



**The Royal Victorian
Eye & Ear Hospital**
caring in every sense

Disability Action Plan 2011-2013

Providing an **inclusive** and **accessible** environment for all staff, patients, and visitors to the **hospital**, regardless of ability or capacity

Message from the Chief Executive Officer

It is with great pleasure I present to you the Eye and Ear Hospital Disability Action Plan: 2011-2013.

The Disability Action Plan has been carefully developed in consultation with relevant internal and external stakeholders, staff and patients.

With over 18% of the Australian population¹ identifying as having a disability, the Eye and Ear Hospital has developed its Disability Action Plan (DAP), to enable recognition of organisational practices which may discriminate against persons with a disability, and offer a roadmap for change.

Our commitment to disability access includes:

- Investigating the best ways to enhance the physical accessibility of the hospital environment for people with disability.
- Consulting with relevant stakeholders on any changes we propose to make in relation to disability access
- Implementing the Eye and Ear Hospital 3 year Disability Action Plan
- Ensuring our standards meet legislative requirements as defined within the federal Disability Discrimination Act (1992)
- Resolving any breaches of the DDA promptly and with sensitivity.



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Ann Clark
Chief Executive Officer
Royal Victorian Eye & Ear Hospital

¹ ABS Data, Australian Human Rights Commission,
http://www.humanrights.gov.au/disability_rights/action_plans/State_Guide/state_guide.html

RVEEH Disability Action Plan 2011-2013

Background

The Eye and Ear Hospital is one of approximately 20 major international stand-alone specialist hospitals in both Ophthalmology (eye) and Otolaryngology (ear, nose and throat) health care and is recognised both within Australia, and globally, as a leader in clinical service delivery, teaching and research.

The Eye and Ear undertakes 30% of the State's public general eye surgery, and a large proportion of specialist eye surgery. The Eye and Ear has the most comprehensive ENT service within Victoria, made up of the sub specialties otology, rhinology and laryngology accounting for 6% of Victorian ENT separations.

The Eye and Ear provides extensive paediatric services (accounting for 23% of total ENT services) and 100% of the State's public cochlear implant surgery.

The majority of services provided at the Eye and Ear are on an outpatient or same day basis.

In 2009/10 there were:

- 181,009 outpatient occasions of service,
- 46,545 Emergency Department presentations and
- 13,429 inpatient separations.

Our Vision:

Improving quality of life through caring for the senses

Our Mission:

We aspire to be the world's leading eye and ear health service by:

- Excelling in specialist services
- Integrating teaching and research
- Enabling a highly engaged workforce
- Promoting health in our community
- Building a sustainable future

The Eye and Ear Disability Vision

Providing an inclusive² and accessible³ environment for all staff, patients, and visitors to the hospital, regardless of ability or capacity.

² 'inclusive' pertains to all aspects of health and hospital

³ 'accessible' pertains to the ability to have access in the broadest possible sense

“People with disabilities have the same human rights as all members of the community.”

Australian Human Rights Commission

Our Commitment to Disability Access

As a public government institution it is the Eye and Ear's responsibility that we provide equity of access to people with disability. This is to fulfil the requirements of the federal *Disability Discrimination Act 1992* (DDA) which provides protection for everyone in Australia against discrimination based on disability including making it unlawful for public places to be inaccessible to people with a disability.

The definition of "disability" in the DDA⁴ includes:

- Physical
- Intellectual
- Psychiatric
- Sensory
- Neurological, and
- Learning disabilities, as well as
- Physical disfigurement, and
- The presence in the body of disease-causing organisms.

This broad definition is meant to ensure that all people with a disability are protected.

The Eye and Ear's commitment to disability access, via the development of the DAP, is to uphold the Victorian Disability Act 2006 guidelines by:

- (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.

⁴ Australian Human Rights Commission, D.D.A Guide Frequently asked questions: Who is protected by the DDA?
http://www.hreoc.gov.au/disability_rights/faq/who_is_protected/who_is_protected_.html#defin

Development & Implementation

The DAP has been developed, and informed,

- in consultation with representatives from across the hospital
- via organisation wide survey
- by the seeking of internal and external stakeholder feedback

The DAP committee will meet annually to monitor and review progress achieved against the plan. Progress will be reported to the Board and reported in the Eye and Ear Hospital's Annual report as required under the *Disability Act 2006*.

In recognition of the need for equity of access, the Eye and Ear Disability Action Plan has been registered on the Australian Human Rights Commission Register of Disability Discrimination Act Action Plans

OUTCOME AREA 1

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

No.	Goal	Action	Who is Responsible?	Timeline	Performance Indicators
1.1	Staff are provided comprehensive and formal training in how to communicate and interact with all visitors to the hospital, particularly those with vision and hearing impairment	<ul style="list-style-type: none"> Identify most appropriate staff groups who will benefit from training Develop and Implement training related to sighted guide techniques and methods for communicating with people who are hearing impaired Train reception staff in Hospital layout and location of key services 	Manager, Community Engagement and Participation (MCE&P)	June 2013	(i) Number of sessions held (ii) Staff attendance rates (iii) Staff Feedback?
1.2	Improve Signage and Way-Finding	<ul style="list-style-type: none"> Clearly identify the Emergency Department Clearly identify Pharmacy Clearly identify the Hospital at each entrance Regularly revise signage Improve way-finding signage and directions 	Marketing & Communications; Facility Management	June 2013	(i) Signs in place (ii) Patient Feedback
1.3	Review methods of patient communication	<ul style="list-style-type: none"> Optional large print appointment letters and information Revise appointment letters to ensure instructions are clear and appropriate Ensure wording consistent with signage and instructions in the hospital. Improve privacy around reception desks 	Outpatient Booking Unit/ Hospital Improvement Project (HIP) Lead	June 2012	Patient Feedback
1.4	Eliminate Trip Hazards	<ul style="list-style-type: none"> Identify high risk trip hazard areas in the hospital and address where appropriate/feasible. Improve illumination in stairwell and install stair edge contrast 	Occupational Health & Safety (OH&S)	June 2012	Reduction in Riskman 'Trip Hazard' Reports
1.5	Assist patients in accessing the hospital via appropriate modes of transport	<ul style="list-style-type: none"> Continue to advocate for low cost parking for patients Define a clear pickup/drop off zone for patients 	CAC/ Transport Officer/ Executive Director, Corporate Services	Ongoing	Patient Feedback

OUTCOME AREA 2

Reducing barriers to persons with a disability obtaining and maintaining employment

2.1 Reducing barriers to obtaining employment

No.	Goal	Action	Who is Responsible?	Timeline	Performance Indicators
2.1.1	Information that is made available to the public through the website should be available in accessible formats	<ul style="list-style-type: none"> Home page should have a clear statement on how to access alternate formats Link in header bar to enable 'screen reader' 	Human Resources (HR)/ Marketing/IT	30 June 2011	Larger text size and contrast is available on the website
2.1.2	Recruitment documentation should be available in accessible formats on request	<ul style="list-style-type: none"> Identify forms that may require updating and modify to include clear statements on how to access forms in large print or alternate formats Link in header bar to enable 'screen reader' 	HR	30 June 2011	Report on amount of requested formats.
2.1.3	Work with specialist disability recruitment provider (e.g. WISE)	<ul style="list-style-type: none"> Identify positions which may be suitable, after consultation with the recruiting manager 	HR	30 June 2012	Report on jobs identified, when provider was contacted, candidates submitted and number of placements
2.1.4	Managers to attend 'Interviewing Skills' training	<ul style="list-style-type: none"> Develop and implement 'Interviewing Skills' training for managers 	Learning & Development (L&D)	31 Dec 2011	Report on Managers who have attended training

2.2 Reducing barriers to maintaining employment

	Goal	Action	Who is Responsible?	Timeline	Performance Indicators
2.2.1	Develop a 'Flexible Work' Procedure	<ul style="list-style-type: none"> Procedure to include flexible work practices for employees with disabilities or employees who have carer responsibilities for family members with disabilities, allow time to attend specialist appointments and access to EAP 	HR	30 June 2012	Procedure posted on intranet
2.2.2	Develop a 'Reasonable Adjustment' Procedure	<ul style="list-style-type: none"> Procedure and guidelines to assist managers in modifying the workplace to enable an employee with a disability to work effectively 	HR/OH&S Manager	30 June 2012	Procedure posted on intranet

OUTCOME AREA 3

Promoting inclusion and participation in the community of persons with a disability

No.	Goal	Action	Who is Responsible	Timeline	Performance Indicators
3.1	Information on the website should be available in accessible formats	<ul style="list-style-type: none"> Explore possibility of existing Auslan video (with voice over) at other organisations, to be made available on Hospital website 	MCE&P / IT	June 2011	(i) Existing Auslan videos identified (ii) Auslan video available on website
3.2	Hospital televisions to be accessible	<ul style="list-style-type: none"> Explore possibility of televisions to have captioning 	MCE&P / Manager Outpatients / Ward 7 & 8 Manager	December 2012	(i) Captioning possible (ii) Number of televisions with captioning operational
3.3	Staff able to communicate with the Deaf community	<ul style="list-style-type: none"> Training sessions to be held at the Hospital to teach staff Auslan 	MCE&P / HR	December 2012	(i) Number of sessions held (ii) Staff feedback
3.4	Staff feel comfortable communicating with people with a disability	<ul style="list-style-type: none"> Develop a RVEEH disability awareness guide by using existing guides already available 	MCE&P / Marketing/ Patient Representative	June 2012	Guide developed
3.5	Accessible location to be selected for Hospital events	<ul style="list-style-type: none"> Location for Hospital events, such as the AGM, should be accessible for people with a disability 	Marketing	Ongoing	Number of events held at accessible locations
3.6	Staff aware of their responsibility to meet the needs of a person with a disability	<ul style="list-style-type: none"> Procedure (policy) on meeting the needs of a person with a disability 	MCE&P / Risk & Quality Manager/ Patient Representative	December 2011	Procedure written and communicated
3.7	Promote volunteering at the Hospital to people with a disability	<ul style="list-style-type: none"> Advertise and encourage people with a disability to volunteer at the Hospital 	Marketing	Ongoing	Number of strategies in place to promote volunteering to people with a disability

OUTCOME AREA 4

Achieving tangible changes in attitudes and practices which discriminate against persons with a disability

No.	Goal	Action	Who is Responsible?	Timeline	Performance Indicators
4.1	Raise employee awareness of DAP	<ul style="list-style-type: none"> • Include as part of current 'EEO' presentation in Induction Program • Place content of 'Induction Pack' on CD Rom/ USB 	HR	Dec 2011	Evidence in 'Attendance Records'
4.2	Investigate staff training needs	<ul style="list-style-type: none"> • Ask questions as part of 'Feedback Survey' at end of Induction Program to determine training needs • Analyse after 12 months to determine exactly what training is required • Survey other current staff to investigate their training needs • Develop strategies to address training needs 	L&D/ HR	30 June 2012	<ul style="list-style-type: none"> (i) Number of surveys received (ii) Report on analysis of results
4.3	Develop Communications Strategy to raise employee awareness	<ul style="list-style-type: none"> • Include DAP on internet/intranet • Include all relevant disability related events in internal communications media • Promote efforts and achievements of employees and/or volunteers who deliver services to people with a disability 	Marketing	June 2011	<ul style="list-style-type: none"> (i) Link appears on internet/ intranet (ii) Information appears on e-news, Bulletin Board, staff lifts, Quality of Care Report, etc. (iii) Media depicts articles