

# NCN Health Disability Action Plan 2019 – 2022

An inclusive, safe and accessible health service for everyone



NCN Health is committed to meeting the diverse and individual needs of people with a disability and ensuring that people with a disability have equal access to quality healthcare.

The NCN Health Disability Action Plan 2019 – 2022 provides a framework to help us develop and implement actions to ensure that our services, programs and facilities do not exclude people with a disability, or treat them less favourably than other people.

This Disability Action Plan builds on the work of the Cultural Diversity Plan and supports the principles of the Disability Act 2006 and the Disability Discrimination Act 1992 in supporting access to health services and health services employment equally for people with a disability.

### **Outcomes for this plan include:**

- Greater accessibility to our health service for people with disabilities
- Provide equal employment and volunteer opportunities for people with a disability
- Promoting a positive workplace culture: preventing bullying, harassment and discrimination
- Promoting inclusion and participation of people with a disability in the community

### **How the Disability Action Plan 2019 – 2022 was developed**

NCN Health Disability Action Plan 2019 – 2022 was developed through:

- Community Committee
- Cultural Diversity Committee
- Key stakeholders from within NCN Health
- External Consultation with Service Provider Representatives

### **How we will implement, monitor and evaluate the Disability Action Plan 2019 – 2022**

- The Disability Action Plan is promoted to staff and the community via a newsletters, events, internal promotion and social media.
- The Community Committee and Cultural Diversity Committee promotes the Disability Action Plan via dissemination and discussion at relevant community and service meetings.
- The Quality Improvement and Risk Manager and Community Health Manager are responsible for monitoring actions in the NCN Health Action Plan and progress is reported to the Executive.
- The plan will be supported by the Cultural Diversity Committee and will include six-monthly reporting to the Clinical Governance Board Subcommittee which will oversee the plan's implementation. The health services annual quality account will provide an update on the plan's progress. Progress and outcomes of the disability action plan will also be reported through the statement of priorities.

# At a Glance: Our Key Goals & Initiatives

## Goal 1: Greater accessibility to our health service for people with disabilities

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### 1.1 Our services are accessible to people with a disability

- Develop an approach to support the health needs of clients on National Disability Insurance Scheme.

### 1.2 Our information is in a form accessible to people with a disability

- Web content can be difficult for users with disability to navigate and process. By making content more accessible, more people in more locations can read our information and they will understand it more easily.
- Provide resources and training for staff and consumer representatives to support them to develop accessible written information.

### 1.3 Our buildings and facilities are accessible to people with a disability. This includes existing buildings and facilities as well as future developments

- Identify relevant legislation and standards relating to access.
- Review Parking, accessibility, wayfinding and recharge points.
- Environment audit tool.
- Building works and refurbishment Checklist for future developments.

## Goal 2: Provide equal employment and volunteer opportunities for people with a disability

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### 2.1 Recruitment policies and procedure

- Identify the requirements of DHHS employment policy, programs and practices in regard to people with disabilities.
- Review recruitment & selection process to ensure they provide equal opportunity.

### 2.2 Employment Opportunities

- Equal opportunity messaging to be placed on all position descriptions.
- Build stronger partnerships with local Disability Employment organisations.

### 2.3 Volunteer Opportunities

- Explore stronger partnership opportunities with Providing All Living Supports (PALS).
- Explore stronger partnership opportunities with Shepparton Access.

## Goal 3: Promoting a positive workplace culture: preventing bullying, harassment and discrimination

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### 3.1 Organisation Culture

- Participation in the 'Know Better, Be Better' campaign and implementing the Framework for promoting a positive workplace culture: preventing

bullying, harassment and discrimination

- Produce NCN Health Diversity and inclusion video to launch 'Know Better, Be Better' campaign.
- Raise the profile of the specific needs of people with a disability through events
- Incorporate Disability Awareness training into orientation program for new or existing staff members and volunteers.
- Implement training for front line staff for identifying and assisting people with complex communication and physical needs that is inclusive.
- Identify opportunities to link with other NCN Health promotional activities.

## Goal 4: Promoting inclusion and participation of people with a disability in the community

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### 4.1 Strengthening Partnerships

- Increase consumer disability representation on the Cultural Diversity Committee / Community Liaison Committee.

### 4.2 Advocacy / Carer and Family Support

- Explore carer support initiative and apply for the Supporting carers locally grants program.
- Provide Carer and Family Support Information to our community.
- Expand the use of alerts in Uniti for people with a disability with specific care needs who use our services regularly.
- Develop and implement innovative processes to better meet the care needs of people with a disability and their carers.