

Inclusive Service Standards

Organisational Audit Tool

Overview

The Inclusive Service Standards were developed to assist aged care service providers become better equipped at addressing the diverse needs of their consumers. They provide a framework for services to embed a systemic and holistic approach that focuses on adapting and improving current services and organisational practices so they are welcoming, safe and accessible for everyone.

By meeting the Inclusive Service Standards aged care services will be able to:

- better meet the needs of consumers from special needs groups;
- empower these consumers to make informed decisions about the service they receive;
- deliver flexible, accessible services free of barriers and discrimination;
- implement a consumer directed approach; and
- achieve quality outcomes for all consumers.

Using this tool

This Organisational Audit Tool sets out a series of performance measures designed to assist service providers to meet the Inclusive Service Standards. Using this tool organisations are able to review current practices against each measure, identify areas for improvement and undertake further planning and development.

Companion resources

This tool is part of a suite of resources to support the implementation of the Inclusive Service Standards. It is recommended that service providers familiarise themselves with these companion resources before undertaking the organisational audit.

The companion resources can be accessed at www.culturaldiversity.com.au. They include:

- Inclusive Service Standards - PDF
- Inclusive Service Standards - Video
- Inclusive Service Standards - Video Discussion Guide
- Inclusive Service Standards - Video Transcript

Further information

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Standard 1 - Commitment to inclusive services

The organisation clearly articulates its commitment to building an environment which responds to consumers' diversity and embeds inclusive service provision across all of its systems.

Performance measures	Not met	Partly met	Met	Evidence/Notes
1.1 Key organisational documents such as commitment statements, strategic plans and policies demonstrate a commitment to inclusive service provision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.2 The organisation's commitment to inclusive service provision is promoted to all key stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.3 Quality and continuous improvement processes include the monitoring of inclusive service strategies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.4 The organisation identifies key roles and responsibilities which drive and promote inclusive service provision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.5 Service provision procedures reflect an inclusive service approach.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.6 The organisation's printed and online collateral is reflective of a commitment to delivering services in an inclusive way.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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Standard 2 - Developing systems that support inclusive services

The organisation designs and implements services based on evidence derived from organisational reviews and consultation with stakeholders.

Performance measures	Not met	Partly met	Met	Evidence/Notes
2.1 The organisation undertakes an analysis of strengths, gaps, capabilities and readiness to implement and maintain an inclusive approach to service delivery.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.2 Stakeholder consultation processes include and facilitate consultation with special needs groups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.3 The organisation has mechanisms for identifying and removing barriers that consumers from special needs groups may experience in accessing services (e.g. language barriers, lack of information, physical barriers and affordability).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.4 A system is in place for receiving feedback from consumers from special needs groups and for using this feedback to improve services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.5 The organisation's communication strategies include specific actions to target special needs groups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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Standard 3 - Capacity building for inclusive services

The organisation's management and staff are equipped with knowledge, skills and resources required to plan and deliver inclusive services.

Performance measures	Not met	Partly met	Met	Evidence/Notes
3.1 The organisation identifies key skills required for management and staff to be able to fulfil their responsibilities in implementing inclusive service provision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.2 Management and staff have access to up-to-date training, information, tools and resources to effectively respond to the diverse needs of consumers from special needs groups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.3 Management and staff key performance indicators include meeting inclusive service standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.4 Induction and ongoing professional development reflects the organisational commitment to inclusive services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.5 The organisation allocates budget items that support the development and implementation of inclusive service provision (e.g. interpreter services, translations, inclusive service training and targeted media campaigns).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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Centre for Cultural Diversity in Ageing provides expertise in inclusive service provision to the Australian aged care sector with the aim of improving outcomes for older people from culturally diverse backgrounds. Our work is made possible with funding from the Australian Government Department of Health, Partners in Culturally Appropriate Care (PICAC) initiative.

Acknowledgement

Centre for Cultural Diversity in Ageing acknowledges and pays respect to the Wurundjeri people of the Kulin nation, on whose land this resource was developed. We pay our respects to Aboriginal and Torres Strait Islander peoples, their ancestors and elders, both past and present and acknowledge their continuing connection to land, sea and community. We hope our work contributes to the wider project of respect and recognition between cultures in Australia.

The Inclusive Service Standards: Organisational Audit Tool was developed with funding from the Australian Government Department of Health, Partners in Culturally Appropriate Care (PICAC) initiative.

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