

# Disability Access and Inclusion Plan

2023-2026

Our vision is to provide welcoming and safe healthcare that meets the needs of people with disability across all their care experiences. Services are delivered by a workforce that reflects our community. This includes employees with disability who are supported to succeed at work.

## 1. Leadership and inclusive culture

Disability access and inclusion is valued and prioritised throughout the organisation.

Priority Areas	Actions
Alfred Health is a welcoming and supportive environment for consumers with disability.	1.1. In collaboration with consumers, the sunflower initiative is adopted and rolled out to priority areas in the organisation.
Our staff participate in co-designed disability awareness training and have access to resources to support disability confidence.	1.2. Disability awareness training developed and made available for all staff.
	1.3. Partner with non-clinical support services to deliver education to staff delivering support services including security, cleaning, and food services.
	1.4. Improve usefulness and reach of the Disability SharePoint page to provide resources to staff to support provision of reasonable adjustments.
Our communication, information, and events processes and practices are designed to deliver a consistently accessible and inclusive experience for employees, patients, consumers, and stakeholders.	1.5. Ensure that all communication, information, and event materials are accessible and inclusive. Include process for obtaining feedback from patients and staff with disability.
	1.6. Provide accessible communications training to relevant employees from Public Affairs and Patient Experience and Consumer Engagement.
	1.7. Increase visibility of patients and staff with disability through organizational communications.

	1.8. All content produced for the website meets WCAG 2.1 AA.
	1.9. Accessibility of Alfred Health website is enhanced using an accessibility widget. This offers adjustments to suit the needs of different users.
We procure accessible products and services from suppliers who employ people with disability.	1.10. Work toward a procurement process which considers the accessibility of goods and services obtained, favouring suppliers operated by or employing people with disability.

## 2. Engagement with people with disability

We partner with and learn from the experience of people with disability.

Priority Areas	Actions
We listen to and work with people with disability to develop policies, services, buildings, and facilities that are accessible and inclusive.	2.1. All existing policies and guidelines referencing people with disability will be reviewed by consumers with lived experience of disability.
	2.2. People with disability are engaged in the planning and design of new and upgraded capital works.
	2.3. Scope the feasibility of employing a lived experience consultant to support disability related projects.
	2.4. Strengthen consumer feedback and engagement processes to amplify the voice of people with disabilities.
	2.5. Partner with participants to understand and learn from the patient experience of navigating the NDIS pathway

### 3. Provision of accessible healthcare services

We provide inclusive, accessible and respectful healthcare for everyone.

Priority Areas	Actions
Our digital health systems and communications consider the needs and preferences of people with disability, their carers and families.	3.1. Scope data systems to proactively identify, plan and support people with disabilities to maximise outcomes and improve safety.
	3.2. Social stories or easy read documents are developed for the most common procedures or health care scenarios. These are accessible to staff and consumers.
We communicate with consumers using their preferred communication methods.	3.3. Patients receive appointment information in a format that meets their communication needs. When appropriate this information is also communicated with a support person.
	3.4. Embed disability liaison service across the health service.
Our services are inclusive and accessible and support people with disability to be active participants in their healthcare.	3.5. Trial of a Disability Liaison Officer Rapid Response Secondary Consult Service in Emergency and Trauma Centre at The Alfred.
	3.6. Enhance organisational capability in delivering services to the Deaf or hard of hearing community
	3.7. Disability equipment and resources are available to inpatients to support the provision of reasonable adjustments

	<p>3.8. Alfred Health’s Acquired Brain Injury Community Rehabilitation program to be a National Disability Insurance Scheme (NDIS) provider of choice.</p>
	<p>3.9. Facilitate discharge of people living with disability into the community while awaiting NDIS funding approval to improve patient experience.</p>
	<p>3.10. Alfred Health will meet the minimum requirements of the new Child Safe standards addressing the specific needs of children with disability. This may include changes to policy and practice.</p>
	<p>3.11. Explore and identify the needs of children and adolescents with disability attending Alfred Health</p>
	<p>3.12. Implement NDIS education strategy to build capability and confidence for all staff interfacing with the NDIS.</p>
<p>We support new and existing National Disability Insurance Scheme (NDIS) participants to seamlessly interact with the NDIS to ensure they receive effective supports in the community.</p>	<p>3.13. Implement NDIS workplan including but not limited to; guideline development, data collection tools and embedding of NDIS identification mechanisms in the electronic medical record.</p>
	<p>3.14. Develop and implement NDIS specific clinical roles in mental health, occupational therapy and social work to provide leadership, expertise, and support patients who are new and existing NDIS participants</p>

## 4. Accessible environment and infrastructure

Our buildings and facilities are accessible to people with disability.

Priority Areas	Actions
Our buildings and facilities provide a dignified and accessible experience.	4.1. Develop a universal design brief to guide development of new and existing services and facilities.
	4.2. Create a log of accessibility issues across all Alfred Health campuses.
	4.3. Enhance organisational capacity to complete accessibility audits.
	4.4. Planning for changing places locations at Caulfield and Sandringham campuses.
	4.5. Provision of quiet rooms across the organisation to support staff and consumers with sensory sensitivities.
	4.6. Works at Sandringham Hospital to increase accessibility of outpatient services including installation of a lift and ensuring wheelchair accessibility following refurbishment.
Our Technology makes it easier to access information	4.7. Accessibility standards to be developed and included in architecture principles for new technology and software.
	4.8. Accessibility clauses included in tender procurement documents.

	4.9. Accessibility enhancements to be considered for all clinical system software upgrades.
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## 5. Inclusive employment practices

We support our staff to succeed at work.

Priorities	Actions
Our workplace policies and systems enable our employees to do their jobs safely and effectively.	5.1. Revise section 6 (Reasonable adjustments for people with disabilities) of the 'Application of equal opportunity provisions to employment at Alfred Health' policy. New version to include a statement of commitment, clarification that policy applies to existing employees and potential candidates and reference to the Workplace (Reasonable) Adjustment Guideline.
	5.2. Develop Workplace (Reasonable) Adjustment guideline linking with existing policies and guidelines where relevant (e.g. Flexible Work Policy and Guideline).
	5.3. Establish a process to ensure all employees, not just those who identify as living with disability, are asked if they require workplace adjustments or a Personal Emergency Evacuation Plan (PEEP).
	5.4. Promote new policies, guidelines and processes to managers and employees across Alfred Health.
	5.5. Explore feasibility of creating a Disability Employee support role in Human Resources. This role could support employees with disability, facilitate workplace adjustments and support managers of staff with disability.

	5.6. We provide managers with the resources to support employees with disability.
<p>Our workforce reflects the community we work within.</p> <p>We are working toward the Australian Public Sector disability employment target of 7%</p>	5.7. Enhance employee data collection to facilitate monitoring and evaluation of access and inclusion initiatives.
	5.8. As part of the Equity and Inclusion Collaborative, establish a Disability Employee Network (DEN). This group would include people with disability and allies. The dual purpose of the group to provide peer support as well as opportunities for formal consultation across the organization.
	5.9. Accessibility of recruitment processes enhanced by including an invitation to request reasonable adjustments if required.

## 6. Governance

Our governance systems ensure our services support people with disability.

Priority Areas	Actions
<p>Our systems foster universal and inclusive design principles that support the provision of equitable services and supports to consumers and staff with disability.</p>	6.1. Develop inclusive design principles that underpin service planning, redesign and improvement.
	6.2. Ensure workplace policies, guidelines and systems enable our employees to do their jobs safely and effectively.



	<p>6.3. Establish and monitor performance indicators that capture the experience and outcomes for employees and patients living with disability.</p>
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