

Developing an Inclusive Practice

An inclusive practice is most important

Everyone deserves respectful, compassionate and affirming care. By being open-minded and respectful when approaching people and their families, we ensure that we provide the best possible outcome.

Every person we care for and their families have a unique range of experiences, beliefs and values.

Difficulties can arise when assumptions and judgements are made about others based on our own experience and beliefs.



Inclusive approaches

See each person as an individual, be open to getting to know them, and take the time to build a relationship with them to provide support or care you mutually agree.

The approaches you might adopt include:

- A person-centred approach: planning and decisions are driven by the person and their needs, interests, identity, and goals. The role of the family, extended family, community culture is also taken into account.
- A holistic approach: considers the person's physical, psychological, social, cultural and spiritual wellbeing.
- A trauma-informed approach: support that incorporates an understanding of the effect of trauma and seeks to avoid further traumatisation in that person's life.
- Empowerment: encourage that person to take control of their lives, make their own decisions, focus on their strengths, and offer relevant support to assist the person reach their potential.



What is intersectionality and why is it important?

People's identities comprise multiple intersecting factors such as gender identity, race, ethnicity, social class, religious beliefs, sexual identity and disability. Additional factors include refugee status, education level, homelessness and many others. Sometimes these factors intersect, overlap and compound to impact on the person's experience and potentially increase their disadvantage.

In getting to know the person for whom you are caring and their family, consider how these factors shape experience and their needs:

- Which is the biggest barrier for this person to access good care?
- What does this person want you to know about them and how will this impact the support they need?

Strategies to help build inclusive practice

Reflective practise – ask yourself:

- Is there a way I could have improved that interaction?
- Did I provide a safe and supportive environment?

- Did I ask open questions?
- Did I explore their beliefs and understand their needs?
- Are any of my biases getting in the way of connecting with that person and helping them to get their needs met?

Peer discussion – discussion with your colleagues:

- How are we doing as a service to ensure that we are inclusive of diversity and meeting the wide-ranging needs of all of our patients and families?
- Can we encourage discussion and constant improvement in our approach to diversity in our organisation?
- Are we inclusive of diversity within the team? Can we learn from the diversity in the team?

Organisational level – ask your supervisor or manager:

- What are the policies that promote inclusive practice?
- Can we put up visual images and signs that promote acceptance, inclusion, and celebration of diversity?
- Can we undertake workplace training that promotes inclusive practice?