

Inclusive Service Standards

Organisational Audit
and Planning Tool

Centre for Cultural Diversity in Ageing provides expertise in inclusive service provision to the Australian aged care sector with the aim of improving outcomes for older people from culturally diverse backgrounds.

Authors

This Organisational Audit and Planning Tool was developed by Ljubica Petrov and Tonina Gucciardo-Masci and is based on the Inclusive Services Standards published by the Centre for Cultural Diversity in Ageing, July 2018.

Acknowledgement

Centre for Cultural Diversity in Ageing acknowledges the traditional owners of country throughout Australia. We pay our respect to Aboriginal and Torres Strait Islander peoples, their ancestors and elders, both past and present and acknowledge their continuing connection to land, sea and community. We hope our work contributes to fostering respect and recognition between cultures in Australia.

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Further information

For enquiries about this and other Inclusive Service Standards resources please contact the team at Centre for Cultural Diversity in Ageing at info@culturaldiversity.com.au.

Overview

The Inclusive Service Standards were developed to assist aged care organisations become better equipped at addressing the diverse needs of their consumers. They provide a framework for services to embed a systemic and holistic approach that focuses on adapting and improving current services and organisational practices so they are welcoming, safe and accessible for everyone.

By meeting the Inclusive Service Standards aged care services will be able to:

- better meet the needs of consumers from special needs groups;
- empower these consumers to make informed decisions about the service they receive;
- deliver flexible, accessible services free of barriers and discrimination;
- implement a consumer directed approach; and
- achieve quality outcomes for all consumers.

Using this tool

This Organisational Audit and Planning Tool sets out a series of performance measures designed to assist service providers to meet the Inclusive Service Standards.

Using this tool organisations are able to review current practices against each measure, identify areas for improvement and undertake further planning and development.

This tool is published as a fillable PDF document allowing you to download and enter and edit text as required.

Alignment with Aged Care Quality Standards

All aged care organisations are expected to deliver care and services that are inclusive and do not discriminate.

Meeting the performance measures listed in this Organisational Audit and Planning Tool provides evidence that an organisation has embedded an inclusive non-discriminatory approach to its delivery of care and services.

Each performance measure in this tool has been aligned with relevant Aged Care Quality Standards requirements as set out in the 'Guidance and Resources for Providers to Support the Aged Care Quality Standards' published by the Aged Care Quality and Safety Commission.

Companion resources

This tool is part of a suite of resources to support the implementation of the Inclusive Service Standards. It is recommended that service providers familiarise themselves with these companion resources before undertaking the organisational audit.

The companion resources can be accessed at www.culturaldiversity.com.au.

They include:

- PDF document
- Video
- Video Discussion Guide
- Video Transcript
- Training modules
- Online Portal

Standard 1 - Commitment to inclusive services

The organisation clearly articulates its commitment to building an environment which responds to consumer diversity and embeds inclusive service provision across all of its systems.

Performance measure	Have not done	Could do better	Do this well	What our evidence is	Actions for improvement	Alignment with Aged Care Quality Standards Requirement
1.1 Our policies and procedures demonstrate our commitment to providing inclusive services.						Standard 1 Requirement (3) (a) (3) (b) Standard 8 Requirement (3) (b)
1.2 Our commitment to providing inclusive services is promoted to all key stakeholders.						Standard 1 Requirement (3) (a) (3) (b) Standard 8 Requirement (3) (b)
1.3 We have processes in place that ensure and monitor our inclusive service strategies.						Standard 1 Requirement (3) (a) (3) (b) Standard 8 Requirement (3) (b)
1.4 We have clearly identified roles and responsibilities to drive and promote inclusive service provision.						Standard 1 Requirement (3) (a) (3) (b) Standard 8 Requirement (3) (c)
1.5 Our service provision procedures reflect an inclusive service approach						Standard 1 Requirement (3) (a) (3) (b)

						<p>Standard 2 Requirement (3) (B)</p> <p>Standard 3 Requirement (3) (c)</p> <p>Standard 4 Requirement 4 (3) (a)</p> <p>Standard 5 Requirement 5 (3) (a)</p>
<p>1.6 Our printed and digital materials reflect our commitment to delivering inclusive services.</p>						<p>Standard 1: Requirement (3) (a) (3) (b)</p> <p>Standard 8 Requirement (3) (b)</p>

Standard 2 - Developing systems that support inclusive services

The organisation designs and implements inclusive services based on evidence derived from organisational reviews and consultation with stakeholders.

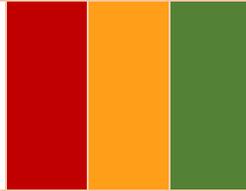
Performance measure	Have not done	Could do better	Do this well	What our evidence is	Actions for improvement	Alignment with Aged Care Quality Standards Requirement
2.1 Our organisation analyses our strengths, gaps, capabilities and readiness to implement and maintain an inclusive approach to service delivery.						Standard 1 Requirement (3) (a) (3) (b) Standard 8 Requirement (3) (b) (3) (c)
2.2 Our organisation has consultation processes in place which ensure that people from diverse backgrounds have their say.						Standard 1 Requirement (3) (a) (3) (b) Standard 6 Requirement (3) (b) (3) (d)
2.3 Our organisation has mechanisms for identifying and removing barriers for people from diverse backgrounds and improving the services they receive.						Standard 1 Requirement (3) (a) (3) (b)
2.4 Our organisation has communication strategies that include specific actions to target individuals and groups from diverse backgrounds.						Standard 1 Requirement (3) (a) (3) (b) Standard 6 Requirement (3) (b)

Standard 3 - Capacity building for inclusive services

The organisation's management and staff are equipped with knowledge, skills and resources required to plan and deliver inclusive services.

Performance measure	Have not done	Could do better	Do this well	What our evidence is	Actions for improvement	Alignment with Aged Care Quality Standards Requirement
3.1 Our organisation identifies and measures key skills required for management and staff that are required for us to provide inclusive services.						Standard 1 Requirement (3) (a) (3) (b) Standard 7 Requirement (3) (a) (3) (c) (3) (e)
3.2 Our management and staff have access to the training, information and tools they need to effectively respond to the diverse needs of people from diverse backgrounds.						Standard 1 Requirement (3) (a) (3) (b) Standard 7 Requirement (3) (a) (3) (b) (3) (c)
3.3 Management and staff key performance indicators include meeting inclusive service standards						Standard 1 Requirement (3) (a) (3) (b) Standard 7 Requirement (3) (e)
3.4 Our induction process and ongoing professional development reflects our commitment to providing inclusive services.						Standard 1 Requirement (3) (a) (3) (b) Standard 7 Requirement (3) (e)

3.5
Our organisation budgets for items that support the development and implementation of inclusive services.



Standard 1 Requirement
(3) (a)
(3) (b)

Standard 8 Requirement
(3) (c)