

Sample Provider Diversity Plan

This is a sample plan about for you to use to create your own Diversity Plan. The dot points are to provide guidance and you should ensure that the Plan reflects and meets the needs of consumers with diverse characteristics and life experiences that your organisation supports.

Context [Set the context for the provider diversity plan in line with your organisation’s business, vision, core business or policies and procedures]

Example - It is a part of our core business to provide services to all members of the community. Providing services to people with individual needs is not an add-on to our business model.

Aim [Set your organisation’s aim in developing and actioning this plan – to ensure the aim is achieved, the provider diversity plan should be outcome focused, practical and measurable]

Example - Developing a Provider Diversity Plan is a key part of achieving an inclusive community of people and will assist in avoiding discrimination. Developing a Plan makes for good business practice; if we can show people with diverse needs that we are able to cater to them, we will draw more people into our business.

Outcomes for Consumers	Actions	KPIs/Targets (this can be split into short, medium and long term targets)	Have Outcomes been achieved?
1. <u>Making informed choices</u> 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.	<ul style="list-style-type: none">• <i>Is communication accessible and clear to all diverse groups?</i>• <i>Is the communication done in different formats (written, verbal, visual etc)?</i>• <i>How were consumers consulted in the development of communication materials?</i>• <i>Is the Translating and Interpreting Service (TIS) currently being utilised?</i>• <i>How and when is information being provided?</i>• <i>How have diverse older people in the community been engaged with/communicated with?</i>	<ul style="list-style-type: none">• <i>To improve communication with older people to assist in their decision making.</i>	
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2. <u>Adopting systemic approaches to planning and implementation</u> Older people are active partners in the	<ul style="list-style-type: none">• <i>Does the client base reflect your community’s demographic?</i>• <i>How does the service work with older people to plan</i>	<ul style="list-style-type: none">• <i>To attract people from diverse groups?</i>	

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planning and implementation of the aged care system.	<i>the service?</i> <ul style="list-style-type: none"> <i>What mechanisms are in place?</i> <i>How do you engage with diverse older people in the community?</i> 		
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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.	<ul style="list-style-type: none"> <i>Is the organisation flexible in altering the services of the organisation to better meet client needs?</i> <i>Does the organisation look at other ways to reach diverse older people (e.g. outreach)?</i> <i>Has the organisation build relationships and connections with local diverse communities?</i> <i>What has the organisation done to identify and address barriers?</i> 	<ul style="list-style-type: none"> <i>To engage with clients?</i> <i>To incorporate feedback from clients to better meet needs?</i> 	
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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	<ul style="list-style-type: none"> <i>How to network with other peak, provider and consumer organisations to discuss better practice and to learn from each other?</i> <i>Is the organisation supportive of the diversity needs of staff, as well as clients?</i> <i>How have you identified emerging needs within the</i> 	<ul style="list-style-type: none"> <i>Has networking helped in making service delivery more inclusive?</i> 	

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increasingly diverse aged care workforce.	<i>community in which you are based?</i> <ul style="list-style-type: none"> 		
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5. <u>Respectful and inclusive services</u> 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.	<ul style="list-style-type: none"> <i>How are staff made aware of the diverse needs of clients?</i> <i>Are staff trained to identify and address the diverse needs of clients either through orientation, formal training, on-the job training or mentoring, including cultural awareness training?</i> <i>How is diversity recognised and celebrated in an ongoing way in your service?</i> <i>What other tools do you use to support diversity?</i> 	<ul style="list-style-type: none"> <i>Are staff reporting greater confidence in meeting the diversity needs of clients?</i> <i>Are clients reporting greater satisfaction of care?</i> 	
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6. <u>Meeting the needs of the most vulnerable:</u> 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.	<ul style="list-style-type: none"> <i>How does the service access, include and support vulnerable consumers?</i> <i>Are staff trained to assist vulnerable people?</i> <i>What policies and procedures are in place?</i> 	<ul style="list-style-type: none"> <i>How have vulnerable clients adapted to the new settings?</i> 	
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