



# **Colac Area Health Disability Action Plan**

(Draft version.30 July 2019)

<b>Report Name:</b>	Colac Area Health Services, Disability Action Plan (DAP)
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## Prelude

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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

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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

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### 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.<sup>1</sup>

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

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<sup>1</sup> *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

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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