

Embracing Diversity for the Benefit of Residents

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Housing 

Context

- Social justice and fair access
- Demographics show increasing need in culturally diverse communities
- Welcoming difference and vibrancy
- Good for business!
- Hear more, and more diverse, voices



Principles

- You must be authentic
- Understand your organisation's drivers
- Role model inclusive behaviours
- Make clear what is unacceptable behaviour
- Build local networks with trusted organisations
- Deliver on your promises
- Listen and listen again
- Tokenism is bad but optics are important



Co-Housing

- Provision in areas of deprivation, with diverse populations
- Involve and engage local older people in all aspects, including design
- Working with local agencies and politicians
- Identify potential residents at early stage, relaxed criteria
- Some mix of tenure
- Menu of management options
- Capacity building for those new to this type of housing
- Learning along the way



Summary

- It's essential that employees feel included and respected if there's to be a chance to make residents feel the same
- You can't achieve everything in a day, month or year; it's a journey which you must take step by step and do not be put off by false steps or failures
- Engagement is key to inclusion- people and residents



Thank you for listening!

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