

# Caring with Culture.

A Co-Designed Journey to Embedding Cultural Diversity & Inclusion at Farmborough



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**Uniting**

# One Conversation Started it All.



## Key Starting Point

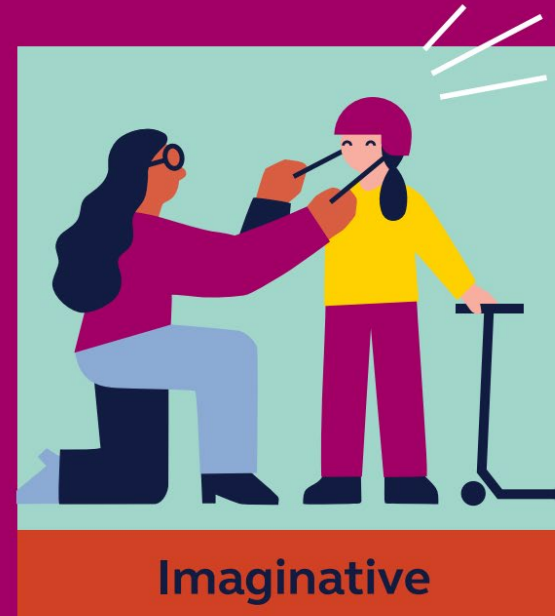
- RN raised concerns around racial discrimination and bias from residents and their supporters.

## Immediate Action

- Follow-up to ensure emotional safety and understand scope of their experience – active listening.
- Outlining immediate support systems in place:
  - Employee Assistance Program
  - Chaplaincy and Pastoral Care
  - Management 1:1's set up

# We live our values.

**Uniting**



# Our diverse workforce.

11,610

Employees



4,075

CALD Employees (35%)

398

First Nations Employees

**Uniting**

# Our Co-Designed Journey



Defining the  
Problem &  
Strategising the  
Solution



Co-Creating  
Measures for  
Change



From Impact to  
Reality



Our  
Commitment  
Moving  
Forward



# Listening Before Acting.

- Investigating, not Assuming
- Existing Tools and Supports (Current State)
- Stakeholder Engagement



Defining the  
Problem &  
Strategising the  
Solution

# Caring With Culture Committee: It Takes A Village

- Formed as a grassroots response to address cultural exclusion and racial discrimination.
- A team of Cultural Champions – carers, chefs, cleaners, nurses, admin staff, leaders – from diverse cultural backgrounds. **Residents & families joined.**

## Empowered to:

- Co-lead events.
- Challenge status quo.
- Share stories and celebrate culture with pride.



Co-designing  
Measures for  
Change

# Co-Design in Action:

## Practical Tools to Support Change

### Tools Created

Onboarding passport for all roles

Incident escalation & debriefing guide

Learning circles on Cultural Diversity and Inclusion

Translation-based tools

Cultural Diversity Wall – Our Cultural Map

Meet Our Community Profiles

Admissions pack changes

Service-level cultural statement

Co-designing  
Measures for  
Change



# Our Culture Statement

At Farmborough, we care with **culture, purpose** and **heart**.

Guided by Uniting's values of being **compassionate, respectful, imaginative** and **bold**, we create a home where residents feel **truly known** and where every team member feels **empowered, supported** and **inspired to grow**.

Together, we lead with kindness, celebrate diversity, and always strive to be our true selves; **for those we care for and for each other**.



# Co-Creation in Action:

## Process Improvements & Shifting Mindsets.

### Process Improvements

Review, escalation and debriefing processes. Reflective of trauma-informed and culturally safe practices.

Application for care leavers / trauma-aware specialist verification.

### Shifting Mindsets

Shared storytelling – get to know us beyond our roles

Visibility – this is who we are

Leadership modelling – consistency in messaging

Co-designing  
Measures for  
Change

# 108

Residents  
at Uniting Farmborough

46%

CALD

22%

Male

78%

Female

From Impact to  
Reality

# 149

Team Members  
at Uniting Farmborough

39%

CALD

19%

Male

81%

Female

From Impact to  
Reality

# 58

## CALD Team Members

28%

India

24%

Nepal

16%

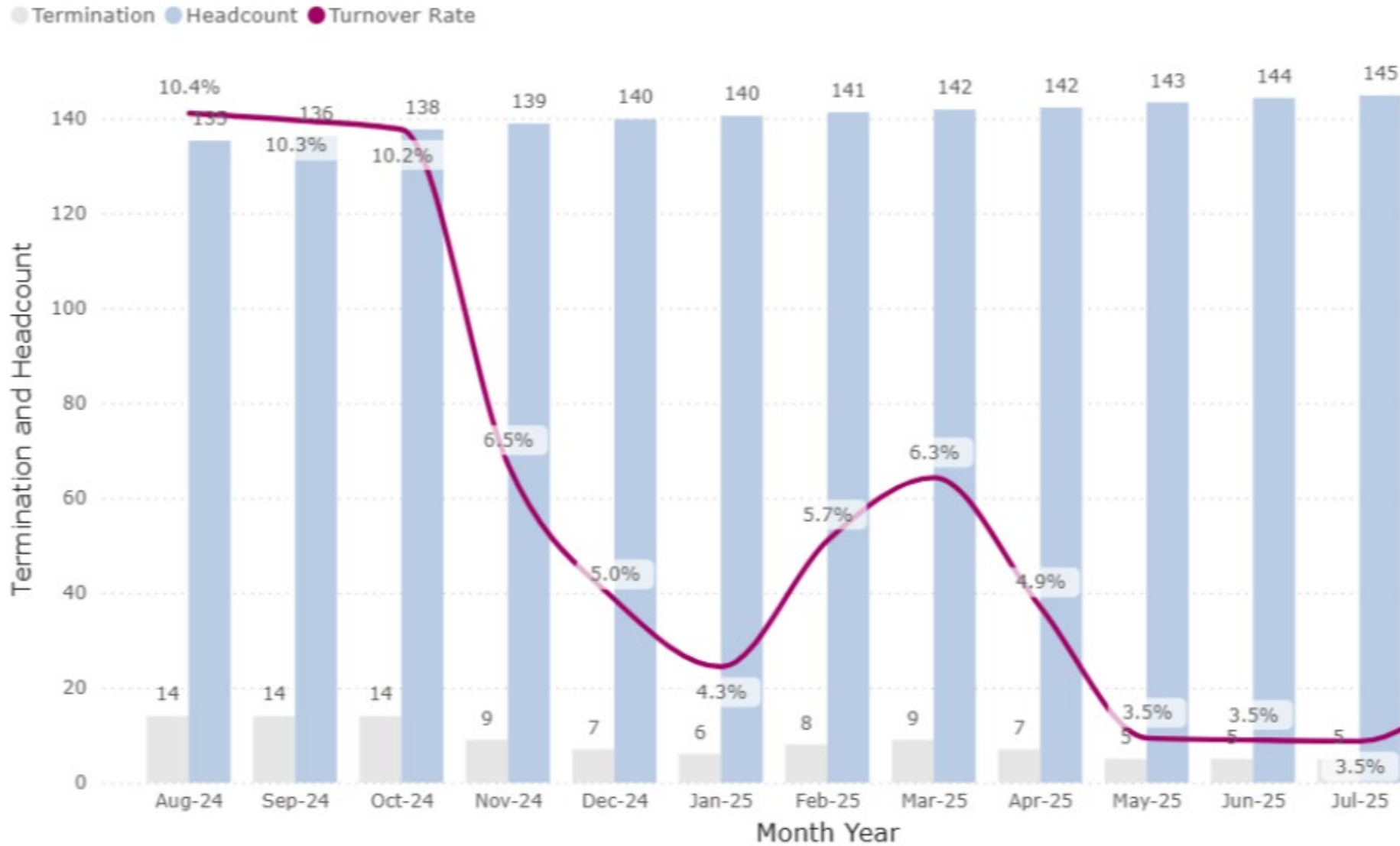
Philippines

5%

Pakistan

From Impact to  
Reality

# Annualised Turnover



From Impact to  
Reality



# 12-Month Improvements

September 2024 – September 2025

84%

Reduction in  
SIRS

86%

Reduction in  
Staff Injuries

87%

Reduction in  
Complaints

93%

Reduction in Resident  
on Staff Abuse

300%

Increase in Positive  
Feedback

From Impact to  
Reality

# From Aspirational to Operational

## Consistency in messaging

- Calling out casual racism.
- Learning circles on racial literacy.

## Key language change in daily practice

- Encouraging correct terminology.
- Changing communication strategies among the entire community.

## Bringing it back to our goals

- Constant state of self-reflection and goal-oriented actions.



From Impact to  
Reality



*Welcome to*  
FARMBOROUGH

# Where We're Going: Vision, Reflection, Influence & Expansion.

## Continuing to influence Uniting:

- Video being shown at Leaders Hub Forums.
- Supporting with Cultural Diversity Network projects.
- Transparency with cultural celebrations and boosting community morale.
- Consultation on cultural safety learning modules.
- Embedding a culture of constant self-reflection in practice.

Our  
Commitment  
Moving  
Forward

# Where We're Going: Vision, Reflection, Influence & Expansion.

## **A call to action for all Residential Aged Care:**

We must strive for excellence.

This shouldn't just be our story – let it be yours too!



Our  
Commitment  
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Forward



# Uniting

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