



Centre for
Cultural Diversity
in Ageing

Supported by Benetas

Inclusive Service Standards

Second Edition

Centre for Cultural Diversity in Ageing
July 2021

Acknowledgement

Centre for Cultural Diversity in Ageing acknowledges the Traditional Owners and Custodians of country throughout Australia. We pay our respect to Aboriginal and Torres Strait Islander peoples, their ancestors and Elders, both past, present and emerging 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.

We also acknowledge the ongoing support of the Australian Government Department of Health, Benetas and the Partners in Culturally Appropriate Care (PICAC) Alliance.

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Inclusive Service Standards

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An inclusive approach focuses on adapting and improving current services and organisational practices so they are welcoming, safe and accessible for all.

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Centre for Cultural Diversity in Ageing

The 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. The Centre receives funding from the Australian Government Department of Health, Partners in Culturally Appropriate Care (PICAC) program.

Companion resources

The Centre for Cultural Diversity in Ageing has developed a suite of resources to assist in the implementation of the Inclusive Service Standards. They include an online portal, online training modules, video and discussion guide, tip sheets and templates.

Visit culturaldiversity.com.au to access these and other useful resources.

Introduction

The Inclusive Service Standards were developed by the Centre for Cultural Diversity in Ageing to assist aged care providers to become better equipped at meeting the diverse needs of their consumers. They provide a framework to support organisations on their journey to becoming truly inclusive for all consumers.

These standards are designed to embed a systematic and holistic approach across an organisation that recognises and responds to the breadth of consumer diversity where all consumers feel valued and respected and have their individual needs met.

The Inclusive Service Standards guide organisations through articulating their commitment to inclusive services, developing systems that support inclusive services and ensuring that there is capacity to deliver inclusive services.

Why services need to consider how they address diversity

Australia is shaped by its evolving diversity. As our society continues to transform, it is important for service providers do the same. This requires us to move beyond siloed understandings of diversity and implement an approach that acknowledges our obligation and commitment to work with all consumers in an inclusive way.

As individuals, we each have a unique identity that is shaped by our beliefs, traditions, values, relationships and histories. Organisations that are not flexible and responsive to these characteristics create barriers for consumers.

Barriers to access, quality outcomes and full participation occur when the policies, practices or procedures of an organisation intentionally or unintentionally discriminate against particular sections of the population or consumer group.

Addressing diversity ensures that:

- systemic access barriers are removed
- consumers are active participants in their service provision
- equitable outcomes are achieved.

Understanding diversity

Diversity encompasses any characteristic used to differentiate one person from another. The spectrum of human diversity permeates the way in which individuals and communities experience the world, the way they self-identify and the way they are identified by others.

People may experience and identify with multiple diversity characteristics at any given time or in any given context.

It is incumbent on service providers to understand an individual's diverse characteristics and how these can intersect and be experienced differently for each individual. It is also important for service providers to understand how these characteristics can lead to a person experiencing multiple disadvantages or barriers to accessing services.

An inclusive approach to addressing diversity

Inclusive service provision moves beyond viewing a consumer as a series of needs, stereotypes or one-dimensional diversity characteristics. It places all consumers at the centre, engaging them in their service provision, listening and responding to what is important to them.

The key principles of an inclusive approach include:

- commitment to understanding and addressing diversity in the broadest sense
- holistic practice that supports the intersecting diversity characteristics of all consumers
- informed knowledge of local community
- methods of identifying and removing systemic barriers
- flexible, responsive and adaptable style when working with consumers
- adopting inclusive and flexible consumer feedback processes
- embedding diversity and inclusion into policies, strategies and service provision
- robust systems that embed consistent practice throughout the organisation.

Addressing diversity through an inclusive approach may be different for each organisation. An inclusive approach focuses on adapting and improving current services and organisational practices so they are welcoming, safe and inclusive for all consumers.

Purpose of the Inclusive Service Standards

The Inclusive Service Standards provide a structure through which organisations can embed inclusive practices across all policies, strategies and service provision.

Organisations that successfully implement the Inclusive Service Standards will:

- articulate their responsibility to address diversity in a holistic and systematic way
- understand the diverse interests, goals and needs of consumers and respond supportively
- empower consumers to make informed decisions
- deliver flexible, accessible services free of barriers and discrimination.

Adopting the standards not only ensures better outcomes for individual consumers, it also assists organisations to meet the requisite legal and funding responsibilities set out by government.

Service responsibilities

The **Aged Care Act (1997)** requires all aged care service providers to:

‘facilitate access to aged care services by those who need them, regardless of race, culture, language, gender, economic circumstance or geographic location’
2-1 (e)

‘encourage diverse, flexible and responsive aged care services that are appropriate to meet the needs of the recipients of those services and the carers of those recipients; and facilitate the independence of, and choice available to, those recipients and carers’
2-1 (g).

The Aged Care Act identifies nine special needs groups which aged care providers need to consider in the development and delivery of their services:

- people from Aboriginal and Torres Strait Islander communities
- people from culturally and linguistically diverse backgrounds
- people who live in rural or remote areas
- people who are financially or socially disadvantaged
- veterans
- people who are homeless or at risk of becoming homeless
- care leavers
- parents separated from their children by forced adoption or removal
- lesbian, gay, bisexual, transgender and intersex people.

The **Australian Aged Care Quality Standards (2018)** require all aged care service providers to recognise identity, culture and diversity in their service delivery and to ensure that services are inclusive and free of discrimination.

The Inclusive Service Standards are recognised as a key resource in the Guidance Materials supporting the Aged Care Quality Standards.

The **Aged Care Diversity Framework (2017)** developed by the Australian Government, promotes the need for aged care providers to embed an inclusive approach in the design and delivery of services for older people from diverse backgrounds. It articulates the role of government, peak organisations, representative groups, service providers, consumers and carers. The framework provides an overarching structure for the following action plans:

Actions to Support Older Aboriginal and Torres Strait Islander People: a Guide for Aged Care Providers

Actions to Support Older CALD People: a Guide for Aged Care Providers

Actions to Support LGBTI Elders: a Guide for Aged Care Providers

Shared Actions to Support all Diverse Older People: a Guide for Aged Care Providers

Additional action plans to support other special needs groups will be developed in the future.

Alignment with Aged Care Quality Standards

The Australian Aged Care Quality and Safety Commission references the Inclusive Service Standards as a key resources in assisting providers to comply with the Aged Care Quality Standards. As such, meeting some or all of the performance measures in the Inclusive Service Standards provides evidence that an organisation is working to embed an inclusive non-discriminatory approach to its delivery of care and services.

Each performance measure has been aligned with relevant Aged Care Quality Standards requirements as set out in [Guidance and Resources for Providers to Support the Aged Care Quality Standards](#) published by the Aged Care Quality and Safety Commission.

Standard 1 - Commitment to inclusive services

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

Performance Measure 1.1

Key organisational documents such as commitment statements, strategic plans and policies demonstrate a commitment to inclusive service provision.

Suggested actions and strategies

An organisation wide diversity and inclusion strategy is approved by Board/Council.

Diversity and inclusion are organisational pillars that inform service improvement and are viewed as fundamental to the growth and success of the organisation.

Review of all broad high-level policies, plans, mission statements, frameworks and procedures in partnership with key stakeholders reflective of the special needs groups within the Aged Care Act (1997).

The contributions of key stakeholders representing special needs groups are included in strategic documents.

Diversity and inclusion is a commitment by executive leaders and board members. This commitment is communicated across the organisation regularly.

Diversity and inclusion committee and/or and relevant working groups exist to formally evaluate progress against diversity and inclusion goals.

Performance Measure 1.2

The organisation's commitment to inclusive service provision is promoted to all key stakeholders.

Suggested actions and strategies

The organisation has established relationships with key stakeholders and have co-designed a diversity and inclusion statement.

The co-designed diversity and inclusion statement is shared at internal and external stakeholder meetings.

The organisation promotes its commitment to diversity and inclusion through multiple channels including staff email signatures, internal and external websites, agenda and minute templates, official letterhead templates and business cards.

The organisation creates a welcoming environment by displaying inclusive images, signage and information at places where consumers access services as well as within staff settings. For example multilingual signage or Aboriginal and Torres Strait islander flags and rainbow symbols.

The marketing and communications team are regularly trained in marketing for diverse audiences.

Performance Measure 1.3

Quality and continuous improvement processes include the monitoring of inclusive service strategies.

Suggested actions and strategies

A diversity and inclusion lens is incorporated into risk management plans and systems through consultation with special needs group stakeholders.

A risk management plan is created for each special needs group within the diversity plan.

Staff responsible for overseeing quality and continuous improvement processes are trained across diversity and inclusion topics.

Quality and continuous improvement teams have implemented diversity and inclusion categories, labels or tags within their electronic or manual risk management systems that flag service risks to diverse groups.

Diversity and inclusion committee and/or relevant working groups exist to formally evaluate progress against diversity and inclusion goals.

Identified actions from diversity and inclusion plans are incorporated into organisation wide Aged Care Quality Standards continuous improvement plans.

Performance Measure 1.4

The organisation identifies key roles and responsibilities which drive and promote inclusive service provision.

Suggested actions and strategies

The organisation demonstrates a commitment to diversity and inclusion at board level through the appointment of diverse membership.

Executive leaders map the key roles (inclusive of board members) that hold responsibility to promote and implement inclusive service delivery and implement the diversity and inclusion strategies.

Senior leaders map the consumer's journey through the services provided and ensure that program managers are identified as key roles that promote and drive inclusive service improvements.

Performance Measure 1.5

Service provision procedures reflect an inclusive service approach.

Suggested actions and strategies

In partnership with key stakeholders (for example consumer advocates, special needs groups peak bodies, senior citizen clubs and subject matter experts), review existing service provision guidelines to identify areas to increase inclusion in service provision procedures from across multiple services.

A periodic analysis of demographic consumer data, in comparison to local changing demographics and future state population prediction is conducted.

A diversity and inclusion working group or communities of practice is formed that meets regularly to discuss inclusive service approaches.

The organisation is linked to diversity and inclusion networks, research, conferences and advisory groups to keep updated on inclusive service provision.

Performance Measure 1.6

The organisation's printed and online collateral is reflective of a commitment to delivering services in an inclusive way.

Suggested actions and strategies

In partnership with key stakeholders, the organisation periodically reviews existing printed and online (internal intranet and external) web-based promotional materials.

In partnership with key stakeholders, the organisation periodically researches and consults on preferred communication methods and approaches that are most accessible for diverse consumers and communities including considerations for languages other than English (print, video and in-language audio), literacy levels and plain/easy language usage, hearing and sight capacity, inclusive and gender-neutral language and culturally safe content.

A diversity communication strategy is developed based on consultation with key stakeholders. The communication strategy identifies the key areas of accessibility.

The organisation develops promotional material in partnership with key stakeholders to deliver and promote services.

Marketing and communication teams are regularly trained on marketing for diverse audiences.

Diversity and inclusion glossaries/inclusive language guides are created that provide terminology and identify priority groups as reflected in the Aged Care Act (1997) with links for further information.

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 measure 2.1

The organisation undertakes an analysis of strengths, gaps, capabilities and readiness to implement and maintain an inclusive approach to service delivery.

Suggested actions and strategies

The organisation initiates audits that are reflective of special needs consumer groups to the organisation. Some examples of group audits and tools are:

- Built environment access and wayfinding navigation and accessibility audit (inclusive of accessible reception areas, toilets, seating, elevators and pathways)
- Aboriginal Cultural Safety inclusive practices tools
- LGBTI - inclusive practice audit tool
- Inclusive Service Standards organisational audits
- Cultural competence audit tools.

The organisation has centralised the diverse group audits and tools with other key organisational audits.

The organisation has assigned key responsibility of completion, revision and implementation of the diverse group audits to trained staff working within organisational governance, quality and continuous improvement.

Staff feedback is sought regarding any service improvements relating to diverse consumer groups.

Performance Measure 2.2

Stakeholder consultation processes include and facilitate consultation with special needs groups.

Suggested actions and strategies

The organisation's consultation strategies articulate how to engage with stakeholders from diverse backgrounds.

The organisation invests time and resources (financial or in-kind) to build relationships with expert organisations, consultants and consumer led groups. The relationships explore co-design, knowledge sharing, cross program innovation and learning and development partnerships.

Performance Measure 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).

Suggested actions and strategies

The organisation supports staff to identify and communicate barriers relating to special needs groups through internal staff surveys, professional development reviews, performance supervision, and team meetings. This information is analysed and categorised based on risk.

The organisation periodically researches the barriers facing diverse groups within their local community.

A diversity advisory committee is created within the organisation to identify ways to prevent barriers to service access.

Connect and consult with peak bodies, diversity networks and aged care organisations specialising in diversity, to keep up to date with current barriers facing special needs groups and any innovative program responses.

Performance Measure 2.4

A system is in place for receiving feedback from consumers from special needs groups and using this feedback to improve services.

Suggested actions and strategies

The organisation has mapped consumer engagement points, where staff can collect service feedback, as well as recommended methods to successfully engage diverse consumers.

The organisation uses multiple methods to gather consumer feedback that are accessible and inclusive.

The organisation has established community-based group feedback processes. The approaches were developed in partnership with key stakeholders and include interpreter and translation use.

Partner with consumer advocacy groups and peak bodies to co-design an inclusive feedback policy.

Performance Measure 2.5

The organisation's communication strategies include specific actions to target special needs groups.

Suggested actions and strategies

Key documents are translated into preferred languages where required.

Marketing and communications teams are trained regularly in marketing for diverse audiences.

Inclusive language guide and inclusive language is embedded across all special needs groups' communications.

The organisation consults with diverse marketing consultants specialised in diverse groups as reflected in the Aged Care Diversity Framework.

The organisation has co-designed with key stakeholders a diversity communication strategy that maps consumers groups and their preferred communication approaches and needs.

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 Measure 3.1

The organisation identifies key skills required for management and staff to be able to fulfill their responsibilities in implementing inclusive service provision.

Suggested actions and strategies

Leaders and managers have access to a range of diversity learning resources reflective of the Aged Care Diversity Framework, which are self-directed and instructor led.

Leaders and managers are provided with instructor led professional development on topics such as cross-cultural communication, hiring and maintaining a diverse workforce, working with interpreters, culturally competent service provision and applying a diversity lens to care planning.

Key skills and core competencies relating to inclusive service provision are identified relevant to the role and communicated in recruitment processes. Such skills for direct care staff include language skills, having a lived experience, experience working with diverse communities, understanding and awareness of diversity special needs groups, their cultures and issues affecting them.

Performance Measure 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.

Suggested actions and strategies

Diversity learning and training strategy is created that includes a review of current learning modules to reflect any gaps in diversity and inclusion learning and development topics.

Diversity training calendar is created. Training is made available to all staff in different modes. For example online self-paced, virtually, in person and through intensive short courses.

Human resources staff are trained in diversity and inclusion topics and plan activities throughout the year that celebrate all diversity.

A diversity and inclusion intranet web page is created with up-to-date diversity and inclusion topics and resources.

Diversity and inclusion section is embedded into staff newsletters and communicate.

Diversity and inclusion glossaries/Inclusive language guides are created that provide terminology and identify priority groups as reflected in the Aged Care Diversity Framework with links for further information.

Diversity and inclusion training is embedded into new staff induction.

Partner with specialist peak bodies to deliver tailored training relevant to priority special needs groups.

Performance Measure 3.3

Management and staff key performance indicators include meeting inclusive service approaches.

Suggested actions and strategies

The organisation has researched and collected diversity learning and performance indicators.

Learning and performance indicators mirror the diversity training and learning schedule, the Inclusive Service Standards, as well as the Aged Care Diversity Framework priority groups.

Diversity and inclusion topics are embedded into all staff performance management and supervision agenda templates.

Managers and supervisors support and track staff learning and performance through supervision. Human Resources record training completion and performance.

Performance Measure 3.4

Induction and ongoing professional development reflects the organisational commitment to inclusive services.

Suggested actions and strategies

New staff are informed of the organisation's commitment to diversity and inclusion and provided with diversity strategy and diversity and inclusion related policies during induction.

Communities of practice have been developed, supported and promoted with the purpose of providing spaces for reflective practice across programs and teams and aligned to the diversity and inclusion learning frameworks.

Embed diversity and inclusion training in compulsory staff induction training.

Human resources staff are trained in diversity and inclusion topics and plan activities throughout the year that celebrate all diversity.

Performance Measure 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).

Suggested actions and strategies

A diversity and inclusion budget is created (inclusive of financial and in-kind) that includes short term and long-term costs of diversity and inclusion innovations and structural changes.

Additional funding opportunities are sought, through federal, state and local government and philanthropic channels.

Budget example 1: Language Services – a comprehensive budget that is reflective of external funding, negotiated sole provider agreement, cost effective interpreter options such as internal interpreters and translators for high use languages, translations of core information across multiple mediums and languages.

Budget example 2: Diversity and Inclusion Training Schedule – a comprehensive budget that outlines the cost of online training licences, cost of instructor led training sessions, cost of staff time to access intensive short courses, the cost of temporarily replacing staff, or productivity loss while they are being trained, administrative costs to create, manage, monitor and troubleshoot the training schedule.

Budget example 3: Diversity and Inclusion Engagement Strategies – a comprehensive budget that outlines the cost of media campaigns, video production, photography, graphic design, event management, catering, site bookings, printing, radio time and newspaper advertising.

Table aligning performance measures with Aged Care Quality Standards

Inclusive Service Standards Performance Measure	Aged Care Quality Standard
<p>1.1 Key organisational documents such as commitment statements, strategic plans and policies demonstrate a commitment to inclusive service provision.</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p> <p>Standard 8: Organisational governance 8 (3) (b) The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.</p>
<p>1.2 The organisation's commitment to inclusive service provision is promoted to all key stakeholders.</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p> <p>Standard 8: Organisational governance 8 (3) (b) The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.</p>
<p>1.3 Quality and continuous improvement processes include the monitoring of inclusive service strategies.</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p> <p>Standard 8: Organisational governance 8 (3) (b) The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.</p>
<p>1.4 The organisation identifies key roles and responsibilities which drive and promote inclusive service provision.</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p> <p>Standard 8: Organisational governance 8 (3) (c) Effective organisation wide governance systems.</p>
<p>1.5 Service provision procedures reflect an inclusive service approach</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p> <p>Standard 2: Ongoing assessment and planning with consumers 2 (3) (B) Assessment and planning identifies and addresses the consumer's current needs, goals and preferences, including advanced care planning and end of life planning if the consumer wishes.</p> <p>Standard 3: Personal care and clinical care 3 (3) (c) The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.</p> <p>Standard 4: Services and supports for daily living 4 (3) (a) Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimize their independence, health, well-being and quality of life.</p> <p>Standard 5: Organisation's service environment 5 (3) (a) The service environment is welcoming and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function.</p>

Table aligning performance measures with Aged Care Quality Standards (Continued)

Inclusive Service Standards Performance Measure	Aged Care Quality Standard
<p>1.6 The organisation's printed and online collateral is reflective of a commitment to delivering services in an inclusive way.</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p> <p>Standard 8: Organisational governance 8 (3) (b) The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery</p>
<p>2.1 The organisation undertakes an analysis of strengths, gaps, capabilities and readiness to implement and maintain an inclusive approach to service delivery.</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p> <p>Standard 8: Organisational governance 8 (3) (b) The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. 8 (3) (c) Effective organisation wide governance systems.</p>
<p>2.2 Stakeholder consultation processes include and facilitate consultation with special needs groups.</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p> <p>Standard 6: Feedback and complaints 6 (3) (b) Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints. 6 (3) (d) Feedback and complaints are reviewed and used to improve the quality of care and services.</p>
<p>2.3 The organisation has mechanisms for identifying and removing barriers that consumers from special needs groups may experience in accessing services (for example, language barriers, lack of information, physical barriers and affordability).</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p>
<p>2.4 A system is in place for receiving feedback from consumers from special needs groups and for using this feedback to improve services</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p> <p>Standard 6 : Feedback and complaints 6 (3) (b) Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints</p>
<p>2.5 The organisation's communication strategies include specific actions to target special needs groups</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p> <p>Standard 6 : Feedback and complaints 6 (3) (b) Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.</p>

Table aligning performance measures with Aged Care Quality Standards (Continued)

Inclusive Service Standards Performance Measure	Aged Care Quality Standard
<p>3.1 The organisation identifies key skills required for management and staff to be able to fulfill their responsibilities in implementing inclusive service provision.</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p> <p>Standard 7: Human resources 7 (3) (a) The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services. 7 (3) (b) Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity. 7 (3) (c) The workforce is competent and members of the workforce have the qualifications and knowledge to effectively perform their roles.</p>
<p>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.</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p> <p>Standard 7: Human resources 7 (3) (a) The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services. 7 (3) (b) Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity. 7 (3) (c) The workforce is competent and members of the workforce have the qualifications and knowledge to effectively perform their roles.</p>
<p>3.3 Management and staff key performance indicators include meeting inclusive service approaches.</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p> <p>Standard 7: Human resources 7 (3) (e) Regular assessment, monitoring and review of the performance of each member of the workforce.</p>
<p>3.4 Induction and ongoing professional development reflects the organisational commitment to inclusive services.</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p> <p>Standard 7: Human resources 7 (3) (d) The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.</p>
<p>3.5 The organisation allocates budget items that support the development and implementation of inclusive service provision (for example, interpreter services, translations, inclusive service training and targeted media campaigns).</p>	<p>Standard 1: Consumer dignity and choice 1 (3) (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued. 1 (3) (b) Care and services are culturally safe.</p> <p>Standard 8: Organisational governance 8 (3) (c) Effective organisation wide governance systems</p>

Companion resources*

Online portal

The Inclusive Service Standards Portal provides an easy means by which aged care services can track their progress against the standards. It gives access to tools and resources designed to assist them in implementing and monitoring inclusive service strategies and practices.

The portal contains:

- Self-assessment tools
- Reading room
- Tips and Templates to support inclusive practice
- Invitations for good practice across the sector
- Access to self-assessments for all the Diversity Action Plans

Online training modules

Targeted at senior aged care managers and leaders, these four short training modules provide an overview of the Inclusive Service Standards giving participants a chance to walk through each standard and reflect their organisation's current progress towards inclusive service provision. They also highlight ideas which help organisations on their journey.

Video and discussion guide

This animated video provides an overview of the principles and ideas behind the Inclusive Service Standards. It is accompanied by a discussion guide which can be used to workshop the video with staff and a transcript which can be printed.

Tip sheets and templates

The following tip sheets and templates have been developed to assist with inclusive service provision:

Tip Sheets:

- Suggested actions and strategies for each Performance Measure in the Inclusive Service Standards
- Diversity and Inclusion training topics
- Diversity and Inclusion Glossary of Terms

Templates:

- Sample Diversity and Inclusion Policy
- Sample Diversity and Inclusion staff survey
- Consumer feedback forms in 12 key community languages
- Sample Diversity Key Performance Indicators

*Additional resources will be added over time.

These resources are free for Australian Government Approved Aged Care Providers and can be accessed at: culturaldiversity.com.au/service-providers/inclusive-service-standards

Other resources

[Aged Care Act 1997, Australian Government](#)

[Accessible for all, Australian Government](#)

[Aged Care Quality Standards, Australian Government](#)

[Guidance and Resources for Providers to Support the Aged Care Quality Standards, Australian Government](#)

[Aged Care Diversity Framework, Department of Health 2017](#)

[Actions to Support Older Aboriginal and Torres Strait Islander People: a Guide for Aged Care Providers, Department of Health 2019](#)

[Actions to Support Older Aboriginal and Torres Strait Islander People: a Guide for Consumers, Department of Health 2019](#)

[Actions to Support Older CALD People: a Guide for Aged Care Providers, Department of Health 2019](#)

[Actions to Support Older CALD People: a Guide for Consumers, Department of Health 2019](#)

[Actions to Support LGBTI Elders: a Guide for Aged Care Providers, Department of Health 2019](#)

[Actions to Support LGBTI Elders: a Guide for Consumers, Department of Health 2019](#)

[Shared Actions to Support all Diverse Older People: a Guide for Aged Care Providers, Department of Health 2019](#)



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