

Aged Care Diversity Framework

Resource Sheet 3 Diversity Framework Action Plans

The Aged Care Sector Diversity Sub-group has developed four action plans for the sector. These plans target all diverse older people; Aboriginal and Torres Strait Islander people; people from culturally and linguistically diverse backgrounds; and lesbian, gay, bisexual, transgender and intersex elders.

These plans aim for the following outcomes:

- older people from diverse groups can make informed choices about support and care
- all levels of sector planning routinely consider actions to address access barriers
- care and support provision is accessible and sensitive to diverse experiences and needs
- the system is proactive and flexible in developing responses to access barriers
- support and care services are respectful and inclusive of diversity
- support and care services are meeting the needs of the most vulnerable.

The plans are available at
[https://www.health.gov.au/
resources/collections/aged-
care-diversity-framework-
action-plans](https://www.health.gov.au/resources/collections/aged-care-diversity-framework-action-plans)

What should agencies and their services do as a response?

- Either, include diversity goals and strategies in strategic and all other plans or
- Develop a specific Diversity Plan across the organisation

[continued]

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The Three Key Strategies Proposed in the Action Plans

Build, maintain and support internal expertise

Learn about diversity in your local communities

Recruit Staff and Board to reflect diversity

Train staff in working with diverse communities

Train staff in trauma informed care provision

Appoint staff champions with specialised knowledge and skills

Actively involve consumers in the design, running and evaluation of services

Establish consumer advisory & feedback mechanisms

Learn from consumers about local networks

Link isolated consumers to networks and communities

Educate other consumers about diversity when challenges arise

Routinely ask consumers about additional needs linked to diversity

Acknowledge and celebrate significant days and events

Design, implement and review systems that are sensitive to diversity

Strong policies around cultural safety, discrimination and codes of conduct

Flexible methods of support delivery

Plain, clear information and check understanding

Partner with specialist support organisations in the diversity space

For links to further information and resources, see **Sheet 17: Resources nos. 3, 5, 6, 7**