

# Who's missing?

## Planning for Diversity workshops

Strategies, tools and practical information to help you deliver safe and inclusive services for older people.



### Who is OPAN's Planning for Diversity workshop series for?

OPAN's free Planning for Diversity training is available to all aged care providers.

The workshop series is aimed at the person in your organisation who is responsible for **quality improvement, service planning and/or compliance**.

### Planning for Diversity helps service providers to:

- differentiate your service to better engage older people and families from diverse groups
- identify and address barriers for older people in your aged care planning region who would like to access your services but are missing out
- demonstrate you are working towards **Aged Care Quality Standards** and your commitment to the Charter of Aged Care Rights
- identify specific actions and embed diversity within Continuous Improvement Processes.

A **certificate of completion** will be provided.

### What does Planning for Diversity training look like?

The modules below will be covered in **two in-person workshops**.

#### Module 1: Understanding your community

Using stakeholders/data to understand your community, collecting information from older people about their identity.

#### Module 2: Promoting service accessibility

Individual, organisational and cultural/social influences, barriers to service access and their impact on older people.

#### Module 3: Opportunities to act

Eight areas to target in relation to Aged Care Quality and Safety Standards.

#### Module 4: The diversity planning process

Setting goals, monitoring progress, example templates for policy and procedures.

There will be a **follow-up session online**, which will include access to further learning for you to embed in your organisation.

### What happens next?

Diversity Educators offer additional support before and after workshops. An ongoing Community of Practice enables service providers to share their successes, challenges and knowledge with peers.



For more information or to register scan the QR code or:



**opan.pub/diversity1**



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