

South Gippsland Coast Partnership

Disability Action Plan Framework

2019 - 2022



"Momentum" by Laura Welsh, gifted to Gippsland Southern Health Service

South Gippsland Coast Partnership - Disability Action Plan Framework

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1 Message from the Chief Executive Officers

We are pleased to introduce a framework to describe the work we will do together to improve access to services and facilities, the provision of care and the employment opportunities for people with a disability.

We will consult with consumers, carers, staff, and other agencies to continue to identify and reduce the barriers that impact on the ability of consumers and staff to be fully included and participate in their community.

We look forward to working together to achieve our shared vision:

Inclusive, safe, accessible and responsive health services and workplaces for our community

Jan Child,

CEO, Bass Coast Health

Frank Megens

**CEO, Kooweerup Regional
Health Service**

Peter Van Hamond

**Acting CEO, Gippsland
Southern Health Service**

Chris Trotman

**CEO, South Gippsland
Hospital**

2 Introduction

The South Gippsland Coast Partnership (SGCP) is an alliance between four health services - Kooweerup Regional Health Service (KRHS), South Gippsland Hospital (SGH), Gippsland Southern Health Service (GSHS) and Bass Coast Health (BCH). These agencies are collaborating on the development and implementation of their Disability Action Plans (DAP). The DAP is a document that guides the reduction and removal of barriers experienced by people with a disability who use, visit or work in an organisation. This framework outlines how the agencies will work together over the next three years to provide positive experiences and outcomes for people with a disability.

Legislation requires public sector bodies to prepare and implement disability action plans. The development of a draft 3-year disability action plan (DAP) is a key deliverable within each health service's Statement of Priorities for the 2018-19 year. In 2019, the four health services received endorsement from the Department of Health and Human Services (DHHS) to establish a collaborative framework to develop and implement local Disability Action Plans. The DAPs and this framework support the principles of the Disability Act 2006, the Disability Discrimination Act 1992, Victoria's Equal Opportunity Act 2010, and Victoria's Charter of Human Rights and Responsibilities Act 2006, in supporting access and equity to health services and employment in health services for people with a disability. The DAP framework also supports

the health services to meet requirements outlined in the National Safety and Quality Health Service Standards (2nd edition), Human Service Standards and the Aged Care Quality Standards in relation to diversity, partnering with consumers, access and engagement, empowerment and safe, inclusive and quality care.

2 Background

One-in-five Australians report having some kind of disability. The types of impairment which may result in disability include:

- Physical impairment
- Sensory impairment
- Intellectual and cognitive impairment
- Psychiatric impairment¹

The “Everybody Matters, Inclusion and Equity Statement” was developed by Family Safety Victoria (Dec 2018) to provide guidance to both family violence and universal services to identify barriers to inclusion and access through understanding and applying an intersectionality lens. The statement provides useful definitions and a context for collaborative work to be achieved, recognising that people who have a disability may experience other areas of diversity and potential barriers and discrimination. In summary, the statement acknowledges the following:

Access is about ensuring that information, spaces, services and programs reach everyone and are responsive to individual needs.

Equity means that available information, spaces, services and programs allow all to participate and prosper. This requires that services are able to consider and respond to the intersecting forms of disadvantage and discrimination to truly cater to all diverse needs.

Intersectionality describes how systems and structures interact on multiple levels to oppress, create barriers and overlapping forms of discrimination, stigma and power imbalances based on characteristics such as Aboriginality, gender, sex, sexual orientation, gender identity, ethnicity, colour, nationality, refugee

or asylum seeker background, migration or visa status, language, religion, ability, age, mental health, socioeconomic status, housing status, geographic location, medical record or criminal record. This can create additional barriers for a person to access the help they need.

A system that adopts **inclusion** as an active process recognises the impact of marginalisation, values diversity and works to eliminate barriers. Adopting an active process of inclusion creates welcoming environments in which everyone can access services and the services available are responsive to diverse needs. Adopting an active process of inclusion means ensuring diversity of thinking, experiences, and skills are valued and utilised.

An inclusive system is demonstrated by attitudes, behaviours, policies and practices that enable full and **equal** participation for everyone. It is achieved where services are flexible and responsive to diversity and where diverse communities are empowered as active participants at all levels of planning, decision-making and delivery.²

4 Purpose of a Disability Action Plan

The Disability Act 2006 (section 38) requires public authorities and local governments to prepare disability action plans. The plans must serve to:

- reduce barriers to employment
- promote access to services
- promote community inclusion
- bring about changes in practices and attitudes.

The Victorian State Disability Plan, 2017 – 2020 outlines a vision for “an inclusive Victoria, which supports people with a disability to live satisfying, everyday lives”. The plan suggests some priority areas for Health services to address when working with people with disabilities:

- Provision of holistic and inclusive care
- Facilitated pathways through care
- Preventing discrimination and abuse of patients with a disability

Other priority areas described in the Victorian State Disability Plan which are directly related to rural and regional health services include:

- Health services partnering with disability agencies and recognising their advocacy role
- Improving the provision of Auslan interpreters and better health outcomes for deaf and hard of hearing Victorians
- Oral health
- Cancer screening
- Access to family violence services
- Responding to the needs of vulnerable children with a disability and parents with a disability
- Supporting people to transition to the NDIS
- Workforce development ³

5 Purpose of the Shared SGCP Disability Action Plan Framework

The framework recognises partnerships are critical in promoting positive outcomes for people with a disability. In developing individual health service disability action plans, it is recognised there will be some shared initiatives related to common needs, which will have a positive impact for people with a disability in our community.

The SGCP disability action plan framework provides a roadmap to devise and implement actions to ensure that our facilities, services and programs are inclusive of people with a disability. The framework and action plan is viewed as an active planning document that works towards improving access to facilities, services and programs for a significant part of the local population.

The framework articulates the key areas to be worked on in a shared capacity, led by Senior staff at the four health services, and also describes the areas where actions will be need to be tailored to local needs, based on collaboration with local communities. The framework promotes sharing resources and engaging with local communities and liaising with local government and relevant disability agencies.

6 Guiding Principles

The following principles have been adopted from Absolutely Everyone – Victorian State Disability Plan 2017 – 2020:

- ***Autonomy***
- ***Opportunity***
- ***Human Rights***
- ***Diversity***
- ***Accountability***

7 Governance

The CEOs of the four health services endorse and oversee the Disability Action Plan framework, receiving quarterly progress reports. Local communities and DHHS will receive annual reports via the Quality Account and Statement of Priorities reporting respectively.

8 Vision

Inclusive, safe, accessible and responsive health services and workplaces for our community

Disability Action Plan Framework - South Gippsland Coast Partnership

- Koo Wee Rup Regional Health Service, South Gippsland Hospital, Gippsland Southern Health Service and Bass Coast Health

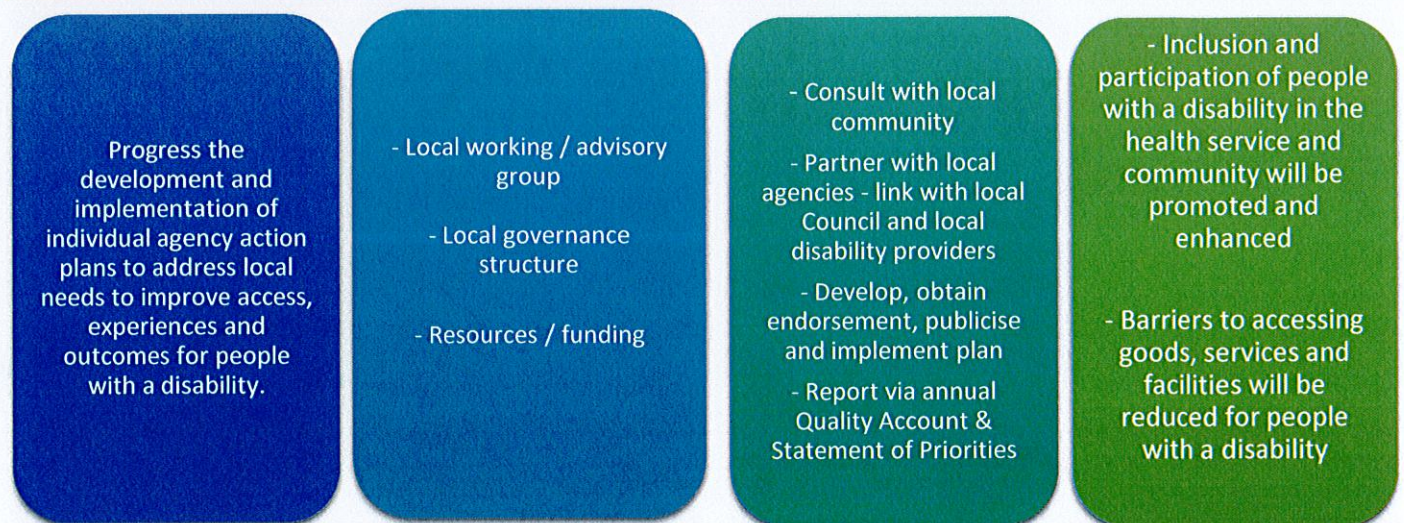
Vision - Inclusive, safe, accessible and responsive health services and workplaces for our community



Inter-agency collaboration – KRHS, SGH, GSHS, BCH



Individual Agency Disability Action Plan, to incorporate above, plus:



Plan: Inter-agency collaboration – KRHS, SGH, GSHS, BCH:

Outcome 1: Tangible changes in staff attitudes and practices which discriminate will be achieved

Strategy	Actions	Timeframe	Responsibility	Performance Indicator
1.1 Consumer involvement will be incorporated into the inter-agency working group.	Recruit consumers to participate in the inter-agency working group and promote to staff and broader community	Sep 19	Wkg gp	2 consumers on inter-agency working group
1.2 Health services will actively increase awareness of disability related needs internally and for the broader community	Social marketing campaign to be developed and implemented to: <ul style="list-style-type: none"> - promote DAP development, - share positive stories of people with a disability - challenge stereotypes and unconscious bias - increase awareness of disability related needs - increase awareness of services / service providers - target broad community 	Quarterly, over 3 years	Wkg gp	Min quarterly articles in local paper, websites and internal communications.
	International Day of People with Disability will be recognised at each health service	3 Dec 19, then annually	Wkg gp	Evidence of day being celebrated at each site
	Each health service to gain input from people with a disability via common survey on website	Aug – Sep 19	Wkg gp	Report developed
1.3 Orientation and targeted training will be developed and implemented to staff and volunteers to raise awareness reduce discriminatory attitudes and practises and celebrate the strengths of people with a disability	People matters survey to be reviewed to establish experiences of staff	Oct 19, then annually	Wkg gp	Experiences documented
	Survey tool to be sourced to gain an understanding of staff and volunteer attitudes, knowledge and experiences in working with people with disabilities as colleagues and consumers	Aug 19	Wkg gp	Survey sourced / developed
	Staff and volunteers to be surveyed to establish baseline and inform training needs	Nov 19	Wkg gp; Education staff	Survey implemented
	Training plan developed based on staff and consumer consultation and implemented at each service, and resources shared as required	Jun 21	Wkg gp; Education staff	Training plan implemented
1.4 Health Services will implement Victoria's social procurement framework	Key staff will be identified and educated regarding Victoria's social procurement framework	Nov 19	Managers, Wkg group	Training plan implemented

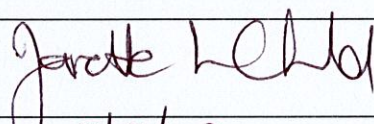
1.5 Engagement with key disability agencies will occur to identify opportunities for improving services, and enhancing staff and consumer awareness of the services	Key disability agencies will be mapped and engagement plan agreed	Sep 19	Wkg gp, Managers	Key Disability agencies mapped
	Service provider engagement plan implemented	Sep 21	Wkg gp, Managers	No. of services engaged
1.6 Evaluation of the framework will be implemented	Agree and implement evaluation methods	Jan 22 – Jun 22	Wkg gp	Evaluation completed

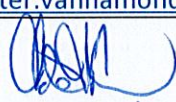
Plan: Inter-agency collaboration – KRHS, SGH, GSHS, BCH:

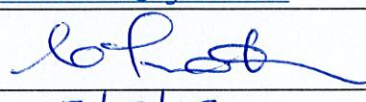
Outcome 2: Barriers will be reduced for people to obtain and maintain employment at local health services

Strategy	Actions	Timeframe	Responsibility	Performance Indicator
2.1 Current barriers experienced by existing employees with a disability will be understood	Review People Matters survey results and provide report to reflect experiences of people with a disability	Oct 19, then annually	HR	Report complete
	Conduct more detailed survey / focus group if further information required post People Matters survey	Jan – Mar 20	HR	Survey / focus group complete
	Develop action plan based on employee feedback	Apr - Jun 20	Wkg gp	Actions incorporated into plan
2.2 Human resource policies and practices will support employment of people with disabilities	Identify key HR personnel at each health service	Jul 19	Wkg gp	List of HR roles / personnel developed
	Source audit tool and implement to identify gaps in recruitment and retention policies / practises related to people with a lived experience of disability	Aug - Dec 19	Wkg gp, HR	Audit conducted and gaps identified
	Develop reasonable adjustment and disability disclosure policy	Sep - Nov 19	Wkg gp, HR	Policy endorsed
	Develop and implement actions based on gap analysis, including training	Feb 20 – Dec 20	Wkg gp, HR	Actions and progress documented
2.3 Health services will proactively engage with training and employment services to identify opportunities to provide work experience and job placement for people with a disability	Employment and training services and their service boundaries to be identified	Sep 19	Wkg gp, HR	List of services, key contacts and purpose is documented
	HR staff to engage with key training and employment providers to identify opportunities for work experience and job placement	Mar 20 – Jun 21	HR	Evidence of collaboration and successful work experience / job placement

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Date	7/8/19

References

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 - 2 Everybody Matters, Inclusion and Equity Statement, Family Safety Victoria, 2018
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