



Resthaven
Incorporated



PROMOTING INCLUSIVENESS

Diversity Action Plan

Promoting Inclusiveness: Diversity Action Plan

Resthaven's diversity statement reflects our commitment to diversity, and inclusion:

Resthaven acknowledges the traditional owners of the lands on which its services are delivered. We pay our respects to elders past, present and future.

Resthaven is a richly diverse community founded on the principles of inclusion and unity, embracing and respecting each person's beliefs, culture, language, sexual orientation, gender identity, lifestyle, life experiences and values.

Resthaven's service delivery model is focused on a partnership with the older person and their carers/ family.

Integral to our service delivery model is:

- Responding to each person's lifestyle preferences and life history, through person centred, individualised assessment, care planning and provision of services

- Modelling to our workforce the importance of respecting individual values, cultural backgrounds and life choices, with training in diversity a key feature.
- Co-designing and improving approaches/ models of service delivery as we learn from research and consultation.

Resthaven's Diversity Action Plan aligns with the Australian Government Department of Health Aged Care Diversity Framework.

Resthaven has developed an operational plan. The operational plan focuses on practical, achievable and deliverable initiatives to improve service access and responsiveness for our consumers.

A review of Resthaven's Diversity Action Plan is conducted annually and overseen by the Service Development team.

Resthaven's progress and outcomes are reported to Resthaven's Executive.



Our Four Key Areas

Key Area 1

Provision of inclusive and responsive services

Key Area 2

Building a responsive, skilled workforce for inclusive services

Resthaven Diversity Action Plan

Key Area 3

Partnerships with diverse communities

Key Area 4

Systems that support inclusive services



Diversity of Characteristics

Resthaven recognises that people have unique needs in relation to their life story, culture and circumstances.

Australia's Aged Care Diversity Framework states "Older people with diverse needs, characteristics and life experiences can share the experience of being part of a group or multiple groups that may have experienced exclusion, discrimination and

stigma during their lives. There is no limit to the number of different characteristics a person holds and no two people's lived experiences are the same."

The Aged Care Act 1997 identifies the following groups that may have special needs related to their characteristics and life experiences:

People from Aboriginal and Torres Strait Islander communities

People from culturally and linguistically diverse backgrounds

Lesbian, gay, bisexual, transgender and intersex people

People who are financially or socially disadvantaged

People who live in rural, remote or very remote areas

Veterans

People who are homeless or at risk of becoming homeless

Care-leavers (who lived in institutional care or other forms of out-of-home care)

Parents separated from their children by forced adoption or removal

The Aged Care Diversity Framework includes reference to three additional groups, acknowledging the impact on people that these diversity characteristics may have:

People with a disability

People living with cognitive impairment including dementia

People with mental health problems and mental illness

Achievements So Far

- Diversity resources portal on RestNet to promote staff easy access to resources
- Education on 'Diversity Groups'
- Diversity information sessions for customers
- Acknowledgement of Country at corporate inductions and key meetings
- Resthaven 'Diversity' statement modified
- Co-designed and implemented 'My Life History' form in Community Services
- 'Welcoming LGBTI older people' project
- Increased Resthaven visibility to LGBTI community at Feast Picnic in the Park
- Education on homelessness, hoarding and squalor
- Incorporated concept of cultural safety and diversity in on-boarding and mandatory training
- Silver Rainbow training
- Increased use of interpreters and bilingual staff
- Improved website accessibility
- Fact sheets: 'Diversity Groups', 'Lesbian, gay, bisexual, transgender and intersex people' and 'Aboriginal and Torres Strait Islander people'
- Resthaven Harmony Week – inclusive workplace poster and cards
- LGBTI+ resource pack for sites
- Trialled intercultural communication skills training, 'The Little Things'
- Monthly 'Diversity Update' to Program Managers



Trust
Dignity
Choice



www.resthaven.asn.au