

Inclusive Service Standards

Organisational Audit
and Planning Tool



Centre for
Cultural Diversity
in Ageing

Supported by Benetas

Centre for Cultural Diversity in Ageing

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.

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 diverse backgrounds
- 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.

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



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.

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.

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	Did this well	What our evidence is	Actions for improvement	Alignment with Aged Care Quality Standards Requirement
1.1 Key organisational documents such as commitment statements, strategic plans and policies demonstrate a commitment to inclusive service provision.						Standard 1 Requirement (3) (a) (3) (b) Standard 8 Requirement (3) (b)
1.2 The organisation's commitment to inclusive service provision is promoted to all key stakeholders.						Standard 1 Requirement (3) (a) (3) (b) Standard 8 Requirement (3) (b)
1.3 Quality and continuous improvement processes include the monitoring of inclusive service strategies						Standard 1 Requirement (3) (a) (3) (b) Standard 8 Requirement (3) (b)
1.4 The organisation identifies key roles and responsibilities which drive and promote inclusive service provision.						Standard 1 Requirement (3) (a) (3) (b) Standard 8 Requirement (3) (c)
1.5 Service provision procedures reflect an inclusive service approach.						Standard 1 Requirement (3) (a) (3) (b) Standard 2 Requirement (3) (b) Standard 3 Requirement (3) (c) Standard 4 Requirement 4 (3) (a) Standard 5 Requirement 5 (3) (a)
1.6 The organisation's printed and online collateral is reflective of a commitment to delivering services in an inclusive way.						Standard 1: Requirement (3) (a) (3) (b) Standard 8 Requirement (3) (b)

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	Did this well	What our evidence is	Actions for improvement	Alignment with Aged Care Quality Standards Requirement
<p>2.1 The organisation undertakes an analysis of strengths, gaps, capabilities and readiness to implement and maintain an inclusive approach to service delivery.</p>						<p>Standard 1 Requirement (3) (a) (3) (b)</p> <p>Standard 8 Requirement (3) (b) (3) (c)</p>
<p>2.2 Stakeholder consultation processes include and facilitate consultation with special needs groups.</p>						<p>Standard 1 Requirement (3) (a) (3) (b)</p> <p>Standard 6 Requirement (3) (b) (3) (d)</p>
<p>2.3 The organisation has mechanisms for identifying and removing barriers that consumers from special needs groups may experience in accessing services (e.g. language barriers, lack of information, physical barriers and affordability).</p>						<p>Standard 1 Requirement (3) (a) (3) (b)</p>
<p>2.4 Our organisation has a system in place for receiving feedback from consumers from diverse backgrounds and using this feedback to improve services.</p>						<p>Standard 1 Requirement (3) (a) (3) (b)</p> <p>Standard 6 Requirement (3) (b)</p>
<p>2.5 Our organisation has communication strategies that include specific actions to target individuals and groups from diverse backgrounds.</p>						<p>Standard 1 Requirement (3) (a) (3) (b)</p> <p>Standard 6 Requirement (3) (b)</p>

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	Did this well	What our evidence is	Actions for improvement	Alignment with Aged Care Quality Standards Requirement
<p>3.1 The organisation identifies key skills required for management and staff to be able to fulfill their responsibilities in implementing inclusive service provision.</p>						<p>Standard 1 Requirement (3) (a) (3) (b)</p> <p>Standard 7 Requirement (3) (a) (3) (b) (3) (c)</p>
<p>3.2 Management and staff have access to up-to-date training, information, tools and resources to effectively respond to the diverse needs of consumers from special needs groups.</p>						<p>Standard 1 Requirement (3) (a) (3) (b)</p> <p>Standard 7 Requirement (3) (a) (3) (b) (3) (c)</p>
<p>3.3 Management and staff key performance indicators include meeting inclusive service approaches.</p>						<p>Standard 1 Requirement (3) (a) (3) (b)</p> <p>Standard 7 Requirement (3) (e)</p>
<p>3.4 Induction and ongoing professional development reflects the organisational commitment to inclusive services.</p>						<p>Standard 1 Requirement (3) (a) (3) (b)</p> <p>Standard 7 Requirement (3) (d)</p>
<p>3.5 The organisation allocates budget items that support the development and implementation of inclusive service provision (for example, interpreter services, translations, inclusive service training and targeted media campaigns).</p>						<p>Standard 1 Requirement (3) (a) (3) (b)</p> <p>Standard 8 Requirement (3) (c)</p>

Acknowledgement

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

We also acknowledge the ongoing support of the Australian Government Department of Health and Aged Care, Benetas and the Partners in Culturally Appropriate Care (PICAC) Alliance.

Copyright

Published in Australia by Centre for Cultural Diversity in Ageing, 2024. Material obtained from the Inclusive Service Standards: Organisational Audit and Planning Tool is to be attributed to the ©Centre for Cultural Diversity in Ageing. Centre for Cultural Diversity in Ageing encourages the dissemination and exchange of information. All material presented in this document and on our website is provided under a Creative Commons Attribution 4.0 Australia, with the exception of the Centre for Cultural Diversity in Ageing logo. The details of the relevant license conditions are available on the Creative Commons website, as is the full legal code for the CC BY 4.0 AU license.

Authors

This Organisational Audit and Planning Tool was developed by Ljubica Petrov and Tonina Gucciardo-Masci in 2020 and updated by Nikolaus Rittinghausen in 2024 and is based on the Inclusive Service Standards published by the Centre for Cultural Diversity in Ageing, 2018, and updated in 2023.

Enquiries

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.



Centre for
Cultural Diversity
in Ageing

Supported by Benetas

culturaldiversity.com.au

