



Disability Access and Inclusion Plan

2020 - 2022



Consumer Approved June 2020



INTRODUCTION

- Bethesda Health Care's (BHC) Mission, Vision and Values are core to our service delivery.
 - Teamwork: We create an environment of unity and togetherness
 - Respect: We recognise and acknowledge the uniqueness and value of every individual
 - Integrity: We demonstrate honesty and trust
 - Compassion: We work to express God's love through a caring expression of kindness, tolerance, and tenderness
 - Excellence: We excel in all that we do so that we can promote the mission of our hospital
 - Professionalism: We have pride in the high level of care
- Our Plan is intended to ensure that requirements in relation to Disability Access and Inclusion are met.
- The contribution and inclusion of people with disability is an important element of service delivery, ensuring an environment which is hospitable and respectful.
- Bethesda Health Care recognises its role to provide people with disability access to employment.

DEFINITIONS

The World Health Organisation defines disability as a broad umbrella term that covers not only impairments and activity limitations, but also participation restrictions in the community¹.

¹ World Health Organisation, Health Topics - Disability. www.who.int/topics/disabilities/en/

DAIP KEY OUTCOMES

Outcome 1

People with disability have the same opportunities as other people to access the services and events

Outcome 2

People with disability have the same opportunities as other people to access the buildings and other facilities

Outcome 3

People with a disability receive information in a format that will enable them to access the information as readily as other people are able to access it

Outcome 4

People with disability receive the same level and quality of service from the staff as other people receive

Outcome 5

People with a disability have the same opportunities as other people to make complaints

Outcome 6

People with disability have the same opportunities as other people to participate in any public consultation

Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment



STRATEGIES TO IMPROVE ACCESS AND INCLUSION

The following goals will guide activities Bethesda Health Care will undertake to improve access to our services, buildings, and information.

The 7 key DAIP outcomes provide a framework for implementing improved access and inclusion for people with disability.

Outcome 1		
People with disability have the same opportunities as other people to access the services and events		
Goal	Tasks	Timeframe
Enable people with a disability who use our facility to both inform and influence the services we provide and the environment in which they are delivered.	Inclusion of a person with a disability as a member of the Consumer Partnership Committee.	Complete
	Encourage feedback and make changes, where possible, in relation to that feedback	Ongoing
Ensure policies and procedures reflect equitable inclusion of people with disability.	Policies that relate to access and inclusion to be reviewed to ensure they support equal access to services, facilities, and events.	December 2020
Ensure staff are aware of their responsibilities in regard to disability and inclusion.	Ensure staff are aware of their responsibilities relating to access and inclusion information through Hospital Orientation and ongoing education.	Ongoing



Outcome 2		
People with disability have the same opportunities as other people to access the buildings and other facilities		
Goal	Tasks	Timeframe
Ensure our facility is accessible for people with disability	<p>Inclusion of a person with a disability as a member of the Consumer Partnership Committee.</p> <p>Incorporate an interactive approach including training volunteers to assist people with directions and escort as required.</p>	<p>Complete</p> <p>December 2020</p>
Monitor and ensure the physical environment in which we work and provide services is cognisant of the needs of people with disability	<p>Audit – access and wayfinding audits conducted</p> <p>Use of signage that is clearly visible to people with disability</p> <p>Regular maintenance of pathways, plants, bushes etc.</p> <p>Maintenance of uncluttered environments</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
Ensure new and redevelopment works provide access to people with disability	<p>Inclusion of a person with disability when planning new or redevelopment works.</p> <p>Consider needs of people with disability when purchasing equipment.</p> <p>Ensure new and redevelopment work aligns with Australian Standards including Disability Standards on Access to Premises</p>	<p>As required</p> <p>As required</p> <p>As required</p>



Outcome 3		
People with a disability receive information in a format that will enable them to access the information as readily as other people are able to access it		
Goal	Tasks	Timeframe
Ensure information is accessible to people with disability.	Ensure information is available in alternative formats on request.	Ongoing
Ensure our website is accessible to people with disability	During website redevelopment ensure accessibility for people with disability is taken into consideration	December 2020

Outcome 4		
People with disability receive the same level and quality of service from the staff as other people receive		
Goal	Tasks	Timeframe
All people receive the same level and quality of care and service at Bethesda Health Care.	Ensure all policies and practices are inclusive of people with disability	December 2020
	Ensure staff are aware of their responsibilities relating to access and inclusion information through Hospital Orientation and ongoing education on how to support people with disability	Ongoing



Outcome 5		
People with a disability have the same opportunities as other people to make complaints		
Goal	Tasks	Timeframe
Accept complaints in multiple formats including telephone, email, written and in person.	<p>Update website information on how to make a complaint providing information inclusive of alternatives. Log all complaints through RiskMan regardless on how the complaint is received including details on resolutions.</p> <p>Review the current on-line complaint form and place a notice above with a contact for assistance if required.</p>	<p>Ongoing</p> <p>December 2020</p>
Bethesda Health Care responds in an equitable manner to complaints from people with disability	Promotion of transparency, fairness and accountability of the complaint process	Ongoing

Outcome 6		
People with disability have the same opportunities as other people to participate in any public consultation		
Goal	Tasks	Timeframe
People with disability have a voice when Bethesda Health Care is seeking public consultation	<p>Ensure information is available in alternative formats if required</p> <p>Ensure any consultation meetings are held in disability accessible venues including on-site</p> <p>Inclusion of people with disability on advisory and project teams as applicable</p>	<p>As required</p> <p>As required</p> <p>As required</p>



Outcome 7		
People with disability have the same opportunities as other people to obtain and maintain employment		
Goal	Tasks	Timeframe
Offer opportunities to increase employment of people with disability	Continue to work with EDGE and other similar disability employment service agencies to identify suitable employment opportunities. Provide job related information in alternative formats upon request.	Ongoing As required
Ensure people with disability who apply for a position are met with an informed and respectful process	HR Manager to develop resources for inclusion on the intranet to guide best practice in interviewing people who have disability	December 2020
Provide a disability-friendly workspace	Accommodate adjustments required by staff with disability as appropriate Provision of disabled parking facilities specific to staff members	As required As required
Review occupational safety and health policies and procedures to ensure they meet the needs of people with disability, as required	Current Policies and Procedures to be reviewed by Manager – Occupation Safety and Health	December 2020