



GOODWIN

THE BETTER LIFE CHOICE

Goodwin Aged Care Services Limited Diversity Action Plan 2021

Promoting Inclusiveness



Contents

Acknowledgements.....	2
Message from the Chief Executive Officer.....	3
Background.....	4
Aim.....	4
Objectives	4
Development of the Action Plan.....	4
Governance	5
Partnerships.....	6
Our Five Priority Areas.....	6
Priority Areas Action Plan	7

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 Limited (Goodwin) Diversity action plan. Goodwin's Diversity action plan (Action Plan) has been developed in consultation with employees. 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, religious beliefs 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 all 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 Action 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 customers. 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



1.0 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 *Retirement Villages Act 2012* and the Aged Care Quality Standards, Goodwin must also demonstrate they treat each resident and client with dignity and respect, by valuing their identity, culture and diversity and the governing body promotes a culture of safe, inclusive and quality care and services.

In December 2019, Goodwin developed a Diversity Framework, which was authorised by the Board of Directors. In January 2020, 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 (Action Plan) to implement the Diversity Framework.

2.0 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.

3.0 Objectives

The objectives of the Action Plan are to:

- Foster and create an inclusive care and service delivery 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 service.
- Enhance communication and reduce barriers to achieve tangible changes in attitudes and practices that are discriminatory towards residents and clients from diverse backgrounds.
- Meet legislative requirements in regard to treating people with respect and dignity.

4.0 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 employees.

The Action 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.

4.1 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 residents and clients to access Goodwin services.
- Support diverse employees to access resources and services.
- Consult and collaborate with representatives from diverse customers and communities when planning, designing and improving services.
- Systems and processes appropriately collect, store and use information/ data from residents, clients and staff related to diversity.

4.2 Service level

- Design physical environments to respond to diverse needs and preferences.
- Ensure all services provide choice and options that meet diverse needs and preferences.
- Employees 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.

4.3 Individual level

- Enable informed choice by providing information in a range of formats that can be understood by diverse customers.
- Inclusive assessment and care planning processes.
- Match employees to residents 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.

5.0 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.

6.0 Partnerships

Goodwin will build and maintain strong partnerships with local community groups, residents' 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)

7.0 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

Objective	Action	Success Indicator	Responsibility	Timeframe	Priority Areas
All resident and clients have access to information that is written in a language and format that they understand	1. Source and implement simplified guidelines for staff to use in developing and documenting information for residents and clients.	<ul style="list-style-type: none"> Guidelines developed and implemented. Number of key resident and client information brochures reviewed against simplified guidelines written in simplified language commonly used with culturally appropriate images. 	Marketing & Comms	Dec 2021 At least 2 per annum	1, 2
	2. Use images that are culturally appropriate.				
	3. Identify key resident and client information documents for review against simplified guidelines e.g. promotional materials, applications and residential or home care agreement in consultation with residents, clients and their families and special needs groups.	<ul style="list-style-type: none"> Number of promotional materials developed. Survey residents and clients to determine level of satisfaction on information documents. 	Marketing & Comms	2 per annum Annually	1, 2, 5
	4. Make available a list of resources and information of special needs groups to residents, clients, staff and stakeholders.	<ul style="list-style-type: none"> Access database of special needs groups (e.g. organisations, community groups including key staff members, contact details and information) for staff, resident and clients. 	Marketing & Comms	Sept 2021	1, 2, 5
	5. Identify opportunities to utilise expertise of other service providers, especially those with specialist services for diverse groups.	<ul style="list-style-type: none"> Number of service providers for diverse groups actively engaged. Number of speakers organised from expert community groups or providers to present to staff and residents. 	General Managers	Ongoing At least 2 per annum	1, 2, 4, 5
Support resident and clients to make informed choices that support their diverse needs and preferences	6. Allocate budget items that support the development and implementation of inclusive services provision (e.g. interpreter services, translations, inclusive service training and targeted media campaigns)	<ul style="list-style-type: none"> Expenditure on items that support diversity. Visual aids developed and implemented. 	Marketing & Comms	June 2021 Dec 2021	1, 2, 5
Residents and clients experience culturally appropriate and inclusive care	7. Develop and launch a person-centered care campaign that will include a specific focus on diversity.	<ul style="list-style-type: none"> Person centered care 'Who am I?' campaign developed and launched with standards forms include questions/ prompts for staff to explore each resident and client routine, personal history, interests and identity. Number of residents and clients completed the 'who am I' form. Service provision procedures reflect an inclusive service approach. 	Each business unit	Dec 2021 Mar 2022 Jun 2022	1, 2, 3, 4, 5
	8. Review assessment and care planning tools and procedures to ensure they consider and capture diversity requirements of identified special needs groups.	<ul style="list-style-type: none"> Standardised assessment and care planning tools include questions and prompts to capture and record diversity and specific needs of the 	Quality	June 2021	1, 2, 5



Objective	Action	Success Indicator	Responsibility	Timeframe	Priority Areas
		resident or client (content recommended by special needs groups included).			
	9. Source and provide relevant staff diversity training recommended by the various special needs groups.	<ul style="list-style-type: none"> Survey staff after training delivered to check for understanding and if they have adopted in service delivery. 	Training	Throughout 2021 / 22	1, 2, 4, 5
	10. Developing our activities program to include a range of diverse social, cultural and spiritual activities and experiences for residents and personalise where possible.	<ul style="list-style-type: none"> Number of residents and clients participated. Resident and client surveys adapted to include diversity needs and identify emerging areas of need. 	Each business unit	Ongoing Annually	2, 3, 4, 5
Engage with stakeholders for feedback and discussions in service planning and design to ensure continuous improvement	11. Consult organisations and diverse groups to assist with the planning, building or redeveloping facilities and services.	<ul style="list-style-type: none"> Explore opportunities to collaborate with the community. 	Estate	At least 1 per annum	2, 5
	12. Participate in projects and programs to improve care and service models for resident and clients from diverse backgrounds.	<ul style="list-style-type: none"> Number of projects Goodwin collaborated on. 	Each business unit	At least 1 per annum	2, 4, 5
Provide accessible care and services by collaborating with partners to identify and overcome barriers	13. Prepare promotional material to ensure community awareness of options available for financially disadvantaged.	<ul style="list-style-type: none"> Number of promotional materials developed and available. 	Marketing & Comms	At least 2 per annum	1, 2, 5
	14. Review IT systems (HRIS and iCare) data collection and reporting functionality to understand diversity across residents, clients and staff.	<ul style="list-style-type: none"> Enabled reporting and monitoring capability of inclusive service strategies. 	P&C	Dec 2021	1, 2, 3, 4, 5
Workplace strategies are in place to provide Equal Employment Opportunities for our diverse population	15. Raise awareness of our Diversity Framework amongst staff.	<ul style="list-style-type: none"> The Diversity Framework is launched within Harmony Week. 	P&C Each business unit	Mar 2022	3, 4, 5
	16. Identify key skills required for staff to be able to fulfil their responsibilities in implementing inclusive service provision.	<ul style="list-style-type: none"> Number of applicants recruited with a diverse background. 	P&C and Training	Annually Each advert	3, 4, 5



Objective	Action	Success Indicator	Responsibility	Timeframe	Priority Areas
	17. Provide information seminars, events and training on special need groups for staff.	<ul style="list-style-type: none"> ▪ All job advertisement includes a statement about service's commitment to diversity and intake paperwork for new employees. ▪ Number of vacancy advertisements in special needs groups. ▪ Complete staff social profiling to identify skills gap. ▪ Number of staff participated in seminars, events and training on special need groups. ▪ Induction and ongoing professional development reflects the organisational commitment to inclusive services. 		At least 5 per annum June 2022 Ongoing Monthly	
	18. Staff attire is inclusive and respectful.	<ul style="list-style-type: none"> ▪ Staff name badges identify the languages spoken by the staff member. ▪ Review current uniforms that are responsive to various cultural, religious and personal needs of staff members. 	P&C	Complete Nov 2021	3, 5
Create and support an organisational culture that values, respects, and is inclusive of staff from diverse backgrounds	19. Ensure that diversity of residents, clients and the community is represented in organisational governance.	<ul style="list-style-type: none"> ▪ Key organisational documents such as commitment statements, strategic plans and policies demonstrate a commitment to inclusive service provision. 	Quality	Complete	1, 3
Ensure that staff education programs support positive outcomes for diverse residents and clients, including cultural understanding acceptance and inclusive practice.	20. Identify within the organisation staff members that can sign and agree to be included in the sign language champion program.	<ul style="list-style-type: none"> ▪ Number of staff with the ability to sign. 	P&C	Dec 2021	3, 4, 5
	21. Celebrate and support our diverse workforce through events and activities which raise awareness of issues affecting our diverse residents, clients and staff.	<ul style="list-style-type: none"> ▪ Number of staff or residents and clients participate in events and activities. 	P&C	Ongoing	3, 4, 5
Investigate methods to increase the diversity of volunteers	22. Recruit volunteers with diverse backgrounds to provide activities support for residents.	<ul style="list-style-type: none"> ▪ Number of diverse volunteers identified are recruited. 	P&C	Dec 2021	3, 4, 5