



# Leading with hearts and minds: Regis' whole of organisation approach to diversity and inclusion

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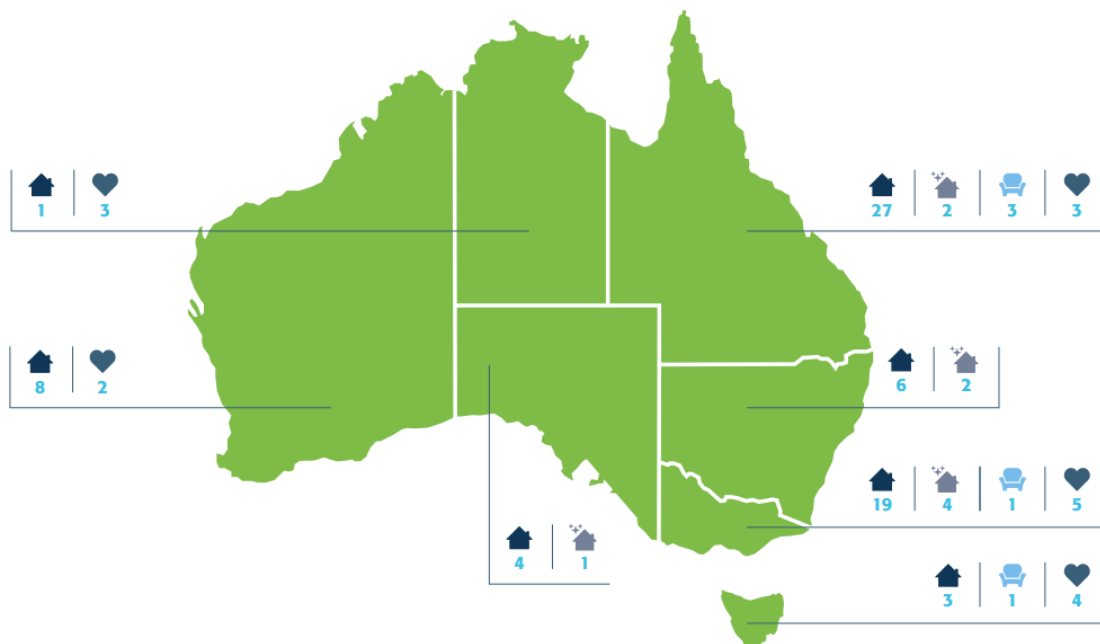


## Acknowledgement of Country

Regis acknowledges the Traditional Owners of Country throughout Australia and recognises the continuing connection to lands, waters and communities.  
We pay our respect to Elders past and present.



-  Residential Aged Care Homes
-  Home Care and Day Respite Centres
-  Retirement Living
-  New Developments



## Our Vision

To lead aged care with hearts and minds

## Our Purpose

Personalised and respectful care that embraces the experience of ageing

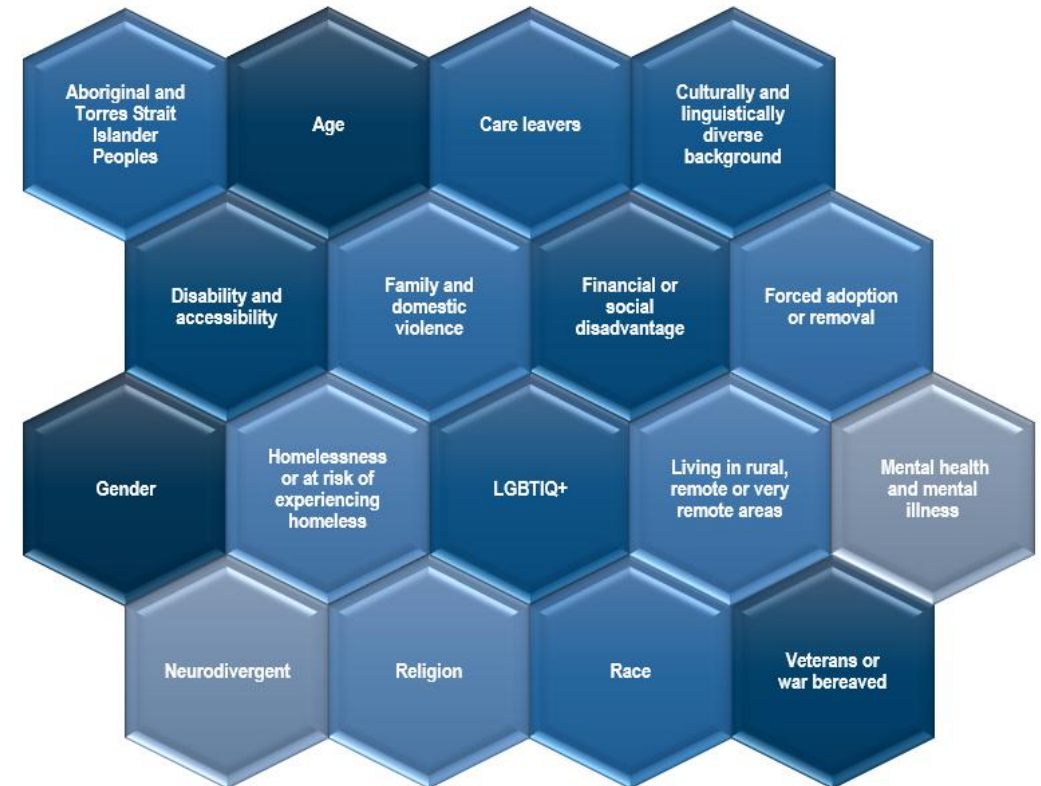
## Our Values

Optimism, Passion, Integrity, Respect

# Diversity and Inclusion at Regis: Creating a sense of belonging



Regis embraces diversity in all its forms by welcoming our **residents, clients, families and employees** for who they are and what they bring. We nurture an environment where everyone belongs.



# Diversity and inclusion strategy



Leadership for diversity and inclusion



Inclusive services and care



Supporting our diverse workforce



Health literacy and plain language



Inclusive partnerships and communities

# Our residents



## 7645 residents



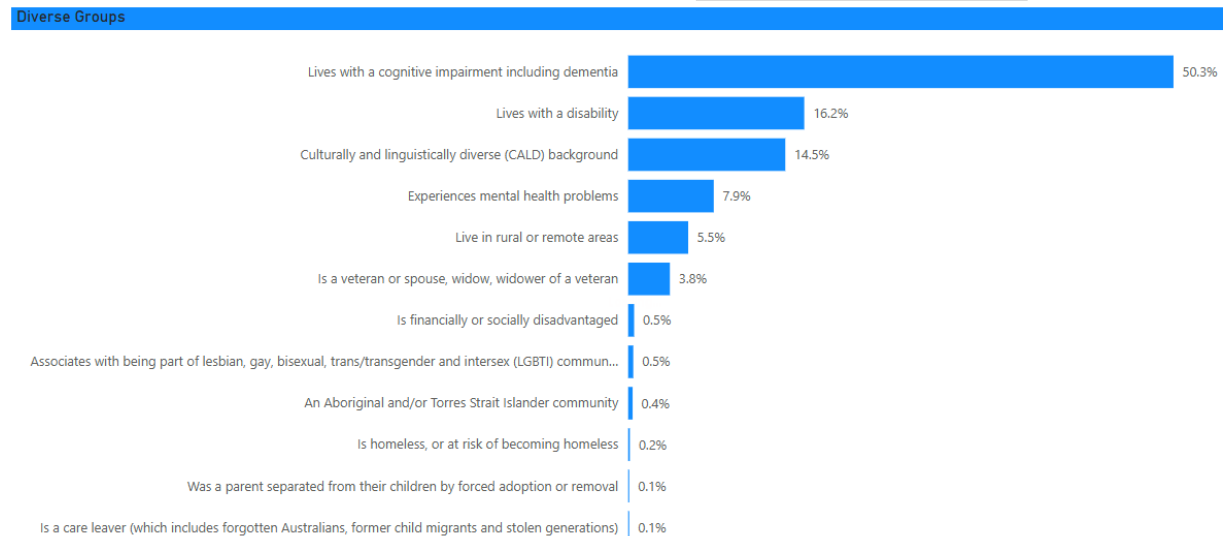
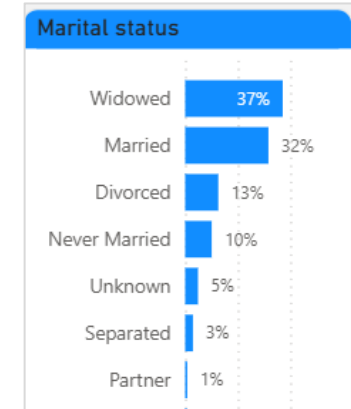
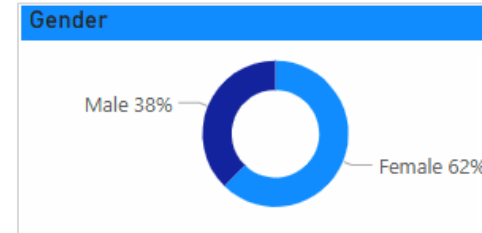
116 countries of birth

- 69% born in Australia
- 31% born overseas

75 languages spoken

- 3% need an interpreter

55 religions and faiths

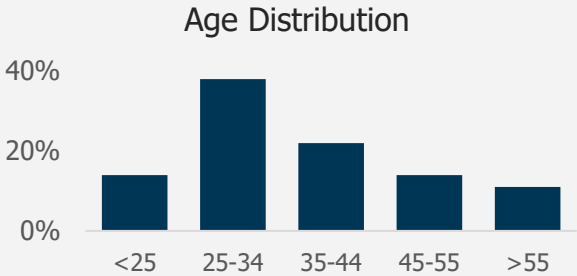


# Our workforce

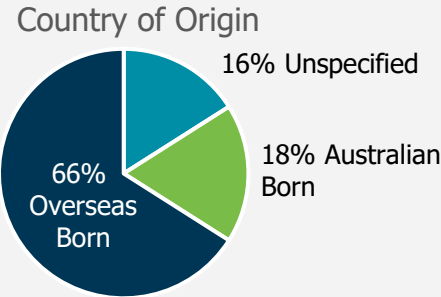


1,358	Registered Nurses
207	Enrolled Nurses
7,010	Personal Care Assistants
844	Food Service Assistants
234	Lifestyle Assistants
107	Maintenance
360	Support Office Head Office
9.82%	Casual
13.06%	Full time
77.12%	Part time

11,068 (94%)	Enterprise Agreement
732 (6%)	Contract of Employment



11,800  
Employees

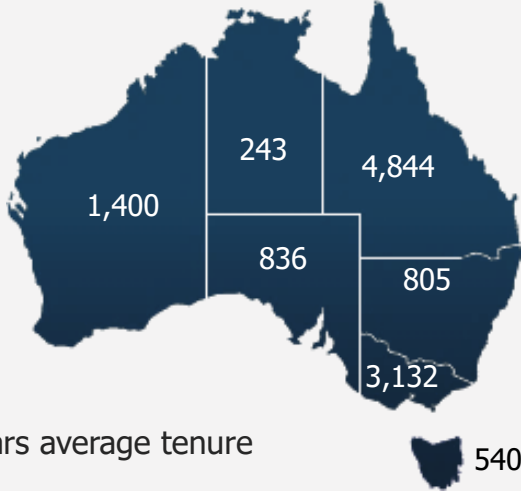


The top 5 countries of birth



Australia  
Nepal  
India  
Philippines  
Bhutan

Employees in each State

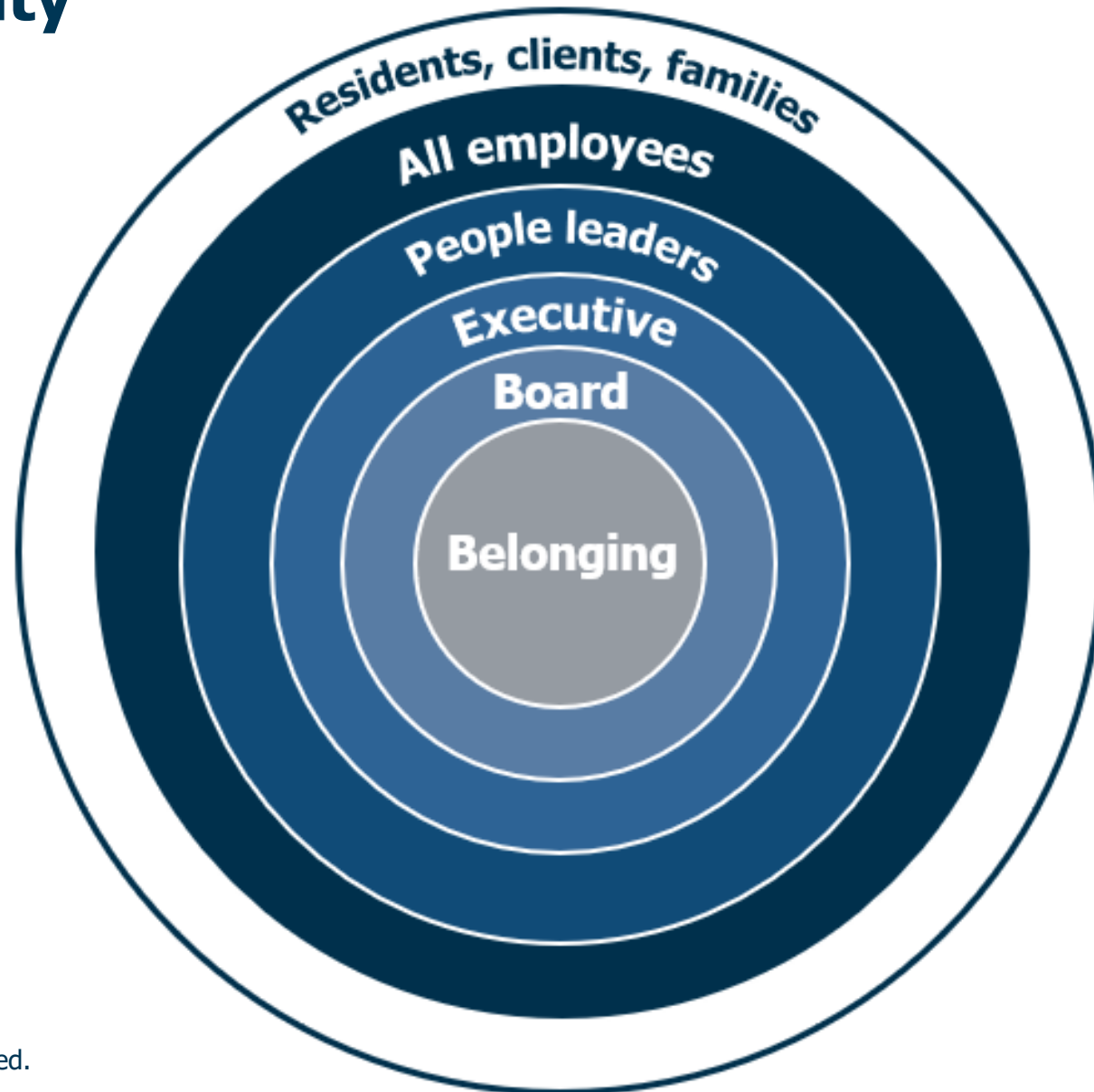


4.1 years average tenure

78.46% Female  
21.5% Male  
0.04% Non-binary

1.4% First Nations  
3.5% identify as LGBTQI+  
1.5% identify as a person with a disability

# Everyone's responsibility





# Inclusive services and care



- Person-centred approach that integrates D&I
- Admission
- Assessment, care planning and review
- Meaningful engagement



How to guide

Identifying resident's or client's diverse background

Our residents and clients are unique individuals with rich and varied histories, characteristics, identities, interest and life experiences. Identifying individual background, culture, diversity, beliefs and life experiences is critical to planning and delivering person centred care.

This guide:

- explains key diversity characteristics as described in the [Aged Care Diversity Framework](#)
- offers suggestions on how to obtain this information or what questions to ask, and
- provides links to further resources.

Please note that this is general information only.

Remember: Every resident or client is unique – they are not defined by any single characteristic or experience.

For more information on each characteristic visit [Demographics and diversity characteristics - RegiNET](#)

**Tips for conducting diversity assessments**

- When conducting a diversity assessment, approach residents and clients with respect, empathy and understanding. Tailor your approach to their lived experience, cognitive abilities and communication preferences.
- Do not make assumptions about people's diversity. Be curious and considerate.
- Create a safe environment by explaining the purpose of the assessment and the process before asking questions. For example, "We want to understand what is important to you—your background, culture and preferences—so we can support you in a way that feels right for you. You can share only what feels comfortable for you."
- In some instances, there are no direct questions to ask to identify a particular diversity characteristic. Instead, focus on building trust and showing genuine interest in their life and experiences. Reassure them throughout, saying things like "Everything you tell us helps us make sure your care is respectful and meaningful to you." or "Thank you for sharing that with me – it helps us care for you better."
- Some people may be reluctant to disclose personal information initially. As you build trust with them over time, they may become more comfortable to share. It is therefore important to keep asking these questions during the review process.
- Use inclusive and respectful language, adopting the words the resident or client uses to describe themselves. When unsure, simply ask the resident or client.

# Integrated events framework





A tiered approach to recognising and celebrating events:

- Tier 1 – High impact, national events that involve the entire organisation
- Tier 2 – Medium impact events with participation relevant to local settings
- Tier 3 – Localised events chosen by an individual home/service/office

This approach:

- supports cultural and identity expression
- strengthens community connections
- creates meaningful events that reflect the values and identities of people who live and work at Regis.

 Event Information 

Holi

**What is Holi?**

Holi is a vibrant and joyous Hindu festival, also known as the festival of colour. It celebrates the arrival of spring, the end of winter, and the blossoming of love.

Holi also has a deeper cultural and religious significance, commemorating various legends from Hindu mythology, which symbolises the victory of good over evil.

Holi is celebrated in many states in India, Nepal and other countries across South Asia. It has also gained popularity in other parts of the world. Holi celebrations are now held in most Australian cities and many regional areas.

**Why do we recognise it at Regis?**

Holi is an important event for many of our employees and some of our residents and clients. Planning a Holi celebration in your Home or site can be a wonderful way to bring joy and a sense of community to our residents, clients and employees. This can also promote understanding and appreciation of diverse cultural practices, fostering a sense of belonging and inclusion.

**How do people celebrate Holi?**

Whilst there are regional variations in Holi rituals and customs, here are some common practices:

- **Colour celebrations:** The main day of Holi is marked by people throwing coloured powders and water at each other. Each colour used carries a specific meaning.
- **Prayer and rituals:** People perform prayer rituals to seek blessings and express gratitude. This often involves offerings to deities.
- **Family and community:** Holi is a time for gathering with family and friends and participating in community celebrations.
- **Festive foods:** Special foods and sweets are prepared for Holi. Ask your employees, residents and clients about the foods they prepare for Holi.

**How can we celebrate at Regis?**

Here are some ideas to help you organise a meaningful and festive event:

- Engage with people who celebrate Holi to understand the traditions.
- Decorate with vibrant colours using streamers, balloons and flowers. Engage residents in activities such as craft workshops to make colourful decorations that can be displayed around the Home.
- Play traditional Holi songs and encourage residents and colleagues to participate in a dance session.

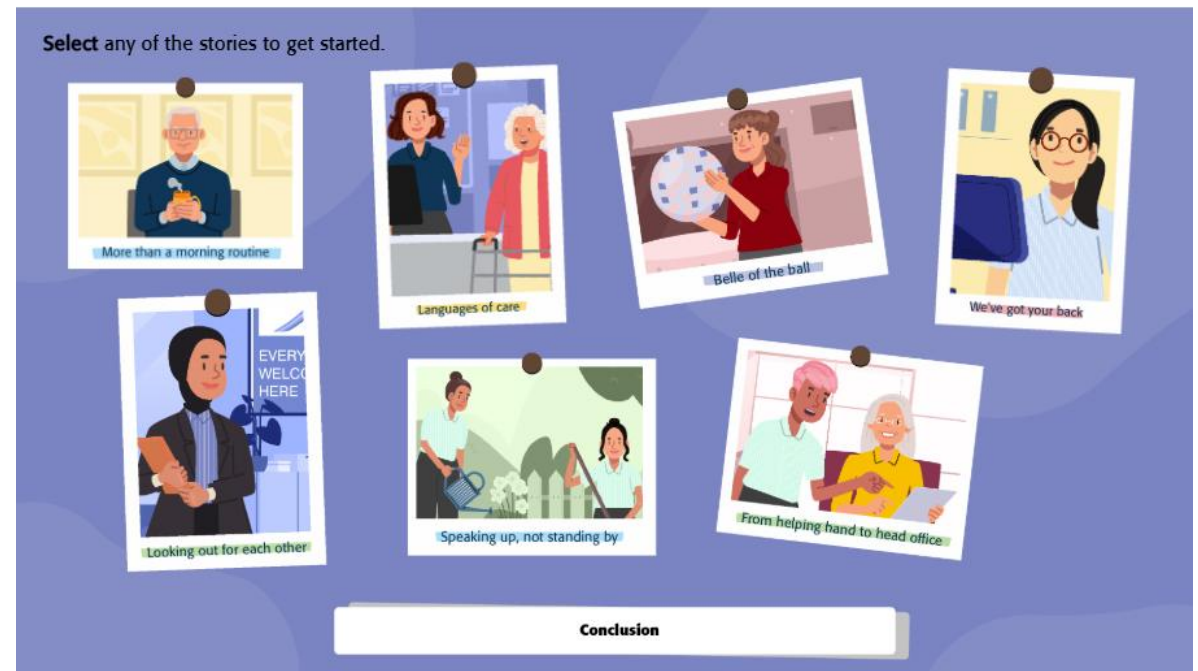


# Supporting our diverse workforce

Integrated workforce strategy

Multipronged approach to workforce development:

- Targeted D&I training
- Key messages embedded into other training
- Inclusive leadership



# Focus on communication



- Health literacy and plain language
- Inclusive language
- Cross-cultural communication
- “The little things” (Meaningful Ageing Australia)



# Continuous, evolving journey



## Enablers

- Leadership support
- Centering lived/living experience
- Partnerships
- Organisation size: ability to pilot locally and scale up; diversity of thought

## Challenges

- Change fatigue
- Diversity mix - workforce / residents and clients
- External influences
- Organisation size: reaching everyone

# Continuous, evolving journey

The diagram illustrates a continuous, evolving journey through three stages. The stages are represented by dark blue, rounded rectangular boxes with white text, arranged in a descending sequence from top-left to bottom-right. The boxes are connected by a light gray, wavy line that flows through the background. The first box is labeled 'Courage', the second 'Curiosity', and the third 'Collective commitment'. The overall design is clean and modern, with a light gray background and subtle shadows.

**Courage**

**Curiosity**

**Collective  
commitment**

# Thank you

