



Peninsula
Health

Building a **Healthy**
Community, in Partnership

Disability Action Plan

2014 – 2016

Meeting the diverse needs of people with a disability

Contents

| | |
|---|----|
| Message from the Chief Executive | 3 |
| Diversity at Peninsula Health | 4 |
| Peninsula Health Diversity Framework | 4 |
| Disability Action Plan 2010 – 2013: Outcomes | 5 |
| How the Peninsula Health Disability Action Plan 2014 – 2016 was developed | 5 |
| How we implement, monitor and evaluate the Disability Action Plan 2014 – 2016 | 6 |
| What will make the Disability Action Plan work? | 7 |
| Goal 1: Our services, programs and facilities are accessible to people with a disability | 8 |
| Goal 2: We support and promote inclusion and participation for people with a disability | 9 |
| Goal 3: Our staff and volunteers demonstrate attitudes and practices which ensure people with a disability are not discriminated against | 10 |
| Goal 4: We provide equal employment and volunteer opportunities for people with a disability | 11 |
| Contact information | 12 |
| Glossary | 13 |
| Appendix 1: Disability Action Plan Self-Assessment Tool | 14 |

Message from the Chief Executive

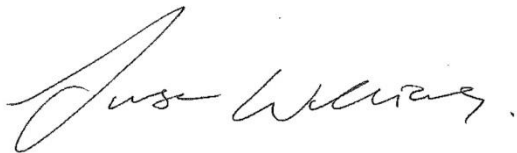
Peninsula Health is committed to meeting the diverse needs of people with a disability. We are equally committed to ensuring that people with a disability have equal access to quality healthcare.

The Peninsula Health *Disability Action Plan 2014 – 2016* 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 considered in service planning and provision.

This Disability Action Plan builds on the work of the *Disability Action Plan 2010 – 2013* 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 2014 - 2016*. I encourage all Peninsula Health staff to bring this plan to life and provide the best possible care to those people with a disability, and their carers.



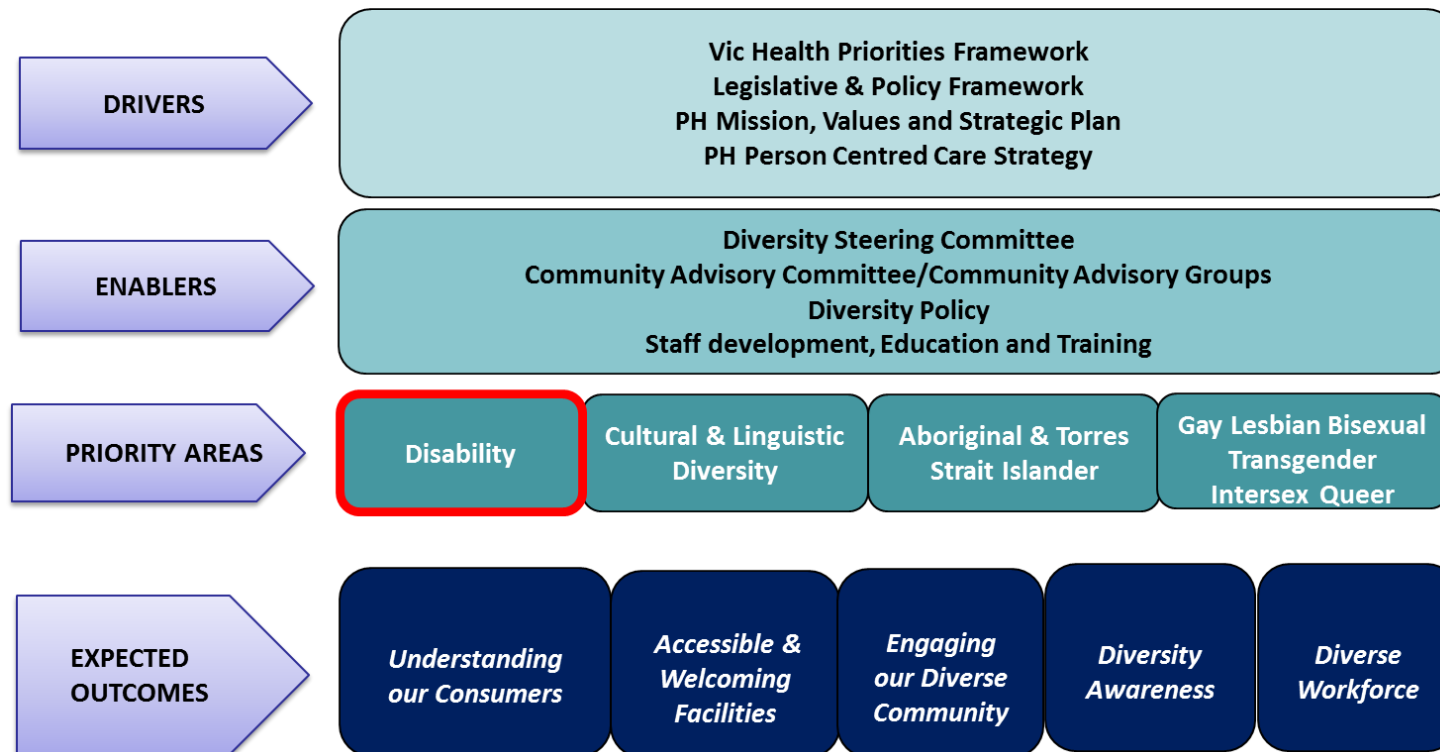
Sue Williams
Chief Executive
Peninsula Health

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 and which meets expectations.

Peninsula Health Diversity Framework



Disability Action Plan 2010 – 2013: Outcomes

- ✓ RECHARGE points for electric wheelchairs and mobility scooters established across 5 Peninsula Health sites.
- ✓ Awareness raising through events associated with International Day of People with Disability.
- ✓ Staff education provided by the Disability Community Advisory Group giving staff a brief experience of how it feels to have a disability.
- ✓ Advocacy information available to consumers on the Peninsula Health website and within clinical areas.
- ✓ 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.
- ✓ Easy English Workshops supporting staff to develop accessible written information.

How the Disability Action Plan 2014 – 2016 was developed

Peninsula Health's Disability Action Plan 2014 – 2016 was developed through:

- External consultation:
 - Community Focus Groups / Workshops
- Internal consultation:
 - Key stakeholders from within all areas of Peninsula Health.

How we implement, monitor and evaluate the Disability Action Plan 2014 – 2016

- The Disability Action Plan is made available to staff and the community.
- Actions identified in the Disability Action Plan are included in the Operational Quality and Risk Management plans of relevant services / departments.
- 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 are available to work with service areas in completing this self-assessment checklist.
- All services / departments provide reports about their progress to their Executive Director.
- The Executive Director is responsible for making sure all actions are monitored and reported.
- The Diversity Steering Committee is responsible for overseeing the implementation, monitoring and evaluation of the Disability Action Plan in consultation with Peninsula Health's Disability Community Advisory Group.
- Peninsula Health reports progress on the plan through the Quality of Care Report and Annual Report.

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 solid support from Peninsula Health Executive and Senior Management.
- Our staff will undertake training in disability awareness.
- We constantly review and monitor our Disability Action Plan, to make sure it is appropriate and its goals are being achieved.

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

We provide the community and its 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.

1.1 Services

Our services are accessible to people with a disability.

- > Enhance website functionality, capability and navigation to better support people with a disability (such as Auslan interpretation, voice overs/audio for sight impaired).
- > 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).
- > Work in partnership with external services 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 to support them to develop accessible written information.

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 way-finding and moving through sites with adequate signage, rest areas/seating, appropriate lighting, maintenance of car parks and walkways.

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.

2.1 Strengthening partnerships

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

- > Develop and strengthen partnerships with local and state wide Disability Service Organisations.

2.2 Accessible events

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

- > Use the Peninsula Health Accessible Events Checklist and Guidelines 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.

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 CLOVeR (electronic clinical system) 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).

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.

- > Incorporate Diversity Awareness principles, including disability, into the Peninsula Health Corporate Orientation program.
- > Provide Disability Awareness training for staff and volunteers 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.
- > Involve people with a disability and their carers in developing and providing Diversity and Disability Awareness education and training for staff and volunteers.
- > Provide Diversity Awareness education and training, including Disability, to undergraduate and postgraduate students on placement with us.
- > Provide relevant training and resources to support our sites to become eligible to display the Communication Access Symbol ensuring all services are communication accessible.
- > Raise the profile of the specific needs of people with a disability through events such as International Day of People with a Disability.

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

4.1 Recruitment policies and practices

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

- > Provide 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.

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/guidelines.
- > 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 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.

Contact information

Noni Bourke
Quality Manager
Peninsula Health
PO Box 192
Mt Eliza Vic 3930
Phone: 03 9788 1200

www.peninsulahealth.org.au

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.

CLOVeR

The patient management clinical system used at Peninsula Health.

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 provide 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 because of their disability or where there is an unreasonable requirement placed on them that they cannot meet because of their disability. People with disability have a right to be treated as equals in the community.

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.

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 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.

Disability Action Plan Self-Assessment Tool

Based on this self-assessment you should be able to identify areas for improvement in your service.

These quality activities should be captured on your local Operational, Quality & Risk 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 features 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 a disability in care planning and discharge planning to the best of their 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).

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 had adequate Disability Awareness education and training.
- Our volunteers have had adequate 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 would welcome a person with a disability or carer who has used our service to join our team as a consumer representative.
- We consider consulting 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 had education and training in equal employment opportunity, reasonable adjustment, 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.

Published December 2014