Inclusive Service Standard 1:
Commitment to inclusive services

Inclusive Service Standards Performance Measures and their links to the Aged Care Quality Standards

Centre for Cultural Diversity in Ageing
Supported by Benetas

1.1 Organisational documents show commitment to diversity and inclusion

Key organisational documents such as commitment statements, strategic plans and policies demonstrate a commitment to inclusive service provision.

Standard 01 · Standard 08

1.2 Inclusive service provision is promoted to key stakeholders

The organisation's commitment to inclusive service provision is promoted to all key stakeholders.

Standard 01 · Standard 08

1.3 Continuous improvement processes monitor inclusive service strategies

Quality and continuous improvement processes include the monitoring of inclusive service strategies.

Standard 01 · Standard 08

1.4 Roles which drive inclusive service provision are identified

The organisation identifies key roles and responsibilities which drive and promote inclusive service provision.

Standard 01 · Standard 08

1.5 Service provision reflects inclusive service approaches

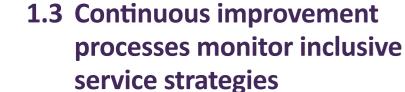Service provision procedures reflect an inclusive service approach

Standard 01 · Standard 02 · Standard 03 · Standard 04 · Standard 05

1.6 Printed and online collateral demonstrate inclusive approaches

The organisation's printed and online collateral is reflective of a commitment to delivering services in an inclusive way.

Standard 01 · Standard 08

AGED CARE QUALITY STANDARDS

Standard 01 — Consumer dignity and choice

Standard 02 — Ongoing assessment and planning with consumers

Standard 03 — Personal care and clinical care

Standard 04 — Services and supports for daily living

Standard 05 — Organisation's service environment

Standard 06 — Feedback and complaints

Standard 07 — Human resources

Standard 08 — Organisational governance

For more information about the Inclusive Services Standards visit www.culturaldiversity.com.au

Inclusive Service Standard 2:
Developing systems that support inclusive services
Inclusive Service Standards Performance Measures and their links to the Aged Care Quality Standards

Centre for **Cultural Diversity** in Ageing
Supported by Benetas

2.1 An assessment of readiness to implement inclusive approaches is applied

The organisation undertakes an analysis of strengths, gaps, capabilities and readiness to implement and maintain an inclusive approach to service delivery.

Standard **01** Standard **08**

2.2 Stakeholder consultation processes are inclusive to special needs groups

Stakeholder consultation processes include and facilitate consultation with special needs groups.

Standard **01** Standard **06**

2.3 Barriers facing special needs groups are identified and worked on

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).

Standard **01**

2.4 Inclusive feedback approaches for consumers from special needs groups are adopted

A system is in place for receiving feedback from consumers from special needs groups and for using this feedback to improve services

Standard **01** Standard **06**

2.5 Communication strategies include actions to target special needs groups

The organisation's communication strategies include specific actions to target special needs groups

Standard **01** Standard **06**

AGED CARE QUALITY STANDARDS

Standard **01**
Standard 01
Consumer dignity and choice

Standard **02**
Standard 02
Ongoing assessment and planning with consumers

Standard **03**
Standard 03
Personal care and clinical care

Standard **04**
Standard 04
Services and supports for daily living

Standard **05**
Standard 05
Organisation's service environment

Standard **06**
Standard 06
Feedback and complaints

Standard **07**
Standard 03
Human resources

Standard **08**
Standard 08
Organisational governance

For more information about the Inclusive Services Standards visit www.culturaldiversity.com.au

Inclusive Service Standard 3:
Capacity building for inclusive services

Inclusive Service Standards Performance Measures and their links to the Aged Care Quality Standards

Centre for Cultural Diversity in Ageing
Supported by Benetas

3.1 Key skills required for management and staff

The organisation identifies key skills required for management and staff to be able to fulfil their responsibilities in implementing inclusive service provision.

(Standard 01) (Standard 07)

3.4 Induction and professional development reflects inclusive approaches

Induction and ongoing professional development reflects the organisational commitment to inclusive services.

(Standard 01) (Standard 07)

3.2 Training and resources are available to help staff effectively respond to diversity

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.

(Standard 01) (Standard 07)

3.5 The budget supports the delivery of inclusive service provision

The organisation allocates budget items that support the development and implementation of inclusive service provision (e.g. interpreter services, translations, inclusive service training and targeted media campaigns).

(Standard 01) (Standard 08)

3.3 Key performance indicators include meeting inclusive service approaches

Management and staff key performance indicators include meeting inclusive service standards.

(Standard 01) (Standard 07)

AGED CARE QUALITY STANDARDS

(Standard 01)	**Standard 01** Consumer dignity and choice
(Standard 02)	**Standard 02** Ongoing assessment and planning with consumers
(Standard 03)	**Standard 03** Personal care and clinical care
(Standard 04)	**Standard 04** Services and supports for daily living
(Standard 05)	**Standard 05** Organisation's service environment
(Standard 06)	**Standard 06** Feedback and complaints
(Standard 07)	**Standard 03** Human resources
(Standard 08)	**Standard 08** Organisational governance

For more information about the Inclusive Services Standards visit www.culturaldiversity.com.au