



Resthaven
Incorporated



PROMOTING INCLUSIVENESS

Diversity Action Plan

2022-2025

Promoting Inclusiveness: Diversity Action Plan

The Resthaven Diversity Action Plan aligns with our Resthaven Purpose, Values, and Diversity Statement which 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 focuses on a partnership with the older person and their carers/ family.

Integral to our service delivery model is:

- Providing culturally safe care and services by supporting older people through tailored assistance, acknowledging, and respecting that each person's needs and preferences are different, influenced by their diverse backgrounds and life experiences

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

Resthaven's Diversity Action Plan 2022-2025 aligns with the Australian Government Department of Health and Aged Care's Aged Care Diversity Framework and builds on the previous diversity action plans achievements and Resthaven's extensive proven experiences in working with people from diverse backgrounds.

The 2022-2025 plan will guide our efforts over the next three years, and we will supplement it with an operational plan for implementation across all business areas and service types at Resthaven. The operational plan focuses on practical, achievable and deliverable initiatives to improve service access and responsiveness for our Resthaven community.

Our progress in implementing the plan will be overseen and reviewed regularly by the Service Development team. The progress and outcomes of our Diversity Action Plan are reported to Resthaven's Executive and Board.



Our Four Key Areas

Key Area 1

Provision of inclusive and responsive services

- 1.1 Resthaven's services are accessible to a diverse range of older people
- 1.2 Resthaven's commitment to cultural safety for people from diverse backgrounds is widely promoted
- 1.3 Services are co-designed with each person and respond to each individual's lifestyle and diversity characteristics

Key Area 2

Building a responsive, skilled workforce for inclusive services

- 2.1 Ensure that workforce development programs support positive outcomes for people from diverse backgrounds, including cultural understanding, acceptance, and inclusive practice
- 2.2 Have an organisational culture that values, respects and includes staff from diverse backgrounds
- 2.3 Invest in personnel, information, and resources that support the development and implementation of inclusive service provision

Resthaven Diversity Action Plan

Key Area 3

Partnerships with diverse communities

- 3.1 Build partnerships with community groups representing people of diverse backgrounds to gain a greater understanding to inform services planning
- 3.2 Through collaborations, increase people's knowledge about and access to aged care services

Key Area 4

Systems that support inclusive services

- 4.1 Create and support an organisational culture that values respect and is inclusive
- 4.2 Commit to recording accurate diversity-related data in Resthaven's data systems to monitor inclusive service provision
- 4.3 Consider and include diversity and inclusion strategies through Resthaven's quality and continuous improvement initiatives

Achievements So Far

The achievements listed below are examples of outcomes from previous Diversity Action Plans:

- Diversity resources portal on RestNet to promote easy to read resources for staff
- Education on diversity groups
- Diversity information sessions for customers
- Acknowledgement of Country at corporate inductions and key meetings
- Resthaven diversity statement modified
- Co-design and implementation of 'My Life History' form in Community Services
- 'Welcoming LGBTIQ+ older people' project
- Increased Resthaven visibility to LGBTIQ+ community at Feast Festival Picnic in the Park
- Homelessness Research project
- Education on homelessness, hoarding and squalor
- Incorporation of concepts of cultural safety and diversity in on-boarding and mandatory training
- Silver Rainbow training for staff
- Increased use of interpreters and bilingual staff
- Improved website accessibility for users with vision impairment
- 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
- LGBTIQ+ resource pack for sites
- Trial of 'The Little Things' intercultural communication skills training
- Monthly Diversity Update to program managers
- 'Closing the Gap Day' events
- Guidelines for inclusive language
- Resthaven Significant Days and Events calendar.



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, intersex, queer/questioning, and asexual people (LGBTIQA+)

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 that these diversity characteristics may impact:

People with a disability

People living with cognitive impairment, including dementia

People with mental health problems and mental illness

Trust
Dignity
Choice



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