Austin Health

Disability action plan

2015 – 2020

Promoting inclusion and participation

Acknowledgement:

Austin Health has drawn inspiration from a range of sources in the development of this plan and in particular would like to acknowledge the influence of the St Vincent's Hospital Melbourne Disability Action Plan.

Contents

03 Message from the Chief Executive Officer
04 Aim
04 Objectives
05 Policy and Legislation
06 Development of the plan
07 Governance
08 Our three priorities
09 The 2015 – 2020 Disability Action Plan

Austin Health's Disability Action Plan has been developed with reference to the Victorian Disability Act 2006, the Commonwealth Disability Discrimination Act 1992 and the Victorian State Disability Plan 2013 – 2016 and outlines strategies and identifies actions, in accordance with the requirements of these Acts and Plan in meeting the needs of patients, community and staff with disabilities. Other associated acts include;

» *United Nations Convention on the Rights of Persons with Disabilities*

» *Victorian Charter of Human Rights and Responsibilities Act 2006*

» *Victorian Equal Opportunity Act 2010*

» *Victorian Disability Amendment Act 2012*

» *WHO International Classification of Functioning Disability and Health 2001*

This Disability Action Plan will be in place until the introduction of the Department of Health's Equity Standards.

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

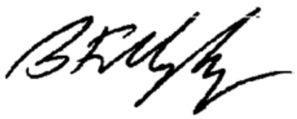
Austin Health's Disability Action Plan has been developed in consultation with our consumers and staff.

The Plan recognises the complex and variable needs of people with disabilities.

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

We will achieve this by improving: access to services; the provision of care; our facilities; and the employment opportunities for people with a disability.

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



Dr Brendan Murphy
Chief Executive Officer

Aim

The purpose of this Disability Action Plan is to ensure that all members of our community with a disability, both consumers and staff, have equal access to: services; care that meets their needs; our facilities and equipment; and employment, in the case of staff. Our staff enable disabled consumers to be fully included and participate in their community.

Objectives

The objectives of the Plan are to:

» make it easier for people with a disability to use services available to all

» foster and create a healthcare service where people with a disability are afforded the same opportunities as the broader community

» promote and increase awareness about the specific rights and needs of people with disabilities and their carers to Austin Health's employees and the broader community

» focus on practical, achievable and deliverable initiatives to improve equitable accessibility to the physical and visual environment

» enhance communication and reduce barriers, including attitudes, that may discourage people with a disability from using or providing the organisation's services

» achieve tangible changes in attitudes and practices which discriminate against people with a disability

» reduce barriers to people with a disability obtaining and maintaining employment

» meet legislative requirements under the *Disability Discrimination Act 1992* and the *Disability Act 2006* in all areas of Austin Health's service delivery and in its role as a responsible employer.

Policy and legislation

The *Commonwealth Disability Discrimination Act 1992* promotes respect for the basic human rights of people with disabilities and defines 'disability' in relation to a person as:

» total or partial loss of the person's bodily or mental function

» total or partial loss of a part of the body

» the presence in the body of organisms capable of causing 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 judgment or that result in disturbed behaviour.

and includes a disability that:

» presently exists

» previously existed but no longer exists

» may exist in the future (including because of a genetic predisposition to that disability)

» is imputed to a person.

The International Classification of Functioning, Disability and Health (ICF) is a framework for describing and organising information on functioning and disability. It provides a standard language and a conceptual basis for the definition and measurement of health and disability. The ICF includes environmental factors in recognition of the important role of environment in people's functioning. These factors range from physical factors (such as climate, terrain or building design) to social factors (such as attitudes, institutions, and laws). Interaction with environmental factors is an essential aspect of the scientific understanding of 'functioning and disability'. (WHO, 2001)

The *Victorian Disability Act 2006* provides for:

» a stronger whole-of-government, whole-of-community response to the rights and needs of people with a disability

» a framework for the provision of high quality services and supports for people with a disability.

The Act says that all public services—government departments, statutory authorities and statutory corporations—must have a Disability Action Plan and must report on their Disability Action Plan every year, to ensure that the plans are put into practice.

The DH policy *'Doing it with us not for us: Strategic direction 2010 – 13'* requires that all public health services have a Disability Action Plan as specified under the *Victorian Disability Act 2006*.

Development of the plan

Austin Health's Executive Director of Strategy, Quality & Service Redesign had responsibility for overseeing the development and implementation of the Austin Health Disability Action Plan.

The Austin Health Community Advisory Committee reviewed and endorsed the Disability Action Plan.

The Consumer Engagement team were facilitators in the external consultation phase with key consumer agencies and individuals to assist in the development of the Disability Action Plan. The members of the Diversity Sub-committee led the development, implementation, evaluation and reporting of outcomes from the Plan.

There were three main priority 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 carers play, the need for specific care plans, as well as other specific care needs such as timing of appointments and planning for discharge.

2 Accessing the physical environment and the provision of specific equipment.

This includes communication tools to enable our patients to maintain independence and participate in their care.

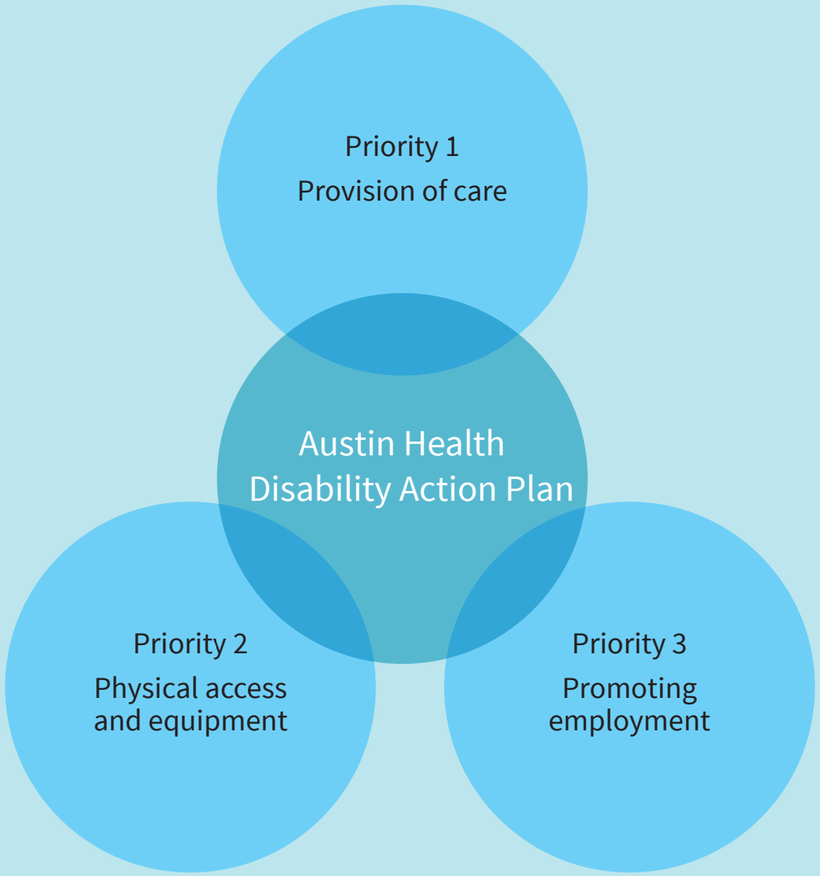
3 Promoting and actively supporting employment for people with a disability.

Governance

The Disability Action Plan has been developed by the Diversity Sub-committtee, which reports to the Partnering with Consumers Committee. The chairperson is the Ambulatory and Allied Health manager. The executive sponsor is the Executive Director – Strategy, Quality and Service Redesign. The committee members are comprised of consumers from a diverse group of backgrounds including disability and cultural diversity, and staff who are champions for the priority areas of the Disability Action Plan and work with consumers and people with disabilities.

Performance indicators have been determined for each action and will be reviewed regularly over the life of the plan. 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 Disability Action Plan to identify achievements and to update the Plan will be conducted annually starting in December 2015.

Our three priorities



1. Provision of care

OUTCOME: Improved care for people with disabilities

Objective	Actions	Performance Indicators
Austin Health policies, procedures and guidelines affecting people with disabilities will be current and appropriate.	The Austin Health Disability Policy is developed and disseminated to staff. This includes participation in care, communication and discharge planning.	» All Austin Health staff can access the Disability Policy » Information from the Disability Action Plan and relevant policies are incorporated into consumer participation staff training programs
Austin Health policies, procedures and guidelines for carers will be current and appropriate.	The Austin Health Carer Participation Policy is developed and outlines how carers should be involved in the provision of care for disabled patients. This will include participation in care, communication and discharge planning.	» All Austin Health staff can access the Carer Participation Policy » Information from the Carer Participation Policy is incorporated into staff training programs » Evidence in patient care plans demonstrates that carers are involved in patient care and care planning » There is a reduced number of complaints from patients and carers of patients with a disability
Austin Health actively engages in ongoing consultation with disability advocacy groups in its catchment to identify and improve services for patients with disabilities and for their carers.	Develop strong partnerships with disability advocacy groups within the Austin Health catchment ie: Whittlesea Disability Network, Nillumbik, Darebin and Banyule Council's community members.	» There is at least one formal consumer consultation session attended by Austin Health staff annually with representatives from local disability advocacy groups » There are a number of improvements made as a result of consumer feedback » Feedback from patients and carers states that services are accessible for people with disabilities
Patients with a disability have equitable access to Specialist Clinics.	Work with Specialist Clinics to identify and address barriers to access identified by disabled consumers and their carers.	» Develop and implement an action plan to address the barriers identified by disabled consumers » Reduced number of My Say concerns relating to Specialist Clinics
Patient information is available in a variety of formats to ensure all patients, irrespective of their ability, have access to this information about their care needs.	Work with a group of consumers to identify current gaps in the availability of patient information in alternative formats and develop a plan to address these gaps.	» Increased number of patient information brochures available in alternative formats such as on line and in plain English.

2. Physical access and equipment

OUTCOME: People with disabilities will have improved physical access to buildings, facilities, and the equipment that they need where health services and programs are provided

Objective	Actions	Performance Indicators
Feedback from disabled stakeholders forms part of the stakeholder engagement process for new service and building development projects at Austin Health.	The Diversity Sub-committee is consulted as a key stakeholder and provides feedback for all new service and building development projects.	» Number of new service and building development projects presented to the Diversity Sub-committee for review and feedback
New buildings comply with legislation and Australian standards, including the Building Code of Australia.	Keep abreast of updates to relevant legislation, regulation and standards.	» New buildings comply with relevant legislation and standards » Non compliance issues are addressed
The accessibility of services for disabled consumers is reviewed annually.	Disabled consumers and their carers are engaged to assist with auditing various access points and services for patients with disabilities across Austin Health, including signage, annually.	» Number of actions taken to address gaps identified
Ensure there are adequate amounts of appropriate patient equipment to maintain as high an independence level as possible for patients with a disability when they are in hospital.	Identify key equipment items that should be available for disabled patients use whilst in hospital. Create a list of shared equipment and it's location which is available for all staff to use.	» Capital equipment plans for clinical areas includes a list of required equipment
Provide a television service with closed captions for patients who are hearing impaired.	Review the feasibility of installing closed caption capability on all Austin Health patient bedside televisions.	» Number of televisions with closed caption capability functioning
Improve access to vehicle drop off /pick up zones and waiting areas on the Austin campus for disabled patients' volunteer drivers.	Identify issues with access to drop off /pick up zones and waiting zones on Austin campus and work with capital planning to identify possible solutions.	» Number of patients, carers and volunteer drivers reporting improved access to drop off /pick up zones and waiting areas on Austin campus
Provide appropriate support to hearing impaired consumers to enable them to access services across Austin Health.	Investigate opportunities and seek funding to implement personal hearing systems and counter hearing systems in key access areas across Austin Health.	» Hearing systems are implemented across Austin Health

3. Promoting employment of people with a disability

OUTCOME: Improved equity and equal opportunity for people with disabilities in Austin Health's workforce

Objective	Actions	Performance Indicators
Workplace strategies are in place to provide Equal Employment Opportunities for employees with a disability.	There is an ongoing focus on training for staff on mental health and well being.	» Number of staff who attend training
	A recruitment training package is available for hiring managers that includes specific information about Equal Employment Opportunities and specifies supports available to employ people with a disability.	» Number of managers who complete the recruitment training program
	As part of the Annual People Plan, the HR business partners work with all departments across the organisation to identify roles and opportunities that could be filled by groups under-represented in the current workforce such as those with a disability.	» Number of roles or opportunities identified » Number of positions filled
The existing workforce who have a current or new disability are supported to keep working at Austin Health.	There is an ongoing focus on early intervention for staff who are currently unable to fulfil all the requirements of their role due to a temporary or permanent disability.	» Number of people successfully returned to suitable ongoing roles

Endorsed by the following at Austin Health:

Diversity Sub-committee
Executive Director – Strategy, Quality and Service Re-design
Partnering with Consumers Committee
Director – Safety Quality and Risk Management
Community Advisory Committee
Executive Group

Primary responsibility for this document:

Diversity Sub-committee