



Peninsula  
Palms  
Diversity  
Action  
Plan

2019 – 2024

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## Background

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 consumers.

## Commitment

Peninsula Palms, Board of Directors and Management are committed to ensure that this plan assists in identifying and overcoming the barriers that affect the ability of our diverse consumers to feel safe, respected and included in our community.

## Aims

That the Residents can access information, and receive aged care services, appropriate for their individual characteristics and life experiences.

That our residents, staff and volunteers always feel safe, respected and included.

That our staff are inclusive, respectful, and responsive to our residents, visitors and their peers.

## Objectives

The objectives of the Diversity Action Plan are:

- ◆ All Residents have access to information that is written in a language and format that they can understand.
- ◆ Ensure all residents receive care that is inclusive and culturally appropriate.
- ◆ Workplace strategies are in place to provide Equal Employment Opportunities for our diverse population.
- ◆ Create and support an organisational culture that values, respects, and is inclusive of staff from diverse backgrounds.
- ◆ We seek to promote a culture of safety in which all stakeholders play their part.
- ◆ Seek to improve and utilise the diversity of our volunteers.
- ◆ We welcome suggestions for improving our diversity plan from all stakeholders in the Peninsula Palms.

## Actions

| Objectives  | Actions   |
|---|---|
| All Residents have access to information that is written in a language and format that they can understand.             | <ul style="list-style-type: none"> <li>• Establish a folder with the brochures and tools to assist with our directive.</li> <li>• Establish a list of resources that will assist with our objective.</li> <li>• Ensure Residents that require an interpreter have access to one.</li> </ul>               |
| Ensure all residents receive care that is inclusive and culturally appropriate.   | <ul style="list-style-type: none"> <li>• Ensure that care plans are individualized to each resident and is based on the individual needs and preferences.</li> <li>• Check compliance with audits, surveys and feedback</li> </ul>  |
| Workplace strategies are in place to provide Equal Employment Opportunities for our diverse population.                 | <ul style="list-style-type: none"> <li>• Ensure this culture is led by management</li> <li>• Have policy and processes in place to assist with compliance.</li> <li>• Education of staff about diversity, inclusion and respect.</li> <li>• Ensure compliance from audits surveys and feedback</li> </ul> |
| Create and support an organisational culture that values, respects, and is inclusive of staff from diverse backgrounds. | <ul style="list-style-type: none"> <li>• Ensure this culture is led from management down.</li> <li>• Address actions that are against this objective.</li> <li>• Ensure all stakeholders are aware of our vision, mission and core values.</li> </ul>   |
| We seek to promote a culture of safety in which all stakeholders play their part.                                       | <ul style="list-style-type: none"> <li>• Culture to come from management down</li> <li>• Promote quality forms</li> <li>• Educate stakeholders as to their responsibilities.</li> <li>• Discuss safety at all meetings</li> </ul>   |
| Seek to improve and utilise the diversity of our volunteers.  | <ul style="list-style-type: none"> <li>• Record any multilingual volunteers and utilise them as able</li> <li>• Promote diversity within our volunteers.</li> </ul>   |
| We welcome suggestions for improving our diversity plan from all stakeholders in the Peninsula Palms.                   | <ul style="list-style-type: none"> <li>• Ensure all stakeholders have access to the action plan and are encouraged to make comments regarding the plan.</li> </ul>  |