

**LOWER EYRE HEALTH SERVICE**

# **DISABILITY ACTION PLAN**

**September 04**

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## **INTRODUCTION**

State and Territory governments have a crucial role to play in eliminating disability discrimination and ensuring equal opportunities for people with disabilities.

The LEHS Disability Action Plan represents the Organisation's commitment to people with disabilities who might make use of the services we provide, who seek employment or who are already actively in our workforce. Action Plans have the capacity to produce the systemic changes needed to promote equity and eliminate discrimination.

## **PURPOSE**

The purpose of a Disability Action Plan is to improve the health & wellbeing of people living with disabilities by implementing strategies that increase equity of access to a range of health services and programs as well as health information. The Disability Action Plan also provides an effective means to ensure accessibility for people with disabilities to all programmes, services and infrastructure and for government agencies to meet the requirements of the *Commonwealth Disability Discrimination Act (1992)*

An Action Plan will also assist the organisation to better meet its objectives of providing high quality services to the whole community, which includes people with disabilities.

## **CONTEXT**

The Disability Discrimination Act 1992 (DDA) provides the legislative framework for the Disability Action Plan (DAP).

In South Australia, each government agency is responsible for meeting the key outcomes of the All-of-Government Disability Strategy, *Promoting Independence*, and *Equity of Access to Health Services for People with Disabilities*. Chief Executives of all government portfolios are responsible for the implementation and reporting of Action Plans that aim to ensure that the programmes, services and infrastructure of service providers are accessible and do not discriminate against people with disabilities.

## **Lower Eyre Health Services .**

Lower Eyre Health Service maintains 68 community hospital beds comprising the Tumby Bay Hospital and Health Services, and the Cummins and District Memorial Hospital that are 35kms apart. Services provided include general level one Surgical, Medical and Obstetrics, a 24-hour accident and emergency service and residential Aged Care. LEHS also offers extensive allied and Community Health Services and programs.

LEHS services a population of approximately 7,000 individuals with no significant ethnic populations and is one of only three areas outside the metropolitan area in South Australia to record an increase in population.

Consultation Process

Identified Barriers

Limitations to Plan

Monitoring & Evaluation

Review

Complaints Management

## GLOSSARY

Action Plan	LEHS Disability Action Plan
DAP	Disability Action Plan (Same as above)
DDA	Disability Discrimination Act (Cwth) 1992
DHS	Department of Human Services
Disability	As defined by the DDA: <ul style="list-style-type: none"><li>(a) total or partial loss of the person's bodily or mental function; or</li><li>(b) total or partial loss of a part of the body; or</li><li>(c) the presence in the body of organisms causing disease or illness; or</li><li>(d) the presence in the body of organisms capable of causing disease or illness; or</li><li>(e) the malfunction, malformation or disfigurement of a part of the person's body; or</li><li>(f) a disorder or malfunction that results in the person learning differently from a person without the disorder of malfunction; or</li><li>(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;</li></ul> and includes a disability that; <ul style="list-style-type: none"><li>(h) presently exists, or</li><li>(i) previously existed but no longer exists; or</li><li>(j) may exist in the future; or</li><li>(k) is imputed to a person.</li></ul>
EEO	Equal Employment Opportunity Act
HREOC	Human Rights and Equal Opportunity Commission
KPI	Key Performance Indicator
LEHS	Lower Eyre Health Service
WCAG	Web Content Accessibility Guide 1999
www	World Wide Web

## POLICIES, PLANNING AND SERVICE DESIGN

**Outcome 1: Advice, information & services are delivered by staff who are aware of and understand the needs of people with disabilities.**

**Objective 1.1: Develop a LEHS Corporate Disability Policy and DDA Compliance Program**

**Performance Indicator: Policy in place and implementation mechanism in place**

<b>Issues</b>	<b>Actions</b>	<b>Timeframe</b>	<b>Responsibility</b>
1.1.1 No specific disability policy in place	Develop a policy statement	Oct 04	Executive
1.1.2 Progress reporting requirements	Annual report to be prepared summarising progress to date, timeframes, outstanding issues	July annually	Executive
1.1.3 Relevance of DAP	Annual audit of DAP	July, annually	Executive
1.1.4 Develop guidelines to ensure that policies reflect the principles and strategic directions of DDA	Develop guidelines Review policies to ensure compliance	January 05	Executive

**Outcome: Advice, information & services are delivered by staff who are aware of and understand the needs of people with disabilities.**

**Objective 1.2: Develop a Disability Awareness Program for all staff**

**Performance Indicator: Program and implementation mechanism in place**

<b>Issues</b>	<b>Actions</b>	<b>Timeframe</b>	<b>Responsibility</b>
1.2.1 Provide program to educate staff at all levels about disability needs and encourage identification of barriers; obligations under the DDA & the Disability Policy Statement	Include as part of induction/ orientation process Schedule mandatory training for all staff annually	June 04	HR personnel  Supervisors
1.2.2 Provide targeted customer service training to staff who deliver services to people with disabilities	Training in specific aspects provided that are identified as relevant to client needs		
1.2.3 Supervisors provide students with information on the requirements of the DDA	Students will aware of the requirements of the DDA an the conducted expected of them		
1.2.4 Promote the organisation’s DAP to all key groups by appropriate means	Regular promotion of DAP highlighting organisation’s commitment to DDA		

**Outcome: Advice, information & services are delivered by staff who are aware of and understand the needs of people with disabilities.**

**Objective 1.3: Ensure ongoing community consultation**

**Performance Indicator: Evidence of community consultation**

<b>Issues</b>	<b>Actions</b>	<b>Timeframe</b>	<b>Responsibility</b>
<p>1.3.1 Ensure that services are accessible, as far as is reasonable, to people with disabilities.</p> <p>1.3.2. Consult with people with disabilities when designing or redesigning services</p> <p>1.3.3 Enable additional assistance where required to eliminate or reduce access barriers to people with disabilities</p>	<p>Reports prepared which identify barriers to access and recommend changes to improve access</p> <p>Demonstrate meaningful consultation took place in a timely manner</p> <p>Policies and procedures written and distributed explaining what additional assistance is available Staff demonstrate awareness of these procedures.</p>		

## 2. COMMUNICATION, EDUCATION AND TRAINING

**Outcome: Information is available to staff, consumers, volunteers, students, elected representatives and the community in accessible formats; that staff and volunteers receive adequate education and training to carryout their roles effectively.**

**Objective 2.1: Ensure that relevant information is available to staff, consumers, students, volunteers, elected representatives and the community in accessible formats**

<b>Issues</b>	<b>Actions</b>	<b>Timeframe</b>	<b>Responsibility</b>
2.1.1 Develop guidelines for the production of publications in a range of formats to maximise accessibility for people with disabilities	Guidelines prepared and distributed to managers.		
2.1.2 Review and update all written health information so it is, as far as possible, accessible to people with disabilities	Publications reviewed and pertinent publications and information available in a range of formats		
2.1.4 Inform staff, elected representatives etc the existence of an process to access information in alternate formats	Target groups will be aware of alternate formats and how to access the information		

## 2. COMMUNICATION, EDUCATION AND TRAINING

**Outcome: Information is available to staff, consumers, volunteers, students, elected representatives and the community in accessible formats; that staff and volunteers receive adequate education and training to carryout their roles**

**Objective 2.2: Promote the Objects of the DDA by providing information and/or training to staff, students, volunteers, consumers and visitors**

Actions	Performance Indicators	Responsibility	Time Frame
2.2.1 Provide disability training for staff and volunteers  2.2.2.	Training delivered and attendance of staff and volunteers recorded. Demonstrate delivery of appropriate services to people with disabilities		

## 2. COMMUNICATION, EDUCATION AND TRAINING

**Outcome: Information is available to staff, consumers, volunteers, students, elected representatives and the community in accessible formats; that staff and volunteers receive adequate education and training to carry out their roles**

**Objective 2.3: Ensure equity of access to services for people with disabilities through the use of appropriate communication and providing assistance where needed**

<b>Actions</b>	<b>Performance Indicators</b>	<b>Responsibility</b>	<b>Time Frame</b>
2.3.1 Inform State disability peak bodies and advocacy of the organisations DAP	Awareness of DAP among peak disability bodies		
2.3.2 Develop guidelines for the selection of venues for meetings, launches etc to meet accessibility requirements for people with disabilities	Guidelines published and distributed Audit bookings of venues after twelve months to assess compliance		
Review complaints process to ensure it is appropriate for people with disabilities and complies with legislative requirements	Complaints process reviewed for compliance and distributed.		

### 3. BUILDINGS, FACILITIES AND ENVIRONS

**Outcome: Buildings, facilities and environs, which meet the needs of people with disabilities and allow for non- discriminatory delivery of services**

**Objective 3.1: Provide, where ever possible, accessible buildings and facilities which meet the needs of people with disabilities and provide for non-discriminatory delivery of services**

Actions	Performance Indicators	Responsibility	Time Frame
3.1.1. Develop access plan in consultation with people with disabilities  3.1.2. Arrange and conduct access audit of facilities and report results.  3.1.3. Ensure all new public building, building upgrade and refits used for service provision shall comply with DAIS guides and revised Building Code of Australia, including car parks and outdoor areas.	Plan developed demonstrating consultation process  Audit carried out and report highlighting buildings that do not meet requirements  Audit extent of compliance with relevant standards		

#### 4. EMPLOYMENT, ACCESSABILITY AND OPPORTUNITIES

**Outcome: Work environments and work practices that remove artificial barriers and enhance non-discriminatory work opportunities for people with disabilities**

**Objective 4.1: Provide work places and develop work practices that remove barriers and enhance non-discriminatory work opportunities for people with disabilities**

Actions	Performance Indicators	Responsibility	Time Frame
<p>4.1.1 Identify obligations of state legislation and policies relating to employment of people with disabilities to inform review of policies.</p> <p>4.1.2 Review employment policies and procedures including:</p> <ul style="list-style-type: none"> <li>• Advertising</li> <li>• Recruitment and Selection Guidelines</li> <li>• Grievance Procedure</li> <li>• Equal Employment Opportunity</li> </ul> <p>to ensure legislative compliance.</p> <p>4.1.3 Include information on staff responsibilities under the DDA in Orientation Package for new staff</p> <p>4.1.4 Orientation Program includes information on DDA and policies and resources available to staff</p>	<p>Requirements identified and applied during review of policies.</p> <p>Policies comply with relevant State and Commonwealth legislation.</p> <p>Orientation Packages reviewed and include relevant information.</p> <p>New staff aware of the DDA and organisation policies on access for people with disabilities</p> <p>Assess awareness by staff of the resources available to provide more information on DDA and disability issues.</p>		

## 5. MONITORING, EVALUATION AND REVIEW

**Outcome: A policy framework, systematic monitoring and reporting process that support progressive implementation of the Disability Action Plan**

**Objective 5.1: Develop monitoring and reporting mechanisms that will map the progress of ERHS towards stated objectives and will identify new and ongoing access issues for people with disabilities**

Actions	Performance Indicators	Responsibility	Time Frame
5.1.1 Develop a plan to monitor implementation of the DAP at six monthly periods for the first two years of the Plan and annually thereafter  5.1.2 Responsible officers provide progress reports as per agreed implementation timetable  5.1.3 Integrate DAP objectives in to the organisation's accreditation program and risk management framework	Plan developed and approved for use by Executive  Reports provided to CEO  Responsible persons able to demonstrate inclusion in processes		

## 5. MONITORING, EVALUATION AND REVIEW

**Outcome: A policy framework, systematic monitoring and reporting that support progressive implementation of the Disability Action Plan**

**Objective 5.2: Develop a process to oversee the implementation, evaluation and review and the amendment of the Action Plan to ensure its continuing relevance and effectiveness**

Actions	Performance Indicators	Responsibility	Time Frame
5.2.1 Establish Working Party to oversee implementation and evaluation	Establish group and include consumer representation.		
5.2.2 Working Party develop and agree KPI to assess the Plan	Indicators developed and widely distributed for information		
5.2.3 Consult at least annually with people with disabilities and their advocates/carers to identify and improve services for people with disabilities	Consultations take place and results of consultations incorporated into new plan where possible.		
5.2.4 Annually review the effectiveness of the DAP and amend where indicated	Annual evaluation occurs and amendments noted		
5.2.5 Working Party to report annually to CE on the DAP's implementation and evaluation	Report presented to CEO		