

Disability Access and Inclusion Plan

2023-26



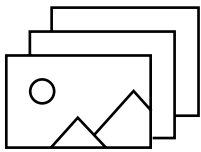


How to use this Plan

AlfredHealth

Alfred Health wrote this plan. When you see the word 'we', it means Alfred Health.

We wrote this plan in an easy to read way.



We use pictures to explain some ideas.

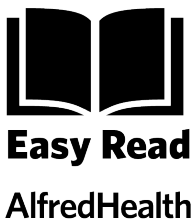


We wrote some important words in **bold**.

This means the letters are thicker and darker.

We explain what these bold words mean.

There is a list of these words on page 18.



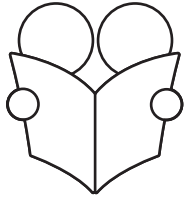
This is an Easy Read version of our Disability Access and Inclusion Plan.

This means it only includes the most important ideas.



You can find the full plan on our website.

www.alfredhealth.org.au/accessinclusion



You can ask for help to read this plan.

A friend, family member or support person may be able to help you.



We recognise First Nations peoples as the traditional owners of the land we live on – Australia.

They were the first people to live on and use the:

- land
- waters.



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A message for our community



Andrew Way is our Chief Executive Officer (CEO).

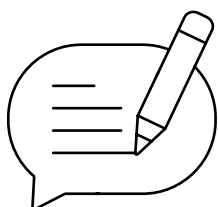
This means he is in charge of Alfred Health.



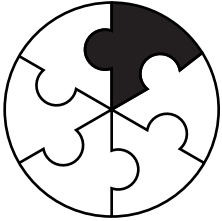
Doug McCaskie is the Chair of
our Disability Committee.

A committee is a group of people
who give advice about a topic.

The Chair runs the committee.



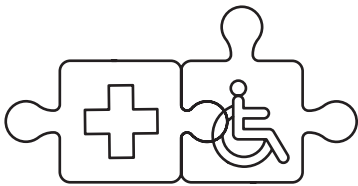
Andrew and Doug shared a message
for our community.



They said we understand disability is just one part of a person's experience.

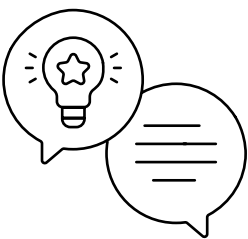
And that people also:

- come from different backgrounds
- think about themselves in different ways.



We want to make sure everyone can get the healthcare they need.

And that we support people with disability who want to work for us.



We thank everyone who shared their:

- experiences
- ideas.

You have helped us understand what we should focus on.



We ask everyone in our community to work with us to make sure everyone can get the healthcare they need

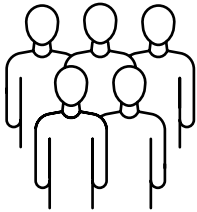
About our Plan



We have a new Disability Access and Inclusion Plan.

We call it our Plan.

We will use this Plan for the next 4 years.



More than 32,000 people in the area we support:

- have a disability
- need support with day-to-day activities.

Our Plan is about making sure Alfred Health is inclusive for people with disability.

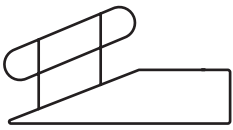


When something is **inclusive**, everyone:

- can take part
- feels like they belong.



Our Plan is also about making sure Alfred Health is **accessible**.



When an organisation is accessible, it is easy to:

- find and use services
- move around.



The laws that apply



We have a law in Victoria called the *Disability Act 2006*.

We call it the Act.

The Act explains the rules that everyone must follow.

The Act also makes sure people treat people in Victoria with disability fairly.



The Act says we must have a Disability Action Plan.

We call this a DAP.

Our Disability Access and Inclusion Plan is a DAP.



UNITED NATIONS

We also follow the *United Nations Convention on the Rights of Persons with Disabilities* in our Plan.

We call it the UN Convention.

The UN Convention is an agreement between countries.

The UN Convention explains how people should treat people with disability fairly.

What we did in the last 4 years



This is our second Plan.

We made our first Plan in 2019.

We achieved many of our goals.



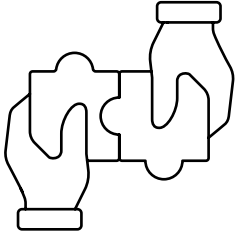
We started the Disability Liaison Officer service.

This service supports people with disability to use:

- health services
- medical services.



People told us this was the most important change to make healthcare more accessible.



Our SPEAK project made a new guide about **co-design**.

You can find the new guide on our website.

www.alfredhealth.org.au

Co-design is when people work together to plan something new.

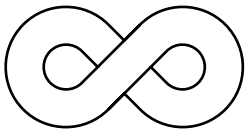
SPEAK supports people who need support to communicate.

This includes people with an **intellectual disability**.



An intellectual disability affects how you:

- learn new things
- solve problems
- communicate
- do things on your own.



It also includes **autistic** people.

Autistic people have autism.

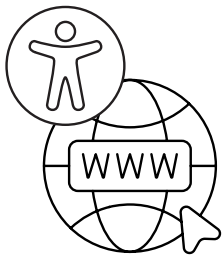
Autism is a disability that can affect how you:

- think
- feel
- communicate
- connect and deal with others.



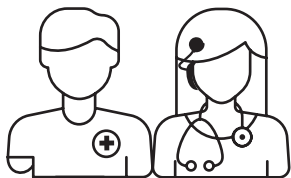
We also provide accessible healthcare to more people with disability by:

- phone call
- video call.



This is called **telehealth**.

We also made sure our website is more accessible.

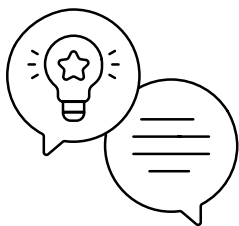


We have new ways to support our staff with disability, including:

- quiet spaces for staff with sensory disability
- support to work from home.



How we made our new Plan



We asked the community to share their ideas about how we can be more accessible and inclusive.

We heard from:

- people with disability
- people who support them
- Alfred Health staff
- disability organisations.



We also used a tool to check how accessible and inclusive we are now.

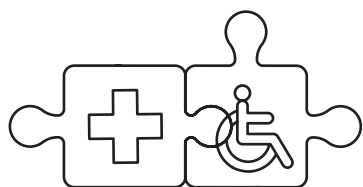
We used what we found out to make our Plan.



Our Plan will help us work towards our goal to improve the lives of:

- people with disability
- their families
- our community.

The areas we will focus on



We want to make sure our healthcare meets the needs of all people with disability who use our services.

Our Plan focuses on 6 main areas.



1. Making Alfred Health an inclusive organisation



2. Working with people with disability



3. Providing accessible services



4. Accessible spaces

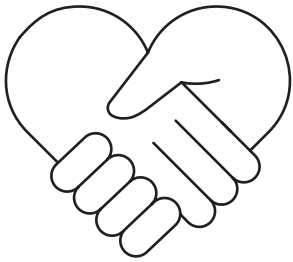


5. Support for staff with disability



6. Strategies and plans

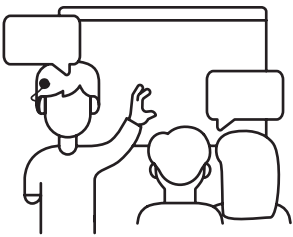
We talk about our 6 main areas in more detail on the following pages.



1. Making Alfred Health an inclusive organisation

We want to make all parts of Alfred Health:

- accessible
- inclusive.

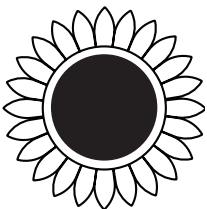


To do this, we need to make sure the people who work for us agree this is important.

We can do this by providing training about disability to our staff.

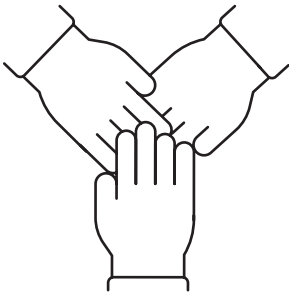
This includes training about always sharing information in accessible ways.

We will work with people with disability to design the training.



We will try a new way to find out about disabilities that you can't see.

It's called the Sunflower initiative.



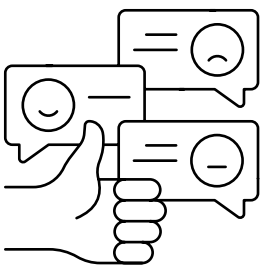
2. Working with people with disability

We want to learn from people with disability.

We can do this by including people with disability when we plan how to support them.

We will also work with people with disability when we design new:

- services
- buildings.



We will improve the ways that people with disability can give us feedback.

When you give feedback, you tell someone what they:

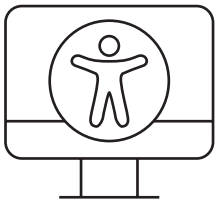
- are doing well
- can do better.



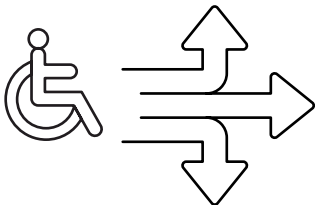
3. Providing accessible services

We want to make sure our healthcare is:

- inclusive
- accessible.



This includes making sure our computer systems are accessible.

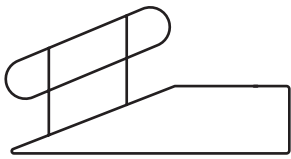


Our services should also support people with disability to:

- have control of their healthcare
- make their own decisions.



We will also support people to take part in the National Disability Insurance Scheme.



4. Accessible spaces

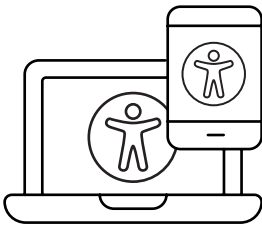
We want to make sure our buildings:

- are accessible
- meet the needs of people with disability.



This includes making sure people with disability can find and use the spaces that they need.

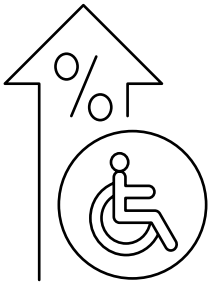
We will plan how we will decide what we need to change.



We will also use technology to make information more accessible.

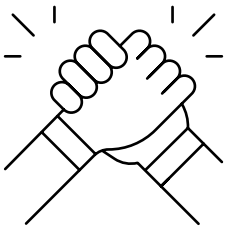


5. Support for staff with disability



We want our staff to include people from all parts of the community.

We will work towards having 7% of our staff be people with disability.



We can do this by supporting staff with disability to do well at work.

We will make sure people know how to get support to change things if they need to.

And making sure the ways we hire new people are:

- accessible
- inclusive.



6. Strategies and plans

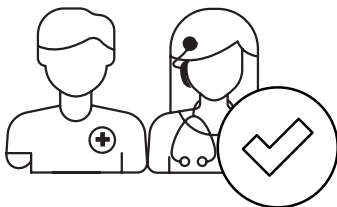
Strategies are guides for how we will do things in the future.



We want to make sure our strategies and plans include rules about how we should change things.

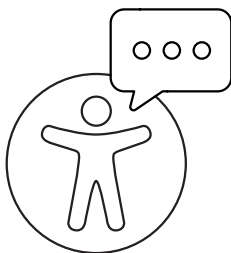
This includes creating rules about how to:

- improve our services
- design new services.



We will also make sure our rules and guidelines support staff with disability to do their jobs:

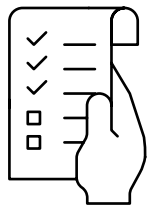
- safely
- well.



We will create new ways to find out about the experiences of people with disability who:

- use our services
- work for Alfred Health.

What we will do



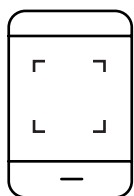
We have a list of things that we will do.

We will keep working on the list.



You can find the list on our website.

www.alfredhealth.org.au/accessinclusion



You can also scan the QR code with your phone to visit our website.

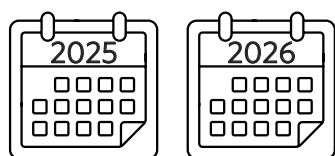


Making sure our Plan works well



We will keep track of how well our Plan is going.

Our Disability Committee will share a report every 3 months.



We will check our Plan in:

- 2025
- 2026.

We check our Plan to find out what:

- is working well
- we need to change.

Word list

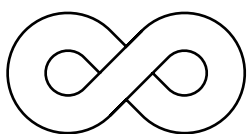
This list explains what the bold words in this document mean.



Accessible

When an organisation is accessible, it is easy to:

- find and use services
- move around.

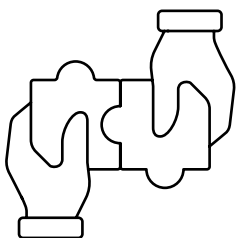


Autistic

Autistic people have autism.

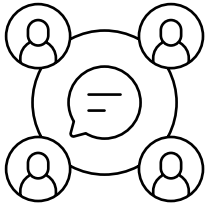
Autism is a disability that can affect how you:

- think
- feel
- communicate
- connect and deal with others.



Co-design

Co-design is when people work together to plan something new.



Committee

A committee is a group of people who give advice about a topic.



Feedback

When you give feedback, you tell someone what they:

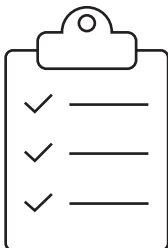
- are doing well
 - can do better.
-



Inclusive

When something is inclusive, everyone:

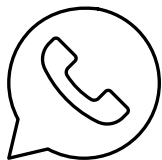
- can take part
 - feels like they belong.
-



Strategies

Strategies are guides for how we will do things in the future.

Contact us



You can call us.

0427 657 918



You can send us an email.

inclusion@alfred.org.au



You can write to us.

Disability Team

The Alfred

PO Box 315

Prahran VIC 3181



You can visit our website.

www.alfredhealth.org.au/accessinclusion

We would like to hear from you.

Your feedback and questions help
make our service better.

The Alfred

55 Commercial Road
Melbourne VIC 3004
Telephone (03) 9076 2000
Facsimile (03) 9076 2222

Sandringham Hospital

193 Bluff Road
Sandringham VIC 3191
Telephone (03) 9076 1000
Facsimile (03) 9598 1539

Caulfield Hospital

260 Kooyong Road
Caulfield VIC 4162
Telephone (03) 9076 6000

Melbourne Sexual Health Centre

580 Swanston Street
Carlton VIC 3053
Telephone (03) 9341 6200
Facsimile (03) 9341 6279

www.alfred.org.au

ABN 27 318 956 319

