



Yallambee

Live at ease.

Diversity Plan
2021-2025

Our Commitment

Delivering Quality Care

Vision, Mission & Values

Yallambee is a not-for-profit aged care service overseen by a community based, volunteer Board of Directors. Yallambee has a commitment to the provision of quality aged care and services to residents of Traralgon and the wider community through residential care and independent living. Yallambee demonstrates this commitment through the homes Vision, Mission and Values statement.

Our Vision

Yallambee – the most trusted aged care and health care provider, enabling people to live well and live at ease.

Our Mission

Yallambee – researching, developing and delivering an innovative range of high quality aged care and health care services.

Our Values

L

Life – We will act with **dignity** and **honesty** to enhance each resident's **quality of life** and **independence**; based on a culture of exemplary service delivery.

I

Integrity – Our organisation's people will, at all times, act with **reliability** and **truthfulness**; ensuring Yallambee is widely known through its **competence** and **professionalism**

V

Vitality – Encouraging our residents to live their best lives through their own **choices**, **meaningful** activity, and **laughter**.

E

Empathy – We will act with **respect**, **compassion**, and **care** for each of our residents, their families, and friends by showing **support** and **understanding**.

At Ease

Introduction

Yallambee endorses a culture of equality and non-discrimination, racial and religious freedom and acknowledges the right of all people to be treated with dignity and respect. We actively support the right of people to be treated with respect and dignity, as required by the Quality of Care Principles 2014 and the Charter of Human Rights and Responsibilities Act 2006.

Objective

The purpose of this plan is to develop actionable objectives, and measure outcomes, to ensure all consumers/residents in Yallambee have equal access to care and services that meet their needs.

We aim to:

- Foster and create an inclusive service where our diversity is valued and respected
- Facilitate access to cultural services, including interpreters and advocates
- Increase awareness within the Yallambee about the rights and needs of our diverse community
- Improve equitable access to care and services through practical, achievable and deliverable initiatives
- Enhance communication and reduce barriers, including attitudes, that may discourage our diverse consumers/residents from using the organisations' services, and staff from providing these services
- Achieve tangible changes in attitudes and practices that are discriminatory towards consumers from diverse backgrounds

This plan is designed to support compliance with Standard 1, in particular, requirements 3(a) and (b), which requires providers to treat each consumer with respect, with their identity, culture and diversity valued, and to ensure its care and services are culturally safe.

Statement of Inclusion and Diversity

Yallambee delivers care and services that are inclusive and do not discriminate. Our delivery of care and services is responsive, inclusive and sensitive to culturally and linguistically diverse consumers, including to consumers/residents from Aboriginal and Torres Strait Islander backgrounds. Inclusion means that each consumer/resident can participate equally, despite their diversity.

Statement of Commitment to Cultural Safety

Yallambee values the identity, culture and diversity of each consumer/resident and aims to embed cultural safety in the design of the Home. We are committed to delivering culturally safe and inclusive care, and services.

The consumer defines what culture, identity, and respect means to them, and this is used in the understanding of their choices and needs and developing their Care Plan. It is their experience of the care and services that is provided, being part of the decisions made and how able they feel to raise concerns and provide feedback that are all essential elements throughout this process. Key features of cultural safety are:

- understanding the consumer's culture
- acknowledging differences
- being actively aware and respectful of these differences in planning and delivering care and services.

We support our residents to make informed choices

Yallambee residents 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.

Our Objectives



- Residents have access to translation services and communication tools when they need them.
- Residents experience culturally appropriate and inclusive care.
- Residents can make informed decisions, which can involve balancing risk with quality of life.
- Residents receive accurate information in a timely manner.
- Residents and their representatives have information, knowledge and confidence to optimise their use of the aged care system.

Our Actions

- Information about risks, possible outcomes and the options available is provided to consumers to assist in decision making.
- Residents' and their representatives'/family members' cultural and linguistic requirements are assessed on admission.
- A list of readily available external support services or community groups, such as advocacy groups, will be developed.
- Resources and tools for communicating with residents with special needs, including linguistically diverse needs, will be readily available.
- Key information will be provided in a format and language the consumer can understand, including their Residential Care Agreement, how to access Feedback and Complaints, and reporting channels, and how to access support services.
- Implement procedures to ensure appropriate cultural and linguistic supports in a timely manner, where required or requested.
- Mandatory training in communicating to the diverse resident population is provided to the workforce.
- Training is provided to appropriate staff on how to provide residents with the right information to assist them to make and communicate choices and decisions, including getting an interpreter.

Our Targets

Audit of resident records shows 100% compliance with these requirements.

Audit of the resources available show they contain sufficient information to meet the consumer's needs and is a format and language they can understand.

Number of interpreter bookings requested VS number of bookings made.

The time it took, after the resident requested services, to book services.

Feedback and Complaints register has less than 5% of complaints about the time it took to access services

We encourage our residents to be active partners in the planning and deliver of their care

Yallambee residents from diverse backgrounds have the additional assistance and support to be active partners in the planning and implementation of their own care.

Our Objectives

- Residents are asked to share their experiences of care and services with respect to Yallambee's performance in cultural safety.
- Residents and representatives from diverse backgrounds have the additional assistance and support to be decision makers in their own care.
- Residents are involved in defining dignity and respect, including the way they think their dignity and respect can be maintained.
- Yallambee engages residents in a culturally safe, supportive environment that enables them to participate as a active partner in their care.



Our Actions

- Have a system for consumers to provide feedback and complaints, including holding conferences/meetings with residents, and that supports them in accessing these channels.
- The management team will be involved in asking for and considering resident feedback on how Yallambee can improve the cultural safety of care and services. This includes developing appropriate resources that are relevant and useful to consumers.
- Care and services planning involves the resident and/or their representative, including:
 - *ascertaining the resident's preferences and allowing them to make decisions about their care*
 - *using problem-solving and risk assessment tools to assist in balancing risks*
- *We will provide mandatory training on assessment and care planning with resident.*
- Practice audits will be conducted to ensure staff are delivering services in accordance with the resident's care plan.

Our Targets

Resident survey indicates the resident feels comfortable in using feedback and complaints channels/ participating in conferences/meetings.

Action plans have been developed in response to resident feedback and complaints.

Audit of care and services plans indicate where consumers have been asked to make decisions, and where they have indicated their choices and preferences.

Staff records indicate 100% attendance and completion of training
Performance management training was provided where competency assessment results were below 100%

Practice audit indicates 100% compliance with this requirement.

Yallambee provides accessible care and services that support diversity

Yallambee residents have access to aged care services and supports appropriate to their diverse characteristics and life experiences.

Our Objectives

- Receive care and services that are adapted to their cultural needs.
- Ensure residents feel heard when they tell members of the workforce what matters to them and what they want.
- Residents experience culturally appropriate and inclusive care and can say they feel accepted and valued whatever their needs, ability, gender, age, religion, spirituality, mental health status, ethnicity, background or sexual orientation.



Our Actions

We collaborate with community stakeholders to identify ways to overcome barriers in accessing the aged care system, including how service delivery models can be adapted to deliver an inclusive and culturally safe approach to care.

Implement a Lifestyle Program that promotes and supports residents in being connected with their culture.

Accommodate to resident's cultural and spiritual needs by providing flexible services e.g. providing alternative meal choices.

Train staff to be non-judgmental and to listen to and understand the individual needs and choices of residents.

Recruitment and selection practices assess skills as well as attitudes to support cultural safety, diversity and inclusiveness.

Where possible, signs will be displayed in multiple languages.

Staff are provided training at orientation and as needed to address the diverse needs of residents.

Our Targets

Audit of environment shows the actions have been implemented

Competency assessments and practice audits show staff are delivering care that is culturally sensitive and safe

There are meeting minutes to indicate we have been engaging with community stakeholders to develop strategies for culturally appropriate and safe care

Audit of Human Resources practices indicate they are supporting cultural safety, diversity and inclusiveness

Yallambee's services are respectful and inclusive.

Yallambee's services are effectively meeting the specific needs of older people with diverse characteristics and life experiences, their families, carers and representatives in a respectful and inclusive way.

Our Objectives



- Residents are treated fairly, and with dignity and respect at all times.
- Residents do not experience discrimination.
- Residents feel comfortable and safe regardless of their ethnicity, spirituality, culture, sexuality and relationships have been respected.
- Yallambee will respect and promote cultural awareness, and recognise, promote and value diversity, including differences in culture, beliefs, relationships and sexuality.

Our Actions

All policies and procedures, and workforce training materials will:

- promote an inclusive, consumer-centred approach to delivering care and services
- require considerations on treating residents with dignity and respect, including what to do if a person thought the resident's dignity wasn't being upheld
- state resident's rights
- use inclusive and gender-neutral language

Recruitment and rostering (allocation) decisions will consider residents' cultural and language needs.

Palliative care and end of life programs respect and support cultural requirements.

Staff are required to attend handover and read care plans to ensure the care they deliver is culturally safe.

Staff are encouraged to use inclusive and gender-neutral language

Our Targets

Policies and procedures define and address resident dignity and respect.

Audit of HR records indicate compliance.

Palliative and end of life care audits indicate 100% compliance.

Practice audits indicate 100% compliance, or if not, there is performance management training planned/ action plan designed.

Yallambee's services meet the needs of our most vulnerable residents.

Yallambee ensures 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.

Our Objectives

- To ensure vulnerable residents are provided with equitable access to care and services.



- Provide inclusive service models to address the needs of the most vulnerable and work with other stakeholders to ensure that full spectrum of needs are met.



- Ensure the diversity of residents and the community is represented in organisational governance

Our Actions

Admission assessment includes ascertaining the special needs of vulnerable residents.

Adjustments are made to care and services to accommodate the special needs of vulnerable residents.

A database of community CALD contacts is maintained.

Staff orientation and training programs include training in special needs, cultural diversity and safety.

Management trained to understand events and preferences that may affect what is culturally safe for people with special needs.

Our Targets

Care and services plans reflect the needs and preferences of vulnerable residents and is consistent with their assessed needs.

Residents have access to formal and informal advocacy support.

Audit of training materials

Training attendance and completion is 100%

Yallambee promotes employment and inclusion.

Yallambee actively supports employment of a diverse workforce.

Our Objectives



- 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.
- Yallambee will ensure that staff education programs support positive outcomes for diverse residents, including cultural understanding, acceptance and inclusive practice.

Our Actions

Education and policy support will be provided to multilingual staff and volunteers to communicate to residents in their own language.

This includes training to:

- understand the scope of speaking a language other than English VS formal interpreting
- conduct resident orientation sessions in their own language

Hold events that celebrate or support the diversity of our workforce, and that raise awareness about issues affecting our diverse resident and staff population.

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 Yallambee's workforce demonstrates an inclusive approach to care.

Our Targets

Audit of training materials

Training attendance and completion is 100%

Fifteen events will be held across the year that focuses on diversity

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 Yallambee's workforce demonstrates an inclusive approach to care.



Yallambee

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