



Peninsula
Health

Disability Action Plan

2023-2025

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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 that meet expectations.

Peninsula Health Diversity Framework



Message from the Chief Executive

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

The ***Peninsula Health Disability Action Plan 2023-2025*** provides a framework to help us develop and implement actions to ensure that people with disabilities are included, can engage, participate and contribute to decisions that impact them and ensure our facilities, services and programs 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 2019-2022*** 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 2023-2025***. 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 2019–2022: Achieved Outcomes

- ✓ Facilitated navigation and movement across sites with the provision of sufficient signage, rest spots with seating, suitable lighting, and well-maintained parking areas and pathways.
- ✓ Involved disability services already working with individual consumers in provision of care, particularly discharge planning.
- ✓ Promoted the transition of individuals with disabilities to the NDIS (National Disability Insurance Scheme) throughout the entire spectrum of care.
- ✓ Identified individuals who might qualify for the NDIS and assisted them in gaining access to the program.
The support encompassed:
 - a. Provision of information
 - b. Specialist assessment
 - c. Preparation for planning meetings
- ✓ Supported NDIS participants' entitlement to exercise choice and maintain control.
- ✓ Recognised and provided assistance for the unique, personal requirements of individuals with disabilities who sought our services, including items like support aids and caregiver support.
- ✓ Enhanced the utilisation of electronic health record alerts for individuals with disabilities and distinct care requirements who are regular users of our services. These alerts pertain to Care Plans and encompass aspects like intellectual disabilities, communication, vision, and hearing.
- ✓ Reviewed and updated Peninsula Health processes to align with NDIS and facilitated consumer directed care.
- ✓ Assisted individuals with disabilities and their caregivers in taking on consumer representative positions within the organisation.
- ✓ Partnered with relevant Consumer Advisory Groups (CAG), such as Disability CAG, Older Persons and Carers CAG to bring the consumer voice to service planning, delivery and evaluation.

How was the Disability Action Plan 2023-2025 developed?

The development of the Plan involved an extensive consultation and feedback process, facilitated by the engagement of various staff and consumer groups, through the use of focus groups and workshops.

- Peninsula Health Disability Action Plan Working Party (included staff and consumer representatives)
 - Peninsula Health Disability CAG working party
 - Frankston City Council Disability and Inclusion Advisory Group
 - Mornington Peninsula Shire Council Disability Advisory Committee
 - NDIS and Disability Steering Committee
 - Peninsula Health's People and Culture team
 - Peninsula Health's Environmental Sustainability Manager
 - Peninsula Health's Director of Redevelopment
- The Disability Action Plan 2019–2022 underwent a comprehensive evaluation by the Disability Action Plan working party. This assessment revealed that several goals remained unaccomplished, primarily due to the impacts of COVID-19 and insufficient accountability and governance monitoring.
- The Disability Action plan working party agreed to work towards creating actions that were shaped by consumer feedback and had clear markers for success.
- Federal, State and Local council Disability Action Plans were reviewed and considered in the development of the Peninsula Health Plan to ensure consistency in direction.

How will we implement, monitor and evaluate the Disability Action Plan?

- The NDIS and Disability Steering Committee, along with the Standard 5 Partnering with Consumers Steering Committee, will provide oversight and guidance for the Disability Action Plan implementation.
- The Disability Action Plan will be available to all staff and community members.
- The Disability Action Plan will be imbedded in organisational preparations for compliance against the National Safety and Quality in Health Services Standards.
- Actions and Goals identified in the Disability Action Plan will to be included in the Organisational Peninsula Care Plan and Local Peninsula Care Plans of relevant services and departments.
- Ensure that services and departments submit progress reports through the Disability Action Plan Quality Improvement Plan.
- Report all relevant progress through Peninsula Health's Quality Report and Annual Report.

Why will the Disability Action Plan be effective?

- It has been developed in partnership with key consumer representatives and staff.
- Created through collaboration with essential consumer representatives and staff, this plan was jointly designed to empower local health networks to actively contribute to achieving the State's vision of an inclusive, accessible, and secure Victoria that upholds the rights of individuals with disabilities, embraces diversity, and enhances opportunities for everyone to be part of the community and have control over their lives.
- Key Executives and senior management are deeply committed and actively involved in supporting it.
- The oversight, implementation, monitoring, and evaluation of the Disability Action Plan are the responsibilities of the NDIS and Disability Steering Committee, in collaboration with the Standard 5 Partnering with Consumers Steering Committee, working closely with Peninsula Health's Disability Community Advisory Group.
- A quality improvement plan has been developed to measure success and achievement of goals.
- Designated leaders of related projects or operational teams are assigned specific actions when deemed appropriate.
- The Action Plan's content will be utilised to facilitate the integration of pertinent information into Peninsula Health's training and educational programs, promoting inclusivity.

Goal 1: People with disabilities are included, can engage, participate and contribute to decisions that impact them

“We will work with people with disabilities to co-design policy, service design and delivery.”

1.1 Deliverable: People with disabilities and their support people (as required) are involved with all aspects of care and discharge planning.

How will we achieve this?

- Implementation of a co-designed 'Working with People with Disabilities' staff training and education
- Implementation of a co-designed digitalised tool that communicates the needs and preferences of a person with disabilities

What will success look like?

- Pre and post training evaluation of staff confidence and understanding when working with people with disabilities
- Comprehensive care delivery including review and handover of needs and preferences tool
- Positive quality of care audit outcomes

1.2 Deliverable: Increased representation, advocacy and involvement of people with disabilities and their support people within Peninsula Health committees and working groups.

How will we achieve this?

- Service, resource and environmental changes are reviewed by people with disability
- Peninsula Health Disability and National Disability Insurance scheme (NDIS) Consumer Advisory Group (CAG) Committee plays a key and active role in improving service delivery for people with disabilities
- We will seek to actively recruit diverse lived experience representation for all committees and working groups across Peninsula Health, including expression of interest explicitly encouraging people with disabilities to apply
- We will implement strategies and adjustments to reduce barriers to participation of people with disabilities in our committees (*e.g. asking for accessibility needs such as accessible information, application forms and meeting venues*)
- Develop and implement a disability specific consumer representation evaluation survey

What will success look like?

- Committee representation reflects the community representation of people with disabilities
- Contribution and ongoing review of the Disability Action Plan
- Disability specific customer feedback/ incidents are presented regularly to the Disability and NDIS CAG for consultation

Goal 2: Our buildings and facilities are accessible to all people with disabilities

“People with disabilities can easily and safely access building and facilities at all Peninsula Health sites.”

2.1 Deliverable: Environmental access audits are conducted to address universal design needs across all building and service areas.

How will we achieve this?

- a. Universal and co-design shapes the development of all building, facility and service design, signage, wayfinding, parking and maps
- b. Develop and implement an environmental access audit tool
- c. Service-wide education and training to complete the environmental access audit tool
- d. Results of the environmental access audit are communicated to the Disability and NDIS Consumer Advisory Group and the NDIS and Disability Steering Committee
- e. Environmental access audit results are published in the Peninsula Care newsletter and Disability Service Internet and Intranet sites

What will success look like?

- a. Scheduled environmental access audits across all Peninsula Health sites
- b. Scheduled improvement plans to address barriers to access
- c. Improvements plans are overseen by the NDIS and Disability Steering Committee
- d. Victorian Health Incident Management System (VHIMS) reports and consumer feedback show reduced notification of environmental access issues

Goal 3: Information is easy to access, and available in a range of formats

“Peninsula Health will leave no one behind and make all communication clear, timely and inclusive.”

3.1 Deliverable: Accessible Communication.

How will we achieve this?

- a. Complete a health service-wide accessible communication scoping review to identify key themes and recommendations
- b. Essential information for people with disabilities is available in accessible formats (e.g Easy English)
- c. Digital access including emailing, video conferencing, applications and online platforms are accessible and co-designed by people with disabilities

What will success look like?

- a. Accessible communication scoping review recommendations are endorsed and implemented
- b. 100% of essential information and resources for people with disabilities are accessible
- c. Victorian Health Incident Management System (VHIMS) reports and consumer feedback show reduced notification of communication accessibility issues

Goal 4: Staff are confident in working with people with disabilities and Peninsula Health grows a diverse and inclusive workforce

“Peninsula Health will build staff capability in working with people with disabilities and will provide equal opportunity for employees living with a disability.”

4.1 Deliverable: Staff education and capacity building for working with people with disabilities.

How will we achieve this?

- a. Provision of multi-disciplinary advice and support via the Disability Services
- b. Develop and implement a co-designed staff e-learning package ‘Working with People with Disabilities’

What will success look like?

- a. ‘Working with People with Disabilities’ and ‘Disability Awareness Recruitment and Selection Training’ is published on the Learning Management System by end of 2024
- b. 100% of staff who engage with people with disabilities in their role have completed the ‘Working with People with Disabilities’ e-learning package

4.2 Deliverable: Commitment to specialised, high quality NDIS and disability services.

How will we achieve this?

- a. Maintain or increase staffing resources focused on disability and NDIS service delivery

What will success look like?

- a. Staff and consumers will have a clearly defined pathway for all NDIS and disability related queries
- b. Reduced waitlists for NDIS services within Frankston and Mornington Peninsula Shires
- c. People with disabilities will have more timely access to services, advocacy and support that meets their individual care needs

4.3 Deliverable: Align with Victorian public sector disability employment action plan 2018–2025.

How will we achieve this?

- a. Work towards Victorian disability employment target of 12% by 2025
- b. Ensure that reasonable adjustment 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 who have a disability
- c. Develop and implement a 'Disability Awareness Recruitment and Selection Training'
- d. Scope availability of grants to support disability employment

- e. Ensure recruitment and selection and equal employment opportunity policies and training comply with anti-discrimination legislation including disability
- f. Processes developed and implemented to capture data to measure numbers of employees with a self-disclosed disability
- g. Build connections and supports with disability confident employment agencies
- h. Ensure Peninsula Health's external website includes a diversity/supportive statement

What will success look like?

- a. Integration of suitable adaption of work environment question into quality of care staff survey
- b. Employees with disabilities receive support from disability employment agencies to ensure success in the workplace
- c. Career pathways across the health service are equally available to people with disabilities
- d. Increased employee satisfaction and engagement for people with disability measured through the People Matter survey
- e. 100% of staff involved with recruitment have completed a 'Disability Awareness Recruitment and Selection Training'

Goal 5: Improve the way we ask for and record information about people with disabilities who use our services

“Peninsula Health will use data to better inform our delivery of care for people with disabilities.”

5.1 Deliverable: Effective data collection to improve quality of care for people with disabilities.

How will we achieve this?

- a. Accessible and safe ways for people with disability to report experiences and submit feedback
- b. Develop and implement a NDIS and disability feedback and complaints register

What will success look like?

- a. Feedback tools e.g. Quality of Care Audit, meet universal design considerations
- b. Barriers for people with disabilities to quality care are reviewed responded to, and reported to the NDIS and Disability Steering Committee

5.2 Deliverable: Improve and standardise how we capture information about NDIS participants who use Peninsula Health Services.

How will we achieve this?

- a. Implementation of a NDIS identifier
- b. Development of a NDIS dashboard to monitor NDIS participant inpatient status

What will success look like?

- a. NDIS identifier is entered for all NDIS participants who interface with Peninsula Health services
- b. NDIS dashboard is created that provides immediate data relating to patients on the NDIS pathway to inform safe and effective discharge planning and to determine current and future resource requirements

Goal 6: Seek partnerships and connection to improve the healthcare of people with disabilities

“Peninsula Health will actively collaborate with services that work with people with disabilities.”

6.1 Deliverable: Proactive cross-sector networking that will improve outcomes for people with disabilities.

How will we achieve this?

- a. Collaborate and partner with services including, but not limited to:
 - Housing *e.g disability accommodation providers*
 - Local Shires and Councils
 - Social justice/advocacy *e.g family violence*
 - Mental health
 - Disability Action Plan with the following Action Plans: NDIS, Brotherhood of St Laurence, local NDIS providers
 - Schools
 - Carer networks
 - Cultural and Linguistically Diverse (CALD) groups
- b. Disability Action plan to align with the following Action Plans; Multicultural and Deaf Action Plan, Rainbow Tick standards and Reconciliation Plan

What will success look like?

- a. Connected pathways of care for people with disability
- b. Provider and consumer feedback

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.

Diversity

Diversity refers to the myriad of 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

The National Disability Insurance Scheme (NDIS) is Australia's first national scheme for people with a disability. The NDIS provides funding to eligible people with disability to improve independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life. The NDIS also connects anyone with disability to services in their community.

Multidisciplinary

A multidisciplinary team involves a range of health professionals from one or more disciplines working together to deliver comprehensive care.

Capacity Building

Capacity building is a systematic process to improve employees' knowledge, skills, understanding, values, attitude, motivation, and capability necessary to perform well at work.

Co-Design

Co-design refers to a participatory approach in which community and employee members are treated as equal collaborators in a design process. Co-design is a well-established approach to creative practice, particularly within the public sector.

Reasonable adjustment

A change that allows an employee with a disability to carry out the tasks for which they were hired (such as computer screen reader for employee with vision impairment, more breaks for an employee with arthritis).

Operational Quality and Risk Management Plan

Organisation plans that detail quality, operational and risk management activities within Peninsula Health.

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.

Contact information

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We are proudly inclusive.

