



Helping Hand Aged Care

Diversity Background Identification Questionnaire

Asking personal questions in a safe and respectful way and space about diversity sets an important tone of inclusion within an organisation. It communicates respect, letting residents and their families know they are welcome and accepted. It demonstrates that Helping Hand considers the wholistic needs of every person according to both the personal and medical information they choose to provide. Providing support for people's diverse needs is about dignity and choice and an integral part of the Aged Care Quality and Safety Standards.

Confidentiality and Consent:

During the resident intake process (or at any other time when people are asked to disclose personal information), aged care staff undertaking intake/admission and/or assessments should clearly explain why personal information is being collected and how this information may be used or shared within the organisation and externally (if necessary). For example, who will have access to a person's information and why and how will it be stored?

Helping Hand Aged Care Staff should be as clear as possible when explaining Helping Hand's Confidentiality Policy and processes, as well as the sharing of personal information and other information, and provide people with this information in a language that they can understand. Residents must have the opportunity to sign a Consent to Share/Disclose/Collect Form (bundled consent). Residents also have the choice not to disclose personal information. If the resident does not have informed consent, the consent form should be signed by their authorised representative.

Fully detailing how information is kept confidential and private fosters a safe space for the person and shows that they are respected and that they do not need to fear intrusion or harassment.

The following diverse needs groups are included in the Aged Care Act (1997) for aged care planning and placement considerations. To provide that consideration, it is important to understand the people we provide support to. These questions should be asked in a confidential and safe space.

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<p>Question: <i>Our residents come from very different backgrounds. Knowing that, helps us provide support that respects our residents' diverse individual histories and culture.</i></p>		
<p><i>You do not have to tell me if you identify in any of the groups below. If you do though, your information will respect your privacy and confidentiality. (Please tick Yes or No below)</i></p>		
	YES	NO
A person who spent their childhood in an orphanage or other out-of-home care situation (e.g. foster care, children's Home) – often known as Forgotten Australians or Care Leavers.		
A person who identifies as Indigenous / from the Stolen Generations / Torres Strait Islander (please specify):.....		
A veteran of the Australian Defence Force or Allied Defence Force, including the spouse, widow or widower of a veteran.		
A person who is from a culturally and linguistically diverse country and/or refugee background. (please specify which country):..... What language are you most comfortable speaking? (please specify):.....		
A person who is financially or socially disadvantaged		
A person who lives in rural, remote or very remote areas		
A person who is at risk of homelessness		
A person with a disability		
A person who is living with cognitive impairment including dementia		

A person with mental health problems and mental illness			
Gender:			
What is your gender? (Please tick)			
Female			
Male			
Other gender: Please specify			
Prefer not to answer			
Sexuality:			
Do you think of yourself as? (Please tick)			
Lesbian or gay			
Heterosexual (not gay or lesbian)			
Bisexual			
Not listed above, please specify			
Prefer not to answer			
Questions:			
Do you have any special cultural, spiritual or religious beliefs and customs that are important for us to know?			
Is there anything about your past life experiences that you would like to tell me in order for us to support you better?			
Is there anything you need to ensure you feel safe here?			
Would you like to speak with a Counsellor / Social Worker, or your own GP/Counsellor? (Please tick Yes or No)			
		Yes	<input type="checkbox"/>
		No	<input type="checkbox"/>