



Disability Action Plan

2019-2022



Northeast Health Wangaratta
Every patient, Every time

SEPTEMBER 2019



MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Northeast Health Wangaratta (NHW) is strongly committed to ensuring that the needs of all individuals within our diverse community are met in an appropriate and respectful manner.

Northeast Health Wangaratta recognises and is committed to meeting the complex and variable needs of people with disability, to ensure they have equal access to quality healthcare.

It is with much pleasure that I present NHW's Disability Action Plan 2019-2022.

This Disability Action Plan (DAP) provides a comprehensive framework to help us prioritise and implement actions over the coming three years. It aims to ensure that our services, programs, facilities and employment opportunities are more accessible and inclusive for all – our patients, residents, clients, carers, visitors, staff, volunteers and community members.

This DAP reflects our values of caring, excellence, respect, integrity and fairness and brings to life Our Care and Kindness Charter.

It complies with Victoria and Commonwealth anti-discrimination legislation and the *Disability Act 2006*.

This DAP has been developed in consultation with our consumers and staff, and builds on the progress and achievements of NHW's Disability Action Plan 2017-2020.

Northeast Health Wangaratta has an important leadership role within our community in ensuring that our culture and day to day practices are as inclusive as possible for all members of our community.

We will monitor our progress against this plan and continue to identify ways of ensuring our commitment to create a supportive and inclusive environment for all Victorians.

I encourage everyone to embrace and support the delivery and evaluation of this plan to ensure we continually improve outcomes for people with disability.

Tim Griffiths
Interim Chief Executive Officer
Northeast Health Wangaratta



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BACKGROUND

Northeast Health Wangaratta is a leading Victorian health service committed to providing quality health care to more than 90,000 people across North East Victoria. This broad catchment area primarily includes local government areas of Rural City of Wangaratta, Rural City of Benalla, Shire of Mansfield, Shire of Indigo and the Alpine Shire. NHW is also the major referral facility for people with complex health needs from Yarrawonga, Mulwala and Euroa.

According to the Australian Bureau of Statistics (2016), almost one in five Australians reported living with disability (18.3% or 4.3 million people)¹. This includes more than one million Victorians, and more than 18,000 people across North East Victoria. Of those living with disability, almost one third had a profound or severe disability¹.

In Australian Bureau of Statistics data, a person has a disability if they report they have a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities. There are many different kinds of disability, usually resulting from accidents, illness or genetic disorders.

Disability may affect a person's mobility, communication or learning. It can also affect their income and participation in education, social activities and the labour force¹.



PURPOSE

The purpose of this Disability Action Plan is to ensure that all members of our community with disability, our patients, residents, clients, carers, visitors, staff and volunteers (our consumers), have equal access to:

- Services;
- Care that meets their needs;
- Our facilities and equipment; and
- Employment, in the case of staff.

When our staff demonstrate care and kindness in their work, we know that they enable consumers with disability to be fully included and participate in their community.

¹ Australian Bureau of Statistics 2016, Disability, Ageing and Carers, Australia: Summary of Findings, 2015.



OBJECTIVES

The objectives of this DAP are to:

- Ensure we meet the needs of people with disability who access our services.
- Foster and create a healthcare service where people with disability are afforded the same opportunities as the broader community.
- Focus on practical, achievable and deliverable initiatives to improve equitable accessibility to the physical and visual environment.
- Enhance communication and reduce barriers, including both physical and attitudinal, that may discourage people with disability from using or providing our services.
- Promote and increase awareness of the specific rights and needs of people with disability and their carers
- Reduce barriers to people with disability obtaining and maintaining employment at NHW.
- Meet legislative requirements under the *Disability Discrimination Act 1992* and the *Disability Act 2006* in all areas of NHW's service delivery and in its role as a responsible employer.
- Bring to life Our Care and Kindness Charter at NHW.



POLICY AND LEGISLATION

Northeast Health's DAP has been developed with reference to the *Victorian Disability Act 2006*, the *Commonwealth Disability Discrimination Act 1992* and the Absolutely Everyone: State Disability Plan 2017-2020.

It outlines strategies and identifies actions, in accordance with the requirements of these acts and plan to meet the needs of consumers, community and staff with disabilities.

Other associated acts and plans considered in the development of this plan include:

- United Nations Convention on the Rights of Persons with Disabilities 2006
- *Victorian Charter of Human Rights and Responsibilities Act 2006*
- *Victorian Equal Opportunity Act 2010*
- National Disability Strategy 2010-2020
- *Victorian Disability Amendment Act 2012*
- World Health Organisation International Classification of Functioning Disability and Health 2001
- Department of Health and Human Services Disability Action Plan 2018-2020
- *National Disability Insurance Scheme Act 2013*



DEFINITION

The *Commonwealth Disability Discrimination Act 1992* promotes respect for the basic human rights of people with disability. It defines 'disability' in relation to a person as:

- a total or partial loss of the person's bodily or mental function; or
- a total or partial loss of a part of the body; or
- the presence in the body of organisms capable of causing disease or illness; or
- the malfunction, malformation or disfigurement of a part of the person's body; or
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement or that results in disturbed behaviour

and includes a disability that:

- presently exists; or
- previously existed but no longer exists; or
- may exist in the future (including because of a genetic predisposition to that disability); or
- is imputed to a person.

The *Victorian Disability Act 2006* requires all public services to:

- ensure a Disability Action Plan is prepared for the purpose of:
 - reducing barriers to people with disability accessing goods, services and facilities
 - reducing barriers to people with disability obtaining and maintaining employment
 - promoting inclusion and participation in the community of people with disability
 - achieving tangible changes in attitudes and practices which discriminate against people with disability
- lodge their Disability Action Plan with the Human Rights and Equal Opportunity Commission
- report on the implementation of their Disability Action Plan in its annual report, to ensure that the plans are put into practice.



DEVELOPMENT OF THIS PLAN

This plan has been developed during the period of 1 January 2019 to 30 June 2019 and forms an integral part of a broader NHW Diversity Program.

The development of the plan included consultation with:

- The Victorian HealthCare Association Disability Team;
- Disability Team Leader- Northeast Health Wangaratta
- Director Corporate Services- Northeast Health Wangaratta
- Community Advisory Committee- Northeast Health Wangaratta

Development also included a review of the NHW Disability Action Plan 2016- 2020 as well as best practice and key legislation.



GOVERNANCE

This plan will be monitored by the Disability Action Plan Governance Group which is made up of a subset of the Executive Team at NHW.

This group includes the following:

- Executive Director Workforce, Education & Research
- Director Community Health, Partnerships, and Well Ageing
- Director of Performance Improvement
- Manager Education & Research

The Disability Action Plan Governance Group meets quarterly to monitor the progress against our Diversity Program and this plan. Their role is to ensure adequate resources are provided and barriers to its success are minimised. Reports will be provided to the Chief Executive Officer and Board of Directors on implementation of the DAP.

The Disability Action Plan implementation and the day to day actions will be overseen by the Disability Action Plan Working Group. This groups currently consists of the following members:

- Director Corporate Services
- Community Care Intake Advisor
- Disability Team Leader
- Volunteer Services Team Leader

There are likely to be further members as the work progresses.



OUR FOUR PILLARS

Our Disability Action Plan identifies four key pillars. These are:



Under each pillar we have identified four specific outcomes.

These are:

PILLAR	OUTCOME
ACCESSIBILITY FOR ALL	Our services, programs and facilities are accessible to people with disability.
INCLUSION & PARTICIPATION	We support and promote inclusion and participation for people with disability.
AWARENESS	Our staff and volunteers demonstrate attitudes and practices which ensure people with disability are not discriminated against.
EQUAL EMPLOYMENT & VOLUNTEER OPPORTUNITIES	We provide equal employment and volunteer opportunities for people with disability.

The success of this plan will arise from the achievement of the specific goals, actions and indicators of success as listed on the following pages.



PILLAR 1: ACCESSIBILITY FOR ALL

OUTCOME:

Our services, programs and facilities are accessible to people with disability.

GOAL 1.1:

Improve access to information about NHW services and facilities.

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
<p>1.1.1</p> <p>Review NHW intranet, website and social media content to identify gaps in functionality, capability and navigation.</p> <p>Enhance and regularly monitor to ensure compliance with the Victorian Government access standard as defined by the Whole of Government Web Digital Standards Framework, to better support people with disability.</p>	June 2020	<p>All communications are accessible by people with disability.</p> <p>Compliance with the Web Digital Standards Framework.</p>	Corporate Services Creative Services
<p>1.1.2</p> <p>Provide information and education materials in multiple accessible formats, including Easy English and other languages that align with the needs of our demographic.</p>	June 2020	<p>People with disability and their carers can obtain information as required. Complaints about lack of access to information has declined or is declining.</p>	Corporate Services Creative Services

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
<p>1.1.3</p> <p>Ensure that all videos / media for our inpatient and outpatient services run in waiting rooms across our facility have audio and subtitles to ensure they are easy to see, hear and understand.</p>	<p>2019-2022</p>	<p>All media produced has subtitles.</p>	<p>Disability Action Plan Governance Group</p>
<p>1.1.4</p> <p>Provide consumers with information regarding specific accessibility features of sites and services (such as location of accessible parking, accessible toilets, ramp entry, lifts) including clear maps and signage.</p>	<p>December 2019</p>	<p>A map which is easy to see and understand by a person with disability is readily available at all reception sites.</p>	<p>Director Corporate Services</p>
<p>1.1.5</p> <p>Promote NHW as a welcoming and accessible place for people with disability. Investigate Disability Accessibility Signage options to be displayed in front receptions (at all sites) and cafe, asking people to inform staff if they have trouble with communication and need assistance with directions.</p>	<p>December 2019</p>	<p>All signage is at an appropriate height and size, easy to see, read and understand.</p> <p>Disability Accessibility Signage options have been investigated and placed at stated sites if deemed appropriate and useful.</p>	<p>Director Corporate Services Disability Team Leader</p>
<p>1.1.6</p> <p>Expand the use of alerts in NHW's current electronic health records (HMS, ORION, VITAL, UNITI) for people with disability who have specific care needs and use our services regularly (such as alerts regarding communication, vision, hearing or intellectual disability).</p>	<p>June 2020</p>	<p>Alerts are utilised, improving identification methods across NHW health records.</p>	<p>Manager Health Information Services</p>

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
<p>1.1.7</p> <p>Modify consumer referral/ intake forms to include consumer's preferred communication method (phone, email, text or mail), and the preferred contact person.</p>	<p>June 2020</p>	<p>Top five consumer forms have been modified with this required information.</p>	<p>Forms Governance Committee Creative Services</p>

GOAL 1.2:

Our buildings and facilities, both existing and future, are accessible to people with disability.

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
<p>1.2.1</p> <p>An audit of NHW premises will be undertaken annually by a disability accessibility auditor and or consumers/ staff with disability.</p> <p>Audit to include but not limited to:</p> <ul style="list-style-type: none"> • Physical access points to buildings • Toilet facilities (including high needs toilets) • Designated accessible parking and drop off/ pick up zones at all sites • Signage, rest areas, seating, lighting and maintenance of rails and walkways • Auditory and visual alarms. 	<p>Annually</p>	<p>Audits completed and issues actioned and rectified where possible.</p>	<p>Director Corporate Services OHS Coordinator</p>
<p>1.2.2</p> <p>Ensure all NHW employees and volunteers with disability who need a personal evacuation plan have one.</p>	<p>June 2020</p>	<p>Plans are completed and maintained on the appropriate personnel file or volunteer file area.</p>	<p>Disability Team Leader Occupational Health & Safety Coordinator Volunteer Services Team Leader</p>
<p>1.2.3</p> <p>Assess equipment needs of inpatients and arrange provision through hospital stock, consignment stock and/or hire as required.</p>	<p>Ongoing</p>	<p>Equipment is provided in a timely manner to maximise functional capacity and reduce risk of injury.</p>	<p>Allied Health clinicians Allied Health Assistants Nursing staff</p>

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
<p>1.2.4</p> <p>Investigate option of having an Equipment Coordinator position to monitor, maintain and replace/ purchase equipment stock.</p>	<p>June 2020</p>	<p>Equipment Coordinator position developed.</p> <p>Annual submission made at budget time to the Capital Improvement Budget Plan.</p>	<p>Manager Allied Health, Ambulatory Care & Community</p> <p>Director Corporate Services</p>
<p>1.2.4</p> <p>Ensure staff report any maintenance issues (via Building and Engineering Information Management System - BEIMS) that may affect access and safety particularly of people with disability. Ensure BEIMS reports are responded to in a timely manner especially when related to any of the above audit areas.</p>	<p>Ongoing</p>	<p>Requests and responses evident in BEIMS.</p>	<p>Chief Engineer</p>



PILLAR 2: INCLUSION & PARTICIPATION

OUTCOME:

We support and promote inclusion and participation for people with disability.

GOAL 2.1:

Strengthen Partnerships with people with disability, carers and disability service providers to optimise effective care.

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
<p>2.1.1</p> <p>Maintain connectivity with key services and agencies who support, provide information or provide services for people with disability including:</p> <ul style="list-style-type: none"> • National Disability Insurance Scheme (NDIS) • Victorian Healthcare Association (VHA) • My Aged Care • Gateway Health • Merri Health • DPS Guide to Disability Support • Community Directories such as IDEAS (Information on Disability, Education & Awareness Services) • Other health and disability service providers. 	<p>Ongoing</p>	<p>Service provider details are reviewed six-monthly and/or updated as required.</p>	<p>Disability Action Plan Working Group</p>

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
<p>2.1.2</p> <p>Ensure NHW representation on the Rural City of Wangaratta Accessibility Reference Group, Disability Network meetings.</p>	<p>2019-2022</p>	<p>Representation is maintained.</p>	<p>Director of Community Health, Partnerships & Well Ageing (or nominee)</p>
<p>2.1.3</p> <p>Members of NHW Disability Advisory Committee to be confirmed, and meet at least twice yearly to plan and progress NHW DAP.</p>	<p>Sept 2019</p>	<p>Committee established.</p>	<p>Executive Director Workforce, Education & Research</p>
<p>2.1.4</p> <p>Review and promote practice resources and guidelines for the health workforce to develop the knowledge and skills required to support people within the NDIS interface.</p>	<p>Ongoing</p>	<p>Information is disseminated and accessible to all staff.</p>	<p>NDIS Working Party Manager Education & Research</p>
<p>2.1.5</p> <p>Review data collection to monitor the impact of the NDIS transition on the mainstream health system.</p>	<p>Ongoing</p>	<p>Data is reviewed six-monthly and a report is submitted to the Board of Directors.</p>	<p>Manager Allied Health, Ambulatory Care & Community Community Care Intake Advisor Data Officer</p>
<p>2.1.6</p> <p>Collaborate with health services, community organisations and disability services to identify and resolve systemic issues with transition and collaborate on the development/modification/review of NDIS-related resources, policies and processes to ensure there are no gaps in accessing disability supports and services in the region.</p>	<p>Ongoing</p>	<p>Processes and pathways are developed for participants needing to access NDIS services in the region.</p>	<p>NDIS Working Party</p>

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
<p>2.1.7</p> <p>Work closely with NDIS, NDIS participants' preferred support provider, carers, service providers and Case Managers to facilitate safe discharge from both inpatient and outpatient care.</p>	<p>Ongoing</p>	<p>Readmission rates are reduced.</p> <p>Time from referral to discharge for outpatient/ community health services is reduced.</p>	<p>Acute Care Coordinators</p> <p>Allied Health clinicians</p> <p>Continence Nurse Advisors</p> <p>Community Care Intake Advisor</p>
<p>2.1.8</p> <p>Identify people who may be eligible for NDIS and support them to access the scheme via provision of information, therapist assessment and/or preparation for planning meetings.</p>	<p>Ongoing</p>	<p>NHW clients/inpatients are approved for NDIS.</p>	<p>Acute Care Coordinators</p> <p>Allied Health clinicians</p> <p>Continence Nurse Advisors</p> <p>Community Care Intake Advisor</p>
<p>2.1.9</p> <p>Ensure all internal and external NHW events and workshops are accessible to people with disability and their carers (using NHW Disability Access checklist), and accessibility features promoted as standard in all advertising materials.</p>	<p>Ongoing</p>	<p>People with disability attend NHW's internal and external events and workshops.</p>	<p>Executive Administration</p> <p>Disability Team Leader</p>

GOAL 2.2:

Northeast Health Wangaratta celebrates diversity and inclusion of people with disability.

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
2.2.1 Promote and participate in International Day of People with Disability events in December each year.	Annually	An annual event is held at NHW promoting and celebrating International Day of People with Disability.	Disability Team Leader
2.2.2 Promote Disability Team Leader position and role.	Quarterly during DAP	At least one newsletter quarterly to all staff promoting Disability Team Leader and their activities.	Director Corporate Services Disability Team Leader

GOAL 2.3:

Maintain strong engagement with disability service providers.

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
2.3.1 Foster active relationships with disability service providers to maintain a clear understanding of those looking for work. Work with Leadership team to continue to promote the opportunities that working with someone who has a disability brings.	Ongoing	Disability workforce at NHW grows year on year.	Disability Team Leader
2.3.2 Use a variety of methods including social media to support recruitment process.	Ongoing	Providers are putting forward candidates for positions.	Recruitment Coordinator



PILLAR 3: AWARENESS

OUTCOME:

Our staff and volunteers demonstrate attitudes and practices which ensure people with disability are not discriminated against.

GOAL 3.1:

To increase staff and volunteer awareness of the needs, rights and responsibilities of people with disability and to support the development of positive attitudes and behaviours towards people with disability.

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
<p>3.1.1</p> <p>The Disability Action Plan is promoted through internal and external websites, notice boards and staff forums.</p>	<p>Ongoing</p>	<p>The CEO's newsletters feature at least two articles per year on the Disability Action Plan.</p> <p>Future People Matter Survey results show that people with disability believe that fairness and respect towards all staff is improving.</p>	<p>Director Corporate Services</p> <p>Disability Action Plan Working Party</p>
<p>3.1.2</p> <p>All new staff and volunteers complete their induction which includes Above and Below the Line Behaviour education and Our Care and Kindness Charter. Provide support as required to ensure people with disability are able to understand and complete the training.</p>	<p>Ongoing</p>	<p>All new staff and volunteers are trained and inducted.</p>	<p>Manager People & Culture</p> <p>Disability Team Leader</p>
<p>3.1.3</p> <p>Diversity and disability awareness education is integrated into NHW education program.</p>	<p>Annually</p>	<p>Training courses via e-modules are offered to all staff</p>	<p>Manager Education & Research</p>

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
<p>3.1.4</p> <p>Develop our People Champions to also be access and inclusion leaders to promote awareness and role-model inclusive behaviour.</p>	<p>2019-2022</p>	<p>People Champions engaged and operating as access and inclusion leaders.</p>	<p>Executive Director Workforce Education & Research</p>
<p>3.1.5</p> <p>Review complaints process to ensure it is accessible and user-friendly for people with disability.</p>	<p>December 2019</p>	<p>Complaints process has been assessed and is accessible in various formats.</p>	<p>Disability Team Leader Director of Performance Improvement</p>
<p>3.1.6</p> <p>Provide opportunity for people with disability, their families and carers to comment on access to our service, access to information about our service, how well staff provide service and access to consultation and participation in service processes.</p> <p>Utilise information received from the complaints and feedback process to identify areas of concern/ access issues for people living with disability and their carers. Submit improvement ideas to the Disability Action Plan Working Group for review.</p>	<p>December 2019</p>	<p>Feedback being received, both constructive and positive, and overtime greater positive feedback from consumers with disability.</p> <p>Disability Action Plan Working Group to review high level themes and integrate improvement activities into further works and activities.</p>	<p>Director of Performance Improvement Community Care Intake Advisor Manager Consumer Experience Disability Action Plan Working Group</p>



PILLAR 4: EQUAL EMPLOYMENT & VOLUNTEER OPPORTUNITIES

OUTCOME:

We provide equal employment and volunteer opportunities for people with disability.

GOAL 4.1:

Northeast Health Wangaratta to work in partnership with Disability Support and Employment agencies, schools / TAFE and Job Access.

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
4.1.1 Develop a best practice procedure to ensure understanding between services that proactively facilitates an integrated approach to disability services and employment pathways.	Ongoing	Disability support and employment pathways are promoted via local and regional reports and promotional material. Increased representation of people with disability working as an employee, volunteer or student at NHW.	Disability Team Leader

GOAL 4.2:

Identify a range of positions at NHW that can be performed by individuals living with disability.

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
<p>4.2.1</p> <p>Provision of information to managers regarding incentives and work subsidies is well understood by leaders at NHW.</p>	<p>Ongoing</p>	<p>Conduct at least one education session per year for the Leadership team on how subsidies and incentives work.</p>	<p>Disability Team Leader</p>
<p>4.2.2</p> <p>Recruitment material is in accessible formats and includes statement encouraging people with disability to apply for mainstream positions.</p>	<p>September 2019</p>	<p>Statement on recruitment material in place.</p>	<p>Manager People & Culture</p>
<p>4.2.3</p> <p>New staff involved in Human Resource management / recruitment have access to education and training in equal employment opportunity, reasonable adjustments, disclosure and interviewing techniques for candidates with disability.</p>	<p>2019-2020</p>	<p>Disability Team Leader continually educates HR staff about the incentives and work subsidies added to recruitment material.</p> <p>Increased number of individuals living with disability applying for and appointed to vacant positions at NHW.</p> <p>Disability Team Leader is available to support staff with interviewing techniques for candidates with disability.</p>	<p>Director Corporate Services</p> <p>Disability Team Leader</p>

GOAL 4.3:

Improve staff capacity to support and supervise individuals working with disability

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
4.3.1 Engage and collaborate with Job Access to assist in identifying reasonable adjustment of workplace processes to support those working with disability	As required	Job Access and Disability Team Leader collaborate and identify adjustments and incorporate them into work arrangements. Staff are trained in mentorship and support.	Disability Team Leader
4.3.2 Provide one on one education to relevant leaders on supervising and mentoring individuals working with disability.	As required	Coaching sessions in place and staff are feeling supported.	Disability Team Leader

GOAL 4.4:

Staff with disability are supported in their career development.

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
4.4.1 Training options and pathways are clarified and promoted for those working at NHW with disability.	December 2020	Training Plans are maintained on personnel files.	Director Corporate Services
4.4.2 Identify any issues in relation to promotion, career progression and retention for people with disability and develop plans to address these.	2019-2020	Specific barriers to work addressed.	Executive Director Workforce Education & Research Disability Team Leader
4.4.3 Monitor application and completion rates of professional development programs and survey participation to ensure adequate support and training time is being provided.	As required	Survey participation is completed. Training plans are being completed.	Disability Team Leader

GOAL 4.5:

Employees, regardless of their disability, can fully participate in the working and social life of NHW.

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
<p>4.5.1</p> <p>Ensure all managers and staff are aware of and promote the use of flexible arrangements (where possible) to support the full participation in employment for people with disability.</p>	<p>Ongoing</p>	<p>Future People Matter Survey results show that more staff are aware of NHW policies and procedures regarding flexible working arrangements.</p> <p>Future People Matter Survey results show that NHW continues to encourage and support flexible work arrangements and work/life balance.</p> <p>Employees and volunteers with disability attend staff and social events and feel included.</p>	<p>Executive Director Workforce Education & Research</p>
<p>4.5.2</p> <p>A support profile / Ecomap will be developed for all employees, volunteers and students identified as working with disability.</p>	<p>Ongoing</p>	<p>Disability Team Leader meets with person with disability monthly and updates Ecomap.</p>	<p>Disability Team Leader</p>
<p>4.5.3</p> <p>Regular NHW social events are promoted via the intranet, email and on noticeboards throughout NHW sites.</p>	<p>Ongoing</p>	<p>Employees and volunteers with disability attend staff and social events and feel included.</p>	<p>Social Club Committee</p>

GOAL 4.6:

Employees and volunteers with disability have access to staff education and training.

ACTION	TIMEFRAME	INDICATORS OF SUCCESS	RESPONSIBILITY
4.6.1 All staff and volunteers with disability attend/ complete compulsory training (fire training, workplace safety, manual handling etc.) which is modified as required.	Ongoing	Training courses are completed and participants have a clear understanding of what has been learned.	Manager Education & Research Disability Team Leader
4.6.2 Disability Team Leader undergo training in BEIMS and organise same training for employees with disability (for those with NHW network access) to report issues via BEIMS.	September 2019	Training completed and reports able to be submitted.	Director Corporate Services



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