



The Royal Children's Hospital Disability Action Plan 2019 - 2021

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Introduction

The Royal Children's Hospital (RCH) is committed to promoting the inclusion and participation of people with disability among our patients, their families, current and prospective employees, and the community. This commitment is presented through the development of this inaugural Disability Action Plan (DAP)¹.

The DAP is an active planning document that supports our objectives to identify and remove barriers to access for people with disability. The DAP also contributes to our obligations under the *Disability Discrimination Act 1992 (Vic)*, the *Charter of Human Rights and Responsibilities Act 2006 (Vic)*, and supports the principles of the United Nations' *Convention on the Rights of Persons with Disabilities*.

The *Disability Act 2006 (Vic)* (section 38) identifies that a DAP should specifically:

- reduce barriers to persons with a disability accessing goods, services and facilities;
- reduce barriers to persons with a disability obtaining and maintaining employment;
- promote inclusion and participation in the community of persons with a disability; and
- achieve tangible changes in attitudes and practices which discriminate against persons with a disability.

The Victorian State Government document, *Absolutely everyone: State disability plan 2017-2020* (State Plan) provides guidance material that supports organisations to make systems more accessible and available to people with disability, leveraging other social and economic policy changes such as the introduction of the National Disability Insurance Scheme (NDIS). The vision of the State Plan is an 'inclusive Victoria, which supports people with a disability to live satisfying everyday lives'. The State Plan provides a useful framework for measuring Disability Action Plan outcomes which the Victorian State Government intends to further define and develop.

The RCH Disability Action Plan supports and reinforces the State Plan and provides guidance, via a customised disability framework that has significance and meaning within the RCH hospital setting. A range of actions have been developed within this framework to advance the RCH's commitment to supporting people with disability and achieving its vision as a GREAT children's hospital, leading the way.

¹ This document is an update to The RCH Disability Action Plan 2010, coinciding with the release of the State Disability Plan 2017-2020

The role and function of The Royal Children's Hospital

Our vision:

Great Care, Everywhere

Our values

Unity: We work as a team and in partnership with our communities

Respect: We respect the rights of all and treat people the way we'd like them to treat us

Integrity: We believe that how we work is as important as what we do

Excellence: We are committed to achieving our goals and improving outcomes

About us

The RCH is one of the world's great children's hospitals. We are the major specialist paediatric hospital in Victoria and our care extends to children from Tasmania, southern New South Wales and other states around Australia and overseas. With a passionate, highly skilled and committed workforce campus wide of close to 6,000 employees, we provide a full range of clinical services, tertiary care and health promotion and prevention programs for children and young people.

We are the designated state-wide major trauma centre for paediatrics in Victoria and a National Funded Centre for cardiac and liver transplantation. When it comes to training and research we partner with the very best. Our campus partners the Murdoch Children's Research Institute (MCRI) and The University of Melbourne are on site with the hospital in Parkville.

Established in 1870 and located in Parkville since 1963, the current Royal Children's Hospital building opened in 2011 and has been purpose built for children and the way we care for them today and into the future.

The current hospital campus brings together six levels of clinical, research and education facilities over 200,000 square metres within the 4.1 hectare site. Inspired by the quality of light, the textures and forms of its parkland setting, the new RCH delivers a patient and family focused healing environment based on the latest evidence and research-based design principles.

In 2017-18, RCH treated more than 50,300 inpatients, delivered 338,142 outpatient occasions of service and provided surgery for 17,984 children. More than 86,000 children presented at our emergency department and every day approximately 460 children received care in the community.

Defining disability

The RCH recognises the United Nation's Convention on the Rights of Persons with Disabilities principles which states:

... disability is an evolving concept and that disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others.

Our focus is on inclusion, access and participation, and whilst we acknowledge that there are legal definitions of disability as defined in the Disability Discrimination Act 1992 (Vic), the purpose of this plan is to remove barriers and create equity that enables us to deliver to our vision and strategic plan of delivering great care, everywhere.

This also ensures we are taking actions that are in line with Our Compact, and specifically, the pledge: *I am inclusive and value diversity.*



**I am inclusive and
I value diversity.**

Disability statistics in the community of most relevance to the RCH

Statistics available from the Australian Network on Disability (AND) and sourced from peer reviewed journals² demonstrate the prevalence of disability in the Australian community and among the RCH stakeholders including patients, patients' families, RCH employees and volunteers. Of particular relevance are statistics suggesting that 1 in 3 people with disability do not have their customer needs met and that there is significant under-representation of people with disability in the workforce.

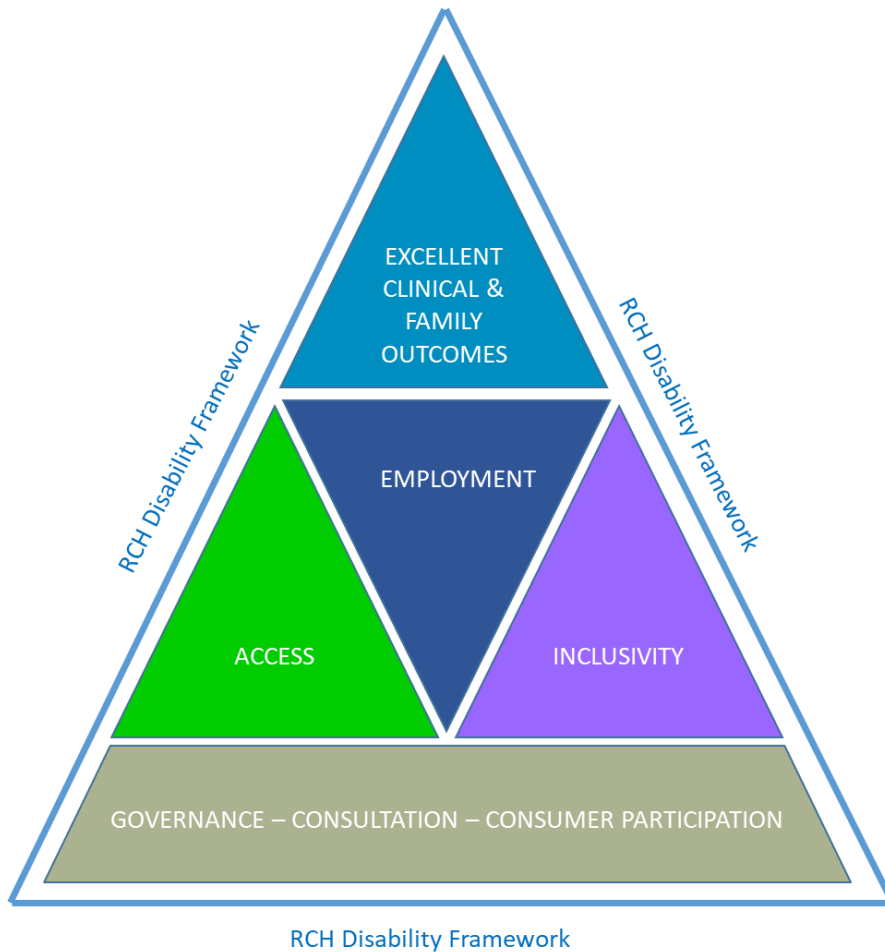
Anticipating and accommodating the needs of community members who may be current or future patients and families is critical to ensuring excellent clinical and family outcomes, reflected in measures of the hospital experience such as the RCH Quality of Care report.

The statistics for employment challenges of people with disability suggests this is also a prevailing community issue with relevance for employee and volunteer experiences at the RCH.



² <https://www.and.org.au/pages/disability-statistics.html>

RCH Disability Framework 2019-21



The RCH Disability Framework and Action Plan has been developed to accommodate the specific and presenting needs of employees, patients and families in the hospital setting.

The RCH Disability Framework extends the People and Culture Division's Strategic Priorities, with one of the priorities being to proactively close the employment gap for people with disability. Not just because it is right but also because it helps RCH deliver great care and role model future opportunities to patients and families.

The RCH Disability Framework responds to the requirements of the Disability Act 2006 (Vic). It also aligns with the Victorian State Government document, *Absolutely everyone: State disability plan 2017-2020*, with an emphasis on those aspects of most relevance to health services and the RCH setting.

The RCH Disability Framework consists of four key categories with associated objectives and actions in order to achieve tangible and measurable change. The four categories are described as follows:

- **Access** refers primarily to facilities and services that are accessible to consumers and employees with disability.
- **Employment** refers to the participation of people with disability in employment.
- **Provision of care** refers to inclusive and holistic clinical and health services for patients and carers with disability.
- **Consultation & Leadership** encompasses the representation of opinions of people with disabilities, governance and internal accountability for DAP outcomes.

The RCH Disability Framework responds to the needs of stakeholders including patients and families, employees and volunteers, and the reasonable expectations of the Victorian community which the hospital serves.

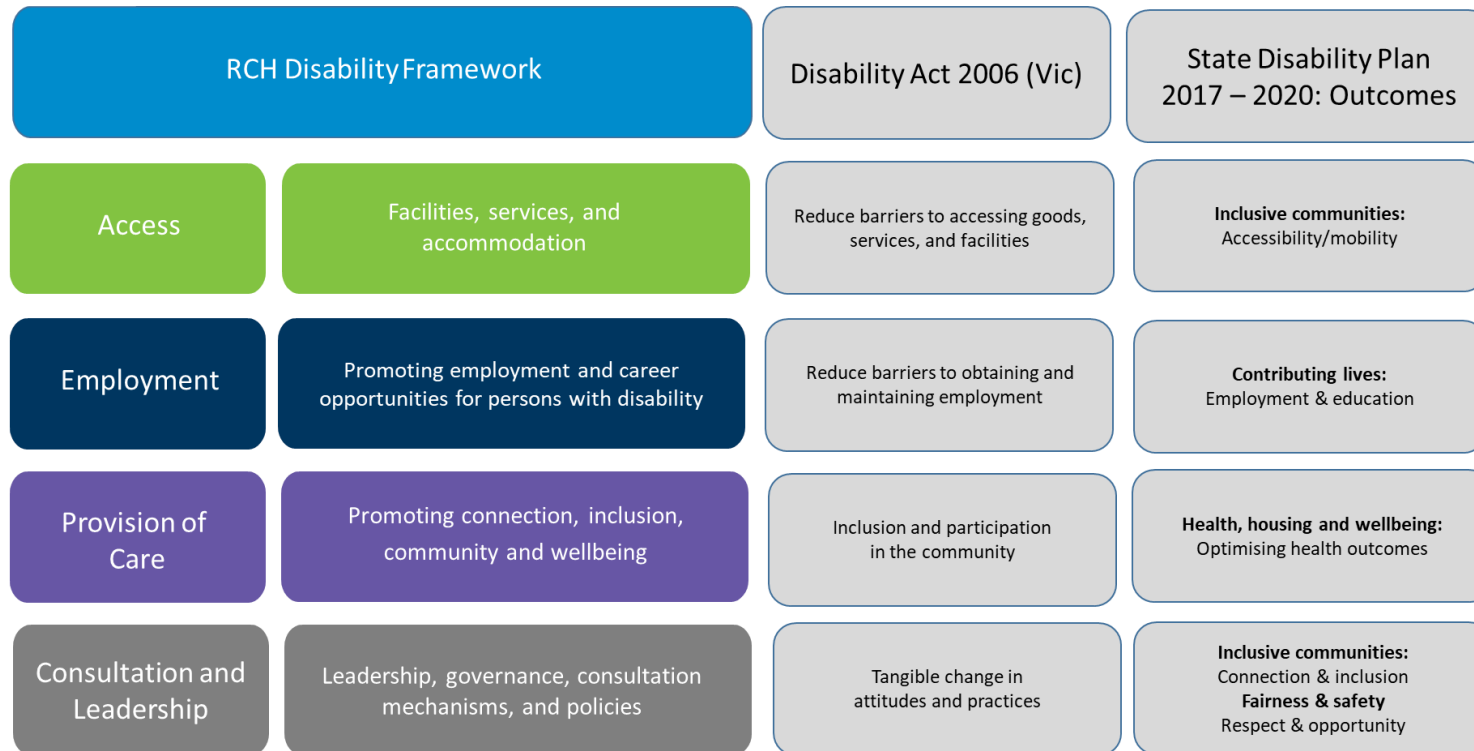
Concept mapping: Legislation & guidance to the RCH Disability Framework

Development of the RCH Disability Framework has involved mapping statutory requirements and guidance materials to the RCH specific context.

Provisions of the Disability Act 2006 (Vic) map directly onto the RCH Disability Framework, however the State Disability Plan 2019 – 2020 requires explanation given its complexity.

The State Plan presents an ‘outcomes framework’ against which to check and measure progress of Disability Action Plans across the State. It consists of four categories and fourteen outcomes, with varying levels of relevance to the RCH context (refer to Appendix A for a full list and description).

The following diagram provides an overview of alignment between relevant aspects of the RCH Disability Framework, Disability Act 2006 (Vic) and the State Disability Plan 2017-2020:



Responsibility and Accountability

The RCH Disability Action plan commits this health service to a range of actions for achieving inclusion, in partnership with our patients and families, employees and campus partners. The development of our Disability Action Plan has involved a range of departments, who each hold responsibility for implementing the plan.

They are:

- Facilities
- People & Culture Division
 - Human Resources
 - Workplace Health and Safety
 - Organisational Development
- Quality and Improvement
 - Consumer Participation
- Communication Division
- Education Leads
- Interpreter Services

Governance

Progress against this plan will be monitored by the Disability Working Group, and reported to the Diversity and Inclusion Committee on a regular basis, as described in the Consultation and Leadership section of the plan.

Access³

Our buildings, services and facilities are accessible to consumers and employees with disability

Refer to Appendix B for further definition of access

Objective	Actions	Performance indicators	When	Who
Provision of dignified access to the hospital premises (including compliance with legislation, Australian Standards, including the Building Code of Australia)	<ul style="list-style-type: none"> Monitor relevant legislation, regulations and standards Consider disability requirements of buildings and facilities utilised by the RCH aside from the main campus at 50 Flemington Rd, Parkville. 	<ul style="list-style-type: none"> Buildings continue to comply with legislation and standards Non-compliance issues are addressed Accessibility features known across the Property portfolio e.g. hearing loops installed, wheelchair access, braille signage 	Annually (end June)	Director, Facilities
Continuous improvement in RCH access and mobility for consumers and employees with disability	<ul style="list-style-type: none"> Incorporate 'Design for Dignity' guidelines to all building alterations / modifications to the existing facility as is reasonably practicable, to improve the patient, family and employees experience. Consult with customers and employees to identify access improvement opportunities 	<ul style="list-style-type: none"> Modification request form for building modifications to incorporate guidelines Identify deficient areas and develop action plan 	Annually (end June)	Director, Facilities

3

The RCH 'Access' section addresses relevant provisions of legislation and guidance material as indicated below

Disability Act 2006				Absolutely Everyone: State disability plan 2017-2020 – Outcomes framework			
✓ <i>Reduce barriers to accessing goods, services and facilities</i>	Reduce barriers to obtaining & maintaining employment	Promote inclusion & participation in the community	Achieve tangible changes in attitudes & practices which discriminate	<ul style="list-style-type: none"> Connection Inclusion ✓ <i>Accessibility</i> ✓ <i>Mobility</i> 	<ul style="list-style-type: none"> Health Housing Wellbeing 	<ul style="list-style-type: none"> Respect, Safety Opportunity 	<ul style="list-style-type: none"> Education & skills Employment Economic independence Influence

Objective	Actions	Performance indicators	When	Who
Digital Accessibility	<ul style="list-style-type: none"> Complete digital accessibility audit of RCH website and digital platforms against WCAG 2.1 guidelines 	<ul style="list-style-type: none"> Audit completed after implementation of new website technology and content management system 	June 2020	Executive Director, Communication

Employment ⁴

We promote an inclusive workplace culture and the participation of people with disability throughout the employment cycle

Refer to Appendix C for further definition of employment.

Objective	Actions	Performance Indicators	When	Who
Develop inclusive and accessible employment practices	<ul style="list-style-type: none"> People and Culture team has 'Closing the Employment Gap' for people with disability as a People and Culture strategic priority (Appendix D), where proactive steps will be taken in how the RCH recruits, develops and retains people with disability in our workforce. Launch RCH Workplace Adjustment policy and procedures Update other HR policy and procedures following gap analysis Form a Disability Working Group that focuses on improving the RCH's capability in hiring, retaining and promoting people with disability through a number of initiatives Review the annual People Matters Survey, to detect trends or issues relevant to employees with a disability and communicate these findings to relevant stakeholders and via the Diversity and Inclusion Committee 	<ul style="list-style-type: none"> HR policies and procedures comply with legislation and government policy Actioning the recruitment review recommendations as provided by our participation in the Victorian Employer Enablement Project Impact of actions within this DAP on measurable results and trends on disability/discrimination items from the annual People Matters Survey 	Annually (June)	Executive Director, People & Culture

4

The RCH 'Employment' section addresses relevant criteria from legislation and guidance material as indicated below

Disability Act 2006				Absolutely Everyone: State disability plan 2017-2020 – Outcomes framework			
Reduce barriers to accessing goods, services and facilities	✓ <i>Reduce barriers to obtaining & maintaining employment</i>	Promote inclusion & participation in the community	✓ <i>Achieve tangible changes in attitudes & practices which discriminate</i>	<ul style="list-style-type: none"> Connection Inclusion Accessibility Mobility 	<ul style="list-style-type: none"> Health Housing Wellbeing 	<ul style="list-style-type: none"> Respect, Safety Opportunity 	<ul style="list-style-type: none"> ✓ <i>Education & skills</i> ✓ <i>Employment</i> ✓ <i>Economic independence</i> ✓ <i>Influence</i>

Objective	Actions	Performance Indicators	When	Who
Injury prevention & health promotion activities that support employees with disability	<ul style="list-style-type: none"> Review information provided at New Employee Orientation sessions on workplace health, safety & wellbeing policies, procedures and support services; in particular assistance for new or existing employees with disability Implementation of a psychological health strategy Identify opportunities to incorporate Disability awareness into the RCH Health and Wellbeing Calendar 	<ul style="list-style-type: none"> Improve promotion and take up of RCH health, safety and wellbeing policy and practices Improved impact on measurable results and trends on relevant of the annual People Matters Survey (items from 'Diversity and Inclusion' and 'Wellbeing' modules) Clear events related to disability appear on the RCH WHS Annual Calendar of events (https://www.rch.org.au/ohs/calendar/Training_calendar/). 	Annually (June)	Director, Workplace Health & Safety
Ensure access to professional development for employees with disability	<ul style="list-style-type: none"> Update procedures for access to professional development to ensure adjustments for employees and volunteers with disability are offered and implemented Develop checklist for developing accessible and inclusive learning material, including for face to face sessions, eLearns and resources Review existing digital learning platforms against WCAG 2.1 	<ul style="list-style-type: none"> Policies and procedures reviewed Update to the Diversity and Inclusion Committee and Disability Working Group. All new learning and development material created is accessible and alternate formats available as requested 	June 2020	Director, Organisational Development

Objective	Actions	Performance Indicators	When	Who
Promote a culture of inclusion of people with disability	<ul style="list-style-type: none"> • Create and follow a communications strategy for disability related projects to keep consistent disability focused material being promoted internally and externally. • Review Onboarding Program for new employees to include information on the RCH Disability Framework, relevant legislation, policy and procedures, employee roles and responsibilities • Update Diversity and Inclusion RCH intranet section to have a dedicated page to people with disability where we can regularly update material educating and promoting inclusion of people with disability • Identify and promote information and resources for Equal Employment Opportunities for employees with a disability • Provide Disability Confidence Training to the HR team, and select heads of department and frontline-leaders. • Hold a Disability-related Grand Round to help raise awareness and educate all staff of the actions being taken to promote a culture of inclusion of people with disability. 	<ul style="list-style-type: none"> • Update to the Diversity and Inclusion Committee and Disability Working Group on the outcome of this New Employee Orientation Program review • Creation intranet page with resources that can support managers to create an inclusive and supportive environment for employees with disability. • Positive outcomes demonstrated in the program evaluation of the practical placement program. • The attendance at the Disability-related Grand Round. 	July 2020	Director, Organisational Development

Objective	Actions	Performance Indicators	When	Who
Recruitment and selection procedures are accessible and promote equal opportunity for people with disability	<ul style="list-style-type: none"> Consult, if possible, with employees with disability to review the recruitment and selection experience to inform policies and procedures Consult with a representative selection of recruiting managers to check actual and perceived barriers to recruitment of candidates with disability, that can be addressed in procedures Provide resources or training for recruiting managers on equal opportunity employment and supports for on boarding people with disability Through the Victorian Employer Enablement Program, work with three major departments to understand suitable roles for people with disability and their recruitment processes; (1) Support Services; (2) the specialist clinics; (3) Victorian Infant Hearing Screening Service. Then to work with a quality disability employment service provider to have strong candidates applying for the roles. The provider will also provide on boarding and post placement support. Implement the recommendations from a recruitment review to assess any unintended barriers to people with disability and update policy and procedures as required 	<ul style="list-style-type: none"> Inform Diversity and Inclusion Committee as well as the Disability Working Group on progress of this update and seeking assistance moving the projects forward Increased hiring and retention of people with disability in the three specified departments and then hospital-wide, as updated policies and procedures are embedded. 	December, 2019	Director, Human Resources
Provide opportunities for trainees with disability to gain experience	<ul style="list-style-type: none"> Continue collaborating with the Holmesglen Institute of TAFE to provide a Certificate 1 in Work Education with an integrated practical placement component. 	<ul style="list-style-type: none"> Program run every year Positive feedback from supervisors and students regarding the practical placement program 	Annually	Director, Organisational Development
Continuous improvement of health, safety and wellbeing program	<ul style="list-style-type: none"> Monitor developments in compliance requirements and best practice evidence relevant to delivery of RCH health, safety, and wellbeing support and services Review and integrate feedback from disability - relevant items of the annual employee opinion survey (People Matter Survey) and monitor trends over time Develop plan to capture and integrate employee and people manager feedback for disability support services 	<ul style="list-style-type: none"> Documented activities completed to monitor and integrate developments in health, safety & wellbeing practice; including outcomes of those activities Summary of employee feedback on RCH disability support services, trends over time, and the organisational response 	Annual (June)	Director, Workplace Health & Safety

Provision of Care⁵

We provide inclusive and holistic health services that meet the diverse needs of patients and their families with disability

Refer to Appendix E for further definition of provision of care

Objective	Actions	Performance indicators	When	Who
The RCH communicates effectively with patients and families, in a variety of formats to accommodate disabilities	<ul style="list-style-type: none"> Develop internal checklist and procedure for developing accessible communications Conduct an audit of current information and communication approaches for patients and families with a disability, including: <ul style="list-style-type: none"> Hearing impaired Visually impaired Physical impairment Cognitive impairment. Assess the provision of interpreter services to monitor demand for information in alternative formats e.g. Auslan interpreter usage Consult, if possible, with disabled employees or a disability advocacy group to research best practice principles and ensure RCH services meet disability needs 	<ul style="list-style-type: none"> Audit completed & recommendations addressed Format for patient information is presented to enable accessibility to people with a disability Formats for information and interpreter services are provided to maximise accessibility to people with disability 	June 2020	Director, Quality and Improvement

5

The RCH 'Provision of Care' section addresses relevant criteria from legislation and guidance material as indicated below							
Disability Act 2006				Absolutely everyone: State disability plan 2017-2020 – Outcomes framework			
Reduce barriers to accessing goods, services and facilities	Reduce barriers to obtaining & maintaining employment	✓ <i>Promote inclusion & participation in the community</i>	✓ <i>Achieve tangible changes in attitudes & practices which discriminate</i>	✓ <i>Connection</i> ✓ <i>Inclusion</i> • Accessibility • Mobility	✓ <i>Health</i> • Housing ✓ <i>Wellbeing</i>	• Respect, • Safety • Opportunity	• Education & skills • Employment • Economic independence • Influence

<p>The needs of patients or carers with disability are met through holistic provision of care and support</p>	<ul style="list-style-type: none"> • Periodically review RCH policies and procedures relating to patient family centred care, consumer focused care & child safety, and family services meet the needs of patients and families with disability (refer to Appendix C for relevant RCH policies and procedures) • Review outpatient and inpatient processes to streamline patient and family access to support and services for disability. This includes coordinating care within the RCH and referral to external or community based services (including the NDIS) • Review or refresh systems (e.g., admission processes and EMR capability, nurse/medical training needs) to ensure the needs of patients or families with disability are routinely identified and met (for example, asking patients and families if they have any access requirements as part of the admissions process). • Disability related patient and family feedback is sought and addressed (e.g. Victorian Health Experience Survey results, RCH Consumer Feedback Survey, feedback/complaints) – in collaboration with Quality Systems 	<ul style="list-style-type: none"> • A plan developed to ensure policies, procedures and practices remain optimal for people with disability and that RCH employees' skills remain current in managing the needs of patients and family members with a disability 	<p>Annual (June)</p>	<p>Director, Quality and Improvement</p>
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Consultation and Leadership⁶

We promote representation and participation for people with disability and ensure internal accountability for Disability Action Plan outcomes

Refer to Appendix F for further definition of consultation & inclusivity

Objective	Actions	Performance indicators	When	Who
Leadership	<ul style="list-style-type: none"> Appoint or affirm the RCH Executive to sponsor/champion the disability action plan and RCH progress in advancing access and inclusion of people with disability 	<ul style="list-style-type: none"> Executive identified and accepted sponsorship 	July 2019	CEO
Ensure appropriate governance	<ul style="list-style-type: none"> Establish a Disability Working Group to ensure consultation and governance and to manage and monitor the Disability Action Plan (DAP) and Divisional plans and actions A member of the RCH Executive will chair the group and members will include representatives of consumers, disability support groups and employees, where possible 	<ul style="list-style-type: none"> Disability Working Group established Members selected and educated Terms of Reference agreed Mechanism for Advisory / Working Group to report to the Diversity and Inclusion Committee established 	December 2019	Executive Director, People & Culture

6

The Consultation & Leadership section addresses relevant criteria from legislation and guidance material as indicated below							
Disability Act 2006				Absolutely everyone: State disability plan 2017-2020 – Outcomes framework			
Reduce barriers to accessing goods, services and facilities	Reduce barriers to obtaining & maintaining employment	✓ <i>Promote inclusion & participation in the community</i>	✓ <i>Achieve tangible changes in attitudes & practices which discriminate</i>	✓ <i>Connection</i> ✓ <i>Inclusion</i> <ul style="list-style-type: none"> Accessibility Mobility 	<ul style="list-style-type: none"> Health Housing Wellbeing 	✓ <i>Respect,</i> <ul style="list-style-type: none"> Safety ✓ <i>Opportunity</i>	<ul style="list-style-type: none"> Education & skills Employment Economic independence ✓ <i>Influence</i>

Objective	Actions	Performance indicators	When	Who
Integrate the DAP with the RCH planning framework	<ul style="list-style-type: none"> • Incorporate DAP into RCH Business Plan and divisional business plans 	<ul style="list-style-type: none"> • Performance against DAP, at organisational and divisional levels, reviewed regularly 	June 2020	Executive Director, People & Culture
Provide information on the rights of consumers with a disability	<ul style="list-style-type: none"> • Identify current information and education about rights of consumers with a disability provided for <ul style="list-style-type: none"> ○ Patients and families ○ Employees ○ Broader community/stakeholders • Consider communication strategies to ensure patients, families, employees and consumers in general understand the internal and external processes available should they wish to make a complaint 	<ul style="list-style-type: none"> • Gap analysis conducted • Communication plan implemented • Status report to Diversity and Inclusion Committee 	June 2020	Director, Quality and Improvement
Raise awareness of the rights and responsibilities of employees and consumers with disability	<ul style="list-style-type: none"> • Undertake a training needs analysis/ communicate DAP to all managers and employees • Identify providers, including people with disability & organisations to be involved in developing education material • Review the Disability Awareness and Discrimination Training Framework and associated programs • Include disability awareness education in the New Employee Orientation Program • Assess the accessibility of e-learning to make training more accessible to all employees • Source or develop factsheets/resources to support employees to provide and promote an inclusive workplace e.g. Inclusive communications, welcoming consumers with disability, Inclusive and accessible meetings. 	<ul style="list-style-type: none"> • Training needs analysis completed • Priority areas for training identified • Education material developed • Program incorporated into new Employee Orientation • All line managers have a copy and understand the DAP • Employees and volunteers have increased awareness of the requirements for people with a disability and the RCH obligations under the Act • Percentage of employees who have received information monitored • Number of presentations/training provided by external/internal experts monitored 	June 2020	Director, Organisational Development

Objective	Actions	Performance indicators	When	Who
Establish consultation mechanisms for use with disabled consumers	<ul style="list-style-type: none"> • Consultation with patients, families, and the wider community to be undertaken by the Consumer Participation function to identify issues and raise awareness through <ul style="list-style-type: none"> ○ Annual open forum ○ Surveys ○ Meeting with key support groups ○ RCH Complaints process • Establish disabled consumer reference groups • Ensure that the development or review of relevant RCH policies, procedures and practices includes consultation with consumers with disability • In the absence of readily available or identifiable RCH consumers, establish links with disability providers, community or advocacy groups 	<ul style="list-style-type: none"> • Consultation plan developed • Number of improvement suggestions made and number implemented • Outcomes evaluated 	June 2020	Director, Quality and Improvement
Establish consultation mechanisms for use with disabled employees	<ul style="list-style-type: none"> • Consultation with employees to be undertaken by the Disability Working Group to identify issues and raise awareness • Ensure that the development or review of relevant RCH policies, procedures and practices includes consultation with employees with disability 	<ul style="list-style-type: none"> • Engagement plan developed • Identification of key issues through focus group 	June 2020	Director, Organisational Development
Consider new ways of collecting feedback and the experiences of patients and families with disability	<ul style="list-style-type: none"> • Review the capability of existing complaint and feedback systems, including survey instruments (such as the RCH Consumer Feedback Survey) to collate feedback relevant to patients or families (carers) with a disability • Consider changes to existing systems and instruments to capture disability relevant feedback 	<ul style="list-style-type: none"> • Review outcome reported to the Diversity and Inclusion Committee 	June 2020	Director, Quality and Improvement

Objective	Actions	Performance indicators	When	Who
Ensure people with disability are able to access complaint handling procedures	<ul style="list-style-type: none"> Review the complaints process to ensure it is accessible for people with disability Consider new ways of seeking feedback from employees and consumers with disability to improve their participation in the improvement process Allow for the provision to escalate beyond RCH internal processes Provision of information on complaints handling procedures for all consumers 	<ul style="list-style-type: none"> Complaints process reviewed Escalation process has internal and external agencies incorporated Complaint handling process communicated Status report to Diversity and Inclusion Committee 	June 2020	Director, Quality and Improvement
Develop mechanisms to collaborate with RCH campus partners	<ul style="list-style-type: none"> Maintain contact and share information regarding the Disability Framework with relevant parties within the Campus Partners 	<ul style="list-style-type: none"> Findings from collaboration communicated to the Diversity and Inclusion Committee for incorporation in the RCH Disability Framework 	June 2020	Director, Organisational Development
Internal reporting and accountability	<ul style="list-style-type: none"> Coordinate status reports on completed actions and performance indicators are presented and provided in writing to the Diversity and Inclusion Committee 	<ul style="list-style-type: none"> Completed reports on record Minutes from Diversity and Inclusion Committee meetings 	Annually (June)	Executive Director, People & Culture
Review DAP effectiveness annually	<ul style="list-style-type: none"> Develop process for evaluation Provide reporting to the CEO and Executive on progress with DAP implementation annually ED to delegate responsibility for reviewing DAP effectiveness Review the annual People Matter Survey, to detect trends or issues relevant to employees with a disability and communicate these findings to relevant stakeholders and via the Diversity and Inclusion Committee 	<ul style="list-style-type: none"> Achievement against overall plan Concerns for employees with disability are identified via the People Matters Survey and action plans implemented 	Annually (June)	Executive Director, People & Culture

Appendices:

A: Mapping of *Absolutely Everyone: State disability plan 2019 – 2020* to the RCH Disability Action Plan

B: Access

C: Employment

D: People and Culture Strategic Priorities

E: Provision of Care

F: Consultation and Leadership

Appendix A

Mapping of Absolutely Everyone: State disability plan 2019 – 2020 to the RCH Disability Action Plan

Domain	Outcomes	Interpretation & relevance to the RCH context
Inclusive communities	Connection – people with a disability are active participants in communities aligned with their interests and identities	Direct relevance to the <i>Leadership and Consultation</i> section of the RCH Disability Framework
	Inclusion – Victoria's communities and place are welcoming and inclusive for people with a disability	Direct relevance to the <i>Leadership and Consultation</i> section of the RCH Disability Framework
	Accessibility – the built and natural environment is accessible to Victorians with a disability	Direct relevance to the <i>Access</i> section of the RCH Disability Framework
	Mobility - people with a disability are able to move around and get to the places they want to go	Direct relevance to the <i>Access</i> section of the RCH Disability Framework
Health, housing and wellbeing	Housing – people with a disability have housing choices that are flexible, suitable, affordable and accessible	Limited relevance to the RCH Disability Framework (likely to be more relevant to other parts of the Victorian community)
	Health – people with a disability achieve their optimal mental and physical health	Direct relevance to the <i>Provision of Care</i> section of the RCH Disability Framework
	Wellbeing - people with a disability experience a high level of wellbeing in all aspects of their lives	Direct relevance to the <i>Provision of Care</i> section of the RCH Disability Framework
Fairness and safety	Respect – people with a disability are as recognised and respected as any other citizen	Direct relevance to the <i>Leadership and Consultation</i> section of the RCH Disability Framework
	Safety – people with a disability live in safety and feel secure and protected	Indirect relevance via <i>Leadership and Consultation</i> sections of the RCH Disability Framework
	Opportunity - people with a disability have equal opportunities to identify, pursue and achieve their aspirations	Direct relevance to the <i>Leadership and Consultation</i> section of the RCH Disability Framework

Domain	Outcomes	Interpretation & relevance to the RCH context
Contributing lives	Education and skills – people with a disability actively engage and succeed in education and learning	Direct relevance to <i>Employment</i> section of the RCH Disability Framework, particularly actions relating to access to education & training for people with a disability
	Employment – people with a disability are engaged in flexible and sustainable employment and have opportunities to develop and succeed	Direct relevance to <i>Employment</i> section of the RCH Disability Framework
	Economic independence – people with a disability generate income through employment, business ownership and entrepreneurship and participate freely as consumers	Indirect relevance through RCH employment policy & practices
	Influence - people with a disability hold positions of leadership and responsibility across private, public and community sectors	Direct relevance to <i>Employment</i> section of the RCH Disability Framework

Appendix B

Access

Access is primarily concerned with physical access to RCH buildings, services and facilities for both consumers and employees. In the RCH context, it encompasses consumer access to information and disability specific support and services.

Relevant goals from the **Disability Act 2006**:

- Reducing barriers to persons with a disability accessing goods, services and facilities.

Relevant 'outcomes' of the **State Disability Plan 2019 - 2020**

- Accessibility – The built and natural environment is accessible to Victorians with a disability
- Mobility – People with a disability are able to move around and get to the places they want to go.

Appendix C

Employment

Beyond legislative requirements of the Disability Act 2006 (and other relevant Acts are listed in the RCH Safe Workplace Behaviours Policy), the state government aspires to increase the participation of people with a disability in employment and economic participation.

Relevant goals from the **Disability Act 2006**

- Reducing barriers to persons with a disability obtaining and maintaining employment
- Achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

Relevant 'outcomes' of the **State Disability Plan 2019 - 2020**

- Employment – People with a disability are engaged in flexible and sustainable employment and have opportunities to develop and succeed
- Influence – People with a disability hold positions of leadership and responsibility across private, public and community sectors
- Education and skills – People with a disability actively engage and succeed in education and learning

Relevant RCH policies and procedures:




- Safe Workplace Behaviours policy, which replaced the Discrimination and Equal Opportunity Procedure (http://www.rch.org.au/policy/policies/Safe_Workplace_Behaviours_Procedure/)
- Recruitment and Selection procedure (http://www.rch.org.au/policy/policies/Recruitment_and_Selection_Procedure/)
- Disability and Reasonable Adjustment and Accommodation policy (http://www.rch.org.au/policy/policies/Disability_and_Reasonable_Adjustment_and_Accommodation/)
- Workplace Health and Safety policies, programs, and information on the RCH intranet (<http://www.rch.org.au/ohs/>)
- Injury management support programs (https://www.rch.org.au/ohs/Injury_management/Injury_management_support_programs/)
- Early Intervention and Rehabilitation – Work Related Injury Procedure (https://www.rch.org.au/policy/policies/Early_Intervention_and_Rehabilitation_-_Work_Related_Injury/)
- Injury Management – Non Work Related Injury Guide (<https://www.rch.org.au/uploadedFiles/Main/Content/ohs/Injury%20Management%20Non%20Work%20Related%20InjuryV1.pdf>)
- Employee Assistance Program (employee and manager assist available)

Appendix D:

Closing the Employment Gap (P&C Strategic Priority)



People and Culture Strategic Priorities Statement 2018-2021

Safe and well	A passion for continuous learning	Closing the Employment Gap
<p>Our staff are safe, and mentally and physically well. We are an exemplary peer in organisational health and wellbeing.</p> <p>Workplace safety and wellbeing has been a priority at RCH for many years. While the foundations of sound policy, procedure, equipment and training are critical to our success, we can do more.</p> <p>Building on our progress and performance in workplace safety, we want to lead the way in workforce wellness.</p> <p>We will continue to pursue a zero harm philosophy, encouraging a culture where anyone can confidently speak up, and continuous improvement is part of our every day work.</p> <p>We will proactively investigate preventative strategies that support the mental health and wellbeing of our people, exploring research and implementing leading practice in this area.</p> <p>We are committed to action for the benefit of our people, and our patients, through mental health and wellbeing strategies.</p> <p> World-class wellbeing programs that benefit our people and contribute to great patient outcomes.</p>	<p>Our learning culture underpins the way we review, develop and continuously improve our services – both collectively and individually - to deliver great care.</p> <p>We will foster a continuous learning culture where debriefing, reflecting, capturing of lessons learned, and the sharing of knowledge becomes our way of working.</p> <p>Clear pathways for career development will help our people at all levels to grow their skills and achieve their greatest potential.</p> <p>We will set expectations and coordinate delivery of core training to achieve RCH priorities around culture, safety, quality, leadership, collaboration and performance.</p> <p>We will provide online and digital systems which make learning accessible, flexible and fit-for-purpose. Appropriate and timely access to training records will support decision-making for teams across RCH.</p> <p>A healthy learning culture will directly contribute to achieving better quality outcomes.</p> <p> A culture of continuous learning. Leadership and coordination of learning services and systems.</p>	<p>Our recruitment, development and retention practices are proactively closing the gap on employment opportunities and health outcomes through access and inclusion.</p> <p>Our commitment to a diverse and inclusive workplace for all is paramount, not just because it is right, but because we know that it helps us to deliver great care. Our Cultural Responsiveness and Access & Inclusion plans help guide our ongoing work in this area.</p> <p>We want to increase our focus on improving the inclusion of Aboriginal and Torres Strait Islander communities, as well as persons with a disability, and honour the essence of human rights in our workplace.</p> <p>RCH's Wadja service provides wonderful value to our patients and their families, however we must do more to grow Aboriginal employment across our whole workforce. We will strive to achieve the Victorian Government's 2% participation target for the public sector.</p> <p>We will proactively seek partnership opportunities to build pathways to RCH careers and develop tailored workforce plans, developing staff and volunteers as representative of the community we serve.</p> <p> Recognising the imperative to develop a diverse and inclusive workforce.</p>

Appendix E

Provision of care

Inclusivity concerns attitudes and practices which promote the participation of people with a disability, in the community.

Community in the RCH context may consist of patients, families, volunteers, and employees.

Relevant goals from the **Disability Act 2006**

- Promoting inclusion and participation in the community of persons with a disability
- Achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

Relevant 'outcomes' of the **State Disability Plan 2019 – 2020:**

- Health – People with a disability achieve their optimal mental and physical health
- Wellbeing – People with a disability experience a high level of wellbeing in all aspects of their lives
- Connection – People with a disability are active participants in communities aligned with their interests and identities
- Inclusion – Victoria's communities and places are welcoming and inclusive for people with a disability

The National Safety and Quality Health Service Standards (September 2012)

- Standard 2: Partnering with Consumers

Relevant RCH documents, policies and procedures

- Principles of patient family centred care (http://www.rch.org.au/quality/patient_family_centred_care/Patient_Family_Centered_Care/)
- Consumer Focused Care & Child Safety (http://www.rch.org.au/policy/policies/Consumer_Focused_Care_and_Child_Safety/)
- Culturally Responsive Care Policy (http://www.rch.org.au/policy/policies/Culturally_Responsive_Care/)
- Care Planning and Implementation (http://www.rch.org.au/policy/policies/Care_Planning_and_Implementation/)
- Cultural Diversity Committee
- Diversity and Inclusion Committee (<http://www.rch.org.au/diversity-inclusion/>)
- Aboriginal and Torres Strait Islander services (<http://www.rch.org.au/afsu/>)
- Information links to disability services (http://www.rch.org.au/transition/links/Disability_Support_Resources/)

- Vulnerable children and child safety policy (<http://www.rch.org.au/policy/policies/vulnerable-children/>)
- RCH Cultural Responsiveness Plan 2017
- The Family Hub (<https://www.rch.org.au/frc/>) which is a non-clinical space with friendly and knowledgeable volunteers and employees to assist with queries or provide practical support and assistance. Contains kitchen facilities, a business centre with computer and free internet access, entertainment including a cinema, and a range of personal care supplies and facilities.
 - The Family Hub facilitates patient/family access to a free legal clinic (<https://www.rch.org.au/uploadedFiles/Main/Content/socialwork/RCH%20Legal%20Service%20Brochure.pdf>, <https://blogs.rch.org.au/intranetnews/2016/09/02/short-cut-free-legal-services-for-rch-families/>)
 - The Family Hub facilitates patient/family access to free financial advice

Appendix F

Consultation and Leadership

Consultation and Leadership is concerned with oversight and accountability for outcomes across all categories.

It is also concerned with providing people with disability a voice and representation.

Relevant goals of the **Disability Act 2006**:

- Promoting inclusion and participation in the community of persons with a disability
- Achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

Relevant 'outcomes' of the **State Disability Plan 2019 – 2020**:

- Connection – People with a disability are active participants in communities aligned with their interests and identities
- Inclusion – Victoria's communities and places are welcoming and inclusive for people with a disability
- Respect – People with a disability are as recognised and respected as any other citizen
- Opportunity – People with a disability have equal opportunities to identify, pursue and achieve their aspirations
- Influence – People with a disability hold positions of leadership and responsibility across private, public and community sectors

- **The National Safety and Quality Health Service Standards (September 2012)**

- Standard 2: Partnering with Consumers

Relevant RCH information, policies or procedures:

- Patient rights and responsibilities, information provided (https://www.rch.org.au/rchinfo/patient_rights_responsibilities/)
- RCH Consumer Participation, reference group (http://www.rch.org.au/kidsinfo/fact_sheets/Consumer_participation/)
- Procedure for consumer or volunteer appointments to committees (http://www.rch.org.au/policy/policies/Consumer_Appointments_to_Committees/)
- RCH feedback/complaints mechanisms (http://www.rch.org.au/quality/consumer_liaison/)
- RCH Child, Family and Community Participation policy (http://www.rch.org.au/policy/policies/Child_Family_and_Community_Participation/)
- Parent Advisory Groups:
 - Family Advisory Council: A hospital wide Council to promote and improve the RCH's approach to patient and family centred care, with membership from volunteer parents and carers of young people and employees representatives (<https://www.rch.org.au/fac/>)

- Youth Advisory Council: Membership is open to 12 – 25 year old current and former patients, siblings or members of the RCH community with the purpose to enhance the consumer experience in the provision of RCH services and deliver sustainable improvement to care of adolescents (<http://www.rch.org.au/yac/>)
- Cystic Fibrosis (CF) Family Advisory Council: Membership from parents, carers of babies, children or adolescents who have CF as well as RCH employees from the CF team (<https://www.rch.org.au/cffac/>)
- The Children's Cancer Centre (CCC) Parents Advisory Group PAG: Members consist of parents or carers of patients and senior RCH employees members representing various disciplines that make up the CCC (<https://www.rch.org.au/cccpag/>)
- RCH Mental Health Consumer Reference Group: Established in 2010 and comprised of parents and carers of current or past patients who have used the RCH Mental Health service (<https://www.rch.org.au/mental-health/>). No webpage for this group, however there is a Consumer Committee Report (last sighted July 2017)