

DIVERSITY ADVISOR



Thursday 28th March 2019

Grampians Alliance Meeting

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OVERVIEW:

TO DISCUSS THE 'DIVERSITY LENS' THAT
CAN BE APPLIED TO DIVERSITY PLANS,
UTILISING THE AGED CARE DIVERSITY
FRAMEWORK.



THE NATIONAL FRAMEWORK...

https://agedcare.health.gov.au/sites/g/files/net1426/f/documents/12_2017/aged_care_diversity_framework.pdf

You should have a copy. This framework was released in 2017!



MEASURING DIVERSITY

WHOLE OF AGENCY

CONSUMER OUTCOMES

YOUR Identity

YOUR Culture

YOUR Diversity

The application of an “aged care diversity lens” needs a whole of agency approach!



WHOLE OF AGENCY RESPONSE (FOR CONSUMER OUTCOMES)

CONSIDER....

What does your organization understand Diversity to be ?

How do you reach your community ?

What do you do with feedback?

Do you have active partners ?

Do you collaborate with Stakeholders? Peak bodies?

What are the barriers people experience in using service ?

FROM PLANNING TO ACTION

Aged Care Diversity Framework

This representation of the Diversity Framework indicates how the various elements of the Diversity Framework interact.



This is the stage we currently are at!! The Diversity Plan needs to be a “living” document. It is a continuous cycle of monitoring, reporting and evaluating!

Outcome for Consumers

ACTION REQUIRED

Outcome for Consumers	by Government	by Providers	by Consumers, their family, carers, or representatives
<p>1. Making informed choices Older people have easily accessible information about the aged care system and services that they understand, and find the information helpful to exercise choice and control over the care they receive.</p>	<p>Ensure the diverse characteristics and life experiences of older people are embedded in the design and development of the aged care system, and that information about the aged care system is accessible for all.</p>	<p>Provide information in an appropriate format through a range of channels.</p>	<p>Provide feedback on the quality and accessibility of information.</p>
<p>2. Adopting systemic approaches to planning and implementation Older people are active partners in the planning and implementation of the aged care system.</p>	<p>Respond to feedback from consumer and community consultations in developing and designing the aged care system and supporting programs. Collect, monitor, analyse and use data about diverse characteristics and life experiences of older people to ensure equitable access and outcomes.</p>	<p>Engage their members and communities to inform best practice to achieve an equitable aged care system.</p>	<p>Act as active partners and articulate their individual needs.</p>
<p>3. Accessible care and support Older people in rural, remote, regional and metropolitan Australia have access to aged care services and supports appropriate to their diverse characteristics and life experiences.</p>	<p>Identify and overcome barriers faced by older people in accessing the aged care system.</p>	<p>Collaborate with stakeholders to identify and overcome barriers in aged care services.</p>	<p>Work with providers to articulate the needs and come up with solutions.</p>
<p>4. Supporting a proactive and flexible system A proactive and flexible aged care system that responds to the needs of existing and emerging diverse groups, including an increasingly diverse aged care workforce.</p>	<p>Collect and use data and evidence on current and emerging trends in diversity to design, implement, evaluate and improve aged care systems and supports.</p>	<p>Share evidence with stakeholders to assist in improving the aged care system.</p>	<p>Engage with the community to identify emerging needs and demonstrate inclusive approaches to care.</p>
<p>5. Respectful and inclusive services Services effectively meet the specific needs of older people with diverse characteristics and life experiences, their families, carers and representatives in a respectful and inclusive way.</p>	<p>Evaluate the effectiveness of services and supports in meeting the diverse characteristics and life experiences of consumers, implement improvements when needed and share outcomes with all stakeholders.</p>	<p>Develop and use tools, training and information to support delivery of care that is respectful of diverse characteristics and needs.</p>	<p>Respect the diversity of other service users and the aged care workforce. Provide feedback on the effectiveness of services.</p>
<p>6. Meeting the needs of the most vulnerable Older people can access high quality and culturally safe aged care services and supports that meet their needs irrespective of their personal, social or economic vulnerabilities.</p>	<p>Collect data on service use by vulnerable consumers and evidence on current and emerging trends and market failures, to improve systems and supports that ensure equity of access and outcomes.</p>	<p>Facilitate opportunities to ensure that the most vulnerable members of diverse communities are able to participate in dialogue and articulate change. Importantly, this process should include advocacy with, and on behalf of, these groups.</p>	<p>Provide information to vulnerable people with diverse characteristics, where possible, express their needs, express their views on age and identity, and provide feedback.</p>

1. Provide appropriate information

2. Engage Consumers Active partners

3. Collaborate with Stakeholders

4. Engage with local community to demonstrate inclusive approach

5. Seek out, Develop and use tools, training and information

6. Provide inclusive service models

Diversity Lens – Another way of applying the lens



The outcomes for consumers in your Diversity Plan were mandated from these six categories (in the drop down fields).

An example – applying the Lens..

<p>Outcome for consumers*</p> <p>* Optional for HACC-PYP</p>	<p>Objective to deliver against the outcome identified</p>	<p>What are the actions/strategies for achieving the objective</p> <p>(Describe the steps you will take to achieve your objective)</p>	<p>Focus Area</p> <p>(select the diversity characteristic/ special needs group the action is targeted towards)</p>	<p>Age cohort action will impact</p> <p>Younger (HACC-PYP)/ Older (CHSP)/ both age groups)</p>	<p>How will you measure the success of this strategy?</p> <p>(What will tell you this action has been successful)</p>	<p>Time frame in months</p> <p>Short (< 3) Medium (4-6) Long (7+)</p>	<p>Who is responsible for this action?</p> <p>Include the name of the person or position within <u>organisation</u></p>
<p>Making Informed Choices</p>	<p>Identification of the three most vulnerable population groups,</p>	<p>Increased accuracy in data collection from all practitioners, using all data collection methods</p>	<p>people who are financially or socially disadvantaged</p>		<p>Through data collection <u>specific strategies</u> to develop resources and services to meet these <u>groups</u> needs.</p>	<p>9 months</p>	
<p>Adopting systemic approaches to planning and implementation</p>	<p>Engage partners in the planning and implementation of the aged care system.</p>	<p>Engage local community to demonstrate inclusive approach</p>	<p>People who are lesbian, gay, bisexual, transgender or intersex (LGBTI)</p>	<p>Both age cohorts</p>	<p>6. Provide inclusive service models</p>	<p>< 3 months</p>	

1. Provide appropriate information

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Diversity Plan – Measuring Outcomes

Outcome for consumers* * Optional for HACC-PYP targeted activity	Objective to deliver against the outcome identified (SMART objective)	What are the actions/strategies for achieving the objective (Describe the steps you will take to achieve your objective)	Focus Area (select the diversity characteristic/ special needs group the action is targeted to)	Age cohort action will impact Younger (HACC-PYP)/ Older (PYP)/ Age groups	How will you measure the success of this strategy? (What will tell you this action has been successful)	Time frame in months Short (< 3) Medium (4-6) Long (7+)	Who is responsible for this action? Include the name of the person or position within <u>organisation</u>
Accessible care and support	Improve the knowledge of and provide resources to staff working in direct care roles	4. Engage with local community to demonstrate inclusive approach	1. Provide appropriate information	5. Seek out, Develop and use tools, training and information	Feed back direct care staff they provide information risk resident understand appropriate referral pathways to gain support for those		
Supporting a proactive and flexible system	Improve the knowledge of and provide resources to staff working in direct care roles	2. Engage Consumers Active partners	3. Collaborate with Stake holders		Reporting, supported by records of supported by appropriate language/ cultural brochures/resources being developed and available to new clients.	4-6 months	

Revisit your Diversity Plan, and consider status of achieving objectives

Review Section		
Review Date	Was your objective achieved? Yes/No/Partial	Comments Achievements, Challenges If not yet achieved please describe progress made to achieve objective(s) and future actions to be undertaken

More resources are available...



The screenshot shows the top navigation bar of the Australian Government Department of Health website. The main header includes the Australian Government logo and the text 'Ageing and Aged Care'. Below this is a navigation menu with links for Home, News and resources, Programs, Reform, Funding, Quality, Support services, and Royal Commission into Aged Care Quality. The breadcrumb trail reads: Home / Support services / People from diverse backgrounds / Aged Care Diversity Framework action plans. The main heading is 'Aged Care Diversity Framework action plans', with a sub-heading 'Page last updated: 14 February 2019'. The content area contains several paragraphs of text, each starting with 'The [action plan for...](#)' and describing specific action plans for different groups of older people. A red arrow points from the 'Government action plan' section to the right-hand side of the image.

Home / Support services / People from diverse backgrounds / Aged Care Diversity Framework action plans

Aged Care Diversity Framework action plans

Page last updated: 14 February 2019

Action plans have been developed under the [Aged Care Diversity Framework](#) to assist government and aged care service providers to address specific barriers and challenges faced by older people with diverse characteristics and life experiences.

The [action plan for older people with diverse characteristics and life experiences](#) presents actions common to all older people. If you are an aged care provider, this document can help you think about how you can make your services more inclusive and culturally safe for the community in which you operate. You can then read the following three action plans for actions specific to particular groups.

The [action plan for older Aboriginal and Torres Strait Islander peoples](#) presents actions address specific barriers and challenges faced by this group. It includes case studies, links to existing resources, and a separate consumer-focused document.

The [action plan for older people from Culturally and Linguistically Diverse Backgrounds](#) presents actions address specific barriers and challenges faced by this group. It includes case studies, links to existing resources, and a separate consumer-focused document.

The [action plan for older lesbian, gay, bisexual, trans and gender diverse, and intersex elders](#) presents actions address specific barriers and challenges faced by this group. It includes case studies, links to existing resources, and a separate consumer-focused document.

Government action plan

The [government action plan](#) compliments the above and outlines actions the Australian Government is taking to support the aged care sector to ensure it is meeting the needs of diverse groups.

ACTION REQUIRED
by Government
Ensure the diverse characteristics and life experiences of older people are embedded in the design and development of the aged care system, and that information about the aged care system is accessible for all.
Respond to feedback from consumer and community consultations in developing and designing the aged care system and supporting programs. Collect, monitor, analyse and use data about diverse characteristics and life experiences of older people to ensure equitable access and outcomes.
Identify and overcome barriers faced by older people in accessing the aged care system.



The image shows the cover of the 'AUSTRALIAN GOVERNMENT DIVERSITY ACTION PLAN 2019'. It features the Australian Government logo at the top left. The title is prominently displayed in the center. Below the title, there are three paragraphs of text. The first paragraph states the government's goal to ensure respectful, inclusive and culturally safe aged care services are accessible to all older people living in Australia regardless of their background or life experiences. The second paragraph emphasizes the role of everyone in the aged care sector and the government's commitment to providing well-rounded support to all people as they age. The third paragraph mentions the Aged Care Sector Committee Diversity Sub-Group's role in monitoring progress and working with the Department of Health to identify further opportunities for action.

 Australian Government

AUSTRALIAN GOVERNMENT DIVERSITY ACTION PLAN 2019

The Australian Government's goal is to ensure respectful, inclusive and culturally safe aged care services are accessible to all older people living in Australia regardless of their background or life experiences.

Everyone in the aged care sector has a role to play in meeting this goal. In recognition of the Government's role, this action plan sets out our commitment to providing well-rounded support to all people as they age. Whether barriers to appropriate aged care are perceived or real, they must be addressed to meet the diverse needs of the community.

The Aged Care Sector Committee Diversity Sub-Group will monitor the government's progress and work with the Department of Health to identify further opportunities for action.

NOT AN ISOLATED
DOCUMENT/ PLAN!

National Aged Care Quality standards

[https://www.agedcarequality.gov.au
/providers/standards](https://www.agedcarequality.gov.au/providers/standards)

The screenshot displays the website for the Australian Government Aged Care Quality and Safety Commission. At the top, the Australian Government logo is on the left, and the text 'Australian Government' and 'Aged Care Quality and Safety Commission' is on the right. A navigation bar below contains links for 'About us', 'Make a complaint', 'Find a report', 'Consumers', and 'Providers'. The main content area shows a breadcrumb trail: 'Home > Providers > New Standards'. The title 'New Standards' is prominently displayed, followed by a 'Listen' button and social media icons for Facebook and Twitter. Below this is a circular diagram with eight segments, each representing a standard. The central circle is labeled 'Customer dignity and choice'. The segments are: 1. Personal care and clinical care (top-left, blue); 2. Services and supports for daily living (top-right, purple); 3. Complaints management (right, grey); 4. Feedback and complaints (bottom-right, orange); 5. Human resources (bottom, teal); 6. Organisational performance (bottom-left, green); 7. Ongoing assessment and planning with consumers (left, yellow); and 8. Medication management (top-left, light blue).

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