



GV Health

Disability Action Plan 2016 – 2019



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CEO's Message

I am pleased to present the first Goulburn Valley Health Disability Action Plan 2016-2019. This plan highlights our commitment to improve outcomes for people with a disability including those who access our services and programs and our staff. We aim to be an inclusive and accessible health service to all, particularly those with a disability, their family, friends and carers.

The GV Health Disability Action Plan has been developed in line with the Victorian Disability Act 2006 and the Commonwealth Disability Discrimination Act 1992. The Plan will reduce discrimination and help GV Health meet its obligations under federal and state anti-discrimination legislation. It will promote the equality of people with a disability and assist GV Health to be consistent with the Victorian Charter of Human Rights and Responsibilities Act 2006 and the United Nations Convention on the Rights of Persons with a Disability.



A handwritten signature in black ink, appearing to read 'T. Saunders', written over a light blue horizontal line.

Trevor Saunders
Chief Executive Officer

GV Health Profile

GV Health is a designated Regional Public Health Service under the Health Services Act. Our role is to be the main referral service to people in the Goulburn Valley. To fulfil this role, GV Health provides acute care in relation to specialised medicine and surgery, intensive care and emergency services, community services, children's services, maternity services, and mental health services. Services are also provided in rehabilitation, palliative care, and aged care. As a leading health provider in the region, GV Health also has an important role in teaching, training and research and strong affiliations with Melbourne, Latrobe, Deakin, Monash and Charles Sturt universities.

Population Overview

GV Health serves a catchment population of approximately 120,000 people drawn principally from the local government areas of City of Greater Shepparton, and the Shires of Moira, Strathbogie and Campaspe, and increasingly from southern New South Wales. Mental health and some community services cover an expanded catchment, including the Shires of Mitchell and Murrindindi, including the Wallan growth corridor.

While the region's population is mainly concentrated in Shepparton, many people served by GV Health live in smaller townships in the surrounding region, and in more isolated wheat, sheep, dairy and stone fruit farming areas. Population numbers increase by an estimated 10,000 itinerant workers during the fruit harvest season from December to March.

The community is characterised by a rapidly growing and ageing population. The prevalence of chronic illnesses such as respiratory disease, cancers, cardiovascular disease, diabetes and mental illness is increasing as our population ages. A relatively high incidence of road accidents, skin cancer, farm injuries and work-related accidents also occur in our region, a characteristic shared with other rural communities.

The catchment is more culturally and linguistically diverse compared with other rural communities due to the post World War II migration principally from southern European countries, and a second wave of migrants more recently from the Middle East and the Horn of Africa.

The region is home to a large and well established Aboriginal population with Greater Shepparton having the second largest Aboriginal community population in Victoria outside Metropolitan Melbourne (Greater Shepparton, 2015). This is an important consideration for GV Health given the poor state of health experienced by many Aboriginal people.

GV Health's Priorities for the Future

GV Health has developed priorities for the future which can be seen in our Vision, Mission and Values.

Vision

Healthy Communities

Mission

Goulburn Valley Health will:

- Provide the highest quality of care and service prevention, diagnosis and treatment of injury, disease and other clinical conditions;
- Support integrated health care
- Drive innovation in healthcare provision
- Work in partnership with others to promote healthy communities
- Provide leadership in health care to the region
- Provide opportunities for teaching, training and research in health care and
- Attract health care professionals as an employer of choice

Values

Compassion: We are caring and considerate in our dealings with others.

Respect: We acknowledge value and protect the diversity of beliefs, and support the rights of others in delivering health services.

Excellence: We act with professionalism to bring the highest quality of care to meet the needs of our patients.

Accountability: We will be responsible for the care and patient outcomes provided by GV Health and the consequences of our actions.

Teamwork: We work constructively and collaboratively within GV Health, as well as with external partners, to deliver integrated care to our patients.

Ethical Behaviour: We act with integrity, professionalism, transparency, honesty and fairness to earn the trust of those we care for.

GV Health Strategic Directions 2014-2018

GV Health's Strategic Plan for 2014-2018 identifies the vision, role and priorities for GV Health over the next five years and provides a strong framework for the future development of services. To deliver on the strategic directions of this Plan, GV Health will focus on the following four key areas:

Strategic Pillars

Empowering Your Health Improving the general health status of the population and supporting individuals to better manage their health
Strengthening Services Continuing to deliver and improve the range of primary, secondary and tertiary level health services expected of a regional health service.
Developing Staff Investing in our people and fostering a vibrant and positive work culture. This underpins our future capability to deliver on our role.
Working with Partners Actively embracing formal and informal collaborative working relationships with health and other service providers, to meet our strategic objectives.

Disability Action Plan Introduction

GV Health has developed this Disability Action Plan in order to:

- Reduce discrimination and help GV Health meet its obligations under federal and state anti-discrimination legislation;
- Promote the equality of people with a disability and assist GV Health to be consistent with the Victorian Charter of Human Rights and Responsibilities Act 2006 and the United Nations Convention on the Rights of Persons with a Disability; and
- Provide an opportunity to consult with people with a disability and develop an ongoing relationship with the disability community.

GV Health recognises that a Disability Action Plan is:

- A way for organisations to plan the elimination of disability discrimination from the provision of its goods, services and facilities <http://www.humanrights.gov.au/our-work/disability-rights/action-plans-and-action-plan-guides>;
- A proactive way to comply with the Disability Discrimination Act 1992 (DDA), Equal Opportunity Act 1995 and the Victorian Disability Act 2006; and
- A way to make organisations as accessible, welcoming and inclusive as possible.

Defining Disability

The Commonwealth Disability Discrimination Act 1992 defines disability in relation to a person as

- a. Total or partial loss of the person's bodily or mental functions; or
- b. Total or partial loss of a part of the body; or
- c. The presence in the body of organisms causing disease or illness; or
- d. The presence in the body of organisms capable of causing disease or illness; or
- e. The malfunction, malformation or disfigurement of a part of the person's body; or
- f. A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- g. A disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement or that results in disturbed behaviour; and includes a disability that:
 - h. Presently exists; or
 - i. Previously existed but no longer exists; or
 - j. May exist in the future; or
 - k. Is imputed to the person.

There are four broad categories of impairment including;

- physical impairment
- sensory impairment

- intellectual and cognitive impairment and
- psychiatric impairment.

The majority of people with disability have a physical disability 83.9%, 11.3% have mental and behavioural disability and 4.8% have an intellectual or developmental disability. <http://www.and.org.au/pages/what-is-a-disability.html>

There is a strong relationship between age and disability. As people grow older, there is a greater tendency to develop conditions which cause disability.

Disability is not always obvious and we acknowledge that there is and will continue to be increasing numbers of people with a disability within the GV Health community including our colleagues, patients, families and carers.

Statistics

- The 2012 Survey of Disability, Ageing and Carers (SDAC) estimated that 4.2 million Australians, or 18.5% of the population, had a disability. That is almost 1 in 5 people.
- As GV Health services a catchment population of more than 120,000 people, it can be estimated that at least 22,200 people have a disability.
- Moira Shire has a relatively high percentage of the population who have a disability, and rates of Disability Support pension and Age pension recipients are higher than average. Rates of registered mental health clients are also higher than average.
- In Strathbogie Shire there is a higher than average percentage of the population requiring need for assistance with core activities, and receiving the disability support pension and the proportion of registered mental health clients is above average.
- In Greater Shepparton there are higher than average rates of Disability Support and Age pension recipients and the proportions of mental health clients and drug and alcohol clients in the population are above average.
- It is estimated that 1 in 4 people with a disability comes from a non-English speaking background or is the child of parents from a non-English speaking background (State Government of Victoria, 2009). Nearly 11% of the population in Greater Shepparton was born in a non-English speaking country and around 13% speak a language other than English at home. (Dept of Health, 2014).

- Rate of disability among Aboriginal and Torres Strait Islander Australians is almost twice as high as that of non-Indigenous people. The Hume Region has the second highest percentage with 2.1% of Aboriginal or Torres Strait Islander origin in Victoria. (Dept of Health, 2014). In Moira Shire the percentage of Aboriginal and Torres Strait Islander population is about twice the state average at 1.7% and in Greater Shepparton the percentage of population of Aboriginal and Torres Strait Islander origin is the third highest in the state at 4.2%. (Dept of Health. 2014).

Victorian Disability Act 2006 Outcome Areas

GV Health's Disability Action Plan is based on the four outcomes areas that the Victorian Disability Act 2006 recommends should be addressed in a Disability Action Plan (DAP).

- Outcome Area 1: Reducing barriers to persons with a disability accessing goods, services and facilities
- Outcome Area 2: Reducing barriers to persons with a disability obtaining and maintaining employment
- Outcome Area 3: Promoting inclusion and participation the community of persons with a disability
- Outcome Area 4: Achieving tangible changes in attitudes and practices which discriminate against persons with a disability

Consultation and Consumer Participation

The GV Health Disability Action Plan has been developed in consultation with people with a disability, their families, friends and carers, Disability Service Providers and our staff. Consultations have occurred in a number of different formats including staff surveys, patient experience interviews (consumers and staff), nurse and consumer forums, interviews with GV Health departments, interviews with external stakeholders and a planning forum. Detailed information on the consultation framework, planning forum and the outcomes of these consultations can be found in Appendix 2.

The Disability Action Plan has involved consumers throughout the consultation and drafting processes and it is intended that consumers will continue to be involved throughout the life of the Disability Action Plan through ongoing consultation and annual reviews. Consumer participation will continue to occur at a number of levels including; organisational, outcome and specific topic.

Priorities for action

Analysis of themes identified through the consultation process highlighted the following priorities for action in each of the four Outcome Areas.

Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities

Themes identified through consultations:

- Improve physical access at GV Health including signage and way finding
- Review distance to and ease of access to services at GV Health
- Ensure GV Health media is accessible for the whole community
- Ensure administration and intake processes identify people with a disability
- Strengthen relationships with disability service providers

Priorities for action:

- 1.1 Improve physical access in and around all campuses of GV Health
- 1.2 Up skill Engineering and Supply staff (and others involved in procurement) about Disability Discrimination Act (DDA) and disability access
- 1.3 Improve accessibility of GV Health signage and way finding
- 1.4 Ensure GV Health media communication is accessible to the entire community
- 1.5 Graham St Campus main reception front desk service is available everyday during visiting hours
- 1.6 Improve recognition of people with a disability accessing services or whilst admitted to GV Health
- 1.7 Ensure GV Health staff knowledge of National Disability Insurance Scheme (NDIS) roll out and services provided by external key Disability Service Providers
- 1.8 GV Health is aware of safety risks in and around the campuses

Outcome Area 2: Reducing barriers to people with a disability obtaining and maintaining employment at GV Health

Themes identified through consultations:

- Increase opportunities for people with a disability to become employees and volunteers of GV Health
- Develop and strengthen relationships with disability employment providers
- Initiate disability access and awareness training for all staff involved in recruitment

Priorities for action:

- 2.1 GV Health Workforce Development Plan incorporates disability access through equity in employment component.
- 2.2 Investigate purchasing services from Disability Employment Enterprises

- 2.3 Develop relationships with Disability Service Providers and disability employment agencies to investigate and strengthen opportunities for work experience, volunteering and employment for people with a disability
- 2.4 Conduct staff disability access awareness training around recruitment and support of people with a disability
- 2.5 Ensure employment process is accessible to all members of the community

Outcome Area 3: Promoting inclusion and participation of people with a disability in the GV Health community

Themes identified through consultations:

- Increase opportunities for people with a disability to participate in decision making
- Ensure all GV Health events are accessible for all
- Increase consumer participation opportunities for people with a disability in GV Health
- Meaningful communication and consultation takes place regularly with people with a disability, families, carers and disability service providers including feedback on services

Priorities for action:

- 3.1 Ensure patient information and patients rights brochure are available to every patient
- 3.2 Ensure GV Health events (incl. Annual General Meeting, GV Health Fair, other meetings and consultations) are accessible to all
- 3.3 People with a disability are involved in the monitoring and evaluation of the Disability Action Plan
- 3.4 Recognise the valuable role volunteers can play in creating a more accessible and inclusive GV Health
- 3.5 Communication and meaningful consultation takes place regularly with people with a disability

Outcome Area 4: Achieving tangible changes in attitudes and practices of GV Health staff which discriminate against people with a disability

Themes identified through consultations:

- Increase awareness about accessibility features at GV Health (including programs and procedures that assist people with a disability)
- Ensure training around disability access and awareness (including communicating with and responding to people with a disability) occurs regularly with all staff
- Investigate possibility of Disability Access Officer position at GV Health
- Ensure staff provide and focus on Patient Centred Care and respond to the unique needs of individuals with a disability
- Continue to promote Disability Action Plan to GV Health and the wider community
- Provide budget to achieve actions in Disability Action Plan

Priorities for action:

- 4.1** Promote Disability Action Plan and existing accessible features of GV Health to GV Health staff and wider community
- 4.2** Promote GV Health services information with images to assist people with a disability
- 4.3** Disability access awareness training relevant to employee roles to be introduced for staff including but not limited to National Relay Service (NRS), use of Communication Boards and Auslan Interpreting
- 4.4** People with a disability are recognised and celebrated by GV Health
- 4.5** Resource and support the work of Disability Action Plan
- 4.6** Disability Action Plan is integrated with accreditation
- 4.7** Investigate the use of Communication Boards to assist staff to communicate with individuals with a communication disability
- 4.8** Promote disability awareness regularly to staff and visitors at GV Health

Implementation Process

The Disability Action Plan priorities have been aligned with GV Health's Strategic Directions to enable an integrated approach to implementation over the next three years.

The Action Plan also takes into consideration the opportunities presented by GV Health's recently adopted Master Plan for the organisation's Graham Street and Rushworth campuses.

Within GV Health's governance framework, each of the outcome areas have been assigned responsibility by the strategic pillar who will take the lead responsibility for each.

Disability Action Plan Outcome Area	Responsibility	Strategic Alignment
<p>Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities.</p>	<p>Enhancing Business Support Strengthening Services Executive Committee Working with Partners Empowering Your Health</p>	<p>Enhancing Business Support Appropriate and effective resource management governance structures are in place across GV Health to support the delivery of the GV Health Strategic Plan.</p>
<p>Outcome Area 2: Reducing barriers to people with a disability obtaining and maintaining employment at GV Health.</p>	<p>Developing Staff Working with Partners</p>	<p>Developing Staff Investing in our people and fostering a vibrant and positive work culture. This underpins our future capability to deliver on our role.</p>
<p>Outcome Area 3: Promoting inclusion and participation of people with a disability in the GV Health community.</p>	<p>Empowering Your Health Strengthening Services Working with Partners</p>	<p>Empowering Your Health Improving the general health status of the population and supporting individuals to better manage their health</p>
<p>Outcome Area 4: Achieving tangible changes in attitudes and practices of GV Health staff which discriminate against people with a disability.</p>	<p>Developing Staff Empowering Your Health Enhancing Business Support Working with Partners Strengthening Services Health Service Executive</p>	<p>Developing Staff Investing in our people and fostering a vibrant and positive work culture. This underpins our future capability to deliver on our role.</p>

Many of the actions in the plan have a direct link with the National Safety Quality Health Service (NSQHS) Standards, National Standards Mental Health Standards (NSMHS), Department of Health and Human Services, Human Service Standards (HSS) and the Australian Government Australian Aged Care Quality Agency (AACQA) Residential Aged Care Standards and these are noted throughout the plan. A table detailing an overview of the alignment of the plan with the above standards can be found in Appendix 3. See Appendix 1. References for links to Standards.

During the implementation, the Diversity Officer will continue to work with and be available to provide consultation and advice to GV Health staff.

The GV Health Disability Action Plan will be registered with the Victorian Equal Opportunity and Human Rights Commission and be uploaded to the website <http://www.humanrights.gov.au/our-work/disability-rights/action-plans/register-disability-discrimination-act-action-plans>.

The Plan will be reviewed annually with internal and external stakeholders and the outcomes of the plan will be reported in the GV Health Annual Report.

Outcome Area 1

Reducing barriers to people with a disability accessing GV Health goods, services and facilities

GV Health has explored the barriers which prevent people with a disability using our goods, services, buildings and facilities. GV Health recognises that it is often not so much the person's disability that makes life difficult but the physical or information environment that creates barriers and excludes them from the community and using mainstream services. (State Government of Victoria, 2009)

A word from our consumers:

'It is difficult to find an accessible parking bay' Sharyn said

"There may be misunderstanding about the level of support that our (supported accommodation) houses provide". "There is an opportunity for discharge to be improved... sometimes discharge information can be lost in transition (from GV Health) back to the supported accommodation" Service provider.

Themes identified through consultations:

- Improve physical access at GV Health including signage and way finding
- Review distance to and ease of access to services at GV Health
- GV Health media is accessible for the whole community
- Administration and intake processes identify people with a disability
- Initiate disability access and awareness training for GV Health staff

Disability Act 2006 Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities

Executive Governance Committee: Enhancing Business Support		Executive Sponsor: Executive Director Planning Resources				
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
1.1	Improve physical access in and around all campuses of Goulburn Valley Health.	1.1.1 Progressively engage Access Consultants to conduct (at least two per year) Access Audits at GV Health Campuses and implement improvements identified. <i>NSQHS Std 1.5.2, Std 15.16.2, NSMHS Std.2.12,10.2.4 HSS Std 2, Aged Care Std 4.1</i>	GV Health has improved physical access in and around all campuses.	Enhancing Business Support	Manager Engineering	Year 1,2,3 16/17 17/18 18/19
		1.1.2 Review policy of new building works to include access considerations and include access consultants in project control group. <i>NSQHS Std 15.16.2, NSMHS Std 3.1, 3.2, HSS Std 2.</i>	New building works have disability access considered.	Enhancing Business Support	Manager Engineering	Year 1,2,3 16/17 17/18 18/19
		1.1.3 Audit engineering product list (e.g. taps, doors, chairs) for accessibility, identify most accessible common products and develop	Products replaced or installed are most accessible.	Enhancing Business Support	Manager Engineering, Diversity Officer	Year 2 17/18

Disability Act 2006 Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities

Executive Governance Committee: Enhancing Business Support		Executive Sponsor: Executive Director Planning Resources				
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
1.1	Improve physical access in and around all campuses of Goulburn Valley Health.	list of recommended accessible products NSQHS Std 15.16.2, HSS Std 2.				
		1.1.4 Consult with Vision Australia about the Colour palette chosen for all new works at GV Health and carry out recommendations NSQHS Std 15.16.2, NSMHS Std 3.1, 3.2, 4.4, 9.5, HSS Std 2, Aged Care Std 2.16, 4.1.	New works have colour palette that is accessible to those with low vision.	Enhancing Business Support	Executive Director Planning & Enhancing Business Support in consultation with Vision Australia	Year 1 16/17
		1.1.5 Promote greater awareness to all staff about completing BEIMS requests for physical access issues e.g. very heavy doors. NSQHS Std 15.16.2, NSMHS Std 2.12, 2.13, HSS Std 2, Aged Care 4.3, 4.5.	Physical access is increased due to issues being rectified through BEIMS requests.	Enhancing Business Support	Manager Engineering	Year 1 16/17
		1.1.6 Audit waiting room furniture to ensure a variety of furniture available and develop corrective plan NSQHS Std 15.16.2, NSMHS Std 3.1, 3.2, HSS	GV Health waiting rooms provide varied and accessible furniture	Enhancing Business Support	Department Managers with waiting rooms, Supply Manager.	Year 1 16/17

Disability Act 2006 Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities

Executive Governance Committee: Enhancing Business Support		Executive Sponsor: Executive Director Planning Resources				
No.	Priorities for action	Actions	Performance Indicator	Governance Committee	Responsibility	Target date
1.1 (cont.)	Improve physical access in and around all campuses of Goulburn Valley Health. (cont.)	<p>Std 2, Aged Care 4.3</p> <p>1.1.7 Investigate Deaf access to warning systems within GV Health, consult with Deaf Access and carry out recommendations. NSQHS Std 15.16.2 Std 15.18.1, NSMHS Std 2.1, 4.4, HSS Std 2, 3, Aged Care 2.16, 4.6.</p>	Emergency warning systems are accessible to those who are deaf or hard of hearing.	Enhancing Business Support	<p>Manager Health Safety & Wellbeing, Manager Engineering</p>	Year 1 16/17
		<p>1.1.8 Conduct audit of reception areas for dignified access for people who use wheelchairs and develop plan for necessary modifications NSQHS Std 15.16.2, NSMHS Std 2.1, 4.3, 6.1, HSS Std 2, 4, Aged Care 1.1</p>	GV Health reception areas have increased wheelchair access.	Enhancing Business Support	<p>Manager Engineering, Diversity Officer</p>	Year 1 16/17
		<p>1.1.9 Introduce alternative phones for patients with hearing and vision loss. NSQHS Std 11.7.1, Std 15.16.2, NSMHS Std 4.3, 4.5, HSS Std 2, 4, Aged Care 1.1, 1.7, 2.16, 3.5.</p>	Alternative telephones are available for patient use.	Enhancing Business Support	<p>Engineering, Diversity Officer</p>	Year 1 16/17

Disability Act 2006 Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities

Executive Governance Committee: Enhancing Business Support		Executive Sponsor: Executive Director Planning Resources				
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
1.1 (cont.)	Improve physical access in and around all campuses of Goulburn Valley Health. (cont.)	<p>1.1.10 Incorporate the following redesign priorities from Disability Action Plan consultations in Master Plan NSQHS Std 15.17, NSMHS Std 4.3, HSS Std1, 2, 3, 4, Aged Care 4.1.</p> <p>1.1.10.1 Direct pedestrian access pathway from footpath to main entrance. NSMHS Std 10.2.4, HSS Std 3, Aged Care 4.5</p> <p>1.1.10.2 Increase public toilet facilities (particularly near cafeteria) including a unisex accessible bathroom with baby and adult change facility. NSQHS Std 11.7.1 NSMHS Std 4.3, HSS 3,4, Aged Care 2.12, 3.7.</p>	<p>GV Health Master Plan prioritises accessibility considering the outcomes of the DAP Consultations</p> <p>There is safe and direct pedestrian access from footpath to main entrance at Graham St Campus.</p> <p>More public toilet facilities exist including a unisex accessible bathroom at Graham St Campus.</p>	<p>Working with Partners, Empowering Your Health, Strengthening Services, Enhancing Business Support</p> <p>As above</p> <p>As above</p>	<p>Executive Director Clinical Operations, Executive Director Innovation & Performance, Master Plan Working Group and Consultants</p> <p>As above</p> <p>Executive Director Clinical Operations, Executive Director Innovation & Performance, Master Plan Working Group and Consultants</p>	<p>Year 1.2.3 16/17 17/18 18/19</p> <p>Year 1.2,3 16/17 17/18 18/19</p> <p>Year 1.2,3 16/17 17/18 18/19</p>

Disability Act 2006 Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities

Executive Governance Committee: Enhancing Business Support		Executive Sponsor: Executive Director Planning Resources				
No.	Priorities for action	Performance indicator	Governance Committee	Responsibility	Target date	
1.1 (cont.)	Improve physical access in and around all campuses of Goulburn Valley Health. (cont.)	1.1.10.3 Increase outdoor seating options between Specialist Consulting Suites and Pathology and between Rosewood and Pathology NSMHS; Std 4.3, 2.12, HSS Std 3, Aged Care 4.1, 4.4.	There is increased outdoor seating options.	Working with Partners, Empowering Your Health, Strengthening Services, Enhancing Business Support	Executive Director Clinical Operations, Executive Director Innovation & Performance, Master Plan Working Group and Consultants	Year 1,2,3 16/17 17/18 18/19
		1.1.10.4 Improve direct pedestrian access to and parking for Rosewood Health Services. NSMHS Std 4.3, HSS Std 2,3, Aged Care 4.1	There is safe and direct pedestrian access to and parking for Rosewood Health Services.	As Above	As Above	Year 1,2,3 16/17 17/18 18/19
		1.1.10.5 Allocate dignified space in Emergency Department (ED) waiting room for wheelchairs, scooters, prams etc. NSMHS Std 4.3, HSS Std 2, 3, Aged Care 3.6	ED waiting room provides dignified space for mobility aids including wheelchairs, scooters and prams.	As Above	As Above	Year 1,2,3 16/17 17/18 18/19
		1.1.10.6 Provide quiet space near ED waiting	ED waiting room provides quiet space to be used for those	As Above	As Above	Year 1,2,3

Disability Act 2006 Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities

Executive Governance Committee: Enhancing Business Support		Executive Sponsor: Executive Director Planning Resources				
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
1.1 (cont.)	Improve physical access in and around all campuses of Goulburn Valley Health. (cont.)	room for those who require it or promote family room next to ED to those requiring quiet space. <i>NSQHS Std 11.7.1, NSMHS Std 4.3, 7.5, 7.1, HSS Std 3.</i>	experiencing mental health issues, people with autism and or family.	Working with Partners, Empowering Your Health, Strengthening Services, Enhancing Business Support	Executive Director Clinical Operations, Executive Director Innovation & Performance, Master Plan Working Group and Consultants	16/17 17/18 18/19
		1.1.10.7 Ensure larger waiting area at the main entrance of GV Health. <i>NSMHS Std 4.3, 7.13.</i>	Main entrance at Graham St Campus has larger waiting area.	As Above	As Above	Year 1,2,3 16/17 17/18 18/19
		1.1.10.8 Relocation of including but not limited to Supply, Pharmacy VPRS, and Community Therapy Room closer to main entrance to provide ease of access. <i>NSMHS Std 4.3, Aged Care 3.7.</i>	Outpatient services are relocated closer to the main entrance to create ease of access.	As Above	As Above	Year 1,2,3 16/17 17/18 18/19
		1.1.10.9 Provide a designated motorised	Designated motorised scooter recharge point provided at	Working with Partners,	Executive Director Clinical	Year 1,2,3

Disability Act 2006 Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities

Executive Governance Committee: Enhancing Business Support		Executive Sponsor: Executive Director Planning Resources				
No.	Priorities for action	Performance indicator	Governance Committee	Responsibility	Target date	
1.1 (cont.)	Improve physical access in and around all campuses of Goulburn Valley Health. (cont.)	scooter recharge point at GV Health Graham St Campus <i>NSQHS Std 11.7.1, NSMHS Std 4.3, HSS Std 4, Aged Care 3.7.</i>	Graham St Campus	Empowering Your Health, Strengthening Services, Enhancing Business Support	Operations, Executive Director Innovation & Performance, Master Plan Working Group and Consultants	16/17 17/18 18/19
1.2	Up skill Engineering and Supply staff (and others involved in procurement) about the Disability Discrimination Act (DDA) and disability access.	1.1.10.10 To ensure signage accessibility is prioritised as part of Master Plan. <i>NSQHS Std 15.17.1, NSMHS Std 4.3.</i> 1.2.1 Introduce DDA and disability access training for Engineering staff. <i>NSQHS Std 1.12.1 NSMHS Std 4.5, Aged Care 1.3.</i>	GV Health signage is accessible (uses images as well as written language, clear font, good colour contrast, easy language etc)	As Above	As Above & Enhancing Business Support Committee	Year 1,2,3 16/17 17/18 18/19
1.3	Improve accessibility of GV Health signage and way finding	1.3.1 Audit signage at Graham St Campus for accuracy for compliance against Standard 15 and carry out corrections as required. <i>NSQHS Std</i>	Staff are trained and have increased knowledge and understanding about disability discrimination and access.	Developing Staff, Enhancing Business Support	Manager Engineering	Year 1 16/17
			GV Health Graham St Campus is easy to navigate due to accurate signage.	Enhancing Business Support	Facilities Working Group, Consumer Representative	Year 1 16/17

Disability Act 2006 Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities

Executive Governance Committee: Enhancing Business Support		Executive Sponsor: Executive Director Planning Resources				
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
1.3 (cont.)	Improve accessibility of GV Health signage and way finding	15.17.1, NSMHS Std 4.3.				
		1.3.2 To update current way finding maps to include all accessible features (including but not limited to wheelchair accessible counters, accessible toilets, ramps, accessible parking bays, ticket machines) and services. NSQHS Std 11.1.1, NSMHS Std 4.3, 10.2.4, HSS Std 4.	Accessible features and services are easy to find using way finding maps.	Empowering Your Health	Media & Communications Consult, Health Literacy Committee, Disability Action Plan Project Officer.	Year 2 17/18
		1.3.3 Explore the use of electronic applications in way finding and consider options as part of Master Plan Stage 1. NSMHS Std 4.3.	GV Health provides alternative way finding options.	Enhancing Business Support, Empowering Your Health	Director Communication and Community Engagement	Year 2 16/17
1.4	Ensure GV Health media communication is accessible to the entire community	1.4.1 Ensure all communication promotes availability of alternative formats of information including audio, Easy English, Braille, Large Print etc. NSQHS Std 11.1.1, NSMHS Std 4.3, 4.5, 10.5.3, 10.5.7, HSS Std 2, Aged Care 2.16.	GV Health consumer information resources are available in alternative formats as requested.	Empowering Your Health	Director Communication and Community Engagement	Year 1/2 16/17 17/18

Disability Act 2006 Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities

Executive Governance Committee: Enhancing Business Support		Executive Sponsor: Executive Director Planning Resources				
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
1.4 (cont.)	Ensure GV Health media communication is accessible to the entire community (cont.)	1.4.2 Ensure GV Health Style Guide includes accessibility design principles NSMHS Std 3.1. Aged Care 1.1.	GV Health written media is accessible.	Empowering Your Health	Director Communication and Community Engagement	Year 1 16/17
		1.4.3 Continue to improve on website accessibility aiming to achieve WC3 accessibility guidelines NSQHS Std 2.4.1, NSMHS Std 10.2.2, HSS Std 2.4, Aged Care 1.1	GV Health website is accessible to all.	Empowering Your Health	Director Communication and Community Engagement	Year 1,2,3 16/17 17/18 18/19
1.5	Graham St Campus main reception service is available everyday during visiting hours.	1.5.1 Increase staffing of Graham St main reception and identify alternative way finding options when reception staff are unavailable. NSMHS 2.8	Visitors can access Graham St main reception assistance everyday during visiting hours.	Enhancing Business Support	Office Manager Finance	Year 1/2 16/17 17/18
1.6	Improve recognition of people with a disability accessing services or whilst admitted at GV Health	1.6.1.1 Review assessment process and if required modify admission paperwork to improve recognition of people with a disability and identification of specific care needs. NSQHS Std 11.3.1, Std	People with a disability are identified early during admission enabling appropriate care.	Strengthening Services	NSQHS Standard 12 Working Party	Year 1 16/17

Disability Act 2006 Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities

Executive Governance Committee: Enhancing Business Support		Executive Sponsor: Executive Director Planning Resources				
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
1.6 (cont.)	Improve recognition of people with a disability accessing services or whilst admitted at GV Health (cont.)	<p>1.6.1.2 Work with key Disability Service Providers to promote the importance of providing key information when being admitted to GV Health. Investigate idea of 'my disability hospital passport' or similar.</p> <p>1.6.2 Review and modify discharge paperwork and process to ensure people with a disability have appropriate discharge. NSQHS Std 12.2.2, Std 12.4.1, Std 12.8.1, NSMHS Std 9.5, HSS Std 2, Aged Care 1.1.</p>	<p>People with a disability are providing key information on admission and are receiving appropriate care during their stay and following discharge.</p>	Working with Partners	<p>Divisional Operational Directors, Divisional Directors, Manager Health Information Services</p>	<p>Year 1 16/17</p> <p>Year 2 17/18</p>
			People with a disability are discharged with appropriate supports.	Strengthening Services	<p>National Standard 6 Clinical Handover Working Party</p>	

Disability Act 2006 Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities

Executive Governance Committee: Enhancing Business Support		Executive Sponsor: Executive Director Planning Resources				
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
1.6 (cont.)	Improve recognition of people with a disability accessing services or whilst admitted at GV Health (cont.)	1.6.3 Add access and equity component to Nursing Care Plans to detail patient's access requirements. HSS Std 2, 3, Aged Care 1.1, 2.5.	Patients access requirements are highlighted to staff and appropriate care is provided	Strengthening Services	Divisional Operational Directors, Divisional Directors, Manager Health Information Services	Year 1 16/17
		1.6.4 Meet with DHHS to gain better understanding and clear timeframes as to processing of registering with Disability Services. NSQHS Std 11.5.1, Std 11.7.2, NSMHS Std 4.4, 9.4, 9.5, HSS Std 2, Aged Care 1.1, 2.6	Inpatients with a disability awaiting registration with Disability Services and GV Health staff have better understanding of timeframes and can provide better care.	Strengthening Services, Working with Partners	Divisional Operations Director Medical and Critical Care	Year 1/2 16/17 17/18
		1.6.5 Investigate use of a medical record 'flag' to identify person with a disability to assist with the delivery of better person centred care. NSQHS Std 11.3.1, Std 11.5.1, Std 11.7.1, NSMHS Std 4.1, HSS Std 3, Aged Care 2.5	People with a disability are provided with better person centred care.	Strengthening Services	Divisional Operational Directors, Manager Health Information Service	Year 1 16/17

Disability Act 2006 Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities

Executive Governance Committee: Enhancing Business Support		Executive Sponsor: Executive Director Planning Resources				
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
1.7	Ensure GV Health staff knowledge of National Disability Insurance Scheme (NDIS) roll out and services provided by external key Disability Service Providers.	<p>1.7.1 Register GV Health as a disability service provider with National Disability Insurance Agency. <i>NSMHS Std 9.5.</i></p> <p>1.7.2 Distribute NDIS updates and provide information sessions for GV Health staff to ensure staff are prepared for NDIS rollout. <i>NSQHS Std 11.2.1, NSMHS Std 4.5, Aged Care 1.3.</i></p>	<p>GV Health staff are prepared and provide best care for those who are impacted by NDIS.</p>	<p>Working with Partners, Developing Staff, Strengthening Services</p>	<p>Divisional Operational Directors</p>	<p>Year 1 16/17</p>
		<p>1.7.3 Provide links to key Disability Services on Disability Access intranet page to increase knowledge of and ensure understanding of services offered. <i>NSQHS Std 11.2.1, NSMHS Std 10.2, HSS Std 2, Aged Care 2.6.</i></p>	<p>GV Health staff have Disability Service Provider Information easily accessible.</p>	<p>Working with Partners, Developing Staff, Strengthening Services</p>	<p>Diversity Project Officer</p>	<p>Year 1 16/17</p>

Disability Act 2006 Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities

Executive Governance Committee: Enhancing Business Support		Executive Sponsor: Executive Director Planning Resources				
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
1.8	GV Health is aware of safety risks in and around the campuses.	1.8.1 Conduct campus safety risk audits at all campuses to identify and prioritise risks. <i>NSQHS Std 1.5.1, Std 15.16.2, NSMHS Std 2.12, HSS Std 3, Aged Care 4.5.</i>	Safety risks at GV Health are identified and prioritised to increase safety.	Enhancing Business Support	Manager Health Safety & Wellbeing, Manager Engineering	Year 1/2 16/17 17/18
		1.8.2 Re audit safety risks after Master plan works have been completed.	Safety risks at GV Health have been reduced.	Enhancing Business Support	Manager Health Safety & Wellbeing, Manager Engineering	Year 3 18/19

Outcome Area 2

Reducing barriers to people with a disability obtaining and maintaining employment at GV Health

GV Health will investigate our employment procedures and practices to ensure they do not unfairly treat people with a disability. GV Health acknowledges that people with a disability have lower participation rates in the workforce, higher unemployment rates and when they do work, earn less compared with employees without a disability. We also recognise people with a disability as an untapped potential in our workforce and understand the importance of employment as a means of earning income and as a part of one's personal identity. (State Government of Victoria, 2009)

A word from our consumers:

'This organisation (GV Health) should have a real commitment to enabling employment for people with a disability' Anon.

James said 'Ongoing education for all staff around acceptance and equity is needed to create a culture of inclusiveness'.

Themes identified through consultations:

- Increase opportunities for people with a disability to become employees and volunteers of GV Health.
- Develop and strengthen relationships with disability employment providers
- Disability access and awareness training for all staff involved in recruitment.

Disability Act 2006 Outcome Area 2: Reducing barriers to people with a disability obtaining and maintaining employment at GV Health						
Executive Governance Committee: Developing Staff						
Executive Sponsor: Chief Medical Officer						
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
2.1	GV Health Workforce development plan incorporates disability access through equity in employment component.	2.1.1 Include 'increase employment, volunteering and work experience opportunities for people with a disability' in the Workforce development Plan and recognise people with a disability as an 'untapped workforce'. <i>NSQHS Std 13.1.2, NSMHS Std 3.1, 3.5, 3.6, 3.7, HSS Std 4.</i>	People with a disability have greater opportunities to work and volunteer at GV Health.	Developing Staff	Director People & Organisational Development	Year 1 16/17
		2.1.2 Incorporate disability into Employment Value Proposition and use in Employment Branding if appropriate. <i>NSQHS Std 13.1.2, NSMHS Std 3.1, 3.7.</i>	GV Health brands itself as a disability friendly employer.	Developing Staff	Director People & Organisational Development	Year 1 16/17
		2.1.3 Ensure Careers information on GV Health website includes information on Equal Opportunity. <i>NSQHS Std 13.1.2, NSMHS Std 3, HSS Std 1.</i>	GV Health promotes itself as an Equal Opportunity Employer.	Developing Staff	Director People & Organisational Development	Year 1 16/17
2.2	Investigate purchasing services from Disability Employment Enterprises	2.2.1 Make contact with local Disability Employment Enterprises and investigate opportunities for GV	GV Health is supporting employment opportunities for people with a disability.	Developing Staff, Working with Partners	Director People & Organisational Development	Year 1 16/17

Disability Act 2006 Outcome Area 2: Reducing barriers to people with a disability obtaining and maintaining employment at GV Health						
Executive Governance Committee: Developing Staff						
Executive Sponsor: Chief Medical Officer						
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
2.3	Develop relationships with Disability Service Providers and disability employment agencies to investigate and strengthen opportunities for work experience, volunteering and employment for people with a disability.	<p>2.3.1 Contact made with Disability Service Providers including but not limited to</p> <ul style="list-style-type: none"> - Department of Health and Human Services - Centralink - Shepparton Access - Connect GV - The Personnel Group - Verney Rd School <p>NSMHS Std 4.4, 9.5</p>	Opportunities for people with a disability at GV Health are strengthened through improved relationships with Disability Service Providers.	Developing Staff	<p>Director People & Organisational Development, Director of Nursing & Midwifery Practise Education & Research, Allied Health Education and Research Coordinator</p>	Year 2 17/18
2.4	Conduct staff disability access awareness training around recruitment and support of people with a disability	<p>2.4.1 Train Human Resource managers in disability awareness in recruitment and employment. <i>NSQHS Std 13.4.1, NSMHS Std 8.7, HSS Std 1, 4, Aged Care 1.6.</i></p>	Human Resource managers provide accessible and inclusive recruitment and employment at GV Health.	Developing Staff	<p>Director People & Organisational Development, Director Intern and Training, Organisational Development Consultant, Nurse Educator & Improvement Coordinator, Director of Nursing & Midwifery Practice, Education and</p>	Year 1 16/17

Disability Act 2006 Outcome Area 2: Reducing barriers to people with a disability obtaining and maintaining employment at GV Health						
Executive Governance Committee: Developing Staff						
Executive Sponsor: Chief Medical Officer						
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
2.4 (cont.)	Conduct staff disability access awareness training around recruitment and support of people with a disability (cont.).	<p>2.4.2 Trained Human Resource staff to facilitate workshop for other managers and supervisors involved in recruitment. <i>NSQHS Std 13.4.1, NSMHS Std 4.5, 8.7, Aged Care 1.6</i></p> <p>2.4.3 Identify and review Human Resource policies re: reasonable adjustment and providing support to current and future employees of GV Health with a disability <i>NSQHS Std 13.4.1, NSMHS Std 3, HSS Std 1, 4.</i></p>	<p>Managers and supervisors involved in recruitment provide accessible and inclusive recruitment and employment.</p> <p>Human Resource policies support and provide equity of access to people with a disability.</p>	<p>Developing Staff</p> <p>Developing Staff</p>	<p>Research, Practice Manager Service Access Unit, Medical Education Officer, Director of Nursing & Midwifery Practise Education & Research, Allied Health Education and Research Coordinator</p> <p>As above</p>	<p>Year 1 16/17</p> <p>Year 2 17/18</p>

Disability Act 2006 Outcome Area 2: Reducing barriers to people with a disability obtaining and maintaining employment at GV Health						
Executive Governance Committee: Developing Staff			Executive Sponsor: Chief Medical Officer			
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
2.4 (cont.)	Conduct staff disability access awareness training around recruitment and support of people with a disability (cont.).	2.4.4 When seeking staff training, prioritise training that includes components on disability access and equity in employment. <i>NSMHS Std 4.5, 8.7</i>	Staff learning of disability access and equity in employment is reinforced in future training.	Developing Staff	Director People & Organisational Development	Year 2 17/18
2.5	Ensure employment process is accessible to all members of the community	2.5.1 Review employment materials and ensure they are available in accessible formats and alternative formats are offered. <i>NSQHS Std 13.4.1, HSS Std 1, 4, Aged Care 1.1</i>	GV Health provides accessible employment process through accessible and alternative formats when required.	Developing Staff	Director People & Organisational Development	Year 1 16/17

Outcome Area 3

Promoting inclusion and participation of people with a disability in the GV Health community

GV Health recognises the influence that it has in the community to be able to promote participation by people with a disability. GV Health will work to make sure that people with a disability, whether consumers, customers or employees are able to take part in its activities. People with a disability provide diversity, insight and enrich our community when fully included. (State Government of Victoria, 2009)

A word from our consumers:

David who uses a wheelchair said 'a request came via email to celebrate at a work (GV Health) function but when I saw the venue I knew I was unable to attend as it was upstairs and there was no lift. Events need to be accessible for all'.

Karen also suggested 'Increasing thoughtfulness around access to social events for staff and consumers with a disability'.

Themes identified through consultations:

- Increase opportunities for people with a disability to participate in decision making
- Ensure all GV Health events are accessible for all.
- Increase consumer participation opportunities for people with a disability in GV Health
- Meaningful communication and consultation to take place regularly with people with a disability, families, carers and disability service providers including feedback on services.

Disability Act 2006 Outcome Area 3. Promoting inclusion and participation of people with a disability in the GV Health community						
Executive Governance Committee: Empowering Your Health						
Executive Sponsor: Executive Director Community Integrated Care						
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
3.1	Ensure patient information and patient rights brochure is available to every patient	3.1.1 Audit of existence of patient information guide and patient rights brochure to be conducted and results shared with relevant parties. NSQHS Std 1.17.2, Std 11.1.1, NSMHS Std 1.5, 3, 10.5.13, HSS Std 1, Aged Care 3.6, 3.9.	GV Health promotes inclusion and participation by patients being informed of their rights	Empowering Your Health, Strengthening Services	Divisional Operations Director Medical and Critical Care, Director Quality Innovation and Risk Management, Nurse Unit Managers	Year 1 16/17
		3.1.2 Ensure Patient information guide is available to every patient (including every drawer) at GV Health. NSQHS Std 1.17.2, NSMHS Std 1, 10, HSS Std 1, Aged Care 3.6, 3.9.	GV Health promotes inclusion and participation by patients being informed of their rights	Empowering Your Health, Strengthening Services	Divisional Operations Director Medical and Critical Care, Director Quality Innovation and Risk Management, Nurse Unit Managers	Year 1 16/17
3.2	Ensure GV Health events (including Annual General Meeting, GV Health Fair, other meetings and consultations) are accessible to all.	3.2.1 Develop accessible events checklist and promote to all who organise events throughout GV Health NSMHS Std 5, HSS Std 2, 4, Aged Care 3.7.	Those responsible for GV Health events ensure they are accessible to all.	Empowering Your Health	Director Communication and Community Engagement, Executive Director Community & Integrated Care	Year 1 16/17
		3.2.2 Collate list of accessible venues outside GV Health in the Greater Shepparton Area and promote to relevant	GV events held outside of GV Health uses most accessible venues available.	Empowering Your Health	Director Communication and Community Engagement	Year 2 17/18

Disability Act 2006 Outcome Area 3. Promoting inclusion and participation of people with a disability in the GV Health community						
Executive Governance Committee: Empowering Your Health			Executive Sponsor: Executive Director Community Integrated Care			
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
3.2 (cont)	Ensure GV Health events (including Annual General Meeting, GV Health Fair, other meetings and consultations) are accessible to all. (cont.)	staff. NSMHS Std 9.5, HSS Std 2, 4. 3.2.3 Assess meeting rooms for accessibility and include information on intranet in meeting booking area. NSQHS Std 15.16.2, NSMHS Std 4.3, HSS Std 2, 4.	Staff are informed of accessibility of meeting rooms and are able to make informed decisions when booking.	Empowering Your Health	Director Communication and Community Engagement	Year 1 16/17
3.3	People with a disability are involved in the monitoring and evaluation of the Disability Action Plan	3.3.1 Consult with people with a disability, carers, families and disability service providers annually as part of the monitoring and evaluation of the DAP. NSQHS Std 2.2.1, Std 2.5.1, Std 2.8.2, Std 11.5.1, Std 11.6.1, NSMHS Std 3.1, 4.2, HSS Std 1, 4, Aged Care 1.1, 1.4, 3.7 3.3.2 Identify and recruit people with a disability to be involved throughout the life of the DAP. NSQHS Std 2.1.2, Std 2.2.1 NSMHS Std 3, HSS Std 1, 4, Aged Care 3.7	People with a disability, carers, families and service providers continue to be key stakeholders in DAP.	Empowering Your Health, Working with Partners	Executive Director Community Integrated Care	Year 1,2,3 16/17 17/18 18/19
			DAP includes and has participation by people with a disability.	Empowering Your Health, Working with Partners	Executive Director Community Integrated Care	Year 1,2,3 16/17 17/18 18/19

Disability Act 2006 Outcome Area 3. Promoting inclusion and participation of people with a disability in the GV Health community						
Executive Governance Committee: Empowering Your Health						
Executive Sponsor: Executive Director Community Integrated Care						
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
3.3 (cont.)	People with a disability are involved in the monitoring and evaluation of the Disability Action Plan (cont.)	3.3.3 Create opportunities for feedback on disability access and inclusion at GV Health on the GV Health website and in hard copy through a feedback flyer. <i>NSQHS Std 1.15.1, Std 15.17.1, Std 11.6.1, NSMHS Std 3, HSS Std 4, Aged Care 1.4</i>	People with a disability can provide feedback on access and inclusion in a number of ways.	Empowering Your Health	Director Communication and Community Engagement, Media & Communications Consult, Consumer Satisfaction Consultant.	Year 1 16/17
3.4	Recognise the valuable role volunteers can play in creating a more accessible and inclusive GV Health	3.4.1 Investigate how volunteers can be better utilised to assist people with a disability at GV Health including identifying programs that could use assistance. <i>NSMHS Std 3, HSS Std 2.</i> Volunteer framework action plan considers how volunteers can assist people with a disability. <i>NSQHS Std 13.6, HSS Std 2.</i>	People with a disability are assisted by volunteers at GV Health.	Working with Partners	Divisional Operation Directors, Human Resources Support, Volunteer Framework Working Group.	Year 1 16/17

Disability Act 2006 Outcome Area 3. Promoting inclusion and participation of people with a disability in the GV Health community						
Executive Governance Committee: Empowering Your Health			Executive Sponsor: Executive Director Community Integrated Care			
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
3.4 (cont.)	Recognise the valuable role volunteers can play in creating a more accessible and inclusive GV Health (cont.)	3.4.2 Consider assigning volunteers to specific wards and roles to assist in programs such as red tray and red socks. NSQHS Std 13.6. NSMHS Std 3. 3.4.3 Consider relocation of volunteers to main entrance. NSQHS Std 11.6.1, NSMHS Std 8.5.	Assigning volunteers to specific wards and roles considered	Working with Partners	Divisional Operation Directors , Human Resources Support, Volunteer Framework Working Group.	Year 1 16/17
3.5	Communication and meaningful consultation takes place regularly with people with a disability.	3.5.1 Ensure GV Health Community engagement uses wide range of styles to support maximum engagement by people with a disability. NSMHS Std 3, 4.5, HSS Std 2, 4, Aged Care 1.4, 3.5, 3.7. 3.5.2 Further consult with CALD and ATSI groups regarding access and inclusion at GV Health and feed into DAP. NSQHS Std 11.7.1, NSMHS Std 4.1, 4.4, 9.5, HSS Std 1, 4, Aged Care 1.4, 3.7.	Engagement occurs in multiple ways including; face to face, online, written, social media and via local media (newspapers)	Empowering Your Health	Director Communication and Community Engagement	Year 1,2,3 16/17 17/18 18/19
			DAP includes CALD and ATSI groups input.	Empowering Your Health	Diversity Project Officer	Year 1,2,3 16/17 17/18 18/19

Outcome Area 4

Achieving tangible changes in attitudes and practices of GV Health staff that discriminate against persons with a disability.

GV Health recognises that while physical barriers are often the most obvious, attitudinal barriers such as ignorance and stereotypical thinking contribute to prejudice and actions which discriminate against and exclude people with a disability. GV Health believes that investment and training in disability awareness gives facts and information which challenge prejudicial attitudes and promote greater understanding and acceptance. (State Government of Victoria, 2009)

A word from our consumers:

Sharyn who had a stroke 5 years ago said *“People think I cannot speak because I hesitate and take some time to speak but I can. Some people speak for me and assume what I am going to say. This is annoying”*.

“People with a disability need extra support when in hospital. The nurses are quite busy so it would be good if there was a support person or key worker to work with the person with a disability and their families and the hospital staff” Mother of child with a disability.

Dianne said *‘There needs to be more education for staff about disability’*

Themes identified through consultations:

- Increase awareness about accessibility features at GV Health (including programs and procedures that assist people with a disability)
- Ensure training around disability access and awareness (including communicating with and responding to people with a disability) occurs regularly with all staff
- Ensure staff provide and focus on Patient Centred Care and respond to the unique needs of individuals with a disability
- Continue to promote Disability Action Plan to GV Health and the wider community
- Provide budget to achieve actions in Disability Action Plan

Disability Act 2006 Outcome Area 4: Achieving tangible changes in attitudes and practices of GV Health staff that discriminate against people with a disability

Executive Governance Committee: Developing Staff Executive Sponsor: Chief Medical Officer

No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
4.1	Promote Disability Action Plan and existing accessible features of GV Health to GV Health staff and wider community	<p>4.1.1 Promote Disability Action Plan internally and externally via</p> <ul style="list-style-type: none"> - Staff handbook - Intranet - Website - Local media <p>And distribute to all who participated in consultations and to other key stakeholders.</p> <p><i>NSMHS Std 4.5, 5, 8.7.</i></p>	GV Health staff and wider community including key stakeholders are aware of GV Health's commitment through the Disability Action Plan	Empowering Your Health, Developing Staff	Director Communication and Community Engagement, Director People & Organisational Development	Year 1 16/17
		<p>4.1.2 Review and promote accessible features of GV Health through GV Health Website and patient information.</p> <p><i>NSQHS Std 11.1.1, NSMHS Std 5, HSS Std 2, 4, Aged Care 3.5, 3.7.</i></p>	Staff and wider community are aware of existing accessible features of GV Health.	Empowering Your Health, Strengthening Services	Director Communication and Community Engagement, Media & Communications Consult	Year 1 16/17
		<p>4.1.3 Develop procedure and promote use of personal FM LISTEN Hearing Augmentation System</p> <p><i>NSQHS Std 11.1.1, Std 11.7.1, NSMHS Std 4.5 HSS Std 1, 2, 4, Aged Care 1.7, 2.16, 3.5, 3.6, 3.7.</i></p>	GV Health is providing accessible communication by using hearing augmentation system.	Enhancing Business Support, Strengthening Services	Executive Director Clinical Operations, Engineering staff	Year 1 16/17

Disability Act 2006 Outcome Area 4: Achieving tangible changes in attitudes and practices of GV Health staff that discriminate against people with a disability

Executive Governance Committee: Developing Staff		Executive Sponsor: Chief Medical Officer				
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
4.1 (cont.)	Promote Disability Action Plan and existing accessible features of GV Health to GV Health staff and wider community (cont.)	<p>4.1.4 Promote and maintain accreditation of GV Health as National Relay Service Friendly NSQHS Std 11.1.1, Std 11.7.1, NSMHS Std 1, 4, HSS Std 2, 4, Aged Care 1.2.</p> <p>4.1.5. Lodge the GV Health Disability Action Plan with the Australian Human Rights Commission. NSMHS Std 4, HSS Std 1, Aged Care 1.2.</p>	NRS information is standard on all promotional material and GV Health website	Empowering Your Health	Director Communication and Community Engagement	2016 & 2018
		GV Health shares and promotes its commitment to the Disability Action Plan through the Australian Human Rights Commission.		Empowering Your Health	Diversity Officer	Year 1 16/17
		4.1.6 Disability Action Plan achievements are detailed in Annual report NSQHS Std 2.7.1, NSMHS Std 8, HSS Std 1.	GV Health promotes DAP achievements in Annual report.	Empowering Your Health	Director Communication and Community Engagement	Year 1, 2, 3 16/17 17/18 18/19
4.2	Promote GV Health services information with images to assist people with a disability	4.2.1 Include photos of GV Health (key services) on website and promotional material to assist individuals with a disability to prepare for services. NSQHS Std 2.4.1, 11.1.1, 11.7.1, NSMHS Std 10, HSS Std 2.	Images provide patients with opportunities to prepare for services at GV Health.	Empowering Your Health, Working with Partners	Director Communication and Community Engagement	Year 2 17/18

Disability Act 2006 Outcome Area 4: Achieving tangible changes in attitudes and practices of GV Health staff that discriminate against people with a disability

Executive Governance Committee: Developing Staff		Executive Sponsor: Chief Medical Officer				
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
4.2 (cont.)	Promote GV Health services information with images to assist people with a disability (cont.)	4.2.2 Investigate development of social stories for areas including but not limited to Dental and Day Procedure Unit. NSQHS Std 11.1.1, 11.7.1, NSMHS Std 5, HSS Std 2.	Individuals with a disability are provided with the information they need to reduce anxiety about and prepare themselves for hospital.	Empowering Your Health	Director and Communication Engagement	Year 3 18/19
4.3	Disability access awareness training relevant to employee roles to be introduced for staff including but not limited to National Relay Service (NRS), use of Communication Boards and Auslan Interpreting.	4.3.1 Investigate, identify and schedule Staff disability awareness training through existing E3 Learning system or other. NSMHS Std 2.8, 4.5, 8.7, HSS Std 1, Aged Care 1.3, 2.3, 3.3, 4.3.	Staff are trained in disability access awareness.	Developing Staff, Empowering Your Health	Director People & Organisational Development, Organisational Development Consultant, Nurse Educator & Improvement Coordinator, Director of Nursing & Midwifery Practice, Education and Research, Allied Health (Therapy)	Year 1 16/17
	4.3.2 Hold National Relay Service Training for key staff every two years NSQHS Std 11.7.2 NSMHS Std 4.5, 8.7, HSS Std 1, Aged Care 1.3, 2.3, 3.3, 4.3.		GV Health continues to be National Relay Service Friendly	Developing Staff, Empowering Your Health	Director People & Organisational Development, Organisational Development Consultant, Nurse Educator & Improvement	Year 1 16/17

Disability Act 2006 Outcome Area 4: Achieving tangible changes in attitudes and practices of GV Health staff that discriminate against people with a disability

Executive Governance Committee: Developing Staff		Executive Sponsor: Chief Medical Officer				
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
4.3 (cont.)	Disability access awareness training relevant to employee roles to be introduced for staff including but not limited to National Relay Service (NRS), use of Communication Boards and Auslan Interpreting. (cont.)	4.3.3 Investigate hands on experiential Disability Awareness Training NSQHS Std 11.7.2 NSMHS Std 4.5, 8.7, HSS Std 1,2, Aged Care 1.3, 2.3, 3.3, 4.3.	GV Health staff are exposed to wide range of training about disability access.	Developing Staff, Empowering Your Health	Coordinator, Director of Nursing & Midwifery Practice, Education and Research, Allied Health (Therapy)	Year 2 17/18
		4.3.4 General communication access training to be held for front line staff including Hotel Services. NSQHS Std 11.7.2, NSMHS Std 2.8, 4.5, 8.7, HSS Std 1, 2, Aged Care 1.3, 2.3, 3.3, 4.3	Frontline staff are trained with skills to communicate with those who have a communication disability.	Developing Staff, Empowering Your Health	Director People & Organisational Development, Organisational Development Consultant, Nurse Educator & Improvement Coordinator, Director of Nursing &	Year 2 17/18

Disability Act 2006 Outcome Area 4: Achieving tangible changes in attitudes and practices of GV Health staff that discriminate against people with a disability

Executive Governance Committee: Developing Staff		Executive Sponsor: Chief Medical Officer				
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
4.3 (cont.)	Disability access awareness training relevant to employee roles to be introduced for staff including but not limited to National Relay Service (NRS), use of Communication Boards and Auslan Interpreting. (cont.)	4.3.5 Conduct Staff Disability Access and Awareness Survey annually NSMHS Std 2.8, 4.5, 8.7, HSS Std 1.	Survey results show increase in staff knowledge and awareness	Empowering Your Health	Midwifery Practice, Education and Research, Allied Health (Therapy)	Year 1,2,3 16/17 17/18 18/19
4.4	People with a disability are recognised and celebrated by GV Health	4.4.1 Promote and celebrate December 3 IDPWD at GV Health NSMHS Std 5, HSS Std 1.	December 3 IDPWD is promoted and celebrated by GV Health	Empowering Your Health	Executive Director Community & Integrated Care, Director Communication and Community Engagement	Dec 16/17/ 18
4.5	Resource and Support the work of the Disability Action Plan	4.5.1 Seek funding to achieve training components and others in the Disability Action Plan. NSMHS Std 2.8, 4.5, 8.7.	DAP components are supported financially.	Developing Staff, Enhancing Business Support	Director People & Organisational Development, Director Planning Resources, Disability Action Plan Project Officer	Year 1,2,3 16/17 17/18 18/19
4.6	Disability Action Plan is integrated with accreditation.	4.6.1 Review accreditation criteria to identify disability access and awareness opportunities. NSMHS Std 8.11	DAP components are achieved through accreditation process.	Working with Partners	Director Quality Innovation & Risk	Year 1 16/17

Disability Act 2006 Outcome Area 4: Achieving tangible changes in attitudes and practices of GV Health staff that discriminate against people with a disability

Executive Governance Committee: Developing Staff		Executive Sponsor: Chief Medical Officer				
No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
4.7	Investigate the use of Communication Boards to assist staff to communicate with individuals with a communication disability	4.7.1 Engage West Hume Regional Communication Service to develop Communication boards for use in high consumer traffic areas of GV Health e.g; Main Entrance front desk, Emergency Department, Specialist Consulting Suites, Pharmacy, Admissions, Glasshouse Cafe etc. NSQHS Std 11.7.2, NSMHS Std 8, HSS Std 2, 4.	GV Health has Communication Boards available for staff to use with individuals with a communication disability.	Strengthening Services, Empowering Your Health	Executive Director Community & Integrated Care	Year 2,3 17/18 18/19
		4.7.2 Identify and seek project funding to undertake pilot in Specialist Consulting Suites.				
4.8	Promote disability awareness regularly to staff and visitors at GV Health.	4.8.1 Different disabilities promoted quarterly including general information and tips for the community and health care providers NSQHS Std 11.10.1, HSS Std 1.	Disability Awareness occurs regularly at GV Health through quarterly disability promotion	Developing Staff	Media & Communications Consult, Diversity Officer	Quarterly

Disability Act 2006 Outcome Area 4: Achieving tangible changes in attitudes and practices of GV Health staff that discriminate against people with a disability

Executive Governance Committee: Developing Staff Executive Sponsor: Chief Medical Officer

No.	Priorities for action	Actions	Performance indicator	Governance Committee	Responsibility	Target date
4.8 (cont.)	Promote disability awareness regularly to staff and visitors at GV Health. (cont.)	4.8.2 Promote greater awareness of disability through Grand Rounds at Community Health @ GV Health on various topics relating to disability. NSMHS Std 5, HSS Std 1, 3, Aged Care 2.3.	Staff have increased opportunities to learn about disability and related issues.	Strengthening Services, Developing Staff	Divisional Director Community Care	Year 1 16/17
		4.8.3 Hold Grand Round about Disability as part of International Day People With Disability Dec 3 celebrations NSMHS Std 5, HSS Std 1, Aged Care 2.3.	Grand Round about Disability conducted Medical staff have greater awareness and understanding of disability.	Developing Staff	Medical Education Officer	Year 1 16/17

Appendix List

Appendix 1: References

Appendix 2: GV Health Disability Action Plan Consumer Consultation Overview

Appendix 3: GV Health Disability Action Plan Planning Forum Notes

Appendix 1: References

- Australian Government Australian Aged Care Quality Agency <https://www.aacqa.gov.au/for-providers/accreditation-standards>
- Australian Human Rights Commission <http://www.humanrights.gov.au/our-work/disability-rights/action-plans-and-action-plan-guides> accessed September 2015.
- Australian Network on Disability <http://www.and.org.au/pages/what-is-a-disability.html> accessed April 2016
- City of Greater Shepparton, Transformational Projects, June 2015
- Commonwealth Disability Discrimination Act 1992
- Department of Health and Human Services Standards – Human Services Standards (DHHS HSS) <http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies-guidelines-and-legislation/human-services-standards> accessed August 2016
- Department of Health, Modelling, GIS and Planning Products, System Intelligence and Analytics Branch, October 2014.
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- State Government of Victoria, 'adapting to Disability, A guide to disability action plans in Victoria', Second Edition, Dept Planning and Community Development, Victoria, April 2009, pp. 27-37.
- Survey of Disability, Ageing and Carers (SDAC), 2012.
- United Nations Convention on the Rights of Persons with a Disability
- Victorian Charter of Human Rights and Responsibilities Act 2006
- Victorian Disability Act 2006

Appendix 2: Disability Action Plan Consultation Overview

Consultation Overview

Consultations included

- 236 Staff surveys completed
- 13 Patient Experience Interviews (11 consumers, 2 staff)
- 14 interviews with GV Health departments
- 1 Nurses forum
- 1 Consumer forum
- 10 interviews with external stakeholders (7 Disability Services, 3 other)
- Planning Forum (30 participants)



Healthy Communities

Consultation - Key Themes

Staff Survey (236 completed)

The staff survey revealed opportunities to increase staff knowledge of:

1. Australian disability statistic,
2. The National Relay Service (NRS),
3. Hearing augmentation available at GV Health
4. Guide Dog and other assistant animals procedures within GV Health
5. Use of Tactile Ground Service Indicators (TGSIs)
6. Accessible print guidelines
7. Auslan
8. Closed Captioning and
9. Words to use when communicating about disability



Healthy Communities

Consultation - Key Themes

Patient and Staff Experience Interviews (13 interviews)

The 'Your Access Stories' revealed the following experiences in relation to the Picker Institute Dimensions:

- Top 4 Positive aspects of patient and carer experience:
- 1 Respect for patients values, preferences and expressed needs (5/13)
 - 2 Access to Care (4/13)
 - 3 Coordination and integration of care (3/13)
 - 4 Physical comfort (3/13)
- Negative aspects of patient and carer experience:
- 1 Physical comfort (4/13)
 - 2 Respect for patients values, preferences and expressed needs (3/13)
 - 3 Coordination and integration of care (2/13)
 - 4 Emotional support and alleviation of fear and anxiety (2/13)
 - and Involvement of and support for families and carers (2/13)



Healthy Communities

Consultation - Key Themes

Internal and External Stakeholders Interviews and Forums

- Administration/Intake Questions (do you have a disability, a case manager etc)
- Locations of departments, services within GV Health
- Creating Accessible Events (GV Health Fair, AGM, meetings etc)
- Staff Disability Awareness (Guide Dogs, Auslan, GV Health Accessible features, Intellectual Disability, Supported Accommodation, Assumptions)
- Volunteers
- Physical Access (parking, written communication, website etc)
- Signage, Maps and wayfinding
- Staff Procedures (red socks, red tray)
- Communication with families, carers and services (intake and discharge)
- Access to Services (Paeds, GWAHHS)

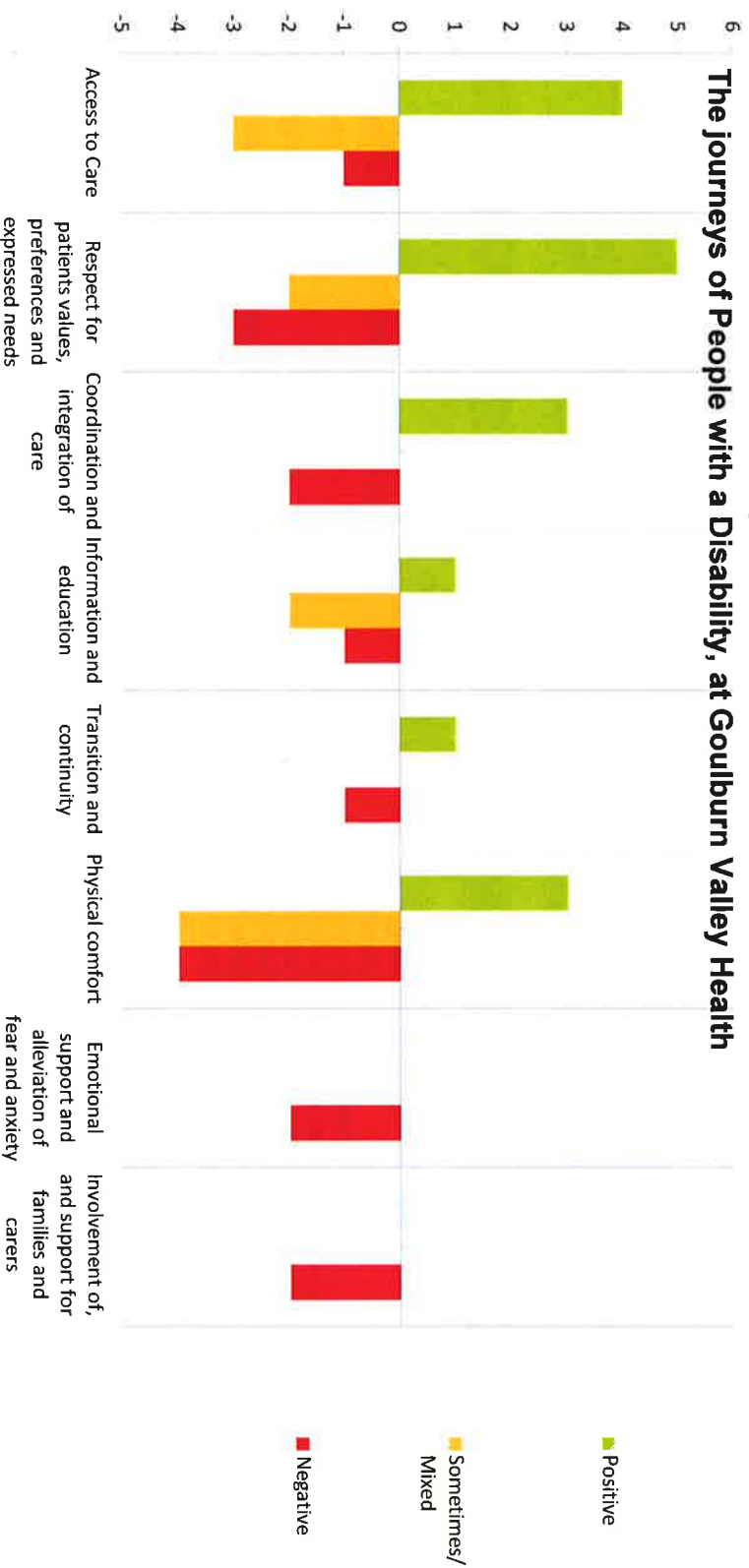


Healthy Communities

Consultation - Key Themes

Patient and Staff Experience Interviews

The Journeys of People with a Disability, at Goulburn Valley Health



Appendix 3: GV Health Disability Action Plan 2016-2019 Standards Alignment Table

Disability Action Plan Outcome Area	NSQHS	NSMHS	DHHS Human Service Standards	AACQA Aged Care Standards	Responsibility	Strategic Alignment
Outcome Area 1: Reducing barriers to people with a disability accessing GV Health goods, services and facilities.	1.5.1, 1.12.1 2.4.1 11.1.1,11.2.1, 11.3.1,11.5.1 11.7.1, 11.7.2 12.1.1, 12.2.2, 12.4.1, 12.8.1, 15.16.2, 15.17.1 15.18.1	2.1, 2.8, 2.12, 2.13, 3.1,3.2, 4.1,4.2, 4.3, 4.4, 4.5 7.5, 7.13, 9.4, 9.5 10.2, 10.2.2, 10.2.4, 10.5.3, 10.5.7.	1, 2, 3, 4	1.1, 1.3,1.7, 2.5, 2.6, 2.12, 2.16 3.5, 3.6, 3.7, 4.1, 4.3, 4.4, 4.5, 4.6	Enhancing Business Support Strengthening Services Executive Committee Working with Partners Empowering Your Health	Enhancing Business Support Appropriate and effective resource management governance structures are in place across GV Health to support the delivery of the GV Health Strategic Plan.
Outcome Area 2: Reducing barriers to people with a disability obtaining and maintain employment at GV Health.	13.1.2, 13.4.1	3, 3.1, 3.5, 3.6, 3.7 4.4, 4.5 8.7 9.5	1, 4	1.1, 1.6, 1.9	Developing Staff Working with Partners	Developing Staff Investing in our people and fostering a vibrant and positive work culture. This underpins our future capability to deliver on our role.
Outcome Area 3: Promoting inclusion and participation of people with a disability in the GV Health community.	1.15.1, 1.17.2 2.1.2, 2.2.1, 2.5.1, 2.8.2 11.1.1, 11.5.1, 11.6.1, 11.7.1 13.6, 15.16.2, 15.17.1	1, 1.5, 3, 3.1, 4.1, 4.2,4.3, 4.4, 4.5 5 8.5 9.5 10, 10.5.13	1, 2, 4	1.1, 1.4, 3.5, 3.6, 3.7, 3.9	Empowering Your Health Strengthening Services Working with Partners	Empowering Your Health Improving the general health status of the population and supporting individuals to better manage their health
Outcome Area 4: Achieving tangible changes in attitudes and practices of GV Health staff which discriminate against people with a disability.	2.4.1, 2.7.1 11.1.1, 11.7.1, 11.7.2, 11.10.1	1, 2.8, 4, 4.5, 5, 8, 8.7, 8.11	1, 2, 3, 4	1.2, 1.3,1.7, 2.3, 2.16, 3.3, 3.5, 3.6, 3.7 4.3	Developing Staff Empowering Your Health Enhancing Business Support Working with Partners Strengthening Services Health Service Executive	Developing Staff Investing in our people and fostering a vibrant and positive work culture. This underpins our future capability to deliver on our role.

