

Inclusive Service Standards

Sample Diversity Key Performance Indicators

Diversity and Inclusion Key Performance Indicators	Done	Not done	In progress	Comments
Diversity and inclusion statement				
Diversity and inclusion strategy				
Promotion of diversity and inclusion through multiple communication channels (staff email signatures, internal and external websites, agenda and minute templates, training materials, job advertisements, position descriptions, official letterhead templates and business cards)				
Inclusive images, signage and information (e.g. Aboriginal flag, rainbow flags, multilingual information, diversity in images and signage)				
Risk management plan is created for each special needs group within the diversity plan				
Six monthly review of existing service provision guidelines to identify areas to increase inclusion with stakeholders catering for special needs groups				
Six monthly analysis of demographic consumer data, in comparison to local changing demographics and future state population predictions				
Links to diversity and inclusion networks, research, conferences and advisory groups				
Co-design of services with special needs groups and stakeholders catering for special needs groups				
Diversity and inclusion communication strategy				
Diversity and inclusion glossaries/inclusive language guide				
The organisation initiates audits that are reflective of priority special needs groups within the Aged Care Diversity Framework				
Diversity and inclusion consultation strategy				
Engagement with local Partner in Culturally Appropriate Care (PICAC) Provider				
The organisation gathers information from staff on barriers to accessing services from the special needs groups.				

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Inclusive feedback policy				
Key documents translated into preferred languages identified based on consumers' language needs				
Human Resource policies and procedures consider the needs of consumers from special needs groups when recruiting or contracting staff				
Marketing and communications staff are trained in marketing for diverse audiences				
Staff involved in risk management and quality improvement are training in diversity and inclusion				
Diversity learning and training strategy				
Diversity training calendar				
Staff diversity and inclusion survey regularly conducted				
Diversity and inclusion Intranet webpage				
Diversity and inclusion section is embedded into staff newsletters and communicate				
Diversity and inclusion training is embedded into new staff induction				
Diversity and inclusion topics are embedded into all staff performance management and supervision agenda templates				
A 'Communities of Practice' is formed in line with the organisations diversity and inclusion learning frameworks				
A diversity and inclusion budget is created (inclusive of financial and in-kind) that includes short term and long-term costs of diversity and inclusion innovations and structural changes				
A language services budget for translations and interpreting services				
A budget for diversity training and stakeholder engagement				
A designated diversity and inclusion role is factored into the budget				

Disclaimer: This resource has been developed by the Centre for Cultural Diversity in Ageing as a starting point for your organisation and should be tailored according to the organisation's service type(s) and specific requirements. Every attempt has been made to ensure the accuracy and currency of this information, however it is not intended to be comprehensive nor does it constitute legal advice. LAST UPDATED: October 2020