

Why is this important?

Recognising each person's diverse attributes means we can deliver services that better meet their needs (person-centred care), provide quality services and meet the requirements of the Aged Care Quality Standards. Addressing diversity is a fundamental principle of all Commonwealth Home Support Programme (CHSP) services and promotes inclusion and acceptance.

Facilitator guide

Question 1

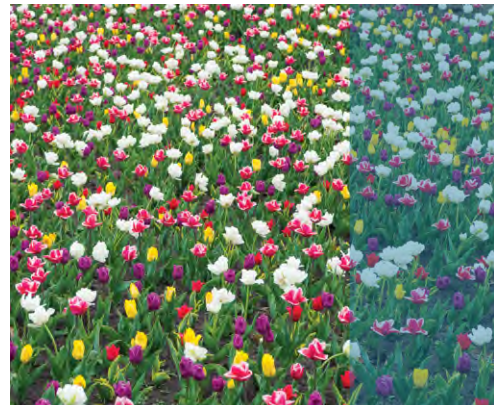
What do we mean by 'diversity'?

Discussion prompts

- Why is diversity important?
- Who are some of the groups that make up our diverse community?
- What are the different needs people may have?

Points to consider

- Diversity is about what makes each of us unique and includes our backgrounds, personality, life experiences and beliefs
- Each person may have specific social, cultural, linguistic, religious, spiritual, psychological, medical and care needs
- Older people with diverse attributes, characteristics and life experiences may have experienced exclusion, discrimination and stigma during their lives
- There is no limit to the number of different characteristics a person holds, and no two people's lived experiences are the same.



Question 2

What are examples of diversity amongst the consumers you work with?

Points to consider

- People living with cognitive impairment, including dementia
- LGBTIQ+ people
- People who identify as Aboriginal and/or Torres Strait Islander
- People from different cultural and linguistic backgrounds
- Veterans
- People who are homeless or at risk of homelessness
- People with mental health illness
- People with a disability
- Forgotten Australians or care leavers
- People from lower socio economic backgrounds
- People living in rural and remote communities.

Question 3

What are the diverse attributes of the consumer in this case study?

Discussion prompts

- What makes them unique?
- What characteristics, needs, or life experiences would you need to be aware of?

Question 4

In what ways does this case study demonstrate how the diversities of the consumer were met/could be met during service delivery?

Discussion prompts

- What considerations have been or need to be accommodated?
- What has the provider done/or would need to do to support this person?

Question 5

What is your organisation currently doing well and what could be done better in supporting consumers with diverse needs?

Discussion prompts

- Discuss an example where your organisation meets a consumer's diverse needs
- Discuss an example where a consumer's diverse needs are not being met well
- What could be improved?
- How could your organisation better support you to ensure consumer needs are met?

Question 6

How do we ensure we meet the needs of all consumers?

Discussion prompts

- What can we do as individuals?
- What does your organisation need to do?

Points to consider

- Asking what is important to each person
- Offering choice to consumers
- Partner with each consumer to plan services around their needs and goals
- Regularly checking in with the consumer and seeking feedback
- Regular review
- Ensuring staff have the capacity to meet individual needs
- Making sure the organisation supports staff to meet the individual needs of each consumer (training, policies and procedures, staff supervision etc.).

Question 7

How representative are the consumers in your service of the wider community?
What makes you say this?

Discussion prompts

- Do you know who makes up your local community?

Question 8

What could your organisation do to make your services more appealing to different community groups?

Points to consider

- Engage with peak bodies or leaders from different communities to seek information on how to engage
- Promote the ways your organisation can meet diverse needs
- Signage and artwork
- Employ a diverse workforce
- Engage in community events
- Seek and act on feedback
- The organisation tells consumers about their rights, including their right to have their dignity maintained, be treated with respect and how it supports the identity, culture and diversity of consumers when delivering care and services
- A diversity action plan, or similar document, shows that the workforce has put strategies in place for inclusive care and service delivery.

Resources

Sector Development Team Grampians Region

<https://csdgramprians.org.au/diversity>

The Aged Care Diversity Framework

<https://www.health.gov.au/resources/publications/aged-care-diversity-framework>

Connecting the pieces

<https://www.esdt.com.au/connecting-the-pieces.html>