



Aged Care Diversity Framework

In the context of aged care reforms and the Aged Care Roadmap (particularly the Domain ‘How are consumers with different needs supported?’), the aged care sector in Australia is moving towards a system where older people have greater choice and control. Older people display the same diversity of characteristics and life experiences as the broader population. Older people with diverse needs, characteristics and life experiences can share the experience of being part of a group or multiple groups that may have experienced exclusion, discrimination and stigma during their lives. However, they are not a homogenous group. There are some similarities within groups in relation to the barriers and difficulties they may face in accessing the aged care system but additionally, each person may have specific social, cultural, linguistic, religious, spiritual, psychological, medical, and care needs.

In addition to common challenges, social differences often overlap as people identify with more than one characteristic, exacerbating already complex issues. There is no limit to the number of different characteristics a person holds and no two people’s lived experiences are the same.



The Framework provides a mechanism for:

Government to ensure that the diverse characteristics and life experiences of older people are included when developing and implementing policies and measures.

Peak organisations and representative groups to inform and support the sector to better meet the diverse characteristics and life experiences of older people.

Aged care service providers to ensure their services better meet the diverse characteristics and life experiences of older people, including when developing their policies and procedures and in working with consumers.

Consumers to actively provide feedback to inform continuous improvement and articulate their role in co-design of the aged care system and supports.



National Disability Insurance Scheme

Code of Conduct

Vision

All older people experience a high quality aged care system that ensures equitable access and outcomes and embraces their diverse characteristics and life experiences.

Overarching Imperatives

The following strategic imperatives are essential in ensuring an inclusive aged care system that embraces the diverse characteristics and life experiences of older people.

Equity of access and outcomes

Older people with diverse characteristics and life experiences have equitable access to information and services that are effective and appropriate to their needs, and that take into account individual circumstances.

Empowerment

Older people with diverse characteristics and life experiences, and their families, carers and representatives are respected and supported, and have the information, knowledge and confidence to optimise their use of the aged care system.

Inclusion

Older people with diverse characteristics and life experiences, and their families, carers and representatives are included in the development, implementation and evaluation of aged care policies and programs on an ongoing basis.

Quality

Older people with diverse characteristics and life experiences are treated with dignity and respect, and can maintain their identity. They can make informed choices about their care and services and how these services support them to live the lives they choose.

Capacity building

Older people and their communities have the capacity to articulate their ageing and aged care needs and have their diverse characteristics and life experiences embraced. They are partners in the development of services and the workforce to meet their needs.

Responsive and accountable

The aged care system embeds the diverse characteristics and life experiences of all older people in system planning, delivery, monitoring, and transparent reporting. The aged care system is responsive and flexible in adapting to the current and emerging needs and expectations of older people, their families, carers and representatives, to ensure services are appropriate and inclusive.