



## Submission to the Department of Health's Consultation Paper to inform the development of the Aged Care Diversity Framework

June 2017

### **Q. Are there other diverse characteristics and life experiences that should be considered in the Framework?**

ADAA considers the Framework to be inclusive of a broad range of special needs groups.

ADAA recommends that the Framework acknowledges that these special needs groups are not mutually exclusive. For example, an older person may reside in a rural/remote location and identify as Aboriginal and Torres Strait Islander and as Lesbian, Gay, Bisexual, Transgender or Intersex.

### **Q. Is there anything missing?**

ADAA has concerns about the inclusion of the smaller special needs groups within the Framework without any clear commitment to action. It is understood that these groups will be addressed under future action plans, but ADAA would like to see some definitive timeframes for these groups to ensure that they are not overlooked, as they have been in the past.

### **Q. What monitoring mechanisms would you like to see?**

ADAA suggests that the monitoring mechanisms for the Framework include

**Consultation:** Regular feedback on the progress of the Framework should be sought from consumer representatives from each of the relevant special needs groups.

ADAA suggests that Government consultation approaches will need to be adapted to ensure that opportunities for consumer representatives to provide feedback are culturally appropriate and safe.

ADAA discourages the use of online consultations/surveys when engaging with consumers from the special needs groups. ADAA also suggests that it is not appropriate to simply invite representatives from special needs groups to participate in mainstream consultations.

ADAA recommends that consultation with Aboriginal and Torres Strait Islander representatives be face to face and facilitated by someone who is already connected to the community.

**Reporting:** ADAA would like to see strong measures put in place to ensure that consumer consultation is meaningful, with evidence that the suggested improvements put forward by consumer representatives have been actioned. This will require greater transparency and accountability from government.

ADAA recommends that relevant Government departments and agencies be required to report on their progress against the Framework and associated action plans on an annual basis.

**Project Evaluations:** Projects funded under the Framework should be formally evaluated with results made publicly available in central location to maximise benefit of the investment. The National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse (CALD) Backgrounds provided grant funding for a number of localised supports and projects, but it was difficult to determine the success of the projects and their potential to be replicated more broadly, due to a lack of publicly available information.

**Quality Review:** ADAA considers it is essential that aged care service providers be made accountable for responsibilities against the Framework and suggests that this could be achieved by strongly linking the expectations within the Framework with the Aged Care Quality Standards.

#### **Q. What do you think of the proposed vision?**

ADAA suggests that the Draft Vision Statement be edited to read – All older people receive equitable access, treatment and outcomes and will experience a respectful and responsive aged care system that embraces and supports their diverse characteristics and life experiences.

This suggestion has been made to encourage the system to not only accept diverse characteristics and life experiences, but assist older people maintain their diversity.

#### **Q. Is there anything missing?**

ADAA suggests the framework be strengthened through the inclusion of clear references to the Charter of Care Recipients' Rights and Responsibilities in Home Care as well as the Charter of Residents' Rights and Responsibilities in Residential Care and other relevant rights based documents such as the United Nations Principles for Older People (1991)

**Q. Are there any additional comments or feedback you would like to provide, or any other issues that are not captured in this paper.**

On face value, ADAA supports the overall structure, vision, imperatives and priorities proposed in the consultation paper. ADAA acknowledges that the imperatives and priorities will be brought to life in the individual action plans.

ADAA would welcome the opportunity to provide input into the development of future action plans.