

# Video Discussion Guide

## Inclusive Service Standards



### Overview

The Inclusive Service Standards video was developed to accompany the [Inclusive Service Standards: A resource for aged care providers](#). This resource, developed by the Centre for Cultural Diversity in Ageing, aims to assist aged care providers in the development and the delivery of inclusive services to all consumers.

The Inclusive Service Standards video is a graphic representation of the key themes outlined in the resource. This discussion guide aims to facilitate group discussion raised in the video.

The video can be viewed in full or in 4 parts. There are discussion questions to correspond to each of these parts.

[Watch video in full \(5:50 mins\)](#)

[Watch - Introduction to inclusive service delivery \(2.53 mins\)](#)

[Watch – Standard 1 - Commitment to Inclusive Services \(57 secs\)](#)

[Watch – Standard 2 - Developing Inclusive Services \(50 secs\)](#)

[Watch – Standard 3 - Capacity Building for Inclusive Services \(1.42\)](#)

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## Introduction to inclusive service delivery

When organisations adopt an inclusive approach in their service delivery they are more likely to attract and subsequently meet the needs and goals of a broader consumer base. They are better equipped to address diversity in a holistic and systematic way and empower consumers to make informed choices about the services they receive. The key principles of an inclusive approach include:

- A commitment to understanding and addressing diversity;
- A big picture view, that supports all consumers' multiple and intersecting characteristics;
- Knowledge about the local community;
- Methods that identify and remove barriers;
- A flexible, responsive and adaptable style; and
- Robust systems that embed consistent practice throughout the organisation.

The Inclusive Service Standards were developed to provide a roadmap to guide organisations on a journey toward becoming truly inclusive for all consumers.

## Discussion questions

- What does delivering inclusive services mean to your organisation?
- How can your organisation benefit from delivering services in an inclusive way?
- What do you think it means to your consumers?
- What strategies does your organisation use to address the diverse needs of your consumers?
- How do you know if your services are inclusive?

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## Standard 1 - Commitment to Inclusive Services

The first of the Inclusive Service Standards focuses on organisational commitment. Organisations that demonstrate organisational values and statements that commit to being inclusive are better placed to respond to consumer diversity. Building diversity and inclusion priorities into organisational strategies, policies and quality and continuous improvement measures, are key to achieving sustainable changes in service provision.

### Discussion questions

- How does your organisation demonstrate that it is committed to delivering services in an inclusive way?
- Does your organisation have a plan for how it will address diversity?
- Do organisational policies and procedures reflect an inclusive approach?
- How does your organisation measure outcomes for consumers from diverse backgrounds?
- Does your organisation's continuous improvement process monitor diversity and inclusion strategies?
- How can your organisation better reflect a commitment to inclusive service provision?

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## Standard 2 - Developing Inclusive Services

A key part of inclusive service provision is the capacity to glean meaningful information from consumers and stakeholders. This information provides organisations with the evidence required to respond to individual consumer interests and needs. Developing inclusive services ensures that there are systems in place that guide ongoing review of services, consumer engagement and removal of barriers faced by some consumers.

### Discussion questions

- In what ways does your organisation engage with consumers from diverse backgrounds?
- What might be some of the barriers consumers face in accessing your services?
- How do you go about identifying possible barriers?
- What steps can your organisation take to remove or reduce the barriers they confront?
- How does your organisation find out about consumers' experience of the service?
- Is this information used to modify or add value to the way in which services are delivered?
- How does your organisation ensure that consumers participate as fully as they can at all levels of the service?
- How can your organisation ensure that services are adaptable and responsive to a diverse range of consumers?

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## Standard 3: Capacity building for inclusive services

An organisation's capacity to implement an inclusive service approach rests on a well-trained, well-resourced management and staff. Having access to contemporary information, tools and resources is key to embedding the skills necessary for planning and delivering inclusive service objectives, and on maintaining a commitment to inclusion.

### Discussion questions

- How well does the organisation's induction and training demonstrate a commitment to inclusive service provision?
- What opportunities do management and staff have to develop their skills in planning and delivering inclusive service objectives?
- How well do management and staff understand their responsibilities to deliver culturally inclusive services?
- What access do management and staff have to tools and resources which can assist them in implementing inclusive service provision?
- In what ways can the organisation improve its capacity to implement an inclusive service approach?

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## Further Resources

The team at the Centre for Cultural Diversity in Ageing is happy to provide your organisation with more information and advice on the Inclusive Service Standards. Please contact us to discuss your needs.

### Acknowledgments

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The Centre for Cultural Diversity in Ageing acknowledges and pays respect to the Wurundjeri people of the Kulin nation whose land the Inclusive Service Standards and A Journey of Inclusion were developed.

### Contact Us

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