



# Diversity and Inclusion Action Plan

*Nurturing great lives through  
diversity and inclusion*

**Summary Plan 2024 - 2026**

*Warrigal*





# Acknowledgement of Country

We acknowledge the Traditional Owners of the land where we work and live. We pay our respects to Elders past, present and emerging. We celebrate the stories, culture and traditions of Aboriginal and Torres Strait Islander people of all communities who also work and live on this land.

# A message from the CEO

Jenni Hutchins



I am pleased to introduce the Warrigal Diversity and Inclusion Action Plan for 2024 -2026.

At Warrigal, we deeply value the diverse perspectives and unique qualities that each individual brings to our organisation, believing that both Australian society and Warrigal itself are enriched and strengthened by diversity in our community.

Our commitment to building a culture of inclusion aligns with our core values of integrity, respect, compassion and innovation. By fostering diversity and inclusion within our workforce and the services we provide, we promote independence, dignity, happiness, and connection, enabling everyone to be their true selves and fully participate.

The Diversity Action Plan has been developed through consultation and review by Warrigal's Diversity and Inclusion Working Party, ensuring a comprehensive approach to fostering diversity and inclusion across teams and the organisation as a whole. It will provide our staff with a road map for the next three years, identifying strategies and actions to improve access to services for all older people and ensuring those services meet individual needs. Regular reporting to the Leadership team will ensure transparency and provide a foundation for ongoing improvements.

In short, the Warrigal Diversity Action Plan 2024 - 2026 recognises that our good intentions will be achievable with a clear blueprint for action and a structured approach to measure our progress.

At the heart of this strategy is our commitment to;

- Ensuring an inclusive workplace that respects and values diversity of identity, customs, cultures and beliefs;
- Ensuring that Warrigal services are accessible to all older Australians from diverse backgrounds including those from special needs groups;
- Ensuring that Warrigal services are delivered in a manner that respects and values the identity, customs, cultures and beliefs of its clients;
- Preventing harassment or discrimination of any kind.

Being open to diverse opinions, experiences and ways of working makes Warrigal a stronger organisation and helps us to respond appropriately to the needs of older people who use our services. By actively listening to and valuing the unique perspectives of our staff and clients, we can create a more inclusive and dynamic environment. This approach not only enriches our organisational culture but also enhances our ability to innovate and adapt to changing needs.

Inclusive services which are person-centred and responsive to the diverse needs of older Australians result in an improved quality of life. As CEO, I am pleased to lead the way in driving our commitment to Diversity and Inclusion.

Our journey as an organisation will be one of listening, learning, and striving to continuously improve. The Diversity Action Plan is an important statement of our commitment to developing a culture where everyone feels valued, respected, welcomed, and that they belong.

**Jenni Hutchins**  
Warrigal CEO



# Vision Statement

At Warrigal, we believe in celebrating diversity and creating a culture of inclusion in everything we do. Diversity encompasses the unique experiences, backgrounds, identities, abilities, and perspectives of our residents, customers, staff and volunteers. Inclusion means creating a warm and welcoming environment where everyone feels valued, respected, and empowered to contribute their best. Both are essential to achieving our purpose of ensuring older people live great lives.



# Our Diversity Action Plan will empower our staff in addressing inequity.

The Aged Care Diversity Framework identifies the following groups who have special needs which may impact their access to, and use of, aged care services:

- **Aboriginal and Torres Strait Islander Peoples**
- **People from Culturally and Linguistically Diverse backgrounds**
- **LGBTI People**
- **People who live in rural and remote or very remote areas**
- **People with mental health problems and mental illness**
- **People with cognitive impairment including dementia**
- **People with a disability**
- **Parents separated from their children by forced adoption or removal**
- **People who are homeless or at risk of becoming homeless**
- **People who experience socio or economic disadvantage**
- **Care leavers**
- **Veterans**

We recognise that individuals within these special needs groups are also diverse, with unique experiences and identities. We also recognise that people may belong to many groups simultaneously. Additionally, various factors influence a person's access to, and experience of aged care. These factors include capacity to use technology, life experiences (including past trauma), level of family support and current health status.

The Warrigal Diversity Action Plan is just one part of the conversation to ensure that as aged care providers we continue to listen, understand and respond in a meaningful way to the diverse needs of older Australians who use our services.



# Diversity and Inclusion at Warrigal

The Warrigal Diversity Action Plan 2024 – 2026 has been informed by the Aged Care Act 1997, the Aged Care Quality Standards, the Charter of Rights and the Department of Health and Aged Care Diversity Framework.

The insights from the Royal Commission Report into Aged Care Quality and Safety 2021, building on the Diversity Framework of 2017, underscored the imperative to firmly embed diversity and inclusion within the new Aged Care Act and the strengthened Aged Care Quality Standards.

The Commission's findings reaffirm the challenges many older Australians from diverse backgrounds face in accessing suitable aged care services and the responsibility for Aged Care Providers to do more to ensure equitable access to inclusive services.

***To deliver high quality and safe care, those providing services must respect the diverse backgrounds and life experiences of every older person, and tailor the delivery of care to meet their needs.***

***Diversity should be core business in aged care.***

Royal Commission Report into Aged Care Quality and Safety Final Report



# Four Key Focus Areas

## Focus Area 1: Understanding and Empowering our People

At Warrigal, diversity is integral to our service planning, development and continuous improvement processes. To achieve this:

- 1.1** We actively gather diversity information pertaining to the older people who use our services, our staff and the communities we serve. This data-driven approach ensures that our decision making processes are informed and inclusive.
- 1.2** We partner with older people in service planning, development and continuous improvement. By valuing their input and experiences, we ensure that our services are responsive to their needs and preferences.
- 1.3** We develop tools and resources to support inclusive service provision, empowering our staff to deliver services that are respectful, responsive and tailored.

## Focus Area 3: Delivering Inclusive Services

Warrigal works in partnership with older people, their representatives and communities to ensure that our service provision is responsive to diverse needs. To achieve this:

- 3.1** We build a culture of respect for diversity across the organisation.
- 3.2** We engage in partnerships with older people and representative groups to ensure that our services are truly person-centred and responsive to the individual and diverse needs of older people.

## Focus Area 2: Equipping our Workforce

At Warrigal, we ensure that our Board, Staff, Volunteers and Contractors have access to the latest training, information, tools and resources to effectively respond to the diverse needs of older people. To achieve this:

- 2.1** We support and value a diverse workplace.
- 2.2** We offer staff learning and development opportunities which support diversity and inclusion.

## Focus Area 4: Inclusive and Accessible Information

Warrigal is committed to providing information in formats that facilitates access to aged care services and empower older people to make informed choices. To achieve this:

- 4.1** We ensure that our printed and online marketing and promotional materials reflect our commitment to delivering services in an inclusive manner.
- 4.2** We identify and implement communication strategies which meet the needs of diverse communities.





# *Warrigal*

Inspiring communities  
for older people