

CENTRAL GIPPSLAND HEALTH

Access and Inclusion Action Plan

2019 - 2022



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CEO Message



Central Gippsland Health (CGH) is proud to present the CGH Access and Inclusion Action Plan 2019 - 2022 (*the Plan*).

The Plan demonstrates the commitment of CGH in supporting a safe and healthy community where everyone feels they are valued, supported and have the opportunity to participate.

CGH is committed to supporting people with disabilities and is proud to have had its Community Rehabilitation Centre and Dental Service accredited with the Communication Access Symbol in the past. The implementation of this Plan will allow further changes to be made to support people with disabilities to access services and feel included.

The Plan has been developed in consultation with, and support from, community members and staff.

CGH understands that people with a disability have unique needs and it is our objective to provide an inclusive employment environment, accessible services and supports for our community members.

The Plan demonstrates how CGH will achieve this by addressing the four outcome areas as documented in the ***Victorian Disability Act 2006***.

Our Values

Central Gippsland Health's (CGH) **Vision** is for a safe and healthy community where everyone feels they are valued, supported and have the opportunity to participate.

A core **VALUE** for CGH is that of Social Justice - equity of outcome. To do this we will:

- Focus on achieving equality of outcome for individuals and groups
- Understand the impact of poverty, culture, location and disadvantage on behaviour and health status
- Act to support the disadvantaged and marginalised amongst us
- Ensure our fees policy considers our client's ability to pay
- Support harm minimisation and targeted community support programs; and
- Be compassionate and embrace diversity

Who we are

CGH is the major provider of health and residential aged care services in the Wellington Shire. CGH employs 639 full time equivalent employees which is approximately 1,000 employs (at June 2018). It serves an immediate population of around 42,000 in Central Gippsland, while acute specialist services reach a wider community in East Gippsland and parts of South Gippsland. These specialised services include perinatal services, critical care, obstetrics and general surgery.

The Australian Bureau of Statistics (ABS) 2016 revealed that 5.9% of the Wellington Shire population have a need for assistance with core activities. This rate is higher than the Australian percentage of 5.1%.

At your service

CGH is a sub-regional health service. It works within the Victorian Health Priorities Framework 2012-2022 and implements the priorities and actions contained in the Rural and Regional Health Plan.

CGH provides:

- A broad range of primary, secondary, and tertiary services.
- Acute services at Sale including a full time emergency department, critical care unit, neonatal critical care unit, operating theatres and day procedure unit, oncology and dialysis services. CGH also has general medical and surgical services and subacute services, including rehabilitation.
- Community and home support services throughout the Wellington Shire (excluding Yarram and District). Centres are located in Maffra, Sale, Heyfield, Rosedale, and Loch Sport.
- Residential Aged Care Services in Sale, Maffra, and Heyfield.
- Dental services.

Due to the number of CGH sites, this inaugural Action Plan will focus on the Sale Campus. Policies, Procedures and Processes are organisational wide so changes to these will be relevant for all sites.

CGH has been progressing a number of projects in recent years that focus on:

- Breaking down the traditional program barriers and service delivery silos.
- Developing an efficient system that responds to people's needs by having them at the centre of the service delivery system.
- Having a system that focuses on supporting people to achieve their goals consistent with the 'active service delivery model'.

Access and Inclusion Action Plan Introduction

To continue with the commitment to provide a health service that is accessible for all community members, CGH has developed the Plan to assist with removing barriers for people with a disability to provide:

- the same opportunities to all applicants applying for employment;
- the same courtesy, attention, information and service regardless of ability; and
- suitable communication by having information readily available in different formats so that anyone can be informed, regardless of ability to see, hear or understand.

Access and Inclusion Action Plan Development Participants

Mandy Pusmucans - CGH Executive Director of Nursing

CGH Allied Health Staff member(s)

Celia Johnston - CGH Team Leader, Home and Social Support

Fiona Butlin - Community member

Lisa Fuessel - CGH Team Leader Medical Records

Jude Bridgeman - CGH Community Network and Volunteer Support Officer

Jocelyn Collins, Scope Victoria

Access and Inclusion Action Plan Outcomes

The *Victorian Disability Act 2006* sets out four purposes of disability action plans (DAPs). These are called the *four outcome areas*.

1. Reducing barriers to persons with a disability accessing goods, services and facilities S 38 (1) (a)
2. Reducing barriers to persons with a disability obtaining and maintaining employment S 38 (1) (b)
3. Promoting inclusion and participation in the community of persons with a disability S 38 (1) (c)
4. Achieving tangible changes in attitudes and practices which discriminate against persons with a disability S 38 (1) (d)

The Plan aims to focus on the strategies that will support the achievement of these outcomes.

Developing the Plan

Consulting with consumers has been a key component of the development of the Plan. For CGH, our consumers include people in our community, people who access services from us, and our staff, visitors and volunteers. To maximise broad contribution to the Plan we have:

- Established a working group with membership consisting of staff and consumers who have developed the Plan.
- Conducted a staff survey to gauge the level of understanding and need around access and inclusion.
- Had consumers who, with Scope Victoria, have conducted an environmental ‘walk around’ that identified areas to consider in the development of the Plan.

Access and Inclusion Action Plan

Objective	Actions/Tasks	Responsibility	Time Frame	Key Indicators	Progress Update
OUTCOME: Reduced barriers for people with a disability in accessing goods, services and facilities at CGH.					
Sale Hospital is accessible for people with a disability	Involve consumers with a disability to audit access to the Critical Care Unit and one additional patient unit.	Community Network and Volunteer Support Officer	December 2020	Consumer audit completed.	
	Establish a schedule of modifications as identified during consumer audit.	Community Network and Volunteer Support Officer	February 2021	Modification schedule developed.	
	Prioritise achievable modifications and budget accordingly.	Relevant Department Head	April 2021	Schedule prioritised and budgeted.	
	Gauge potential of a volunteer concierge (pilot six months).	Community Network and Volunteer Support Officer	December 2019	If viable, recruitment of a volunteer for a pilot period of six months will be undertaken.	
	Consider having paper Hospital maps at reception and in the preadmission packs.	Community Network and Volunteer Support Officer	December 2019	Costings will be known and if viable, maps printed and distributed.	

Have a variety of clear communication processes in place	Explore the possibility of having closed caption on the ward televisions.	Manager ICT	December 2019	Possibilities of having closed caption are identified.	
	Provide communication formats such as pen, paper, whiteboards, and communication boards available for patients to use.	Nurse Unit Managers	June 2020	Communication formats provided.	
	Investigate how it is recorded on file if a patient has an impairment and requires modified aids such as: a person with vision loss to be provided with information in large print.	Nurse Unit Managers Ward Clerks	December 2019	A clear process that identifies patient need. Patients have the appropriate aid.	

Objective	Actions/Tasks	Responsibility	Time Frame	Key Indicator	Progress Update
OUTCOME: Reduced barriers for people with a disability obtaining and maintaining employment at CGH					
Recruitment panels are aware of the process to support applicants who have a disability	Review recruitment procedures	General Manager Human Resources	April 2020	Procedures are reviewed.	
Staff involved in recruitment have the capability to support colleagues with a disability	Review <i>'Recruitment - Conducting Interview'</i> competency training to confirm inclusion of topics relevant to recruiting potential staff who have a disability.	General Manager Human Resources	February 2020	Review will be completed.	
	Increase awareness of the requirement to complete the <i>'Recruitment - Conducting Interview'</i> competency training.	General Manager Human Resources	March 2020	Staff involved in a recruitment process have undertaken the <i>'Recruitment - Conducting Interview'</i> competency training.	
Have policies and practices in place to support staff with a disability	Review and maintain policies and practices that support employees with a disability.	General Manager Human Resources	June 2020	Policies and Procedures will be up to date.	

Ensure employment materials are available in accessible formats	Audit employment materials to determine if they are available in a variety of formats.	General Manager Human Resources	August 2020	Audit completed.	
	Develop a process to support prospective staff so they can access information in a format suitable to their individual needs.	General Manager Human Resources	January 2020	Process will be developed and staff will have access to information suitable to their individual needs.	
Promote the way CGH welcomes and encourages people with a disability to apply for positions	Review how CGH promotes being a welcoming, inclusive employer.	General Manager Human Resources	March 2020	Promotional materials will be developed.	
Develop and maintain a reasonable adjustment (of work space) policy.	Develop Reasonable Adjustment Policy.	General Manager Human Resources	December 2019	A Reasonable Adjustment Policy will be developed and available on PROMPT.	

Objective	Actions/Tasks	Responsibility	Time Frame	Key Indicator	Progress Update
OUTCOME: Promotion of inclusion and participation in the community for people with a disability at CGH					
Review promotional material against the requirements contained in the relevant procedures regarding written information for consumers.	Review the following documents: <ul style="list-style-type: none"> • Written Consumer Information Documents Procedure • Guide to develop written health information • Checklist for assessment written consumer health information • Written Consumer Information Authorisation Form 	Executive member as identified on existing documents.	June 2020	All written information for consumers will be reviewed and up to date.	

Objective	Actions/Tasks	Responsibility	Time Frame	Key Indicator	Progress Update
OUTCOME: Achieved tangible changes in attitudes and practices which discriminate against people with a disability at CGH					
Evaluate awareness campaign	Conduct follow up staff survey.	Community Network and Volunteer Support Officer	May 2020	Evaluation survey completed.	
Deliver a disability awareness campaign	Prepare posters to promote this course and send it out to all staff in December.	Manager Workforce Development and Learning	December 2019	Posters will be on display.	
	Department heads agenda item.	Manager Workforce Development and Learning	February 2020	Agreement from Department Heads to promote awareness.	
	Celebrate International Disability Awareness day.	Manager Workforce Development and Learning	December 2019 annually	International Disability Awareness Day celebrated.	