DHHS developed the *Designing for Diversity* resource

Designing for Diversity is designed to assist policy developers, service designers and program managers to better consider and plan for the needs of diverse populations – in service planning and design.

The current suite of resources comprise of four key documents:

- *Designing for Diversity* Principles – describes key principles that should be considered at the outset of policy, service and program design, including *access and equity, responsiveness, inclusiveness, empowerment and self-determination*
- Key Elements – provides prompts and best practice examples on the various stages in policy and service design, and highlights areas where diversity could and should be considered
- Rapid Review tool (used in conjunction with the Key Elements document) – provides a series of specific questions that ascertain how well diversity is being considered
- *Designing for Diversity* Key Documents Summary – outlining a range of relevant national and state policies, and other guidance documents, to identify existing key resources on diversity.

The resources are available online at: <https://www2.health.vic.gov.au/about/populations/designing-for-diversity>



Responsive Services

Designing for Diversity requires that services be both universally accommodating and tailored for specific communities, in alignment with the four principles of *access and equity, responsiveness, inclusiveness, empowerment and self-determination*.

Key Elements Document:

- Governance – membership of governing bodies (e.g. reference groups) should be reflective of the diversity in the community, with structures and meetings accessible and operating responsively to issues of cultural safety.
- Consumer participation – consumers should input into decisions about the services that they access.
- Workforce recruitment – recruitment processes should aim for a workforce representing the diversity of the community, with training provided for staff on competence in relevant areas.
- Infrastructure (including physical facilities and IT) – facilities should be universally accessible, with facilities demonstrating awareness and acceptance of diverse client groups.



Reflections – where to from here?

- To what extent is your neighbourhood House inclusive of diverse populations?
- How can neighbourhood houses be more responsive to the needs of diverse communities?
- How can good practice be shared and promoted?

Neighbourhood House Coordination Program – Guidelines Review

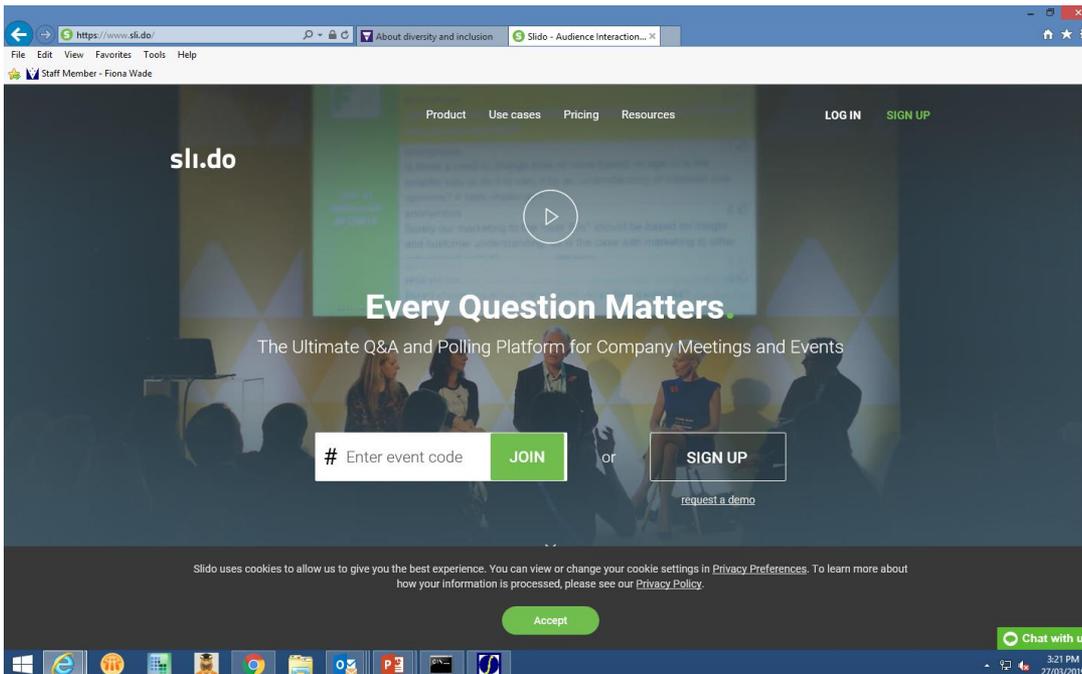


Group consultation - SLIDO

Use smart phone to access Google

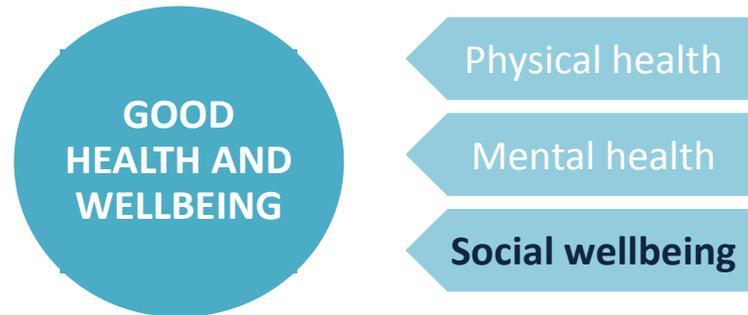
Insert SLIDO into your browser

Enter event code: Z792 and click join



The screenshot shows a web browser window displaying the Slido website. The address bar shows the URL <https://www.sli.do/>. The page features a dark background with a play button icon in the center. The main heading is "Every Question Matters." followed by the subtitle "The Ultimate Q&A and Polling Platform for Company Meetings and Events". Below this, there is a form with a text input field containing "# Enter event code", a green "JOIN" button, and an "or" separator. To the right of the "or" is a "SIGN UP" button and a link for "request a demo". The top navigation bar includes links for "Product", "Use cases", "Pricing", "Resources", "LOG IN", and "SIGN UP". The bottom of the page has a cookie consent banner with an "Accept" button and a "Chat with us" button in the bottom right corner. The Windows taskbar is visible at the bottom of the screen.

Health and Wellbeing



Social wellbeing is about the connectedness, personal relationships and social support networks that create happiness, comfort and resilience in people's lives.

The evidence is clear

Research shows an increasing lack of connection between individuals.

This is central to understanding and addressing:

- the growing issue of high levels of isolation and loneliness. Chronic loneliness is linked to early death and major health conditions (e.g. heart disease, stroke, cognitive decline), and is increasingly understood as a significant public health issue internationally - on par with obesity and smoking (equivalent to smoking 15 cigarettes per day). A 2018 report found that more than one-fifth of Australians rarely or never feel they have someone to talk to or turn to for help.
- participation barriers faced by people, including newly arrived migrants or people with disabilities.

Research also shows that high social capital drives thriving cohesive communities and protects individuals in those communities against cognitive decline, illness such as cardiovascular disease and mental health conditions like anxiety and depression. Connected communities are resilient communities.