



Colac Area Health Disability Action Plan

(Draft version.30 July 2019)

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| | |
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Table of Contents

| | |
|--|----|
| Prelude | 1 |
| Introduction | 2 |
| Section One | 2 |
| Aim | 2 |
| Objectives..... | 2 |
| Policy and Legislation..... | 3 |
| National Safety and Quality Standards | 4 |
| Development and Review of the Plan | 4 |
| Governance..... | 4 |
| Section Two: Actioning Priority Areas | 5 |
| Priority Area 1: Awareness, Recognition and Inclusion..... | 5 |
| Priority Area 2: Accessibility | 6 |
| Priority Area 3: Care Delivery..... | 9 |
| Priority Area 4: Employment | 10 |
| Acknowledgements | 11 |

Prelude

I am pleased to present the Colac Area Health *Disability Action Plan*.

The inaugural Disability action plan 2019–2021 (‘the plan’) sets the standard for how we want to operate as a truly inclusive work and service environment.

Developed in partnership with people with disability the plan will drive real and continuous improvement.

Our disability action plan sets a new standard across the organisation in achieving outcomes for and with people with a disability as we strive to ensure that the needs of all individuals in our diverse community are respected and valued.

The plan sets out what we will do to make our workplace, services and programs more accessible to people with disability and ensure that the care we provide to our consumers and support for our staff is equitable, inclusive and safe.

All of us have a role in supporting the plan’s success. Inclusion must be part of our business as usual and includes removing service barriers and increasing the representation of people with disability across our organisation.

Shifting our culture requires us to regularly review and refresh our approach so that it remains responsive to people with disability and takes full advantage of innovation and emerging opportunities. We will update the plan each year based on feedback from the people we care for and our staff.

I look forward to working together to become a more accessible, inclusive organisation and equitable work place for people with disability which values fairness and respect.

Fiona Brews
Chief Executive Officer

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Introduction

While people with disability are a diverse group, what they have in common is a shared experience of encountering negative attitudes and barriers to full participation in everyday activities.

Some conditions and impairments are present from birth. In other cases, people acquire or develop a disability during their lifetime from an accident, condition, illness or injury. For some people, support needs can increase over time. Others can experience fluctuating or episodic disability. This can particularly be the case for some people with mental illness. Some people are said to have a dual disability, such as intellectual disability and mental illness, giving rise to different support needs.

People with disability can be treated unfairly based on other parts of the person's identity, not just their disability. This discrimination can affect women and girls, children and young people, Aboriginal people, people from culturally diverse backgrounds including those from refugee backgrounds, and members of the lesbian, gay, bisexual, transgender and intersex community.

Disability action plans are an important tool for building the capacity of organisations to be accessible and responsive to people with disability.

Colac Area Health's Services Disability Action Plan (DAP) has been developed with reference to Victorian and Commonwealth Government policies, legislation, and National Safety and Quality Standards.

Colac Area Health is committed to ensuring that people with disability are treated equally and given the same opportunities to access services, programs and facilities as anyone else.

Section One

Aim

The aim of the DAP is to build disability confidence across the organisation and improve outcomes for people with disability by July 2021.

Objectives

The objectives of the plan are to:

- Increase staff competency and confidence to manage and work effectively with disability
- Remove existing barriers to accessing information, services and the physical environment for people with disability
- Improve health outcomes and experience for people with disability
- Attract, recruit, retain and support people with disability

Policy and Legislation

The plan contributes to delivering Victorian and Commonwealth Government policies and legislation. Key legislation and policies include:

- Disability Discrimination Act 1992
- United Nations Convention on the Rights of Persons with Disabilities 2006
- Disability Act 2006
- Victorian Charter of Human Rights and Responsibilities Act 2006
- Charter of Aged Care Rights 2019
- Aged Care Act 1997
- Victorian Equal Opportunity Act 2010
- National Disability Insurance Act 2013 (Cth)
- National Disability Strategy 2010-2020
- Absolutely everyone: state disability plan 2017-2020
- Department of Human Services outcomes Framework
- Department Disability Action plan 2018-2020.

The Disability Discrimination Act 1992 requires all people with disability to have the same human rights to equality as the rest of the community.¹

The Act defines 'disability', in relation to a person, as

- total or partial loss of the person's bodily or mental functions
- total or partial loss of a part of the body
- the presence in the body of organisms causing disease or illness
- the presence in the body of organisms capable of cause disease or illness
- the malfunction, malformation or disfigurement of a part of the person's body
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction
- a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement or that results in disturbed behaviour

and includes a disability that presently exists, previously existed but no longer exists, may exist in the future and is imputed to a person.

This DAP supports *the Disability Act 2006* requirement that all public sector bodies must prepare a Disability Action Plan for the purpose of:

- reducing barriers to persons with a disability accessing goods, services and facilities;
- reducing barriers to persons with a disability obtaining and maintaining employment;
- promoting inclusion and participation in the community of persons with a disability;
- achieving tangible changes in attitudes and practices which discriminate against persons with a disability

¹ *Disability Discrimination Act 1992*. Available at: <https://www.legislation.gov.au/Details/C2018C00125> (Accessed 29 January 2019).

National Safety and Quality Standards

The National Safety and Quality Health Service (NSQHS), Aged Care Quality (ACQ) and National Disability Insurance Practice Standards (NDISPS) Standards provide a quality assurance mechanism that tests whether relevant systems are in place to ensure that expected standards of safety and quality are met. The Standards require Colac Area Health to identify the diversity of its consumers and incorporate this information into the planning and delivery of care.

NSQHS Standard Two, Partnering with Consumers, requires organisations to have patients as partners in their own care, and consumers as partners in planning, design, delivery, measurement and evaluation of the systems and services.

ACQS Standard One, Consumer Dignity and Choice requires consumers to be treated with dignity and respect, with their identity, culture and diversity valued and that care and services are culturally safe.

NDISPS Standards requires that consumer's accesses supports in a safe environment that is appropriate to their needs and that people with disability are provided with opportunities to contribute to the governance of the organisation.

Development and Review of the Plan

To demonstrate visible leadership commitment to becoming a disability confident organisation it will be important for the leadership team and managers to promote awareness and support for these initiatives.

- All services / departments are responsible for providing quarterly DAP progress reports to the Manger, Governance for Safety and Quality.
- The Executive team is responsible for making sure all actions are monitored and reported.
- The Community Advisory Committee and lived experience consumers provide advice on the development and annual evaluation of the plan.

Governance

All Colac Area Health Service Managers consider each of the Key Priority Areas in business and capital planning process.

The Senior Leadership team monitor progress on implementation of the DAP and key performance indicators.

Board monitoring is through Statement of Priorities reporting and the Quality Account.

Priority Areas

Colac Area Health Service's DAP focuses on the following priority areas for action.

1. Awareness, Recognition and Inclusion
2. Accessibility
3. Care Delivery
4. Employment

Section Two: Actioning Priority Areas

Priority Area 1: Awareness, Recognition and Inclusion

Colac Area Health is committed to drive cultural change through awareness, recognition and inclusion by promoting each goal in business processes and planning.

| Goal | Actions | Who is responsible | Timeline | Performance indicators |
|---|---|--|----------|--|
| Increase staff awareness of and inclusion of people with disability | Disability confidence training implemented for all staff | HR Manager | 2019/20 | Percentage of staff who have attended training |
| | Promote the DAP | Executive Sponsor Managers | 2019/20 | Number times DAP accessed |
| | Acknowledge and celebrate International Day of People with Disability | Consumer Participation Coordinator | Annual | Article in Quality Account |
| Policies and procedure documents are disability inclusive | Identify, review and update relevant documents | Manager, Governance for Safety and Quality | 2019/20 | Number documents updated |
| DAP integrated in business planning processes | Action items included in | Executives | Ongoing | Annual budget allocation |

| Goal | Actions | Who is responsible | Timeline | Performance indicators |
|---|--|--------------------------|----------|------------------------|
| | business and capital plans | | | |
| All disabled toilets have appropriate signage | Disabled toilets to be signed as 'accessible toilets' in all buildings | General Services Manager | 2019/20 | % signage update |
| Disability Employee Network (DEN) established | Establish a (DEN) to connect employees with disability | HR Manager | 2019/20 | People Matters Survey |

Priority Area 2: Accessibility

Ensuring that all our consumers and staff can access and participate in all services offered at Colac Area Health.

| Goal | Actions | Who is responsible | Timeline | Performance indicators |
|---|---|--------------------------|----------|--|
| Built environment across all sites meets disability building requirements | Assess existing built environment and submit rectification program of works and cost estimate report to CEO | General Services Manager | 2019/20 | |
| Vehicle drop off/pick up zones and waiting areas are accessible to people with a disability | Assess all sites and submit rectification program of works and cost estimate report to CEO | General Services Manager | 2019/20 | |
| Co-Design principles are implemented when planning or | Up skill key staff in the process and | Manger Governance | 2020/21 | Number lived experience consumers involved |

| Goal | Actions | Who is responsible | Timeline | Performance indicators |
|---|---|------------------------|----------|--|
| upgrading for new services or services | application of Co-Design | for Safety and Quality | | in Co-Design initiatives |
| Emergency evacuation procedures are in place for employees with a disability | Personal Emergency Evacuation Plan (PEEP)'s are offered to all staff that submit a workplace adjustment and implemented according to timelines in the Workplace Adjustment Procedure. | WHS Manager | Ongoing | Number of employees with a disclosed disability, have a PEEP |
| Audio visual technology supports hearing and visual impairment | Audit current technology, develop and implement plan to address device gaps for disabled people | IT Educator | 2020/21 | Closed caption accessible via audio visual technology |
| Website complies with Web Content Accessibility Guidelines (WCAG) 2.1 to 'AA' compliance (as a minimum) | Review website and update as required | IT Educator | 1920/21 | Website is WCAG compliant |
| Style Guide complies with written Accessibility Guidelines | Review style guide and update as required | CEO EA | 2020/21 | Style Guide published |

| Goal | Actions | Who is responsible | Timeline | Performance indicators |
|-------------------------------|--|------------------------------------|----------|------------------------|
| Way finding strategy in place | Conduct a way finding audit of all sites and buildings | Consumer Participation Coordinator | 2020/21 | Consumer feedback |

Priority Area 3: Care Delivery

Supporting our community with their individual care needs through inclusive and accessible care.

| Goal | Actions | Who is responsible | Timeline | Performance indicators |
|---|---|--|----------|--|
| Pre-admission processes identify people with disability | Review the preadmission process to assess care requirements for people with disability prior to admission | Manager Governance Safety and Quality | 2019/20 | Process audit |
| Disability needs of consumers are included in individualised care plans | Review clinical screening and assessment and care planning process | Manager Governance Safety and Quality | 2019/20 | Medical record audit |
| Disability aides and equipment are accessible consumers for safe discharge | Review access process to aides and equipment and negotiate a provider contract | Allied Health Manager | 2019/20 | Provider contracted |
| Consumer information is available in a variety of formats that meets their needs. | Implement Health Literacy Strategy | Consumer Participation Coordinator | 2020/21 | VHES results Consumer Feedback |

Priority Area 4: Employment

Boost employment opportunities and career experiences for people with disability.

| Goal | Actions | Who is responsible | Timeline | Performance indicators |
|--|---|--------------------|----------|--|
| Build on our recruitment practices to enable people with disability into our workforce and to utilise their skills | Complete a review of our recruitment practices and processes | HR Manager | 2019/20 | Number of staff who have disclosed that they have a disability (People Matter Survey) |
| Equip hiring managers with the skills to feel confident in employing people with disability | Disability Confidence Recruiter (DCR) online training provided by AND | HR Manager | 2020/21 | Number of managers who complete training |
| | Promote and distribute DHHS Disability Employment Toolkit to all managers | HR Manager | 2020/21 | Hiring Managers knowledge of the existence of the Toolkit, based on the number of times the document is accessed |
| | Ensure managers are aware of how to offer and implement workplace adjustments. Refer managers to the Workplace Adjustment Procedure | HR Manager | 2020/21 | Increased number of requests for workplace adjustments |
| Promote recruitment of | All vacant positions are considered for | HR Manager | 2020/21 | Number of employees with |

| Goal | Actions | Who is responsible | Timeline | Performance indicators |
|--|--|--------------------|----------|--|
| employees with a disability | people with disability | | | disability that work at CAH |
| Work in partnership with GROW to source talent | Work with GROW to attract people with disability | HR Manager | 2019/20 | Number of employees with disability that have been recruited through and with the assistance of a GROW |

Acknowledgements

Colac Area Health has drawn inspiration from a range of sources in the development of this DAP, including:

- Moyne Health Services Disability Action Plan 2019
- Barwon Health Disability Action Plan 2019
- Colac Otway Shire Access, Equity and Inclusion Plan 2015-2025
- Every Opportunity Victorian Economic Participation Plan for People with Disability 2018-2020
- Victorian Public Service workforce Disability Employment Plan 2019 - 2022