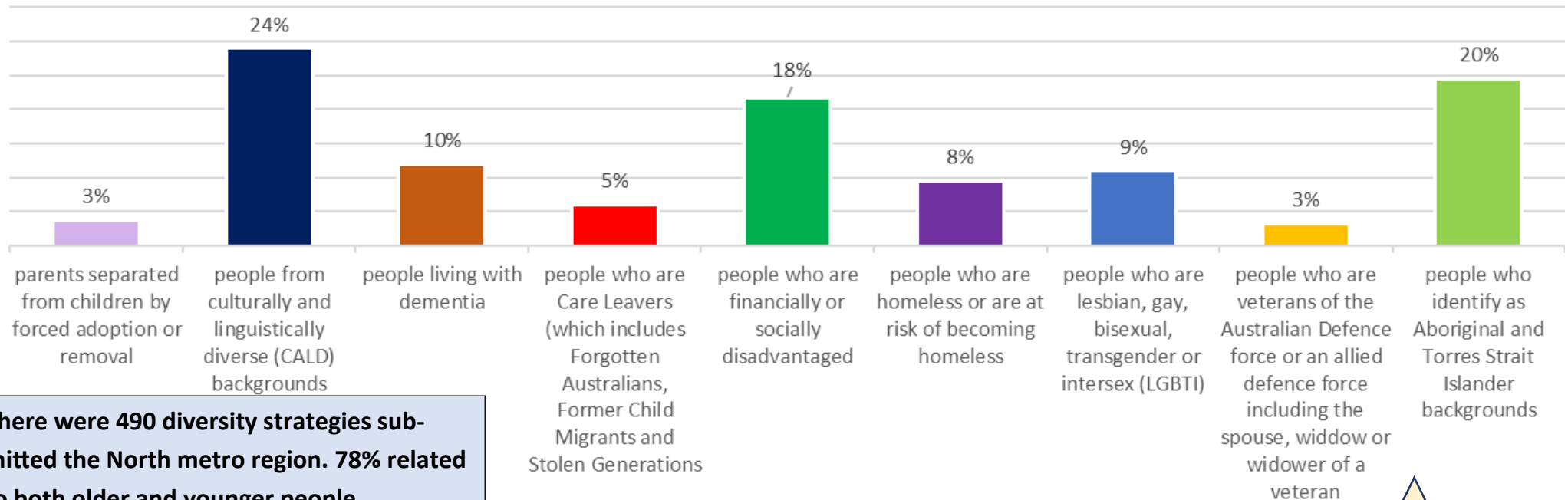


SNAPSHOT OF DIVERSITY PLANNING PRIORITIES FROM NORTH METRO PROVIDERS

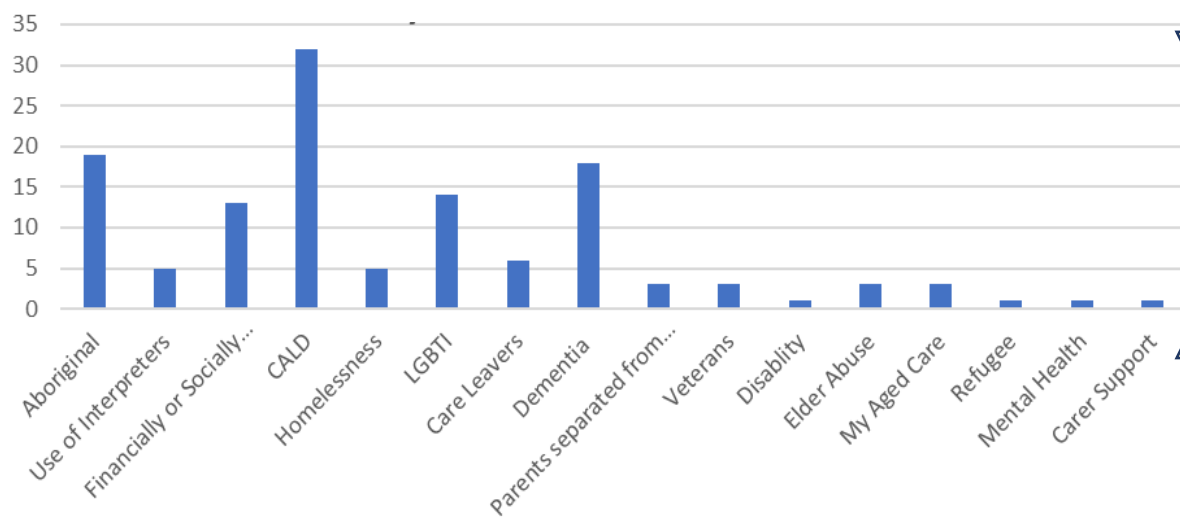
2018-2019 Diversity Planning Focus Areas by Percentage of Strategies



There were 490 diversity strategies submitted the North metro region. 78% related to both older and younger people

The number of strategies for people who are financially and socially disadvantaged doubled this cycle

2018-2019 North Metro Training Priorities by Actions



Strategies for care leavers and parents separated from children by forced adoption increased this cycle

NATIONAL AGED CARE DIVERSITY FRAMEWORK

Outcome for Consumers

Example

MAKING INFORMED CHOICES

Provide information in an appropriate format, through different forms (online/ hardcopy/newsletter/verbal) and in a language the consumer understands.

ADOPTING SYSTEMIC APPROACHES TO PLANNING AND IMPLEMENTATION

Engage consumers in a culturally safe, supportive environment that enables them to participate as active partners, as well as articulate their individual needs.

ACCESSIBLE CARE AND SUPPORT

Collaborate with stakeholders to identify and overcome barriers in accessing the aged care system.

SUPPORTING A PROACTIVE AND FLEXIBLE SYSTEM

Engage 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.

RESPECTFUL AND INCLUSIVE SERVICES

Seek out, develop and use tools, training and information that support delivery of care that is inclusive of diverse characteristics and life experiences.

MEETING THE NEEDS OF THE MOST VULNERABLE

Provide 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.

Outcomes for Consumers

