



PROVECTUS
CARE



DIVERSITY AND INCLUSION STRATEGIC PLAN

2020-2023

A MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER, DR SHANE MORAN

As the Chief Executive Officer of Provectus Care, it is my responsibility to support our residents and staff by creating an environment where people of all cultural and linguistic backgrounds, ages, races, abilities, sexual orientations and gender preferences can come together, learn from each other and thrive.

Our organisational values are reflected in our everyday operations where we provide resident care with dignity, compassion and excellence to anyone who needs it, no matter the individual circumstance. We also foster a work environment where everyone is treated with respect and has an equal chance to succeed and grow. We strive daily to foster a culture that treats those to whom we provide care, and those whom we work beside, with kindness and respect.

It is my personal aspiration to build an inclusive culture within our organisation that embraces differences within all of our facilities - where we live our values every day and our residents can be themselves. Our Diversity and Inclusion Strategic Plan will equip Provectus Care with inclusive leadership, a commitment to continuously learning, and to seeking out and listening to diverse voices and views.

I have learned that diversity and inclusion are not destinations so much as organisational and personal

commitments to creating new pathways on a shared and rewarding journey. We are proud of how far we have come but also open to challenges still unmet. We will continue to reflect on how we can integrate diversity and inclusion into our aged care operations and everyday interactions with our residents and staff.

We will continue to listen to our residents, families and staff in our constant pursuit of an engaged and inclusive culture built upon respect and appreciation for all members of our community regardless of race, ethnicity, religion, sexual orientation or gender identification. Our leadership teams will continue to reflect on additional ways that we can celebrate and encourage diversity throughout our facilities.

I feel confident and proud to lead the way in this important area and look forward to achieving our shared vision of diversity and inclusiveness with the ongoing support of our community and staff.



Dr Shane Moran
Chief Executive Officer
Provectus Care Pty Ltd



AGED CARE VISION AND STRATEGIC IMPERATIVES

All older people experience a high quality aged care system that ensures equitable access and outcomes and embraces their diverse characteristics and life experiences.

We support and adopt the above vision of the Aged Care Diversity Framework. We also support the following strategic imperatives as essential in ensuring an inclusive aged care system that embraces the diverse characteristics and life experiences of older people.

- **Equity of access and outcomes** – Older people with diverse characteristics and life experiences have equitable access to information and services that are effective and appropriate to their needs, and that take into account individual circumstances.
- **Empowerment** - Older people with diverse characteristics and life experiences, and their families, carers and representatives are respected and supported, and have the information, knowledge and confidence to optimise their use of the aged care system.
- **Inclusion** – Older people with diverse characteristics and life experiences, and their families, carers and representatives are included in the development, implementation and evaluation of aged care policies and programs on an ongoing basis.
- **Quality** – Older people with diverse characteristics and life experiences are treated with dignity and respect, and can maintain their identity. They can make informed choices about their care and services and how these services support them to live the lives they choose.
- **Capacity building** – Older people and their communities have the capacity to articulate their ageing and aged care needs and have their diverse characteristics and life experiences embraced. They are partners in the development of services and the workforce to meet their needs.
- **Responsive and accountable** – The aged care system embeds the diverse characteristics and life experiences of all older people in system planning, delivery, monitoring, and transparent reporting. The aged care system is responsive and flexible in adapting to the current and emerging needs and expectations of older people, their families, carers and representatives, to ensure services are appropriate and inclusive.

(Source: Department of Health, *Aged Care Diversity Framework*, December 2017)



OUR GOALS AND ACTIONS

The goal of Provectus Care is to provide resident-centred care so that informed choice and control are offered to each of our residents. We acknowledge that Australia is a diverse multicultural nation with diversity stemming from race, religion, spirituality, sexuality, culture and personal experiences. We aim to provide care and services which are high quality, respectful, inclusive, culturally safe and tailored to meet an individual’s diverse needs, regardless of their background or life experiences.

| Outcomes | Strategic Objectives |
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| <p>OUTCOME 1: <u>Making informed choices</u></p> <p>Older people have easily accessible information about the aged care system and services that they understand and find the information helpful to exercise choice and control over the care they receive.</p> | <ul style="list-style-type: none"> • Our organisation provides information in an appropriate format through different mediums (hardcopy/newsletter/verbal) and in a language the consumer understands. • Our organisation understands the culturally and linguistically diverse consumers within our service and our local communities, and routinely considers the health needs of culturally and linguistically diverse consumers and the representatives in the development of care plans. • Our organisation communicates with our consumers across a wide range of different mediums and with access to appropriate communication aids. • Our organisation partners with specialist translation and interpretation services to ensure clear communication with our consumers. • Our organisation communicates important information in a timely manner and uses language that is easy to understand and appropriate to our consumers; needs goals and preferences. |
| <p>OUTCOME 2: <u>Adopting systemic approaches to planning and implementation</u></p> <p>Older people are active partners in the planning and implementation of the aged care system.</p> | <ul style="list-style-type: none"> • Our organisation collects accurate language, country of birth and need for interpreter data for our residents. • Our organisation engages and partners with each consumer in a culturally safe, supportive environment that enables them to participate as active partners, as well as articulate their individual needs. • Our organisation regularly reviews and evaluates the care and services we provide, in collaboration with our consumers. • Our organisation supports consumers to maintain and promote their individual identity. • Our organisation has systems and processes in place to support assessment, care planning, care delivery that meets the cultural and linguistic needs of consumers. |
| <p>OUTCOME 3: <u>Accessible care and support</u></p> <p>Older people in rural, remote, regional and metropolitan Australia have access to aged care services and supports appropriate to their diverse characteristics and life experiences.</p> | <ul style="list-style-type: none"> • Our organisation partners with our consumers in an effort to provide flexible care and service delivery which meets and exceeds their expectations. • Our organisation partners with diverse groups and services to ensure our services are accessible to the wider community. • Our organisation regularly reviews and evaluates the care and services we provide to address any existing barriers for diverse groups within our community. |

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| <p>OUTCOME 4: <u>Supporting a proactive and flexible system</u></p> <p>A proactive and flexible aged care system that responds to the needs of existing and emerging diverse groups, including an increasingly diverse aged care workforce.</p> | <ul style="list-style-type: none"> • Our organisation’s governing body encourages a culture which promotes and improves cultural responsiveness. • Our organisation is part of a strong network of service providers. • Our organisation supports a best-practice approach across the continuum of care and services we provide. • Our organisation partners with our diverse roster of staff to provide opportunity for growth and development and we implement cultural competency training for staff. • Our organisation engages with the local community and stakeholders to identify emerging needs and how service delivery models can be adapted to embrace those needs, including how the organisation’s workforce demonstrates an inclusive approach to care. |
| <p>OUTCOME 5: <u>Respectful and inclusive services</u></p> <p>Services effectively meet the specific needs of older people with diverse characteristics and life experiences, their families, carers and representatives in a respectful and inclusive way.</p> | <ul style="list-style-type: none"> • Our organisation’s governing body encourages a culture which promotes and improves cultural responsiveness. • Our organisation seeks out, develops and uses tools, training and information that supports the delivery of care that is inclusive of diverse characteristics and life experiences. • Our organisation has a deep understanding of the needs of our local communities through the creation of symbiotic relationships which are enabled by hosting local community members at facility events and also by encouraging and facilitating the attendance of our consumers at local community events. • Our organisation has highly-developed communication systems that enable continuity in the delivery of appropriate and respectful care and services that are tailored to each consumers; needs, goals and preferences. • Our organisation supports our facilities to celebrate cultural or spiritual days of significance or interest across our diverse cohorts of consumers. |
| <p>OUTCOME 6: <u>Meeting the needs of the most vulnerable:</u></p> <p>Older people can access high quality and culturally safe aged care services and supports that meet their needs irrespective of their personal, social or economic vulnerabilities.</p> | <ul style="list-style-type: none"> • Our organisation provides inclusive service models to address the needs of the most vulnerable and work with other stakeholders to ensure the full spectrum of needs are met. • Our organisation promotes staff awareness and development through a robust training and education schedule. • Our organisation is governed by a comprehensive suite of policies and procedures that reflect a contemporaneous best-practice approach across the continuum of the care and services which we provide. • Our organisation’s directors are actively involved in the day-to-day governance of the organisation. |

ASPECTS OF DIVERSITY

Australia is a diverse nation, and this is reflected in the diversity of religion, spirituality, sexuality, culture, socio-economic background, geographic spread, medical and care needs, and personal experiences of our older population.

The *Aged Care Act 1997*(Cth) articulates a commitment to facilitate access to aged care services by those who need them, regardless of race, culture, language, gender, economic circumstance or geographic location and to encourage diverse, flexible and responsive aged care services that are appropriate to meet the needs of the recipients of those services. The Act identifies the following groups that may have special needs related to their characteristics and life experiences:

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| 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 |

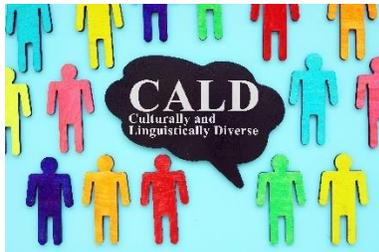
The Aged Care Diversity Framework also includes reference to three additional groups, acknowledging the impact on people that these diversity characteristics may have:

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| People with a disability |
| People living with cognitive impairment including dementia |
| People with mental health problems and mental illness |

The Aged Care Diversity Framework recognises that, whilst there are some similarities within groups in relation to the barriers of difficulties they may face in accessing the aged care system, each person may have specific social, cultural, linguistic, religious, spiritual, psychological, medical, and care needs.

Provectus Care recognises that every individual brings overlapping social, cultural, spiritual and professional identities, or intersectionality, to their life at our facilities. We want to know, celebrate and value all lived experiences, and will achieve this through a greater focus on intersectionality.

As part of our Diversity and Inclusion Strategic Plan, we will focus on a few specific dimensions of identity where we see both a responsibility and an opportunity to effect change. Our strategy is therefore layered to address the unique discrimination and exclusion challenges of three identity groups.



CULTURALLY & LINGUISTICALLY DIVERSE (CALD) PEOPLE

Our goal is to empower residents, their families, carers and representatives with the information to know what they are entitled to and the confidence to ask for what they want.

Our teams will be trained to confidently work cross-culturally and we will foster culturally inclusive leadership and practice.



LGBTI+ PEOPLE

We will provide a safe, welcoming and inclusive environment where LGBTI residents and staff can be themselves, and where everyone steps in to eliminate bias and consciously include everyone.

We will ensure LGBTI consumers can easily and confidently access services and information.



ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE

We will advance reconciliation through a culture of continuous cultural learning and building cultural capability.

We acknowledge Aboriginal peoples as the original and ongoing custodians of the lands and waters on which we all live and work. We recognise the continuing sovereignty of Aboriginal peoples in each of the states in which we operate, and their inalienable right to self-determination. We pay our respects to all Elders, past, present and future, and to all Aboriginal and Torres Strait Islander peoples and communities.

We recognise the great number of Aboriginal nations, and the great diversity of cultures, histories, languages and values of these many nations.

GOAL DELIVERY

To meet our goals, we will focus on seven levels of activity that we believe will result in the changes we aspire to achieve:

1. Inclusive leadership
2. Cultural safety and respect
3. Community and visibility
4. Staff retention, training and development
5. Consumer engagement and empowerment
6. Strategic partnerships
7. Measurement and accountability

We will build and strengthen in these areas to deliver our 2023 goals.

| Goals | 2023 future state |
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| <p>Know and empower our residents</p> | <p>A highly skilled and compassionate workforce where diversity and inclusion is instilled to achieve person-centred practices with:</p> <ul style="list-style-type: none"> • equitable access and an inclusive service experience for everyone • enhanced resident satisfaction and sense of belonging. <p>We achieve excellence in inclusion innovation.</p> <p>Our use of language services to support effective communication between staff and residents, their families and carers and potential consumers is sophisticated and effective.</p> <p>Success will mean:</p> <ol style="list-style-type: none"> 1. Data fields are identified and systems modified to improve collection of accurate resident identity data (Y2). 2. Inclusion content is developed and included in resource material available to all staff (Y2). |
| <p>Accessible and welcoming facilities</p> | <p>Our services, programs and facilities are accessible to people from all backgrounds, cultures and sexual orientation and preference.</p> <p>An environment in which we actively promote and continuously improve policy, services or products to meet the diverse characteristics of life experiences of residents, the workforce and potential consumers.</p> |

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| | <p>Everyone feels safe and confident to be themselves so we can leverage our residents’ diversity to empower our staff, residents and families to co-create a better world.</p> <p>Success will mean:</p> <ol style="list-style-type: none"> 1. 80% of our senior and administration managers participate in diversity and inclusion events. 2. An LGA demographic profile has been created for each facility and this is regularly compared to facility demographic data to identify any potential areas for improvement at each facility. |
| <p>Engaging our diverse community and community collaboration</p> | <p>We actively and confidently:</p> <ul style="list-style-type: none"> • build and strengthen relationships with our diverse community • find ways to engage diverse consumers • collaborate with other health and community organisations to improve services for diverse consumers. <p>We deliver best-practice solutions that expand the communities we serve.</p> <p>Success will mean:</p> <ol style="list-style-type: none"> 1. We have a task group to identify, prioritise and deliver resource practice requirements for each region in which we operate (Y2). 2. Each facility develops one mutually beneficial partnership in its region with Aboriginal, CALD, LGBTI, or other diverse groups that support local priorities (Y2, Y3). |
| <p>Diversity awareness and training</p> | <p>Our staff have excellent knowledge, awareness, skills and behaviour to better understand and respond to the diverse needs and choices of residents, potential consumers and each other.</p> <p>Our teams are confident to deliver respectful and inclusive resident experiences, critical to person-centred care, where everyone feels a sense of safety and belonging. This is embedded into our systems and processes.</p> <p>Success will mean:</p> <ol style="list-style-type: none"> 1. 100% of staff complete mandatory e-learning programs focussed on diversity and inclusion and innovative practice (Y2). |

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| <p>Nurture and value our staff</p> | <p>We have a workforce proud of its diversity and that is innovative because we are:</p> <ul style="list-style-type: none">• equipped with leaders who are confidently and consciously inclusive• committed to learning and identify-awareness• led by those who value the voices of diverse employees. <p>Success will mean:</p> <ol style="list-style-type: none">1. Our facilities maintain diverse workforces that provide all staff with equal opportunities to grow and develop. |
| <p>Celebration of our differences</p> | <p>Our diverse communities are celebrated and supported through regular promoted events and activities.</p> <p>Success will mean:</p> <ol style="list-style-type: none">1. Facilities have established an annual calendar of significant cultural and spiritual days (Y1, Y2, Y3).2. Facilities collaborate with consumers to organise celebrations for significant cultural or spiritual days of interest.3. Facilities collaborate with consumers to plan themed meals that promote and celebrate diverse cultures. |

“I am treated with dignity and respect and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.”

Aged Care Quality Standards
Standard 1: Consumer Dignity and Choice