

# **A resource to help recognise, address, and prevent discrimination, fostering a more inclusive and respectful environment for all involved in aged care**

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Celebrating diversity  
in aged care



Ageing  
Australia



Fronitha Care  
Foundation  
ADVANCING WELLBEING

*A roadmap infographic on addressing workplace discrimination, offering guidance for aged care workers facing bias and helping providers implement consistent intervention strategies.*

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## HOW TO DEAL WITH DISCRIMINATION IN THE AGED CARE WORKPLACE

This roadmap is designed specifically for aged care providers and workers. It aims to guide aged care workers facing discrimination toward seeking support while encouraging providers to address the issue and support their workforce effectively.

Equipping aged care providers and staff with an evidence-based, step-by-step guide to addressing racism directed at their employees can promote consistency and provide the sector with the tools needed to take effective action.





# How to deal with discrimination in the aged care workplace: A roadmap for action

## How to read the roadmap:

- Start in the green section.
- The green section is neutral, the amber section is where formal written warnings are issued, and the red section is where a formal notice of termination may be served.
- Providers and clients should strive to remain in the green section. Providers should apply actions in the amber and red sections only after efforts in the green section have been tried.
- The term ‘client/family’ represents the client (older person) and/or their family.
- Action items in the amber and red sections should only be actioned by staff with delegated authority and not frontline staff.
- The number of ‘red flags’ or formal notifications of instances of racial discrimination before action is taken are indicative only. Organisations must determine their own threshold for how many red flags they are prepared to tolerate per client/family and over what length of time. The nature and severity of the incident must also determine their course of action.

