## 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.

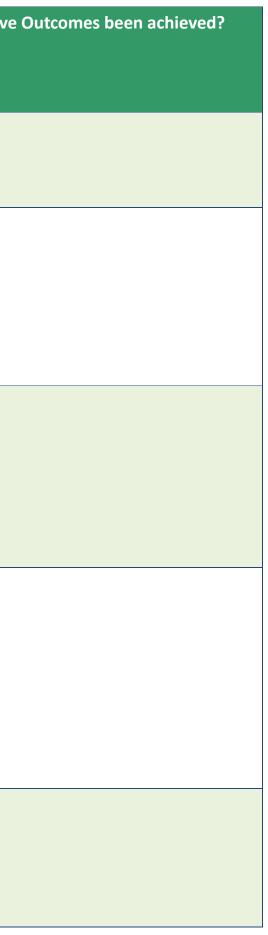
Aim [Set your organisation's aim in developing and actioning this plan – to ensure the aim is achieved, the provider diversity plan should be outcome focused, practical and measurable]

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
<b>1.</b> <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> <li>Is communication accessible and clear to all diverse groups?</li> <li>Is the communication done in different formats (written, verbal, visual etc)?</li> <li>How were consumers consulted in the development of communication materials?</li> <li>Is the Translating and Interpreting Service (TIS) currently being utilised?</li> <li>How and when is information being provided?</li> <li>How have diverse older people in the community been engaged with/communicated with?</li> </ul>	To improve communication with older people to assist in their decision making.	
<ul> <li><u>Adopting systemic approaches to</u> <u>planning and implementation</u></li> <li>Older people are active partners in the</li> </ul>	<ul> <li>Does the client base reflect your community's demographic?</li> <li>How does the service work with older people to plan</li> </ul>	• To attract people from diverse groups?	



Outcomes for Consumers	Actions	KPIs/Targets	Have
		(this can be split into short, medium and long term targets)	
planning and implementation of the aged care system.	<ul> <li>the service?</li> <li>What mechanisms are in place?</li> <li>How do you engage with diverse older people in the community?</li> </ul>		
	Enter text here		
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> <li>To engage with clients?</li> <li>To incorporate feedback from clients to better meet needs?</li> </ul>	
	Enter text here		
<ul> <li>Supporting a proactive and flexible system</li> <li>A proactive and flexible aged care system that responds to the needs of existing and emerging diverse groups, including an</li> </ul>	<ul> <li>How to network with other peak, provider and consumer organisations to discuss better practice and to learn from each other?</li> <li>Is the organisation supportive of the diversity needs of staff, as well as clients?</li> <li>How have you identified emerging needs within the</li> </ul>	Has networking helped in making service delivery more inclusive?	



Outcomes for Consumers	Actions	KPIs/Targets	Have
		(this can be split into short, medium and long term targets)	
increasingly diverse aged care workforce.	community in which you are based? •		
	Enter text here		
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> <li>Are staff reporting greater confidence in meeting the diversity needs of clients?</li> <li>Are clients reporting greater satisfaction of care?</li> </ul>	
	Enter text here		
<ul> <li>6. <u>Meeting the needs of the most</u> <u>vulnerable:</u></li> <li>Older people can access high quality and culturally safe aged care services and supports that meet their needs irrespective</li> </ul>	<ul> <li>How does the service access, include and support vulnerable consumers?</li> <li>Are staff trained to assist vulnerable people?</li> <li>What policies and procedures are in place?</li> <li>Enter text here</li> </ul>	• How have vulnerable clients adapted to the new settings?	
of their personal, social or economic vulnerabilities.			



Outcomes for Consumers	Actions	KPIs/Targets	Have
		(this can be split into short, medium and long term targets)	

## ve Outcomes been achieved?