

The 10 P's to reviewing diversity plans - A tool to reviewing Diversity plans

One way to understand how to review your diversity plan is through the 10 P approach. The 10 P's are outlined below

The 10 P's relating to reviewing diversity plans

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| Participation | Partnerships and Networks | Programs | Policies | People and Culture |
| Population Data Collection | Professional Development | Procedures | Promotion and Marketing | Professional Standards |

The 10 P's are outlined in the theme column below with examples from the 2018-2019 North Metro Diversity Plans cycle. It is important to include both quantitative and qualitative data in your reviews.

| Theme for reviewing diversity actions | Examples from North Metro Diversity plans 2018-2019 |
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| <p>Participation (eg Consumer and Carer feedback, focus groups, advisory groups, increased consumer access to services)</p> | <ul style="list-style-type: none"> • Improved client feedback and satisfaction • Consumer panel active and meetings are taking place • CALD HACC PYP and CHSP service users are represented on advisory panel • LGBTIQ consumers involved in Consumer Advisory Committee level • Key issues have been reported from clients in accessing HACC services to inform practice and process improvement initiatives • Increased client satisfaction rates • Physical needs of the clients have been gathered throughout the year and their needs, documents and programs adapted according to their needs leading to a reduction in incidents related to physical access • Consumer focus groups set up for consumers to be involved in planning, implementing and evaluating training with measurable outcomes • Increased access to service from focus groups identified • Increased number of referrals from diversity focus group |
| <p>Partnerships (eg attendance at networks, formal MOUs)</p> | <ul style="list-style-type: none"> • Feedback received from identified partner agencies around how to improve partnerships and learning shared to improve client outcomes • Staff/Managers/Team Leaders attendance and contributions in local diversity networks |

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| | <ul style="list-style-type: none"> • The number of presentations to conferences and network meeting • 1 to 2 new partnerships formed and maintained • A 30% increase in MOU developed for high value partnerships • Monitored secondary consultation: how many occasions, type of agencies requesting information, type of information requested |
| <p>Procedures (eg new Service models, streamlining systems to increase accessibility)</p> | <ul style="list-style-type: none"> • Reduction in waiting times for appointments for priority groups • Engagement mapping tool developed and completed |
| <p>Population Data Collection (eg monitoring the collection of diversity data, gaps identified)</p> | <ul style="list-style-type: none"> • Client service data reflects diverse client population • Data is used to drive partnership initiatives with other providers • Gaps and areas for improvement identified • Ongoing review of monthly data via Activity Summary report to track number of clients requiring fees to be waived and identifying proportional trends • Link the data analysis to identify the number of CALD consumers who are LGBTI |
| <p>Programs (eg: new programs, tools/resources developed to respond to diversity)</p> | <ul style="list-style-type: none"> • Assessments and service provision care plans identifies cultural needs for best practice and service delivery • Development of a Diversity Calendar • Social Support program incorporates ANZAC Day events |
| <p>Promotion and Marketing (eg new or development of communication channels to engage)</p> | <ul style="list-style-type: none"> • Increase in CALD languages included in promotional materials • All support staff have been made aware of the Speak my Language Ethnic radio program and raise awareness to their clients from CALD backgrounds |

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| focus groups, inclusive marketing strategies) | <ul style="list-style-type: none"> • 100% CHSP paperwork reviewed for use of gender inclusive language • All written handouts ticked for compliance by Consumer Health Literacy Committee and selected consumer representative |
| Policies (eg new policies or continuing policies relating to diversity) | <ul style="list-style-type: none"> • New Reconciliation Action Plan policy developed • Continuation of the Rainbow Tick Accreditation |
| Professional Development (eg training numbers of sessions, staff attendance and increase awareness and knowledge from staff) | <ul style="list-style-type: none"> • Increased knowledge and awareness after staff training on needs of Care Leavers • Assessing trained staff for competency to shadow shift in Memory Support Group • Effectiveness of shadow shifts with Memory Support Group programs - both for the Program and for the staff • Ongoing feedback sought during staff supervision of how they are implementing their learnings • Orientation program updated to reflect diversity objectives • Staff feel confident to engage with and assist client group, and make appropriate referrals for assistance and advice • Training attendance records (all current staff having completed training required for role) <ul style="list-style-type: none"> • All staff complete training and recruitment decisions are based on capacity to leverage community networks and create welcoming communities • 50% of teams involved in planning at least one cultural event which is captured into team plans |
| People and Culture | <ul style="list-style-type: none"> • Aboriginal Engagement Officer (AEO) position as a resource and reference for staff |

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| (eg diversity in Recruitment and workforce) | <ul style="list-style-type: none"> • Record number of CALD employees and volunteers • Diversity Profile of workforce completed • Current data about our workforce available to inform further areas of work to increase diversity of staffing • Increased number of employment positions promoting access and equity |
| Professional Standards (eg audits passed by independent review bodies) | <ul style="list-style-type: none"> • Processes and procedures judged satisfactory by independent Review bodies through external audits |

This document has been created by Lisa Tribuzio, Diversity Advisor, lisat@hwpcp.org.au, April 2019 ©