



# 2022 - 2025 Inclusion & Diversity Plan

# Inclusion & Diversity

Gippsland Lakes Complete Health is committed to having an inclusive workplace that prevents discrimination and values and respects the diversity of our people, clients, and communities in which we work and live. We will achieve this by focussing our efforts on three strategic goals:





# How we will achieve our goals

## 1.0 Organisational / Overarching

### Key Performance Indicators

- 1.1 Diversity and inclusion statement in the GLCH Strategic Plan
- 1.2 Diversity and inclusion strategy / plan
- 1.3 A designated diversity and inclusion role and budget
- 1.4 Progress the Aboriginal Cultural Awareness Audit Tool
- 1.5 Progress the Rainbow Tick Action Plan
- 1.6 Progress the Dementia Environmental Audit Tool
- 1.7 Develop a Disability Action Plan
- 1.8 Investigate self-assessment tools (e.g. Scopevic communication access tool)
- 1.9 Evaluation of inclusion and diversity progress



# How we will achieve our goals

## 2.0 Diverse workforce and inclusive workplace culture

### Key Performance Indicators

- 2.1 Human Resource policies and procedures consider the needs of diverse groups across the whole employment journey (recruitment, supervision, performance appraisal, retention, exiting)
- 2.2 Inclusion and diversity training is embedded into new staff induction
- 2.3 Undertake a training needs analysis (role specific)
- 2.4 Inclusion and diversity learning included in training strategy and calendar
- 2.5 Staff diversity and inclusion survey regularly conducted
- 2.6 Inclusion and diversity resources on Intranet page
- 2.7 Inclusion and diversity are embedded into staff newsletters and communications



# How we will achieve our goals

## 3.0 Culturally safe, inclusive and accessible services

### Key Performance Indicators

- 3.1 Risk Register and Risk Management Framework incorporates cultural safety of staff, clients and community
- 3.2 Staff are trained in inclusion and diversity
- 3.3 Promotion of inclusion and diversity through multiple communication channels (staff email signatures, internal and external websites, agenda and minute templates, training materials, job advertisements, position descriptions, official letterhead templates, events, activities, etc)
- 3.4 A welcoming environment (inclusive imagery, signage and information, e.g. Aboriginal flag, rainbow flag, multilingual information, etc)
- 3.5 The organisation gathers information on barriers to accessing services and facilities and works to reduce these barriers
- 3.6 Evidence of facility and access audits, modifications and improvements
- 3.7 'Stop bunching disability and aged care together'
- 3.9 Celebrate significant days / incorporate education and learning
- 3.8 Create resources with local content (e.g. videos)
- 3.10 Review service delivery to rural and remote communities.



# How we will achieve our goals

## 4.0 Community collaboration, partnerships and advocacy

### Key Performance Indicators

- 4.1 Regular analysis of consumer demographic consumer data for service development, delivery and review
- 4.2 Inclusion and diversity communication strategy
- 4.3 Inclusion and diversity consultation strategy
- 4.4 Inclusive consumer feedback policy, encourage and record feedback
- 4.5 Links to diversity and inclusion networks, research, conferences and advisory groups
- 4.6 Co-design of services with diverse groups and stakeholders catering for diverse groups
- 4.7 Marketing and communications are for diverse audiences
- 4.8 Improve staff and community participation in significant day events / celebrations



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