



GOODWIN
THE BETTER LIFE CHOICE

Goodwin Aged Care Services Diversity Action Plan 2020

Promoting Inclusiveness
September 2020

Endorsed by: Goodwin Board of Directors
Primary responsibility for this document: Goodwin Executive Management

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Acknowledgements

The Australian Government Department of Health – Aged Care Diversity Framework

- *Australian Government Diversity Action Plan 2019*
- *Actions to support Lesbian, Gay, Bisexual, Trans and Gender Diverse and Intersex elders*
- *Shared actions to support all diverse older people*
- *Actions to support older Culturally and Linguistically Diverse people*
- *Actions to support older Aboriginal and Torres Strait Islander people*

Leading Age Services Australia – Diversity Action Plan and Report 2020

Centre for Cultural Diversity in Ageing – Inclusive Service Standards Organisational Audit Tool 2018

ACT Legislation:

- *Equal Opportunity Act 2010*
- *Racial and Religious Tolerance Act 2001*
- *Charter of Human Rights and Responsibilities Act 2006*
- *Australian Human Rights Commission Act 1986*
- *Age Discrimination Act 2004*
- *Disability Discrimination Act 1992*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*

Message from the Chief Executive Officer

We are pleased to introduce the Goodwin Aged Care Services (Goodwin) Diversity Action Plan. Goodwin's Diversity Action Plan (Action Plan) has been developed in consultation with staff. The concept of Diversity is one of inclusiveness and respect and includes many things that make us unique such as culture, language, ethnicity, gender, sexual orientation, age or literacy level. The Action Plan recognises that Goodwin provides services to a diverse population. Our goal is to provide accessible and responsive services for our residents and clients and provide support for our employees.

Our approach to inclusive and responsive services that support the individual under this Action Plan can make a very real difference to the lives of many people in our care.

Our Action Plan aims to strengthen and support Goodwin in how we identify, understand and respond to the increasing diversity of the resident, client and workforce populations.

This Action Plan is aligned with Goodwin's Vision, Mission and Values. It is also aligned with the Australian Government Department of Health's Aged Care Diversity Framework 2017. The Plan enables us to embed diversity in the corporate and clinical governance structures and management systems and inform policies and procedures. Our Action Plan is designed to support and better identify, understand and respond to residents, clients and their families, our workforce and potential consumers. This will undoubtedly support organisational quality improvements and innovation and will result in growth of our services.

We will achieve this by improving access to services and improved communication; the provision of care; and by taking an inclusive approach to recruitment and employment.

We look forward to achieving our shared vision of equity and inclusiveness with the ongoing support of our community and staff.

Ms Sue Levy

Chief Executive Officer

Background

The Aged Care Act 1997 (Cth) identifies people from special needs groups who should be considered in the planning and delivery of appropriate aged care services. These groups include Aboriginal and Torres Strait Islander people, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who live in rural and regional areas, people who are financially and socially disadvantaged, veterans, people who are homeless or at risk of homelessness, care-leavers, people forcibly separated from their children, and lesbian, gay, bisexual, transgender and intersex (LGBTI) people.

In addition to considering people with special needs when delivering aged care, under the Aged Care Quality Standards, Goodwin must also demonstrate they treat each resident and client with dignity and respect, including by valuing their identity, culture and diversity (Standard 1, Requirement 3 a) and the governing body promotes a culture of safe, inclusive and quality care and services (Standard 8, Requirement 3 b).

In December 2019, Goodwin developed a Diversity Framework, which was authorised by the Board of Directors. In January 2020, the Leading Age Services Australia (LASA) completed a gap analysis of Goodwin's care services against the Aged Care Quality Standards. The report recommended that Goodwin prepare a Diversity Action Plan to implement the Diversity Framework.

Aim

The aim of the Action Plan is to identify strategies and activities to support an inclusive culture that respects diversity and is culturally safe, as expressed in the Diversity Framework. This Action Plan allows the Diversity Framework to be implemented, evaluated and continuously improved.

Objectives

The objectives of the Action Plan are to:

- Foster and create an inclusive care service to ensure our residents and clients are treated with respect;
- Promote and increase awareness amongst Goodwin employees and the broader community about the specific rights and needs of our residents and clients;
- Focus on practical, achievable and deliverable initiatives to improve equitable accessibility to our services;
- Enhance communication and reduce barriers to achieve tangible changes in attitudes and practices that are discriminatory towards residents and clients from diverse backgrounds; and
- Meet legislative requirements in regard to treating people with respect and dignity.

Development of the Action Plan

The development of the Action Plan involved considering Goodwin's existing governance, systems, processes and service delivery through the lens of diversity and cultural safety. Rather than identify standalone initiatives for each Special Needs Group identified in the Aged Care Act, the aim was to ensure Goodwin's culture of respect for diversity is demonstrated across the organisation including by the leadership, each service, and during individual interactions between residents, clients and staff.

The Plan includes strategies targeted at the organisational, service and individual levels. This ensures the culture of respect for diversity is translated into practice and demonstrated across the organisation.

Organisational level

- Leadership and governance promotes a culture that respects diversity, inclusion and cultural safety.
- Diversity culture and activities are monitored and reported e.g. via survey and internal audit.
- Support diverse consumers to access Goodwin services.
- Support diverse employees to access resources and services.
- Consult and collaborate with representatives from diverse consumers and communities when planning, designing and improving services.
- Systems and processes appropriately collect, store and use information/ data from consumers and staff related to diversity.

Service level

- Design physical environment to respond to diverse needs and preferences.
- Ensure catering services provide choice and options that meet diverse needs and preferences.
- Staff are recruited and retained from diverse backgrounds and with values that respect diversity.
- Education and training is available to improve understanding of diversity, inclusion and cultural safety.

Individual level

- Enable informed choice by providing information in a range of formats that can be understood by diverse consumers.
- Inclusive assessment and care planning processes.
- Match staff to resident and clients e.g. buddy system.

Each strategy developed will be implemented and evaluated, have a detailed project plan with actions, timeframes and clear responsibilities for implementation.

Governance

The Board, through the Chief Executive Officer, is responsible for promoting the delivery of safe and quality accommodation, care and services and is accountable for their delivery, in line with the Diversity Framework.

The Goodwin Executive Team are responsible for the overall quality and delivery of culturally safe care and services as well as the implementation and evaluation of the Diversity Framework. They will actively lead a culture of review and continuous improvement.

A review of the Action Plan to identify areas of improvement, successes and achievements and to update the Action Plan will be conducted annually.

Partnerships

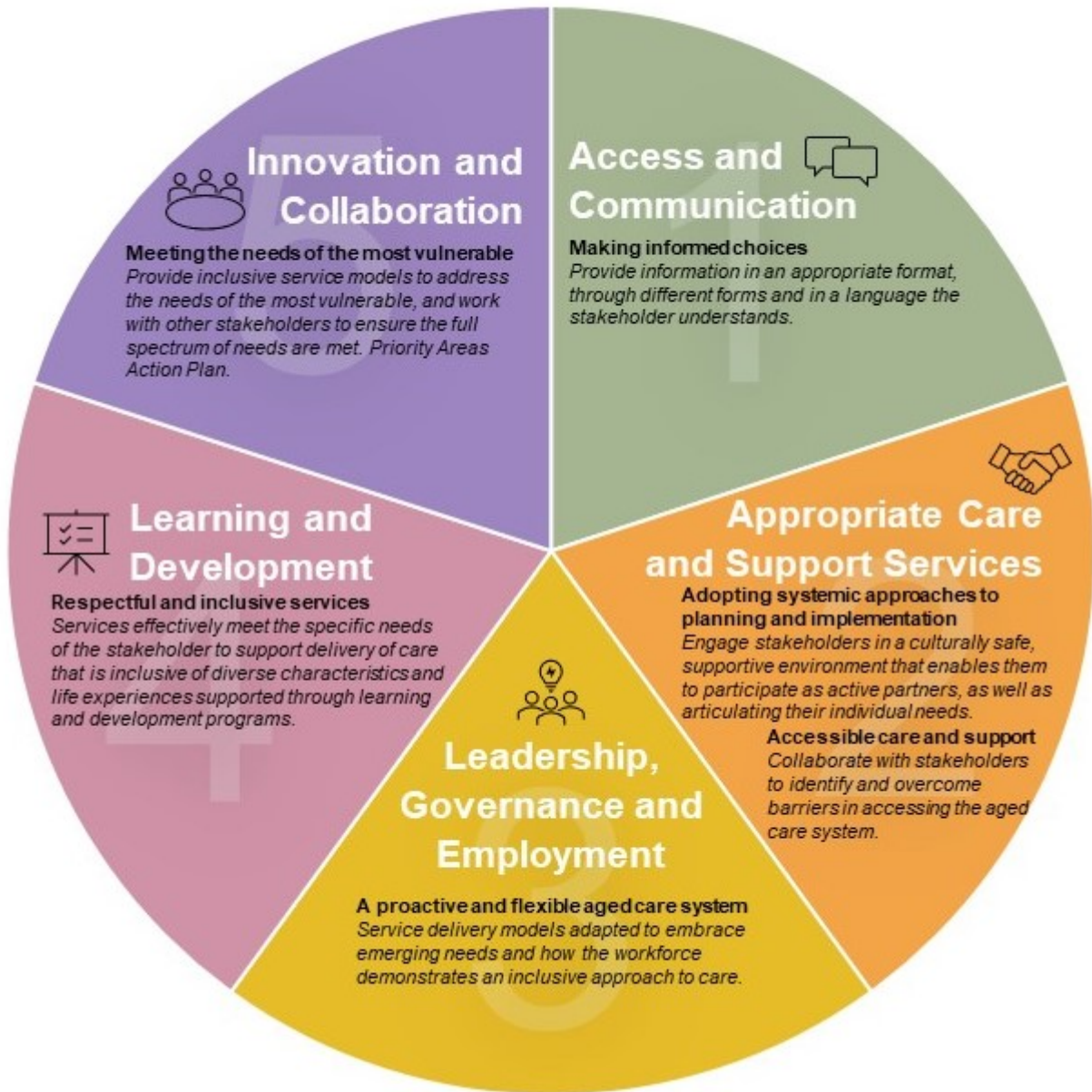
Goodwin will build and maintain strong partnerships with local community groups, resident's associations, cultural and religious organisations, and other diverse groups in the areas we work.

Specifically, we will foster partnerships with the following organisations:

- Aboriginal and Torres Strait Islander Liaison Service
- Partners in Culturally Appropriate Care (PICAC)
- DiversityACT
- Older Persons Advocacy Network (OPAN)

Our Five Priority Areas

The five priority areas align with the Goodwin's Diversity Framework and the Government's Aged Care Diversity Framework.



Priority Areas Action Plan

A comprehensive action plan has been laid out for business areas with the following key objectives:

- All resident and clients have access to information that is written in a language and format that they understand
- Support resident and clients to make informed choices that support their diverse needs and preferences
- Residents and clients experience culturally appropriate and inclusive care
- Engage with stakeholders for feedback and discussions in service planning and design to ensure continuous improvement
- Provide accessible care and services by collaborating with partners to identify and overcome barriers
- Workplace strategies are in place to provide Equal Employment Opportunities for our diverse population
- Create and support an organisational culture that values, respects, and is inclusive of staff from diverse backgrounds
- Ensure that staff education programs support positive outcomes for diverse residents and clients, including cultural understanding acceptance and inclusive practice.
- Investigate methods to increase the diversity of volunteers
- Professional development, education and training is available to support staff to respect diversity, support communication and ensure inclusive and culturally safe care and services.