



Government of Western Australia  
East Metropolitan Health Service

**Royal Perth Bentley** Group

# **Royal Perth Bentley Group (RPBG) Disability Access and Inclusion Plan (DAIP)**

## **Strategies to Improve Access and Inclusion**

### **January 2017 – July 2022**

**Outcome One: People with disability have the same opportunities as other people to access the services of and any events organised by Royal Perth Bentley Group.**

| Strategy  | Tasks  | Actions   | Responsibilities  | Timeline        | Review Date |
|---|--|---|---|-----------------|-------------|
| To ensure that the objectives of the Disability Access and Inclusion Plan (DAIP) are incorporated into strategic business planning and budgeting processes. | <ul style="list-style-type: none"> <li>Review the RPBG DAIP and escalate issues, risks and actions as necessary to RPBG Tier 2 committee.</li> </ul>   | <ul style="list-style-type: none"> <li>Complete reports as required (including committee escalation reports to executive).</li> <li>Provide Report to DSC and EMHS as per templates</li> </ul>  | Nursing and Site Director BHS (RPBG)                                    | Report Annually | Annually    |
| Ensure that any health service redevelopments or new service provided, identifies any special requirements for a person with disability<br><br>Wayfinding   | <ul style="list-style-type: none"> <li>Early involvement of knowledgeable consumers, carers, patients, staff visitors, CAC or Mental Health when appropriate</li> <li>Continuously assess and improve Wayfinding especially at Entrance and Exit points</li> </ul> | <ul style="list-style-type: none"> <li>Facilities Management are responsible for compliance with the Act</li> <li>Develop electronic terminals</li> <li>Utilise feedback provided to Consumer Engagement by patients, carers</li> </ul> | Director – Facilities Management<br><br>Director of Consumer Engagement | Ongoing         | Ongoing     |

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| <p>Ensure that people with disability are provided with an opportunity to comment on access to services</p> | <ul style="list-style-type: none"> <li>Complaints or compliments are a 'standing item' on the DAIP Agenda; review relevant complaints and assist with appropriate action to be taken (e.g., Patient Opinion, Consumer Engagements contacts, Press Ganey)</li> </ul> | <ul style="list-style-type: none"> <li>Complaints/Compliments relating to access and inclusion to be discussed and necessary Actions proposed at this meeting.</li> </ul> | <p>DAIP Committee</p>  | <p>At each DAIP Meeting</p>    | <p>Annually</p>                                   |
| <p>Ensure that any events are organised so that they are accessible to people with disabilities.</p>        | <ul style="list-style-type: none"> <li>Make the "<i>Accessible Events Checklist</i>" available to staff on the RPBG Intranet with generic information.</li> </ul>   | <ul style="list-style-type: none"> <li>Link to DSC "Accessible Events Checklist" is on RPBG Hub under DAIP</li> </ul>   | <p>DAIP Chair and Director of AH</p> <p>EMHS Communications to update websites</p> | <p>Ongoing</p> <p>Web site</p> | <p>Ongoing Review and Maintenance of Hub Page</p> |

**Outcome Two: People with disability have the same opportunities as other people to access the buildings and other facilities of the Royal Perth Bentley Group.**

| <b>Strategy</b>   | <b>Tasks</b>  | <b>Actions</b>  | <b>Responsibilities</b>                              | <b>Timeline</b> | <b>Review Date</b> |
|---|---|---|--|-----------------|--------------------|
| Ensure that all buildings and facilities are physically accessible in respect of parking, external and internal access, toilets, signage and telephones | <ul style="list-style-type: none"> <li>Ongoing audit of existing facilities and planned facilities and services to ensure continued compliance with relevant operational requirements legislation and building standards</li> </ul> | <ul style="list-style-type: none"> <li>Utilise information from Quarterly OSH inspections, Consumer Engagement reports, Staff and CAC Walk-arounds, Staff Feedback, OSH issues reported.</li> </ul> | DAIP Committee and Facilities Manager/OSH Consultant | Ongoing         | Ongoing            |
| Ensure signage is appropriate for people with disability  | <ul style="list-style-type: none"> <li>Signage to be reviewed throughout Health Service, ensuring compliance with relevant Signage Guidelines and Policies and the Department of Health guidelines.</li> </ul>                      | <ul style="list-style-type: none"> <li>Monitor</li> </ul>   | Facilities Management                                | Dec 2020        | 3 Yearly           |

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| <p>Ensure patients and visitors with disabilities have assistance as required to locate and reach destination.</p> | <ul style="list-style-type: none"> <li>• RPBG signage working group.</li> <li>• Reception Desk staff provide directions and escorts as required to departments.</li> <li>• Provide wheelchairs for visitors<br/>Provide access maps on any patient/appointment communication</li> <li>• Complaints monitored by Consumer Engagement Officer</li> <li>• Monitor Ministerial requests for access/assistance issues</li> </ul> | <ul style="list-style-type: none"> <li>• Conduct signage and way finding review and install way finding stations</li> <li>• Training staff on locations of way finding stations and directories</li> <li>• Ensure supply of wheelchairs at access points to buildings</li> <li>• Complaints tabled at DAIP committee meetings.</li> <li>• Establish 'Volunteer Service' for concierge assistance in key Reception Areas</li> </ul> | <p>Facilities Manager</p> <p>(HIMS) Health Information Management Systems</p> <p>EMHS/RPGB Director of Allied Health (DAH)</p> <p>Consumer Engagement Officer</p> <p>Director Facilities Management</p> | <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> | <p>Annually</p> <p>As Required</p> <p>Annually</p> <p>DAIP Committee meetings</p> <p>Biennially</p> |
| <p>Assist with facilities or infrastructure relating to Public Transport measures</p>                              | <p>Enable access for public transport to health service locations</p>   | <p>Review access to buses, taxis, transport timetables, shelters</p>   |   |  |   |

**Outcome Three: People with disability receive information from the Royal Perth Bentley Group in a format that will enable them to access the information as readily as other people are able to access it.**

| Strategy  | Tasks   | Actions   | Responsibilities  | Timeline | Review Date |
|---|---|---|---|----------|-------------|
| Ensure staff and community awareness that RPBG information can be made available in alternative formats upon request. | <ul style="list-style-type: none"> <li>Staff awareness of relevant RPBG publications available in alternative formats for their service, and those that need to be made into alternative formats</li> </ul> | <ul style="list-style-type: none"> <li>HOD responsible for logging and maintenance for their service</li> </ul>   | Director of AH/Social Work<br><br>Consumer Engagement           | Ongoing  | Ongoing     |
|   | <ul style="list-style-type: none"> <li>Ensure all applicable documents intended for public release carry a notation regarding availability in alternative formats.</li> </ul>                               | <ul style="list-style-type: none"> <li>Review and update Publications Policy/Process for RPBG- include guidance for developing new publications in alternative formats</li> </ul> | Publications Policy Owner/<br>Policy Officer/<br>DAIP Committee | Ongoing  | Ongoing     |
|   | <ul style="list-style-type: none"> <li>Provide notices in prominent locations around site, admission packs, and on internet informing visitors of the above.</li> </ul>                                     | <ul style="list-style-type: none"> <li>Review of Signage, Admission Pack and Internet (community interface)</li> </ul>  | CAC/ MHWG/<br>Consumer Engagement Unit/<br>EMHS Communications  | Nov 2020 | Ongoing     |
| Ensure all RPBG produced pamphlets meet minimum communication guidelines  | <ul style="list-style-type: none"> <li>Staff to follow EMHS publication policy for the creation of public brochures and other communications material to ensure compliance.</li> </ul>                      | <ul style="list-style-type: none"> <li>All Publications to be reviewed by the CAC</li> </ul>  | DAIP Committee/<br>Consumer Advisory Committee/                 | Ongoing  | Ongoing     |



**Outcome Five: People with disability have the same opportunities as other people to make complaints to the Royal Perth Bentley Group**

| Strategy  | Tasks   | Actions  | Responsibilities                     | Timeline         | Review Date     |
|---|---|--|--------------------------------------|------------------|-----------------|
| <p>Ensure that the Health Services Complaint and Feedback processes are accessible to clients with disability</p> | <ul style="list-style-type: none"> <li>Ensure awareness of staff of the need to identify different communication requirements of the person during the complaints process.</li> </ul> | <ul style="list-style-type: none"> <li>Include as part of complaints education training and patient centred care education and training</li> </ul> | <p>Consumer Engagement Unit</p>      | <p>Ongoing</p>   | <p>Annually</p> |
|   | <ul style="list-style-type: none"> <li>Monitor Consumer Satisfaction processes to identify any specific actions related to disability.</li> </ul>                                     | <ul style="list-style-type: none"> <li>Ongoing Complaint Management Process monitored by and reported on by Consumer Engagement Officer</li> </ul> | <p>Consumer Engagement Unit</p>      | <p>Monitor</p>   | <p>Ongoing</p>  |
|   | <ul style="list-style-type: none"> <li>Ensure Complaint processes and requirements are available at all points of consumer access to the service</li> </ul>                           | <ul style="list-style-type: none"> <li>Review of Feedback Poster and brochure/form availability across site (i.e. Audit)</li> </ul>                | <p>Consumer Engagement Unit /CAC</p> | <p>Quarterly</p> | <p>Annual</p>   |



**Outcome Six: People with disabilities have the same opportunities as other people to participate in any public consultation by the Royal Perth Bentley Group.**

| Strategy  | Tasks  | Actions  | Responsibilities                                    | Timeline | Review Date |
|---|--|--|---|----------|-------------|
| Ensure all venues for public participation have no access barriers with regard to location and design | <ul style="list-style-type: none"> <li>Public forums where appropriate are conducted in accessible venues and planned by staff using the Disability Services Commission “Creating Accessible Events” checklist. Inform CAC, MHG of relevant planned events.</li> <li>Provide appropriate alternative format content for any consultations (refer to outcome 3).</li> </ul> | <ul style="list-style-type: none"> <li>Refer to DSC Checklist and ensure compliance</li> <li>Ongoing monitoring of complaints received.</li> <li>Review current information around audio loop, access and recommendations regarding use and additional installations.</li> </ul> | DAIP Committee/HR/CAC / Consumer Engagement Monitor | Ongoing  | Ongoing     |

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| <p>Advertise opportunities to participate in public consultation giving consideration to the requirements of people with disabilities</p> | <ul style="list-style-type: none"> <li>• Inform the RPBG Consumer Advisory Committee of planned consultation events.</li> <li>• EMHS Communications</li> <li>• Inform other groups as required.</li> </ul>  | <ul style="list-style-type: none"> <li>• Maintain communication links with Consumer organisations and individuals within and outside the organisation</li> <li>• Include appropriate questions about access and inclusion in general RPBG surveys and consultation events.</li> <li>• Actively pursue the views of people with disabilities on a wide range of issues</li> </ul> | <p>DAIP Committee /Consumer Liaison Officer/CAC</p> | <p>Ongoing / as required</p> | <p>Annual</p> |
| <p>Ongoing monitoring by the DAIP to ensure implementation and satisfactory outcomes.</p>   | <ul style="list-style-type: none"> <li>• DAIP Committee to meet quarterly and undertake regular review of Implementation plan with updates.</li> <li>• Respond in a timely fashion to any access complaints raised via complaints forms or other communication format.</li> </ul> | <ul style="list-style-type: none"> <li>• Reporting of Consumer involvement in consultation and/or at Committees</li> </ul>   | <p>Consumer Engagement Officer/DAIP Committee</p>   | <p>Annual</p>                | <p>Annual</p> |

**Outcome Seven: People with disability have the same opportunities as other people to obtain and maintain employment at the Royal Perth Bentley Group.**

| Strategy  | Tasks   | Responsibilities                                       | Timeline               | Review Date |
|---|---|--|------------------------|-------------|
| Recruitment strategy incorporates equity and diversity principles.<br><i>WA Health Equity and Diversity Plan 2015-2020 (Outcome 2)</i><br><br><i>RPBG implement S51 on all JDFs</i> | Implement and comply with the WA Health Recruitment, Selection and Appointment (RSA) Policy.  | Site and Site HR                                       | Ongoing                | Ongoing     |
|   | Implement WA Health Selection Panel Training.   | Site Learning & Development                            | Ongoing                | Ongoing     |
|   | Implement and comply with Job Description Form (JDF) guidelines and templates.  | Site and Site HR                                       | Ongoing                | Ongoing     |
|   | Utilise inclusive recruitment practices by ensuring <ul style="list-style-type: none"> <li>• all advertisements for employment opportunities have appropriate wording to encourage people with disability to apply.</li> <li>• all advertising and recruitment processes are conducted in accordance with the Equal Employment Opportunity principles.</li> </ul> | Site and Health System Support<br><br>Site and Site HR | Ongoing<br><br>Ongoing | Ongoing     |
|   | Use targeted recruitment strategies (e.g. Work with support agencies to promote vacancies, get advice on what constitutes reasonable adjustment and provide initial assistance in the workplace if required).   | Site and Site HR                                       | Ongoing                | Annually    |
| Employment options provide flexibility for employees with disability.<br><i>WA Health Equity &amp; Diversity Plan 2015-2020 (Outcome 2)</i>   | Implement the WA Health Flexible Work Arrangements (FWA) Policy.  | Site and Site HR                                       | Ongoing                | Ongoing     |

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| Promote a harmonious workplace free of discrimination.<br><i>WA Health Equity &amp; Diversity Plan 2015-2020 (Outcome 1)</i>   | Implement the WA Health Code of Conduct, WA Health Equal Opportunity and Diversity Policy and the WA Health Preventing and Responding to Workplace Bullying Policy.   | Site and Site HR                               | Ongoing                | Ongoing |
|  | Promote the Employee Assistance Program (EAP) to staff through communication strategies, education initiatives and induction.   | Site and Site HR                               | Ongoing                | Ongoing |
|  | Encourage employees to attend training programs and events that celebrate diversity.  | Sites  | Ongoing                | Ongoing |
| Increase retention of employees with disabilities or existing employees who acquire a disability.  | Ensure work environment is modified to accommodate employee when required ( <i>EQulP National Standard 15</i> ).  | Site, Site HR and OSH                          | Ongoing                | Ongoing |
|  | Ensure access to information and support for managers and employees with disabilities (e.g. Employee Assistance Programme, training/information for managers to support staff with disabilities).   | Site, Site HR and OSH                          | Ongoing                | Ongoing |
| Maintain current workforce diversity data for all diversity groups including people with disability, for workforce planning.<br><i>WA Health Equity &amp; Diversity Plan 2015-2020 (Outcome 3)</i> | Use the WA Health Employee Diversity Survey to collect diversity information from all employees. <ul style="list-style-type: none"> <li>New employees to be provided with the survey in their new starter packs. Existing employees can obtain paper copy of survey or complete this electronically.</li> <li>Employees to be encouraged to complete the Employee Diversity Survey through a system-wide promotion of the survey via the health intranet sites and at Induction.</li> </ul> | Health System Support<br><br>Sites and EMHS HR | Ongoing<br><br>Ongoing |         |