PROMOTING INCLUSIVENESS

Diversity Action Plan
Promoting Inclusiveness: Diversity Action Plan

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

Resthaven is a richly diverse South Australian community, founded on the principles of inclusion and unity, embracing and respecting each person’s beliefs, culture, language, background, lifestyle, life experience 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.


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.
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
Development of the Diversity Action Plan

Resthaven conducted a review of services in line with the Aged Care Diversity Framework outcomes for consumers and the Framework’s recommended actions required by Aged Care Providers.

The review included input from Community and Residential Services staff, and Head Office teams. A draft report was tabled and discussed at the Resthaven Program Managers conference (October 2018), providing opportunity for additional feedback.

The review reports on Resthaven achievements in tailoring our services for people with diverse characteristics. The review also identified opportunities for improvement, resulting in the development of Resthaven’s Diversity Action Plan. There are four main focus areas that emerged from the Resthaven review that form the basis of this Action plan:

1. **Provision of inclusive and responsive services**
   Aim: Improved support, access and tailored services for consumers with diverse needs, characteristics and life experiences

2. **Building a responsive, skilled workforce for inclusive services**
   Aim: Staff are equipped with knowledge, skills and resources required to plan and deliver inclusive and responsive services

3. **Partnerships with diverse communities**
   Aim: Resthaven collaborates with individuals, community groups and networks to:
   - provide Resthaven increased understanding of the community’s needs
   - promote increased access to aged care services for older people from diverse communities

4. **Systems that support inclusive services**
   Aim: Resthaven has improved systems that facilitate the provision of inclusive services to people of diverse backgrounds.

**Governance**

A Diversity Action Plan has been developed by Resthaven’s Service Development team.

A review of Resthaven’s Diversity Action Plan will be conducted annually and overseen by the Service Development team. Resthaven’s progress and outcomes will be 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

Key Area 3
Partnerships with diverse communities

Key Area 4
Systems that support inclusive services

Resthaven Diversity Action Plan 2019-20