



**KYABRAM DISTRICT**  
HEALTH SERVICE

**DISABILITY ACTION PLAN**  
**2019-2022**

***Striving to improve access to Consumers  
and Staff with Disabilities***

## **Foreword**

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 consumers, carers and care givers, 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 care givers

**David Edwards**

**Interim Chief Executive Officer**

## **VISION, VALUES & STRATEGIC GOALS**

**Our Vision:** Health Community. Best Care.

### **Our Values**

- **Empathy:** We actively listen with a purpose to understand your feelings
- **Wellbeing:** We will foster a person centred approach for all who come into contact with our service
- **Community:** People will experience a welcoming approach, that is friendly and there is a sense of belonging and community spirit.

### **Our Strategic Goals**

- Partnering for a better healthcare experience
- Delivering seamless care through a 'One Service' strategy
- Growing and supporting skilled, valued care givers.

## **Aim:**

The purpose of this Disability Action Plan (DAP) is to ensure that all members of our community with a disability, both consumers, staff, volunteers and visitors, have equal access to: services; care that meets their needs; our facilities and equipment; and employment, in the case of staff. Our team 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 Kyabram District Health Service (KDHS) 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

## **Disability Policy**

The Disability Action Plan will allow KDHS to meet the diverse needs of people with a disability who use, visit or work with or for the health service. It will open up access to our services and provide employment opportunities to a wider range of people.

Under federal legislation (the Disability Discrimination Act 1992) and under Victorian legislation (the Equal Opportunity Act 1995) it is against the law to discriminate on the grounds of a disability.

Under section 38 of the Victorian Disability Act 2006, the Victorian Government has identified four outcomes that the Disability Action Plan should address and these include:

- Reducing barriers to persons with a disability accessing goods, services and facilities;
- Reducing barriers to persons with a disability obtaining and maintaining employment;
- Promoting inclusion and participation in the community of persons with a disability; and
- Achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

KDHS will monitor, evaluate and review the Disability Action Plan regularly through its Community & Cultural Governance Committee and outcomes will be reported in the KDHS Annual Quality Account Report as consistent with section 38 of the Disability Act 2006.

## **Consultation**

The Disability Action Plan was developed through a number of consultations within the community of Kyabram, Tongala and Stanhope over the period from 2017-2019.

The Disability Action Plan has been reviewed by the Community & Cultural Working Party committee which reports to the Community & Cultural Governance Committee. The committee members are comprised of consumers and care givers from a diverse group of backgrounds including disability and cultural diversity 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 Community & Cultural Governance committee will be responsible for providing an annual update on this plan to the KDHS Board

## **Further Information**

For further information refer to the Office for Disability [www.officefordisability.vic.gov.au](http://www.officefordisability.vic.gov.au)

## Provision of Care.

### ***Outcome: Reducing barriers to persons with a disability accessing goods, services and facilities.***

Objective	Actions	Performance Indicators
Ensures the DAP is embedded in the service provision culture of KDHS in align with the strategic plan (One service strategy).	Ensure Board of Management & Executive Staff commit to the DAP.	<ul style="list-style-type: none"> <li>• DAP receives board endorsement.</li> <li>• DAP incorporated into the Community Cultural Governance Committee standing agenda item.</li> </ul>
KDHS policies, procedures and guidelines affecting people with disabilities will be current and appropriate.	The KDHS Disability Policy is developed and disseminated to staff. This includes participation in care, communication and discharge planning.	<ul style="list-style-type: none"> <li>• All KDHS staff can access the Disability Policy via Prompt.</li> <li>• Information from the Disability Action Plan and relevant policies are incorporated into consumer participation in staff training programs.</li> </ul>
Services and programs will support inclusion for those with a disability.	Review and adapt services and programs to ensure that people with disabilities are not excluded and do not experience discrimination as users of services, as service providers or as staff.	<ul style="list-style-type: none"> <li>• There is a system for monitoring of complaints from patients and carers of patients who identify as having a disability, via a revision on the Happy or Not form.</li> <li>• Increase consumer participation in NDIS programs.</li> <li>• Increased consumer engagement evidenced by data analytics from IPM annually.</li> <li>• Increased consumer engagement across all programs within KDHS as evidenced by target reporting analytics for each program.</li> </ul>
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.	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Increased number of patient information brochures available in alternative formats such as in pictorial format, on line and in plain English.</li> </ul>

	<ul style="list-style-type: none"> <li>• All KDHS publications are audited against National Statement on Health Literacy.</li> </ul>	<ul style="list-style-type: none"> <li>• This ensures that the following is taken into consideration: <ul style="list-style-type: none"> <li>○ presentation – is it appropriate for the intended group or is the print legible,</li> <li>○ language- is the language used likely to be understood,</li> <li>○ content – is there evidence that consumer had input into the development of the publication etc.</li> </ul> </li> </ul>
<p>KDHS 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.</p>	<p>Develop strong partnerships with disability advocacy groups within the KDHS catchment.</p>	<ul style="list-style-type: none"> <li>• There is at least one formal consumer consultation session attended by KDHS staff annually with representatives from local disability advocacy groups.</li> <li>• Feedback from patients and carers states that services are accessible for people with disabilities.</li> </ul>

## 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 is an integral part of the stakeholder engagement process for new service and building development projects at KDHS.	The Co-opted community representatives 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 Co-opted community representatives 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.
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 patients with a disability use whilst in hospital. Create a list of shared equipment and 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 KDHS patient bedside televisions.	<ul style="list-style-type: none"> <li>• Number of televisions with closed caption capability functioning</li> <li>• Ensure subtitles on tv is activated on all tv's in waiting areas/public spaces.</li> </ul>



## Promoting employment of people with a disability.

**OUTCOME:** *Reducing barriers to persons with a disability obtaining and maintaining Employment.*

Objective	Actions	Performance Indicators
Workplace strategies are in place to provide Equal Employment Opportunities for employees with a disability.	A recruitment package is available for WCC 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 WCC program work with all departments across the organisation to identify roles and opportunities that could be filled by groups under-represented in the current work force such as those with a disability.	<ul style="list-style-type: none"> <li>• Number of roles or opportunities identified.</li> <li>• Number of positions filled.</li> </ul>
	Complete the How Disability Friendly is your agency checklist.	Develop actions for areas not currently being met.
The existing workforce who identify as having a disability are supported to keep working at KDHS.	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.