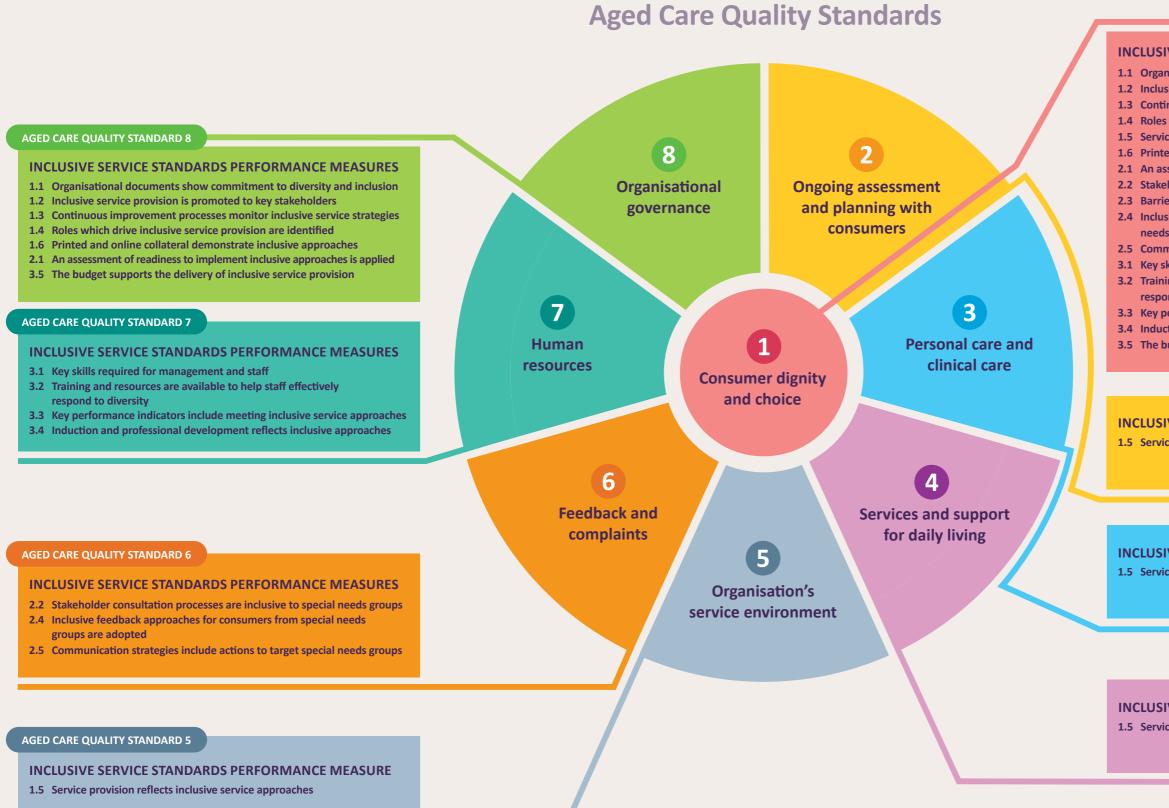
Inclusive Service Standards Performance Measures and their links to the Aged Care Quality Standards





Centre for Cultural Diversity in Ageing

AGED CARE QUALITY STANDARD 1

INCLUSIVE SERVICE STANDARDS PERFORMANCE MEASURES

- 1.1 Organisational documents show commitment to diversity and inclusion **1.2** Inclusive service provision is promoted to key stakeholders
- 1.3 Continuous improvement processes monitor inclusive service strategies 1.4 Roles which drive inclusive service provision are identified
- 1.5 Service provision reflects inclusive service approaches
- 1.6 Printed and online collateral demonstrate inclusive approaches
- 2.1 An assessment of readiness to implement inclusive approaches is applied
- 2.2 Stakeholder consultation processes are inclusive to special needs groups
- 2.3 Barriers facing special needs groups are identified and worked on
- 2.4 Inclusive feedback approaches for consumers from special needs groups are adopted
- 2.5 Communication strategies include actions to target special needs groups 3.1 Key skills required for management and staff
- 3.2 Training and resources are available to help staff effectively respond to diversity
- 3.3 Key performance indicators include meeting inclusive service approaches
- 3.4 Induction and professional development reflects inclusive approaches
- 3.5 The budget supports the delivery of inclusive service provision

AGED CARE QUALITY STANDARD 2

INCLUSIVE SERVICE STANDARDS PERFORMANCE MEASURE

1.5 Service provision reflects inclusive service approaches

AGED CARE QUALITY STANDARD 3

INCLUSIVE SERVICE STANDARDS PERFORMANCE MEASURE 1.5 Service provision reflects inclusive service approaches

AGED CARE QUALITY STANDARD 4

INCLUSIVE SERVICE STANDARDS PERFORMANCE MEASURE 1.5 Service provision reflects inclusive service approaches