



Disability Action Plan

2022-2025



Northeast Health Wangaratta
Every person. Every time



Northeast Health Wangaratta acknowledges the Traditional Owners of the land on which we work and live, and pays respect to the Elders – past and present – for they hold the memories, traditions, culture and hopes of Aboriginal and Torres Strait Islander peoples across our region.

We are proud and committed to embrace the spirit of reconciliation and learn more from the local Aboriginal and Torres Strait Islander community and how best to improve the health, social and economic outcomes of First Nations' people.

We are committed to LGBTQIA+ equity and inclusive practice of LGBTQIA+ patients, carers, visitors and our team.

Northeast Health Wangaratta respects and celebrates all forms of diversity. We welcome and value people from all walks of life to access our services and join our team.

FOREWORD

It is my pleasure to present to you the Northeast Health Wangaratta (NHW) Disability Action Plan (DAP) 2022 -2025. The DAP sets out our intentions as an organisation in the way we will take positive action to improve access and inclusion of people with disabilities.

We have a proud history in supporting workforce members and consumers with disability. Some of our initiatives will continue and we will look to new ideas and best practice to ensure we are continually improving our service.

There have been a number of key actions during our previous DAP including:

- The inclusion of captioning on NHW videos;
- Increase in disability support through the Disability Liaison Officer;
- The establishment of the Disability Action Plan Working Group;
- Connection with the NDIS Health Liaison Officer;
- Securing resources to enable positive outcomes for inpatients with disability (eg. Hearing amplifier, virtual reality headset, Auslan resources).

We were very proud when our Tidy Team were awarded as highly commended runner ups for Disability Employment Outcomes in the 2022 Victorian Disability Awards.

I hope you enjoy reading our new DAP and working with us to improve access and inclusion for people with disability.



Libby Fifis

Chief Executive Officer



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INTRODUCTION

According to the Australian Bureau of Statistics (ABS) (2018)¹, 17% of Victorians are people with a disability. In the ABS 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.

Disability is defined within the [Disability Act 2006](#)² (the Act) in relation to a person as:

- a) A sensory, physical or neurological impairment or acquired brain injury or any combination thereof, which:
 - i. Is, or is likely to be permanent; and
 - ii. Causes a substantially reduced capacity in at least one the areas of self-care, self-management, mobility, or communication; and
 - iii. Requires significant ongoing or long term episodic support; and
 - iv. Is not related to ageing
- b) An intellectual disability; or
- c) A developmental delay

Disability action plans are developed to ensure people with disability have the same opportunities as people without disability.

The Act requires public authorities, state government departments and local governments to prepare disability actions plans. While this is not currently a mandatory requirement for Victorian health services within the Act, the 2018-19 Statement of Priorities required Victorian health services to submit a disability action plan.

The Act outlines four focus areas that must be addressed in disability action plans. The four areas are:

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

Disability in Victoria

17% of Victorians are people with disability³.

In Victoria, 49% of people with disability are employed compared to 77% of people without disability.

Only just over 10% of the 1.1 million Victorians with disability are eligible for an NDIS plan⁴.

77% of people with disability have a physical disability⁵.

32% of people with disability sometimes or always need support with daily self-care, mobility or communication activities⁶.

24% of Aboriginal people have disability, which is twice the rate of the general population⁷.

39% of LGBTQIA+ people aged 14 to 21 identify as having disability or long-term health condition⁸.

7.7% of children under 15 have disability⁹.

The Victorian Government released [*Inclusive Victoria: the state disability plan \(2022 – 2026\)*](#) (*Inclusive Victoria*) in 2022.

“Inclusive Victoria: the state disability plan (2022 – 2026) is Victoria’s plan for making things fairer for people with disability. The plan is a key way for the Victorian Government to be accountable for making all parts of the community inclusive and accessible for everyone”. *Inclusive Victoria: the state disability plan, State of Victoria, Department of Families Fairness and Housing*¹⁰.

Inclusive Victoria has four pillars and priority areas, these are:

1. Inclusive communities
2. Health, housing and wellbeing
3. Fairness and safety
4. Opportunity and pride

The Northeast Health Wangaratta Disability Action Plan 2022-2025 aligns to a number of actions and outcomes of the Inclusive Victoria Plan.

ABOUT US

A hospital in Wangaratta was first established on our current site in 1872. Through decades of commitment, connection, investment, and the passion of our community and region, a district base hospital evolved into today's modern health service.

Today Northeast Health Wangaratta (NHW) is the largest employer in North East Victoria and employs over 1,500 people across our region. We also engage more than 340 volunteers, who are a critical part of both our team and our community.

We operate an extensive range of healthcare services and support for people of all ages living in North East Victoria. We deliver our services from our sites in Wangaratta, in people's homes and, more recently through telehealth with our healthcare partners and in the community.

In our 2021 People Matter Survey¹¹ (Victorian public sector's independent employee opinion survey), 6% (32) of the 554 respondents answered 'yes' to whether they live with disability, 12% (66) preferred not to say and 82% (456) said no. 6% (34) of respondents also indicated they had caring responsibilities for 'Person(s) with disability'.

NHW has been a NDIS provider since 2017, providing both residential services through our Illoura Residential Aged Care Facility and services through brokerage.



Disability Support at NHW

Disability Support is delivered by the Diversity and Inclusion Team at NHW. There are currently two dedicated roles supporting people with disability:

- a Disability Support Officer, who supports NHW Workforce (potential and current) with disability and
- a Disability Liaison Officer who supports patients and disability service providers.

These dedicated roles ensure people with disability have the support required to access NHW and feel a sense of belonging.



Patient support

Patients with disability, their carers and family, are able to access support through our Disability Liaison Officer (DLO). Some of the supports our DLO provide include:

- Discussing individual consumer needs to access services and feel safe
- Work with health teams to ensure the consumer is provided with accessible and inclusive care
- Provide support for consumer to attend appointments
- Support consumer during visits to hospital
- Help health team understand individual consumer needs
- Help with information and planning to go home

Patient Story:

Dusty is a 27 year old person with Autism and is non-verbal in his communication. After a number of unsuccessful vaccination attempts, Dusty's mum was referred to the DLO. Some of the concerns that were raised about the vaccination facility included:

- Dusty's experience of sensory overload in the environment.
- The facility being overcrowded place
- Dusty's inability to be in the waiting line for a long period.

Dusty's mum reported that these concerns caused her to feel stressed and overwhelmed.

The DLO was able to implement strategies which made Dusty's vaccination experience a positive one. These strategies included:

- Priority access so that Dusty and his mum did not have to wait in line for registration and vaccination.
- Work with GP to access diazepam to calm Dusty's anxiety.
- Mum to apply numbing cream to Dusty's arm (vaccination site) 30 minutes prior to appointment.
- Organised a private room for Dusty's vaccination and required observation time after.
- Use of the virtual reality headset to distract Dusty from the vaccination.



Dusty's appointment was successful with minimal anxiety when he received his vaccination. Dusty's mum was extremely pleased with the outcome.

Workforce support

Individuals who are current or future members of the NHW Workforce who identify as having disability are able to access support through the Disability Support Officer. The supports available include:

- Support to apply for a workforce role (application development and lodgement)
- Ensuring individual needs are met at interviews
- Workplace modifications and resources
- Manager/supervisor training and support
- Liaising with disability employment services
- Assistance with paperwork

Tidy Team

The Tidy Team was established by a group of employees with disability to provide peer support and to stay up to date with current news at NHW. The team supports each other too maintain mandatory training and the opportunity for social connection. The success of the Tidy Team model of support was acknowledged when they were awarded highly commended runner up for Disability Employment Outcomes in the 2022 Victorian Disability Awards.



Governance

The development, implementation and evaluation of the Disability Action Plan is overseen by the Disability Action Plan Working Group. The group membership includes NHW Diversity and Inclusion staff, employees with disability, consumers with disability and disability service providers.

The working group meet quarterly and report to the Diversity and Inclusion Committee.



CONSULTATION

The development of this disability action plan included a number of ways for people to contribute to the plan.

- Tidy Team meetings – 4 meetings were held to discuss each of the focus areas with members of the Tidy Team.
- Survey – A survey was released to staff and general public asking their input on what is required for NHW to be an inclusive space for staff and consumers.
- Open forum – An open community forum was held to discuss NHW action under each of the four focus areas. Invitations were extended to disability service providers as well as being promoted for people with disability, families and carers of people with disability and other interested parties.
- Wangaratta District Specialist School – The Diversity and Inclusion Team met with senior students to discuss the focus areas of the DAP.

Feedback from Consultations

Tidy Team

The Tidy Team were able to provide lived experience of both working at NHW as well as community access and participation. The themes from the discussion included:

- Sense of safety – from people and services around you.
- Kindness – treating people as human beings rather than their disability and taking the time to understand someone's disability.
- Support availability – having access to people and services that support participation, both in the workforce and in the community.

Survey

19 people completed the public survey.

7 people have a disability

4 people care for someone with a disability

11 people work in a role that supports people with disability

11 people work at NHW

When asked about whether NHW is an inclusive organisation of employees, patients, volunteers and students with disability, there were many positive responses as well as suggestions for improvement. There were also a number of strengths mentioned in comments, including:

- NHW employs a lot of people with disability and advocates for their inclusion and participation
- The Disability Support Officer is a great support for workforce
- The Disability Liaison Officer is a great support for patients
- NHW does a lot to raise disability awareness
- The Tidy Team is a great initiative to support people with disability and could be expanded.

Some of the suggested target areas were:

- Improve recruitment campaign by identifying roles that can be modified for people with disability
- Improving manager knowledge on disability and reasonable workplace modifications
- More education about disability for all workforce, particularly 'hidden' disability such as neurodiversity
- Challenge attitudes of people without disability in regards to the workplace modifications required for people with disability to participate in the workforce.

Open Forum

11 people attended the open forum. The forum had to be moved online due to a weather event which impacted the ability of a number of individuals and service to participate in the forum.

The attendees discussed the focus areas, noting current successful initiatives and potential actions for improvement.

The key themes of the discussion were:

- Physical access to NHW – including during redevelopment stage
- Visibility of the Disability Support Team in the hospital
- Options for self-referral
- Changing recruitment processes to be more accessible for people with disability
- Visibility of disability at NHW
- Investment in staff with disability

Wangaratta District Specialist School

The Wangaratta District Specialist School (WDSS) students in the Victorian Certificate of Applied Learning (VCAL) program provided feedback about the focus areas of the DAP. The students were able to provide lived experience and suggested reasonable changes to make NHW a more inclusive organisation. Themes of the conversations included:

- Treating people with respect and being kind
- Understanding individual needs through lived experience education
- Increasing pathways to NHW for employment
- Making employment pathways more accessible for people with disability.

Consultation outcome

All suggestions and feedback have been considered and where appropriate, developed in to actions for this plan. The draft action plan was shared for feedback with the following groups for final feedback and endorsement:

- All NHW Staff
- NHW Disability Action Plan Working Group
- NHW Board of Directors



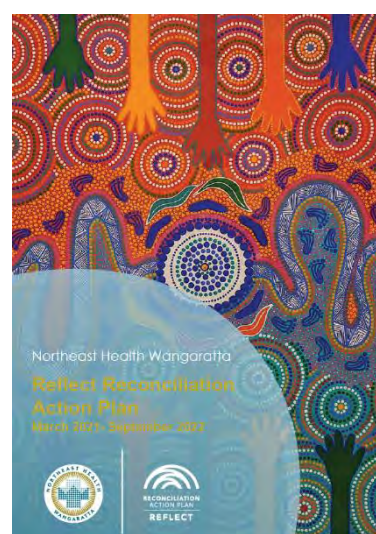
INTERSECTIONALITY

NHW is committed to the improvement of equitable health outcomes and understands that having more than one indicator of diversity increases vulnerability and poorer outcomes.

- Through ABS data, we know that 24% of Aboriginal people have disability¹².
- In a study by LGBTIQ+ Health Australia, 39% of respondents identified as having a disability or long-term health condition¹³.
- People with disability in Victoria are three times more likely to experience family violence and are more than twice as likely to experience sexual violence¹⁴.

Other action plans developed by NHW which contribute to equitable health outcomes include:

- Gender Equality Action Plan
- LGBTQIA+ Health Action Plan
- Reconciliation Action Plan



ACTION PLAN

Pillar 1 – Accessibility

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

Action	Evaluation measure	Responsibility	Timeframe
1.1 Conduct a physical access assessment of all NHW sites at least every 2 years.	Assessment completed every 2 years.	Diversity and Inclusion Team, OH&S Manager	June 2023 June 2025
1.2 Conduct a communication access assessment of all NHW sites.	Assessment completed.	Disability Liaison Officer, SCOPE	By June 2025
1.3 Implement disability awareness training for NHW Workforce.	50% of staff complete training by June 2023. 75% of staff complete training by June 2024. Maintain a 75% completion rate of all staff completing the training. Disability awareness is included in volunteer orientation.	Diversity and Inclusion Team, Education and Research Unit	June 2023 June 2024
1.4 Conduct a signage review for content and placement.	Review complete and recommendations implemented.	Diversity and Inclusion Team, Facilities & Maintenance	June 2023

Action	Evaluation measure	Responsibility	Timeframe
1.5 Develop a social media campaign to promote disability awareness each year.	At least one social media post every 2 months. Reach analytics of social media posts.	Diversity and Inclusion Team, Marketing & Media	Annually
1.6 Investigate the use of a patient information sheet on emergency codes to alleviate stress of not knowing what the codes mean.	Information sheet produced Number of places the sheet is available	Disability Liaison Officer, Marketing & Media	
1.7 Conduct an internal campaign, with case studies on the importance of service dogs.	Number of case studies developed. Experience of consumers with service dogs improves (anecdotal feedback),	Disability Liaison Officer, Marketing & Media	By June 2023
1.8 Implement Victoria Government guidelines for inclusive hospital emergency departments where possible.	Recommendations implemented.	Diversity and Inclusion Team, Emergency Department Nurse Unit Manager, Redevelopment Manager	Ongoing
1.9 Continue to work with NDIS Health Liaison Officer and NDIS providers to ensure smooth transitions to and from hospital.	Regular meetings with HLO	Disability Liaison Officer, Pathways to Home team.	Ongoing

Action	Evaluation measure	Responsibility	Timeframe
1.10 Share opportunities for people with disability to participate in NHW governance and strategic groups through disability networks.	Number of opportunities shared Number of consumers with disability appointed to Consumer Advisory Committee Number of consumers with disability appointed to NHW Board of Management Number of consumers with disability appointed to other governance or strategic groups.	Diversity and Inclusion Team	Ongoing
1.11 Implement a health passport for people with disability.	Number of people supported to complete passport	Disability Liaison Officer	By December 2023
1.12 Investigate opportunities for volunteers to visit patients with disability to ease anxiety.	Business case developed	Diversity and Inclusion Team, Volunteer Manager	By March 2023
1.13 Change admission paperwork requirements to have an option for supported completion (someone to help complete forms and return them to the right place).	Process changed Number of people provided with support	Diversity and Inclusion Team	By June 2024
1.14 Ensure people with disability have access to advocates who consider individuals holistically when making decisions.	Number of consumers with disability supported in their care journey	Disability Liaison Officer	Ongoing
1.15 Advocate for ongoing funding for the provision of the DLO.	DLO position adequately funded	Diversity and Inclusion Manager	Up to June 2023.

Action	Evaluation measure	Responsibility	Timeframe
1.16 Source funding for the DLO if current funding is ceased.	DLO position funded	Diversity and Inclusion Manager	Ongoing.
1.17 Promote the DLO role.	Number of promotion channels	Disability Liaison Officer and Creative Services	Ongoing
1.18 Develop a resource kit for accessibility to be used for inpatients.	Number of occasions of resources accessed	Diversity and Inclusion Team	By January 2023
1.19 Disability Action Plan Working Group meet at least quarterly.	Number of meetings per year	Diversity and Inclusion Team	Ongoing
1.20 The Disability Action Plan is promoted internally and externally.	DAP on NHW website Media release promoting DAP	Diversity and Inclusion Team, Marketing & Media	December 2022
1.21 The progress of the DAP is communicated with NHW workforce and the community.	Progress included in annual report Video created on progress Quick view progress info sheet created	Diversity and Inclusion Team, Marketing & Media	Annually in July
1.22 Improve pathways for people with disability in accessing palliative care services and other community based programs, no matter their living situation.	Increase use of palliative care programs. Client feedback regarding experience in accessing palliative care.	DLO, Palliative Care Team	July 2023

Pillar 2 – Reducing barriers in obtaining and maintaining employment

Outcome: NHW is a preferred employer for people with disability.

Action	Evaluation measure	Responsibility	Timeframe
2.1 Provide support to people with disability in workforce application process at NHW.	Number of individuals provided with support in applying for work at NHW Number of individuals provided with support in applying for volunteer opportunities at NHW.	Disability Support Officer	Ongoing
2.2 Ensure all workforce members are aware of the support available for people with disability.	Disability support included in orientation Disability Support brochure included in onboarding documentation	Disability Support Officer, Recruitment Team	Ongoing
2.3 Provide workplace support to all identified workforce members with disability.	All individuals who identify to NHW that they have a disability are supported in their role at NHW as requested	Disability Support Officer	Ongoing
2.4 Review all position description templates for modifiable requirements.	% of template position descriptions reviewed % of template position descriptions with clearly identified tasks that can be modified	Disability Support Officer Recruitment Team, Manager Volunteer & Philanthropic Services	February 2023

Action	Evaluation measure	Responsibility	Timeframe
2.5 Deliver program to WDSS students on employment opportunities and what to expect as consumers.	Number of students participating in program Program evaluation sheets	Diversity and Inclusion Team	1 program per year
2.6 Investigate opportunities for identified roles for people with disability.	Number of business cases for identified roles Number of employment opportunities created	Disability Support Officer, Diversity and Inclusion Manager Operational Director People and Culture	By December 2023
2.7 Identify a means to collect disability status of new employees to connect with the disability support team.	Changes to onboarding document completed Increase in employees receiving support from DSO	Diversity and Inclusion Manager Operational Director People and Culture	December 2022
2.8 Develop and promote profiles of employees with disability and their contribution to NHW.	Number of profiles created Number of platforms profiles are shared Reach analytics of social media posts.	Diversity and Inclusion Team Marketing and Media	Annually by December
2.9 Investigate mentoring program for employees with disability.	Business case created	Diversity and Inclusion Manager	By June 2023
2.10 Conduct NHW site tours for students from WDSS.	Number of tours conducted Number of students participating	Diversity and Inclusion Team	Annually
2.11 Host one School Based Apprenticeship and Traineeship (SBAT) position for a student with disability annually.	# of students with disability completing SBAT at NHW	Diversity and Inclusion Team and Education and Research Unit	Annually

Action	Evaluation measure	Responsibility	Timeframe
2.12 Actively promote employment opportunities with Disability Employment Services.	# of job lists shared with DES providers # of DES providers on communication list	Disability Support Officer	Fortnightly
2.13 Investigate the use of purchased leave for people with disability to help with managing their disability.	Business case created	Diversity and Inclusion Manager and Human Resources Advisor	By March 2023
2.14 Advocate for the inclusion of purchased sick leave in enterprise bargaining agreements.	Number of advocacy pieces submitted	Diversity and Inclusion Manager and Human Resources Advisor	As EBA's are reviewed
2.15 Promote the Disability Support Officer role	Number of means of promotion	Disability Support Officer and Marketing and Media	Ongoing
2.16 Conduct at least one opportunity per year for employees with disability to connect the workplace with their families.	Number of events with family members involved	Disability Support Officer	Ongoing
2.17 Investigate opportunities for employees with disability to participate in training opportunities as a group to develop confidence and leadership skills.	Business case developed	Diversity and Inclusion Manager and Disability Support Officer	By June 2023

Pillar 3 – Inclusion and Participation in the Community

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

Action	Evaluation measure	Responsibility	Timeframe
3.1 Promote employees with a disability (rotating).	Number of occasions of promotion	Diversity and Inclusion Team and Marketing and Media	Ongoing
3.2 Use Auslan interpreters at all corporate public events	Number of occasions of Auslan Interpreter use for corporate events % of corporate events with an Auslan interpreter	Diversity and Inclusion Team and Executive Services Team	Ongoing
3.3 Develop an event guide for NHW with accessible venues in our region	Guide developed Number of events held at accessible venues	Diversity and Inclusion Team	By June 2023
3.4 Work with other agencies with an interest in disability access and inclusion	Number of partnerships created	Diversity and Inclusion Team	Ongoing
3.5 Ensure NHW representation on Rural City of Wangaratta Accessibility Reference Group	Representation is maintained	Diversity and Inclusion Team	Ongoing

Pillar 4 – Changing attitudes and discriminative practices

Outcome – NHW workforce demonstrate attitudes and practices that are inclusive of people with disability.

Action	Evaluation measure	Responsibility	Timeframe
4.1 Hold bi-monthly conversation about respect and diversity.	Number of conversations Number of participants at each conversation	Diversity and Inclusion Team	Ongoing
4.2 Implement a disability ally program to acknowledge the impact of allies on people with disability.	Number of allies identified	Diversity and Inclusion Team	Annually in December
4.3 Work with employees with disability to develop 'about me' sheets to share with their colleagues to help understand their disability.	# of 'about me' sheets developed Feedback on the use of the sheets	Disability Support Officer	Ongoing
4.4 Work with WDSS to use lived experience of students as an education tool for health care staff.	At least 6 education sessions are run per year	Diversity and Inclusion Team and Education and Research Unit	Ongoing
4.5 Deliver training to intake and assessment employees to ensure 'Are you on the NDIS' is asked and answered at required points in care.	# of sessions delivered Increase in individuals saying 'yes'	Diversity and Inclusion Team and Education and Research Unit	Ongoing
4.6 Ask all consumers if they have a disability on admission.	Inclusion of question on admission forms	Diversity and Inclusion Team	Ongoing
4.7 Raise the awareness of neuro-divergent and intellectual disabilities, and other hidden disabilities)	Number of education opportunities provided on neuro-divergence	Diversity and Inclusion Team and Education and Research Unit	Ongoing

Action	Evaluation measure	Responsibility	Timeframe
	Number of education opportunities provided on intellectual disabilities Number of education opportunities provided on other hidden disabilities		
4.8 Celebrate International Day of People with Disability.	Number of events held Number of participants at events	Diversity and Inclusion Team	Annually in December
4.9 Celebrate national awareness weeks	Number of awareness weeks celebrated	Diversity and Inclusion Team	Ongoing

Definitions and acronyms

Carer

An individual who:

- a) provides personal care, support and assistance to another individual who needs it because that other individual is a person with disability; and
- b) Does not provide the care, support and assistance:
 - i) Under a contract of service or a contract for the provision of services; or
 - ii) In the course of doing voluntary work for a charitable, welfare or community organisation; or
 - iii) As part of the requirements of a course of education or training.

Consumer

Refers to past, present and potential users of NHW health services and may include patients, clients, residents, carers, relatives, kin, guardians, advocates and community partners.

Developmental delay

A delay in in the development of a child under 6 years of age that:

- a) Is attributable to a mental or physical impairment or a combination of mental and physical impairments; and
- c) Results in substantial reduction in functional capacity in one or more of the following areas of major life activity:
 - i) Self-care;
 - ii) Receptive and expressive language;
 - iii) Cognitive development;
 - iv) Motor development; and
- d) Results in the need for a combination and sequence of special interdisciplinary or generic care, treatment or other services that are of extended duration and are individually planned and coordinated.

Disability

In relation to a person means –

- a) A sensory, physical, or neurological impairment or acquired brain injury or any combinations thereof which –
 - i) Is, or is likely to be, permanent; and
 - ii) Causes a substantially reduced capacity in at least one of the areas of self-care, self-management, mobility or communication; and
 - iii) Requires significant ongoing or long term episodic support; and
 - iv) Is not related to ageing; or

- b) An intellectual disability; or
- c) A developmental delay

Disability Service

A service specifically for the support of persons with a disability which is provided by a disability service provider

Intellectual Disability

In relation to a person over the age of 5 years, means the concurrent existence of –

- a) Significant sub-average general intellectual functioning
- b) Significant deficits in adaptive behavior-

Each of which became manifest before the age of 18 years.

Workforce

NHW Workforce is inclusive of employees, contractors, VMOs, volunteers, students, locum and agency staff and Board Directors.

ABS

Australian Bureau of Statistics

ERU

Education and Research Unit at NHW

LGBTQIA+

Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual, members of other communities, including allies.

NDIS

The National Disability Insurance Scheme

NHW

Northeast Health Wangaratta

SDA

Specialist Disability Accommodation

WDSS

Wangaratta District Specialist School



Endnotes

¹ Australian Bureau of Statistics 2018, **Disability, ageing and carers, Australia: summary of findings**, Australian Government, Canberra

² Disability Act 2006, <https://www.legislation.vic.gov.au/in-force/acts/disability-act-2006/044>

³ Australian Institute of Health and Welfare 2020, **People with disability Australia**, Australian Government, Canberra

⁴ Australian Bureau of Statistics 2018, **Disability, ageing and carers, Australia: summary of findings**, Australian Government, Canberra

⁵ Australian Institute of Health and Welfare 2020, **People with disability Australia**, Australian Government, Canberra.

⁶ Australian Institute of Health and Welfare 2020, **People with disability Australia**, Australian Government, Canberra.

⁷ Australian Bureau of Statistics 2018, **Disability, ageing and carers, Australia: summary of findings**, Australian Government, Canberra

⁸ LGBTIQ+ Health Australia 2021, **Snapshot of mental health and suicide prevention statistics for LGBTIQ+ people**, LGBTIQ+ Health Australia, Pyrmont

⁹ Australian Bureau of Statistics 2018, **Disability, ageing and carers, Australia: summary of findings**, Australian Government, Canberra

¹⁰ Inclusive Victoria: state disability plan 2022 – 2026 <https://www.vic.gov.au/state-disability-plan>

¹¹ About the People matter survey - <https://vpsc.vic.gov.au/data-and-research/about-the-people-matter-survey/>

¹² Australian Bureau of Statistics 2018, **Disability, ageing and carers, Australia: summary of findings**, Australian Government, Canberra

¹³ LGBTIQ+ Health Australia 2021, **Snapshot of mental health and suicide prevention statistics for LGBTIQ+ people**, LGBTIQ+ Health Australia, Pyrmont

¹⁴ Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability March 2021, **Research Report on the Nature and extent of violence, abuse, neglect and exploitation against people with disability in Australia**, Australian Government, Canberra



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