



East  
Wimmera  
Health  
Service

*Cultivating Healthy Communities*

**DISABILITY ACTION PLAN  
2012 - 2016**

***Striving to improve access to Consumers  
and Staff with Disabilities***

## Foreword

The East Wimmera Health Service (EWHS) Disability Action Plan (DAP) was first implemented for the period November 2010 to June 2012 for members of the communities we serve and for the people we employ.

This new 2012 – 2016 DAP builds upon the foundation of our first DAP and the objectives of our Strategic and Operational Plans and includes our new Mission, Vision and Values

To assist us in the development of our new DAP we have reviewed the actions in our previous plan, our role and function, Disability Policy and held discussions via our Community Consultation Forums.

Our DAP enables us to assist those with a disability who are employed or serviced by EWHS by identifying issues, developing an action plan and monitoring its progress. This process assists us in understanding the value of those with a disability and the important input they can provide to EWHS.

Thank you to all of the staff and community members who have been involved in the review and implementation of our previous DAP and the development of our new DAP, it is much appreciated.



Kathy Huett  
Chief Executive Officer



# EAST WIMMERA HEALTH SERVICE

CULTIVATING HEALTHY COMMUNITIES

## MISSION VISION AND VALUES

### Our Mission

To provide health services that support healthy communities.

### Our Vision

To be one of the healthiest communities in Rural Victoria.

### Our Values

***Our focus is on the consumers and carers we support to:***

- Engage in meaningful contact with our consumers - free of discrimination
- Respect the individual in their spiritual, emotional, social and physical uniqueness.
- Consider health promotion as integral to the future wellness of our communities
- Apply our values to all acute, aged and community- based services

***Our aim is to be proactive in:***

- Supporting strong ,collaborative relationships with our consumers and service providers
- Facilitating capacity building and restorative opportunities to maximise independence
- Striving for efficiency and effectiveness in a climate of continuous quality improvement
- Offering information when needs fall outside our scope of service

***We take responsibility for:***

- Providing a positive and safe working environment which fosters teamwork and respect
- Actively managing risks
- Protecting privacy
- Presenting the Health Service in a positive manner

***We regularly review our services for:***

- Consumer satisfaction
- Meeting the needs of our community
- Regulatory compliance
- Measurement against accepted industry bench marks

## **Role and Function:**

East Wimmera Health Service is situated in the local government areas of the Buloke Shire and Northern Grampians Shire, Victoria.

Approximately 19,418 people reside within this area. Our population is older in all categories 45-64 years, 65-84 years and 85+ years, compared to the average for regional Victoria.

East Wimmera Health Service catchment area has, on whole, a homogenous population with most people Australian born and English Speaking.

East Wimmera Health Service comprises of 44 acute beds and 3 acute same day acute (dialysis), 72 Nursing Home (high Care Beds) and 10 Hostel (low care beds). The Charlton Campus has been temporarily closed due to the flooding in 2011. Limited services are provided from a temporary site at Charlton. A new hospital is in the process of planning and is estimated to be completed towards the end of 2014 at another site in Charlton.

## **General Services and Programs provided at all Campuses:**

- 24-hour Urgent Care
- General Medical
- Domiciliary and Post Natal Care
- Post-Acute Care
- District Nursing
- Volunteer Visiting Program
- Diabetic Supply Scheme
- Visiting Drug & Alcohol Services
- Aged Care Assessment
- Palliative Care
- Planned Activity Group
- Community Gardens
- Health Independence Support
- Residential Aged Care
- Videoconferencing of Medical Consultants
- Physical Activity Support
- Diabetes Educator
- Community Health Nurse
- Health Promotion
- Social Worker
- Podiatry
- Dental
- Physiotherapy
- Dietetics
- Occupational Therapist
- Psychologist
- Graduate Nurse Program

## **Specialised Services and Programs:**

### **Birchip Campus:**

Massage Therapist, Myotherapist, Visiting Breast Screen Bus.

### **Charlton Campus (temporary site):**

Triage 8am - 5pm, Visiting Ophthalmologist and Visiting Eye Clinic.

### **Donald Campus:**

Dialysis and Visiting Hearing Clinic, Community Health Nurse and Diabetic Educator.

### **St Arnaud Campus:**

Pregnancy Care Clinic, X-Ray, Pathology and Community Car.

### **Wycheproof Campus:**

Visiting Memory Clinic.

## **About Disability Action Plan**

For the purpose of this plan, East Wimmera Health Service refers to the definition of disability as contained in the Disability Discrimination Act 1992. This covers disabilities, which are physical, intellectual, psychiatric, sensory and neurological. This also covers physical disfigurement and the presence of disease causing organisms, such as HIV. It is important to note that this definition covers a disability that currently exists, may exist in the future or is imputed to a person.

With such a wide-ranging definition, it's not surprising that the incidence of disability is far higher than normally considered. The incidence of disability in the general population is estimated to be 20 per cent or one person in five. Data also reveals that the incidence of disability is increasing, in line with the ageing of the population as the baby-boomer generation moves into retirement.

Also under section 38 of the Victorian Disability Act 2006, it is a legal requirement for public sector bodies such as East Wimmera Health Service to develop Disability Action Plans and it is a requirement that implementation of this plan is reported in their annual report.

## **Disability Policy**

The Disability Action Plan will allow East Wimmera Health Service to meet the diverse needs of people with a disability who use, visit or work with or for the health service. It will open up access to our services and provide employment opportunities to a wider range of people.

Under federal legislation (the Disability Discrimination Act 1992) and under Victorian legislation (the Equal Opportunity Act 1995) it is against the law to discriminate on the grounds of a disability.

Under section 38 of the Victorian Disability Act 2006, the Victorian Government has identified four outcomes that the Disability Action Plan should address and these include:

- Reducing barriers to person's with a disability accessing goods, services and facilities;
- Reducing barriers to person's with a disability obtaining and maintaining employment;
- Promoting inclusion and participation in the community of person's with a disability; and
- Achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

East Wimmera Health Service will monitor, evaluate and review the Disability Action Plan regularly through its Continuous Quality Improvement Committee and outcomes will be reported in the East Wimmera Health Service Annual report as consistent with section 38 of the Disability Act 2006.

## **Consultation**

The East Wimmera Health Service Disability Action Plan is guided by the Community Consultation Forums who are interested in contributing to the ongoing service improvements of the health service.

Each of the towns which make up East Wimmera Health Service (Birchip, Charlton, Donald, St Arnaud and Wycheproof) has a Community Consultation Forum that meet at least once per annum.

## **Further Information**

For further information refer to the Office for Disability [www.officefordisability.vic.gov.au](http://www.officefordisability.vic.gov.au)

**Outcome Area: Reducing barriers to persons with a disability accessing goods, services and facilities.**

<b>Actions</b>	<b>Responsibility</b>	<b>Time Frame</b>	<b>Outcome</b>
Ensure DAP is reviewed annually by staff and Community Consultation Forum and updated as required.	Quality/Risk Manager	Annually	Ensures EWHS has an updated DAP with input from Community Members.
Ensure Board of Management & Executive Staff commit to the DAP.	Board of Management / Executive Staff	Ongoing	Ensures DAP is signed off and embraced by Board of Management & Executive Staff.
Review and adapt services and programs to ensure that people with disabilities are not excluded and do not experience discrimination as users of services, as service providers or as staff.	HR Manager / Campus Managers	Ongoing 2012 - 2016	
Continue to ensure all EWHS publications are available in various formats.	Quality /Risk Manager	Ongoing / As required.	All EWHS publications are audited against "The checklist for assessing written consumer Health Information". This ensures that the following is taken into consideration: presentation – is it appropriate for the intended group or is the print legible, language- is the language used likely to be understood, Content – is there evidence that consumer had input into the development of the publication etc. If different publications are required in different languages then they can be accessed via Health Translation Directory – <a href="http://www.healthtranslations.vic.gov.au">www.healthtranslations.vic.gov.au</a> or for the vision impaired Vision Australia – <a href="http://www.visionaustralia.org">www.visionaustralia.org</a> or for the hearing impaired Australian Hearing – <a href="http://www.hearing.com.au/">www.hearing.com.au/</a>
Review EWHS webpage to improve access for people with disabilities.	IMIT Committee	Ongoing	
Develop a Signage replacement plan as required.	Maintenance Manager	Ongoing	In line with Master Planning.
Ensure all new buildings / upgrades comply with Disability guidelines, legislation & Australian Standards e.g. Building Code of Australia.	Director Finance & Business Services	Ongoing	In line with Master Planning.

<b>Actions</b>	<b>Responsibility</b>	<b>Time Frame</b>	<b>Outcome</b>
Investigate options to provide a compliant disable car park at St Arnaud Campus.	Director Finance & Business Services / Maintenance Manager	Ongoing	Maintenance Manager currently developing a Traffic Management Report which will include a section on parking. Traffic Management Report to be completed by July 2013.

**Outcome Area: Reducing barriers to persons with a disability obtaining and maintaining employment.**

<b>Actions</b>	<b>Responsibility</b>	<b>Time Frame</b>	<b>Outcome</b>
Ensure employment materials are available in alternative formats as required.	HR Manager	As required.	Employment materials are available in alternative formats as required.
Develop a Reasonable Adjustment Policy.	HR Manager	30/6/2013	Reasonable Adjustment Policy in draft. Time extension on time frame by 3 months.
Include information on the DAP in Induction information and at Orientation.	HR Manager	30/06/2013	Time extension on time frame by 3 months.



**Outcome Area: Promoting inclusion and participation in the community of persons with a disability.**

Actions	Responsibility	Time Frame	Outcome
Where possible hold all public / Community meetings in venues that are accessible for people with disabilities.	Board of Management / CEO.	As required.	Where possible all community meetings will be held in venues which allow access for people with disabilities.
Make available upon request EWHS publications and information in alternative formats e.g. large print, audio tapes.	Quality/Risk Manager / Campus Managers	As required.	All EWHS publications are audited against "The checklist for assessing written consumer Health Information". This ensures that the following is taken into consideration: presentation – is it appropriate for the intended group or is the print legible, language- is the language used likely to be understood, Content – is there evidence that consumer had input into the development of the publication etc. If different publications are required in different languages then they can be accessed via Health Translation Directory – <a href="http://www.healthtranslations.vic.gov.au">www.healthtranslations.vic.gov.au</a> or for the vision impaired Vision Australia – <a href="http://www.visionaustralia.org">www.visionaustralia.org</a> or for the hearing impaired Australian Hearing – <a href="http://www.hearing.com.au/">www.hearing.com.au/</a> The Quality of Care report was produced as an audiotape in 2009 and 2010.
DAP to be reviewed by the Community Consultation annually and as required.	Quality/Risk Manager	Annually	The DAP to be reviewed by the Community Consultation Forum annually.
Ensure EWHS is accessible to people with disabilities.	CEO / Campus Managers	Ongoing.	As per Master Planning.
Ensure any modifications identified as issues in "Access to buildings & services audit" are completed.	Director Finance & Business Services.	Ongoing.	As per Master Planning.
Review parking areas at each Campus to ensure they are accessible to people with disabilities.	Director Finance & Business Services.	Ongoing.	As per Master Planning.

**Outcome Area: Achieving tangible changes in attitudes and practices which discriminate against persons with a disability.**

<b>Actions</b>	<b>Responsibility</b>	<b>Time Frame</b>	<b>Outcome</b>
Increase staff awareness on Disability by including regular information in the Informer.	Quality/ Risk Manager	Monthly as relevant	All future disability information for staff will be provided via the Informer. The DAP is on the intranet under Continuous Quality Improvement.
Include information on the DAP in the Informer, Induction information and at Orientation.	Quality/Risk Manager / HR Manager / Educators.		All future disability information for staff will be provided via the Informer.

**For further information relating to the East Wimmera Health Service Disability Action Plan or you would like to receive this Disability Action Plan in a larger print format, please contact:**

**Leonie Mactaggart**  
**Human Resource Manager**  
**Phone: (03) 54 772 167**  
**Email: [leonie.mactaggart@ewhs.org.au](mailto:leonie.mactaggart@ewhs.org.au)**