

# Disability Action Plan

*2019-2022*

Meeting the diverse needs  
of people with a disability



Peninsula  
Health

## Diversity at Peninsula Health

Peninsula Health is committed to ensuring that the needs of all individuals within our diverse community are met in an appropriate and respectful manner.

In partnership with consumers and carers, we aim to provide an environment that recognises and responds to individual consumer and carer needs, supports and preferences which meet expectations.

### Peninsula Health Diversity Framework





## Message from the Chief Executive Officer

Peninsula Health is strongly committed to meeting the diverse and individual needs of people with a disability. We are equally committed to ensuring that people with a disability have equal access to quality healthcare.

The Peninsula Health *Disability Action Plan 2019 – 2022* provides a framework to help us develop and implement actions to ensure that our services, programs and facilities do not exclude people with a disability, or treat them less favourably than other people.

Our Disability Action Plan will help us to meet the needs of people with a disability who use, visit or work within our organisation and ensure that the interests and needs of people with a disability, and their carers, are included in service planning and provision.

This Disability Action Plan builds on the work of the *Disability Action Plan 2014 – 2016* and complies with Victorian and Commonwealth anti-discrimination legislation and the Disability Act 2006.

I would like to acknowledge the extraordinary contribution of the Disability Community Advisory Group, consumers, their carers and staff who have developed the Peninsula Health *Disability Action Plan 2019 - 2022*. I encourage all Peninsula Health staff to bring this plan to life and provide the best possible care to people with a disability, and their carers.

Felicity Topp  
Chief Executive  
Peninsula Health

## Disability Action Plan 2014 – 2016: Outcomes

- **RECHARGE™** points for electric wheelchairs and mobility scooters maintained across six Peninsula Health sites.
- Awareness raised through events associated with **International Day of People with Disability**.
- **Personal Emergency Evacuation Plans** developed for staff and volunteers with a disability to ensure safe evacuation in an emergency.
- Service reviews and enhancements completed at the local program level to ensure services meet the needs of people with a disability, e.g. Autism Passport, Top Five Things to Know and the Caring Passport.
- **Easy English Workshops** established to support the development of accessible written information.
- Employment advertisements placed that demonstrate a commitment to diversity, allocated parking for employees with a disability, and established relationships with local job networks for people with a disability and partnership with Centrelink for supported wage employees. Dedicated HR team support established, workplace/workstation assessments and support, flexible work arrangements, and a staff wellbeing program are all underway.
- Successful promotion of the needs of people with a disability at the **Peninsula Health Person Centred Care Expo in 2016**.
- Enhancement of waiting area seating (Frankston Integrated Community Health, Community Rehab Program, Outpatients and Emergency Departments) to provide suitable seating for people with a range of disabilities including high, wide chairs.
- Valuable Consumer and Carer input into service provision via our Disability Community Advisory Group members, and in particular signage and wayfinding.

## How the Disability Action Plan 2019 – 2022 was developed

Peninsula Health's Disability Action Plan 2019 - 2022 was developed through:

- *Internal consultation:*  
Disability Community Advisory Group and key stakeholders from within Peninsula Health.
- *External consultation:*  
Service Provider Representatives from the Disability Community Advisory Group.

## **How we will implement, monitor and evaluate the Disability Action Plan 2019 – 2022**

- The Disability Action Plan is promoted to staff and the community via a formal launch, events, internal promotion and social media.
- The Disability Community Advisory Group (CAG) promotes the Disability Action Plan via dissemination and discussion at relevant community and service meetings.
- Actions identified in the Disability Action Plan are included in the Peninsula Care Plans of relevant services and departments.
- The Operations Director is responsible for making sure actions in the Peninsula Care Plan are monitored and progress is reported to the Executive.
- The Disability Action Plan Self-Assessment Tool (Appendix 1) is used to help local areas assess their service and identify areas for improvement. Members of the Disability Community Advisory Group (CAG) are available to assist service areas in completing this self-assessment checklist.
- The Personal Steering Committee is responsible for governance of the Disability Action Plan. Implementation, monitoring and evaluation of the plan, is the responsibility of Peninsula Health's Disability Community Advisory Group.
- Peninsula Health reports progress and outcomes of the Disability Action Plan through the Statement of Priorities.

## **What will make the Disability Action Plan work?**

- It has been developed in partnership with people with a disability and their carers.
- It is a core part of planning for all services, departments and units in their service provision, projects and policies.
- It has strong support from Peninsula Health Executive and Senior Management.
- Our organisation will promote disability awareness raising.
- We will continue to engage with people with a disability and their carers and identify key learnings from their healthcare experiences.
- We will review and monitor progress of our Disability Action Plan.



**The young  
volunteer  
advocating  
for people with  
a disability**

**Sarah Confoy** is passionate about improving the accessibility of Peninsula Health's sites and services for people with a disability.

*"I like helping people in the community and advocating for people with disabilities who can't advocate for themselves,"* explained Sarah, who has been a member of Peninsula Health's Disability Consumer Advisory Group (CAG) for five years.

*"I really enjoy being on the CAG and helping Peninsula Health improve its systems for people with a disability."*

The 31-year-old has been involved in many projects with the CAG, including making sure the design of the new Emergency Department, which opened in 2015, was accessible for people with a disability and also improving wayfinding signage at Frankston Hospital.

*"I have a lot of knowledge and hands on experience of trying to read signage from my background as a person with a disability,"* explained Sarah.

*"I have a visual impairment and I'm legally blind so I've been able to provide feedback on the colour of signage and where signage is situated."*

Sarah, along with the rest of the CAG, has been involved in working on the Disability Action Plan.

*"The Disability Action Plan is important because it helps give Peninsula Health staff knowledge on how to deal with people with disabilities and how best to treat them,"* said Sarah.

The Lyndhurst resident has always wanted to work in health after volunteering with Peninsula Health, and has worked as a receptionist in a medical clinic for over a year now.

Sarah is looking forward to continuing her work with the CAG and working on new projects, such as improving the accessibility of the Peninsula Health website for people with a disability.

## National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is a new way of providing funding and support for people with disabilities across Australia. The NDIS provides lifetime support to individuals who meet the eligibility criteria. To access the NDIS a person must be under the age of 65; be an Australian citizen or permanent resident; and have a permanent and significant disability.

A participant of the NDIS will receive an annual support plan with funding, participants have choice and control over the services they engage and how this funding is spent. The NDIS covers a wide range of disability services and support. These can include therapies, education, living arrangements, home modifications, communication assistive technology, mobility equipment, community participation activities, and support in gaining and maintaining employment, just to name a few.

The NDIS is a significant change in how services and support is delivered to people with a disability. Peninsula Health will assist consumers to access and transition to the NDIS. Peninsula Health is a registered NDIS provider and we deliver services for clients in Frankston and the Mornington Peninsula. We will work with you to create a plan to suit your own goals and hopes.

### NDIS Local Area Coordination Services

Brotherhood of St Laurence

Frankston or Rosebud

**1300 275 634**

**ndis** National Disability  
Insurance Scheme



# Goal 1: Our services, programs and facilities are accessible to people with a disability

We provide the community and consumers with timely, relevant and up-to-date information about our services, programs and facilities. This information is provided in a variety of accessible formats.

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## 1.1 Services

Our services are accessible to people with a disability.

- Enhance intranet and website functionality, capability and navigation to better support people with a disability.
- Provide consumers with information regarding specific accessibility features of sites and services (such as location of accessible parking, accessible toilets, ramp entry, concierge, RECHARGE™ points), including clear maps and signage that have been evaluated by consumers.
- Work in partnership with external services, including My Aged Care and National Health Services Directory to ensure information regarding our services is available to people with a disability and their carers.

## 1.2 Information

Our information is in a form accessible to people with a disability.

- Provide resources and training for staff (and relevant consumer representatives) to support them to develop accessible written information.
- Provide input into accessible information from a disability perspective.
- Promote the use of the National Relay Service.

## 1.3 Buildings and facilities

Our buildings and facilities are accessible to people with a disability. This includes existing buildings and facilities as well as future developments.

- Provide adequate accessible toilet facilities (including high needs toilets).
- Provide adequate designated accessible parking at all sites.
- Provide RECHARGE™ points and ensure staff and the community are aware of the availability of these points.
- Support wayfinding and moving through sites with adequate signage, rest areas and seating, appropriate lighting, maintenance of car parks and walkways.
- Develop and implement a Peninsula Health environmental checklist for building works, refurbishment and functions that focuses on accessibility for people with a disability.



## Goal 2: We support and promote inclusion and participation for people with a disability

We promote practices that include people with a disability and which support them to participate fully.

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### 2.1 Strengthening partnerships

We work in partnership with people with a disability, carers and disability service providers.

- Develop and strengthen partnerships with local and state wide Disability Service Organisations, through liaison with key external partners and invitation to participate in the Disability CAG.
- Regular communications via the Disability CAG network.

### 2.2 Accessible events

We endeavor to meet the needs of people with a disability and their carers at our events. This includes all meetings, gatherings and structured activities (e.g. Annual General Meeting, Community Forum and health and wellness forums).

- Work with Corporate and Community Relations to develop and implement a Peninsula Health Accessible Events Checklist and Guidelines to be used in planning and advertising events.

### 2.3 Partnering in individual care

We partner with people with a disability and their carers to ensure we meet their individual health needs.

- Support people with a disability and their carers to be involved in all aspects of their care planning and discharge planning.
- Involve disability services already working with individual consumers in provision of care, particularly discharge planning.

- Work closely with the National Disability Insurance Agency, Local Area Coordinator and NDIS participant's preferred support provider to facilitate safe discharge for NDIS participants.
- Advocate for people with a disability to transition to the National Disability Insurance Scheme across the care continuum.
- Identify people who may be eligible for the NDIS and support them to access the scheme. Support may include:
  - a. Provision of information
  - b. Specialist assessment
  - c. Preparation for planning meetings
- Support NDIS Participants right to choice and control.

### 2.4 Advocacy / Support

Support is provided to people with a disability to ensure they gain equal access to services and have a positive healthcare experience.

- Identify and offer support for specific, individual needs of people with a disability accessing our services (such as support aids, carer support).
- Expand the use of alerts in electronic health record for people with a disability with specific care needs who use our services regularly (such as Care Plan alerts regarding intellectual disability, communication, vision, and hearing).
- Develop and implement innovative processes to better meet the care needs of people with a disability and their carers, e.g. The Autism Passport, Top Five Things to Know, and the Caring Passport.

## **Goal 3: Our staff and volunteers demonstrate attitudes and practices which ensure people with a disability are not discriminated against**

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### **3.1 Organisational culture**

We tolerate only inclusive attitudes and practices and encourage staff and volunteers to see the ability, not the disability.

- Incorporate Diversity Awareness principles, including disability, into the Peninsula Health Corporate Orientation program.
  - Involve people with a disability and their carers in developing a Diversity and Disability Awareness education module for staff and volunteers
  - Provide access to the Diversity and Disability Awareness education module for all staff, students and volunteers, including those whose role it is to welcome people to our services (such as reception, concierge and ward clerks).
  - Provide staff and volunteers with Disability Awareness education which includes opportunities for them to experience some of the day-to-day challenges faced by people with a disability.
  - Work towards ensuring all services are communication accessible and eligible to display the Communication Access Symbol.
  - Raise the profile of the specific needs of people with a disability through events such as International Day of People with a Disability.
  - Raise the profile of the Disability Action Plan through promotion at relevant Peninsula Health staff forums.
- Engage with people with a disability and their carers and utilise opportunities to promote the consumer/carer experience through stories, e.g. through relevant forums, or the Peninsula Health 'Connection' magazine and social media.
  - Use resources in the public domain to raise the profile of people with a disability.
  - Identify opportunities to link with other Peninsula Health promotional activities e.g. Falls Week.
  - Provide access to up-to-date information and resources on the NDIS to all Peninsula Health staff.
  - Provide training and build capacity in staff interacting with consumers transitioning to the NDIS. Training will address NDIS principles, access requirements, planning processes and service delivery where required.
  - Review and update Peninsula Health processes to align with NDIS and facilitated consumer directed care.

### **3.2 Community consultation**

We ask people with a disability and their carers to help us break down barriers and promote understanding.

- Support people with a disability and their carers to undertake consumer representative roles within the organisation.
- Partner with relevant Community Advisory Groups (such as Disability, Older Persons and Carers) to bring the consumer voice to service planning, delivery and evaluation.

## **Goal 4: We provide equal employment and volunteer opportunities for people with a disability**

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### **4.1 Recruitment policies and practices**

We ensure positions within the organisation are offered to the best candidates available.

- Be mindful of providing employment material in accessible formats to enable enquiry and application by people with a disability.
- Train staff involved in Human Resource management/recruitment in issues around disclosure, reasonable adjustment and interviewing techniques for candidates with a disability.
- Build partnerships with local Disability Employment organisations.
- Provide relevant data to the Disability CAG that supports Human Resource achievements in relation to people with a disability.

### **4.2 Employment opportunities**

We value diversity and innovation within the workplace and recognise that every individual brings with them a range of skills.

- Include the needs of people with a disability in organisation wide and department specific employment policies and guidelines.
- Ensure that 'reasonable adjustments' such as the adaptation of the physical environment, provision of specialist equipment or resources and job redesign is offered to support employment of staff and consumer representatives/volunteers with a disability according to Peninsula Health's Equal Employment Opportunity policy.

### **4.3 Volunteer opportunities**

We value the significant contribution made by our volunteers, and are committed to supporting and developing volunteer roles across Peninsula Health including for people with a disability.

- Build partnerships with local Volunteer Agencies who assist people with a disability to identify volunteering opportunities.
- Develop partnerships with Special Development Schools to assist students with a disability identify volunteering opportunities.

# Disability Action Plan Self-Assessment Tool

Use this self-assessment tool to identify areas for improvement in your service. These quality activities should be captured on your local Peninsula Care Plan.

## How many boxes can you tick?

### Goal 1: Our services, programs and facilities are accessible to people with a disability

#### 1.1 Services: Our services are accessible to people with a disability

- We provide information brochures outlining our specific services.
- We provide online information outlining our specific services.
- We provide maps to help people find our services easily.
- We provide information about the accessibility of our sites and services.

#### 1.2 Information: Our information is in a form accessible to people with a disability

- Staff who develop consumer information have attended training on accessible information provision.
- We involve people with a disability and their carers in the development of information.

#### 1.3 Buildings and facilities: Our buildings and facilities are accessible to people with a disability

- Our signage is clear to visitors and accessible toilet areas are appropriately signposted.
- Environmental audits include checking ramps, accessible toilets, accessible parking, self-opening doors.
- Scooter RECHARGE™ points are clearly marked and accessible.

### Goal 2: We support and promote inclusion and participation for people with a disability

#### 2.1 Strengthening partnerships: We work in partnership with people with a disability, carers and disability service organisations

- We liaise with disability service providers to ensure appropriate and coordinated care for people with a disability.

#### 2.2 Accessible events: We meet the needs of people with a disability and their carers at all our events

- We use the Peninsula Health Accessible Events Checklist and Guidelines for all events organised by our service.

#### 2.3 Partnering in individual care: We partner with people with a disability and their carers to ensure we meet their individual health needs

- We actively involve people with disabilities in care planning and discharge planning to the best of our ability.
- We actively involve carers of people with a disability in care planning and discharge planning where this is appropriate.

#### 2.4 Advocacy and support: Support is provided to people with a disability to ensure they gain equal access to services and have a positive healthcare experience

- We offer support for specific, individual needs of people with a disability accessing our services (such as support aids, carer support).
- We use alerts in CLOVeR for people with a disability with specific care needs (such as Care Plan alerts regarding intellectual disability, communication, vision and hearing).

# Disability Action Plan Self-Assessment Tool

Use this self-assessment tool to identify areas for improvement in your service. These quality activities should be captured on your local Peninsula Care Plan.

## How many boxes can you tick?

### **Goal 3: Our staff and volunteers demonstrate attitudes and practices which ensure people with a disability are not discriminated against**

3.1 Organisational culture: We tolerate only inclusive attitudes and practices and encourage staff and volunteers to see the ability, not the disability

Our staff have access to Disability Awareness education and training.

Our volunteers have access to Disability Awareness education and training.

We regularly engage in experiential learning activities which help us to 'walk in the shoes' of people with a disability and their carers.

3.2 Community consultation: We ask people with a disability and their carers to help us break down barriers and promote understanding

We welcome a person with a disability or carer who has used our service to join our team as a consumer representative.

We consult with the Peninsula Health Disability Community Advisory Group when developing new services.

### **Goal 4: We provide equal employment and volunteer opportunities for people with a disability**

4.1 Recruitment policies and practices: We ensure positions within the organisation are offered to the best candidates available

Staff involved in recruitment have access to education and training in equal employment opportunity, reasonable adjustments, disclosure and interviewing techniques for candidates with a disability.

4.2 Employment opportunities: We value diversity and innovation within the workplace and recognise that every individual brings with them a range of skills

We support staff with a disability through adaptation of the physical environment, provision of specialist equipment or resources and job redesign.

4.3 Volunteers: We value the significant contribution made by our volunteers, and are committed to supporting and developing volunteer roles across Peninsula Health including for people with a disability

We support volunteers with a disability through adaptation of the physical environment and role redesign.

For ideas and information on how to incorporate experiential learning, or for advice and support, please contact the Disability Community Advisory Group Convenor.

## Glossary

- Accessible formats** ..... Information presented in formats other than the standard printed form. Alternative formats include information on audiotape or CD, computer disk (in various formats), large print or braille.
- Communication access** ..... Communication access is when everyone can get their message across. It occurs when people are respectful and responsive to individuals with communication difficulties, and when strategies and resources are used to support successful communication.
- Disability** ..... Any condition that restricts a person's mental, sensory or mobility functions. It could be caused by accident, trauma, genetics or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible.
- Disability Community Advisory Group** ..... A sub-committee of the Peninsula Health Community Advisory Committee which provides a vehicle for communicating with, and responding to, the needs of consumers who have a disability and their families within the catchment area of Peninsula Health.
- Disability discrimination** ..... A situation where a person is treated less favourably and unreasonable requirement is placed on them that they cannot meet because of their disability. People with a disability have a right to be treated as equals in the community.
- Diversity** ..... Diversity refers to the myriad experiences and attributes that contribute to each person's uniqueness regardless of cultural or ethnic heritage or community, such as social class, gender, occupational status, income, sexual orientation, ability, disability, religion and education.
- NDIS** ..... National Disability Insurance Scheme is a new way of providing funding and support for people with disabilities across Australia

- Peninsula Care Plan** ..... A quality plan that is used across the organisation to record, monitor and report quality improvement including audit and compliance, consumer experience and feedback and risk management. It is supported by the Peninsula Care Framework and an organisational Peninsula Care (Quality) Plan.
- RECHARGE™** ..... The RECHARGE Scheme™ services are supported by RECHARGE Scheme™ Australia Limited in partnership with Councils, businesses, organisations and the wider community. The scheme supports designated areas for people to safely recharge their electric mobility scooter or wheelchair battery, free of charge.
- Reasonable adjustments** ..... A change that allows an employee with a disability to carry out the tasks for which they were hired (such as a computer screen reader for an employee with vision impairment, more breaks for an employee with arthritis).
- Person centred care** ..... An approach to the planning, delivery and evaluation of healthcare that is grounded in mutually beneficial partnerships among health care providers, consumers and families.

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**Contact** Vicki Davies  
Disability Community Advisory  
Group Convenor

125 Golf Links Road, Frankston VIC 3199  
PO Box 52, Frankston VIC 3199  
Phone: **9784 8648**  
**[www.peninsulahealth.org.au](http://www.peninsulahealth.org.au)**



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# Meeting the diverse needs of people with a disability



We are proudly inclusive.