

Diversity plan

2015 – 2020



Promoting Inclusiveness



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Acknowledgement

Austin Health has drawn inspiration from a range of sources in the development of this plan including:

- > *Strengthening Diversity Planning and Practice – A guide for Victorian Home and Community Care services*
- > *Darebin Multicultural Action Plan 2012–2015*
- > *Darebin Sexuality, Sex and Gender Diversity Action Plan 2012–2015*
- > *Austin Health Disability Action Plan*



We are pleased to introduce Austin Health's 2015 – 2020 Diversity Plan.

Austin Health's Diversity Plan (the Plan) has been developed in consultation with our consumers and staff.

The concept of Diversity is one of inclusiveness and respect and includes many things that make us unique such as culture, language, ethnicity, gender, sexual orientation, age or literacy level.

The Plan recognises that Austin Health provides services to a diverse population. Our goal is to provide accessible and responsive services for everyone knowing that if people are unable to access care, this can impact on their health, well being, and participation in life and in their community.

The Plan commits our organisation to continue to identify and address the barriers that impact on the ability of our diverse patients, carers and staff to be fully included and participate in their health care.

We will achieve this by improving: access to services and improved communication; the provision of care; and by taking an inclusive approach to recruitment and employment.

We look forward to achieving our shared vision of equity and inclusiveness with the ongoing support of our community and staff.

A handwritten signature in black ink, appearing to read 'B Murphy', written in a cursive, flowing style.

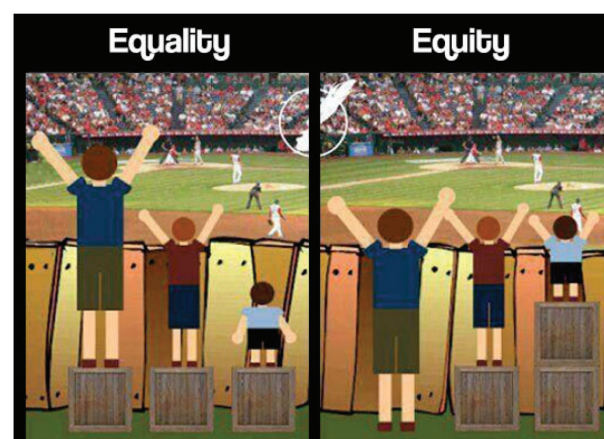
Dr Brendan Murphy
Chief Executive Officer

Aim

The purpose of this Plan is to ensure that members of our diverse community, both consumers and staff, have equal access to: services; care that meets their needs; interpreters; and employment in the case of staff.

Our staff are inclusive, respectful, and responsive so that we can deliver equitable health outcomes irrespective of our patients' diverse needs.

This diagram visually describes what we mean when we say that we have to treat individuals as unique in order to deliver equitable outcomes.



Source: <http://themetapicture.com/equality-vs-equity/>
Accessed 20th May 2015

Objectives

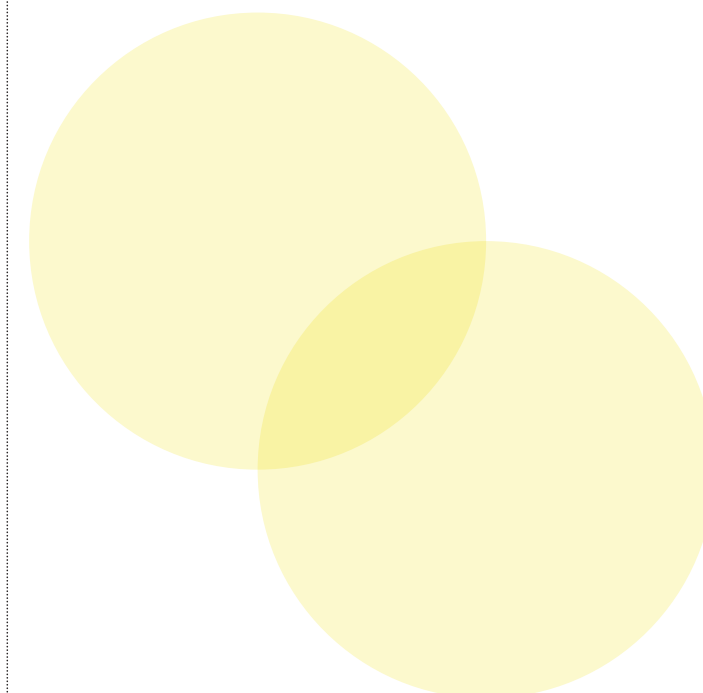
The objectives of the Diversity Plan are to:

- » Foster and create an inclusive healthcare service where our diverse patients and staff are treated with respect
- » Make it easier for people who need an interpreter to use the services available to all
- » Promote and increase awareness amongst Austin Health's employees and the broader community about the specific rights and needs of our diverse patients, carers and staff
- » Focus on practical, achievable and deliverable initiatives to improve equitable accessibility to our services through the use of Interpreters and other improvements in communication
- » Enhance communication and reduce barriers, including attitudes, that may discourage our diverse patients from using the organisations' services, and staff from providing these services
- » Achieve tangible changes in attitudes and practices that are discriminatory towards consumers from diverse backgrounds
- » Reduce barriers to our diverse population obtaining and maintaining employment
- » Meet legislative requirements under the *Charter of Human Rights and Responsibilities Act 2006* in regards to treating people with respect and dignity

Policy and legislation

Austin Health's Diversity Plan has been developed with reference to the following:

- » Victorian State Government Diversity in Health website
- » *Victorian Equal Opportunity Act 2010*



Development of the plan

Austin Health's Executive Director of Performance and Innovation had responsibility for overseeing the development and implementation of the Diversity Plan.

The Consumer Engagement team were facilitators in the consumer consultation phase with key consumer agencies and individuals to assist in the development of the Diversity Plan.

The members of the Diversity Sub-committee led the development, implementation, evaluation and reporting of outcomes from the Plan.

There were three main focus areas that emerged from the staff and consumer consultations that form the basis of this plan:

1 The provision of appropriate care

This includes the key role that staff play in providing inclusive, respectful and responsive care that meets the needs of every individual and recognises that we are all unique and need different care to get the same health outcomes

2 Access and Communication

This includes the key role that interpreters, including AUSLAN interpreters, play in supporting our patients to access the care that they need

3 Promoting employment and inclusion

This includes actively supporting employment of a diverse workforce

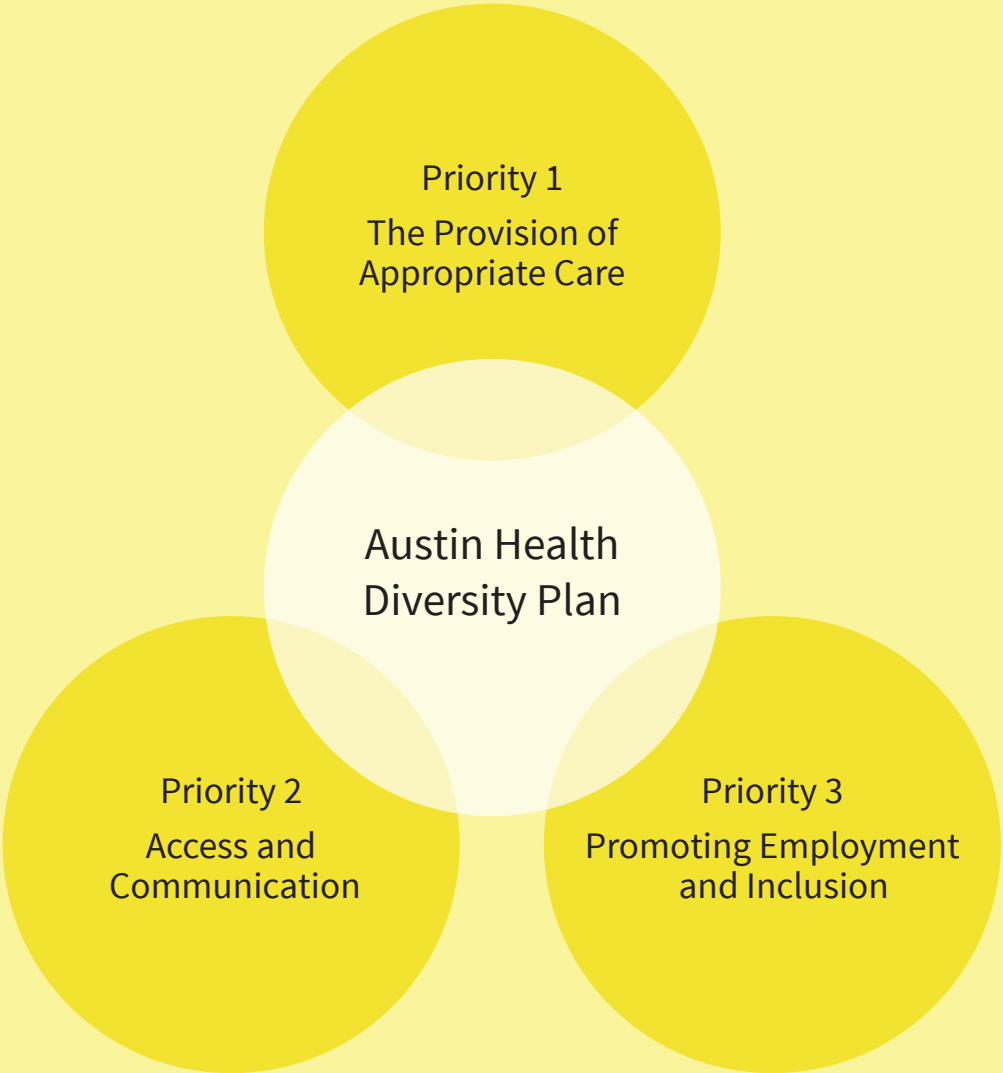
Governance

The Diversity Plan has been developed by the Diversity Sub-committee which reports to the Partnering with Consumers Committee.

The chairperson of the Diversity Sub-committee is the Ambulatory and Allied Health Manager, the executive sponsor is the Executive Director of Performance and Innovation, and committee members are comprised of both staff and consumer representatives. The consumers represent a diverse group of backgrounds including disability and cultural diversity. Staff members represent the three priority areas of the Diversity Plan and all staff work with diverse patients and colleagues.

Performance indicators have been determined and will be reviewed in line with the documented timeframes. The Diversity Sub-committee will be responsible for providing an annual update on this plan to the Austin Health executive and the Community Advisory Committee. A review of the Diversity Plan to identify successes and achievements and to update the Plan will be conducted annually starting in June 2016.

Our three priorities



1. The Provision of Appropriate Care

OUTCOME: Improved care for our diverse population

Objective	Actions	Performance Indicators
All patients have access to information that is written in a language and format that they understand	Create and implement guidelines for the development of Plain English information for our patients Review of patient information to ensure that all information meets Plain English requirements Develop a list of health resources already available in multiple languages and make these available to Austin Health staff	Guidelines developed and implemented Number of audited patient information brochures written in Plain English Number of patient information brochures reviewed annually List of health resources in multiple languages available and linked through ePPIC and on the Austin Health website
Interpreting services are provided to all patients who need them	Ensure patients who need an interpreter receive one when they require one Conduct focus groups with inpatients to identify improvement opportunities for the use of interpreting services and develop associated action plans as required Audit and review consent processes annually to ensure appropriate use of interpreting services to support informed consent by patients for surgery / procedures	Number of interpreter bookings requested Number of interpreter bookings achieved for both face to face and telephone interpreting Number of bookings unable to be met Number of patient appointments re-booked due to lack of interpreter service Number of complaints received about the lack of access to interpreters Action plan for improved use of interpreting services developed that includes outcome measures Audits of informed consent for surgery/procedures include the appropriate use of interpreters Action plans devised to address any issues identified
Patients experience culturally appropriate and inclusive care during their hospital admission	Develop and launch a patient centred care campaign about asking “what matters to me “ and “ who matters to me” that will include a specific focus on diversity	Patient centred care campaign developed and launched with diversity prompts included
Continue to develop culturally appropriate and inclusive end of life care pathways for our patients	Improve linkages between the Diversity Sub-committee and the End of Life Care committee (EOLCC)	There is a shared committee member between the EOLCC and the Diversity Sub-committee to make sure that patient diversity is considered in EOLCC activities and strategies
Continue to develop culturally appropriate and inclusive aged care pathways for our patients and their carers	Heidelberg Aged Care Assessment Service (ACAS) are compliant with the Commonwealth guidelines on access to aged care services for our diverse community	Heidelberg ACAS are leaders in their community advocating for equal access to Aged Care Services for our diverse community
Austin Health staff use inclusive language that positively reflects the diversity of the community that we live and work in	Training is provided for staff on the use of non discriminatory and inclusive language The Austin Health clinical documentation guidelines are updated to include reference to inclusive language and offer examples of good versus bad practice	Number of staff trained Clinical documentation guidelines audits demonstrate improvement in the use of inclusive language

2. Access and Communication

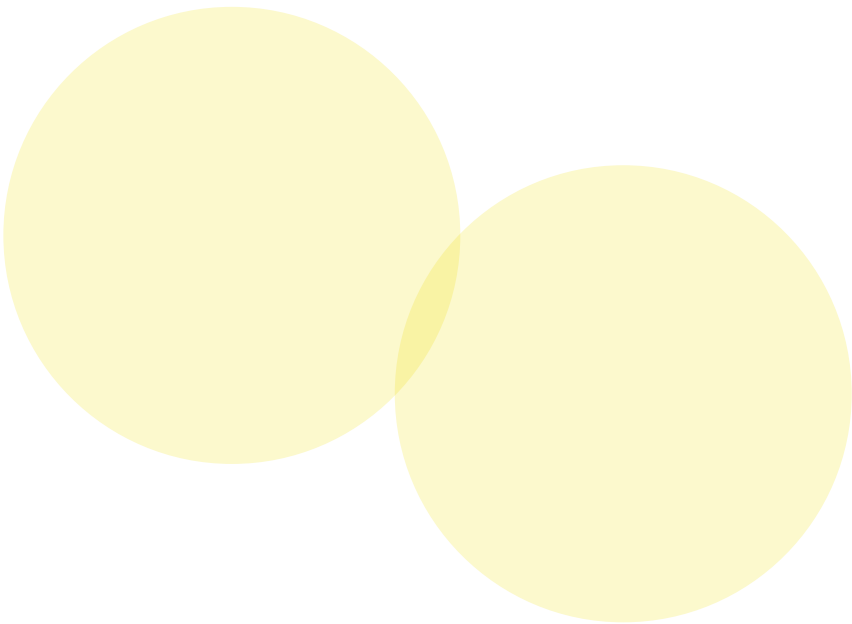
OUTCOME: People from diverse backgrounds will have improved access to services through the development of improved communication systems in our health services and programs

Objective	Actions	Performance Indicators
Review the accessibility of services for a diverse range of consumers	Consumers and their carers are engaged to assist with auditing various access points to Austin Health including: the written information that they are sent; and the signage for Austin Health services Provide education and policy support for those staff and volunteers who are multilingual so that they understand the scope of speaking a language other than English versus formal interpreting Trial of a volunteer orientation program where multilingual volunteers are trained to conduct orientation in their own language	Number of consumer audits completed Number of consumers participating in audit activities Number of actions taken to address gaps identified Number of staff and volunteers who attend education on the appropriate use of formal interpreting and the boundaries around this Policy to support this process is developed and implemented Number of patients who are orientated to the trial areas in a language other than English Evaluation report completed with recommendations for future trials / rollout of this process
Improve access to interpreters through the increased use of new technologies	Investigation and pilot / trial of alternative modes of interpreting such as hand-held devices and telephone interpreting	Trial expanded to use of telephone interpreting in a pilot site in Specialist Clinics Trial of video-interpreting conducted in a pilot site
Ensure that patients and carers from diverse backgrounds have the additional assistance that they may need to be partners in their own care	Training is provided for staff on communicating with patients with low literacy levels Training is available for staff on communicating with patients through the use of an interpreter	Number of staff trained

3. Promoting Employment and Inclusion

OUTCOME: Actively supporting employment of a diverse workforce

Objective	Actions	Performance Indicators
Workplace strategies are in place to provide Equal Employment Opportunities for our diverse population	Encourage employees through a Hub campaign to actively record current diversity identifications in My Info Online Raise awareness of our Diversity Plan amongst Austin Health staff	Number of employees who record diversity status in My Info Online The Diversity Plan is launched through Hub campaigns and within Diversity Week
Create and support an organisational culture that values, respects, and is inclusive of staff from diverse backgrounds	Celebrate and support our unique and diverse workforce through events and activities which raise awareness of issues affecting our diverse consumers and staff	Number of events that occur across Austin Health with a focus on diversity
Ensure that staff education programs support positive outcomes for diverse patients, including cultural understanding, acceptance and inclusive practice	Educate staff about diversity, equity and inclusion	New training packages developed Number of staff who undertake diversity training modules
Investigate methods to increase the diversity of volunteers recruited	Actively recruit volunteers who speak multiple languages Utilise multilingual volunteers for activities such as: volunteer guides; hospital orientation; and to support patient care through interpretation and advice to employees about culturally appropriate care	Number of volunteers recruited who speak multiple languages Number of volunteers who report using their second language in their daily volunteering activities or who provide information on culturally appropriate care to employees



Supporting Legislation and References:

Diversity in Health DOH Victorian website includes links to the following plans

Victorian refugee and asylum seeker health action plan 2014–2018

Lesbian Gay Bisexual Transgender and Intersex Health and Wellbeing Action Plan for Victoria 2014–2018

Victorian Health Priorities Framework 2012–2022

Victorian Multi-Cultural Commission

The Centre for Culture, Ethnicity and Health www.ceh.org.au

The Centre for Multi Cultural Youth www.cmy.net.au

Ethnic Communities’ Council of Victoria

Austin Health Charter of Healthcare Rights and Responsibilities 2015

Victorian State Legislation

- *Equal Opportunity Act 2010*
- *Racial and Religious Tolerance Act 2001*
- *Charter of Human Rights and Responsibilities Act 2006*

Commonwealth Government

- *Australian Human Rights Commission Act 1986*
- *Age Discrimination Act 2004*
- *Disability Discrimination Act 1992*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*

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