



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

July 2022 – July 2027



Outcome 1: Services

People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Strategy	Tasks	Actions	Responsibilities	Timeline
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"> Review the RPBG DAIP and escalate issues, risks and actions as necessary to RPBG Tier 2 committee. 	<ul style="list-style-type: none"> Complete reports as required (including committee escalation reports to Delivers What Matters Most Committee. Provide Annual Report to EMHS 	Nursing and Site Director BHS (RPBG)	Annual Report
Ensure that any health service redevelopments or new service provided, identifies any special requirements for a person with disability	<ul style="list-style-type: none"> Early involvement/ co-partnering of knowledgeable consumers, carers, patients, staff visitors, CAC or Mental Health consumers when indicated Continuously re-assess and improve Wayfinding especially at Entrance and Exit points 	<ul style="list-style-type: none"> Facilities Management are responsible for building compliance with the Act monitoring and updating of electronic terminals Utilise feedback provided to Consumer Engagement by patients, carers 	Director of Facilities management Wayfinding / signage committee Patient Experience Manager	Ongoing
Ensure that people with a disability are provided with an opportunity to comment on access to services	<ul style="list-style-type: none"> Patient feedback is a 'standing item' on the DAIP Agenda; review relevant feedback and assist with appropriate action to be taken (eg, Patient Opinion, Consumer Engagements contacts,) 	<ul style="list-style-type: none"> Patient feedback relating to access and inclusion to be discussed and resulting actions progressed 	DAIP Committee members	Quarterly At each DAIP Meeting



<p>Ensure that any events are organised so that they are accessible to people with disabilities.</p>	<p>link to “<i>Accessible Events Checklist</i>” available for RPBG staff on the RPBG Intranet with relevant information. [located on the RPBG DAIP page.</p>	<ul style="list-style-type: none"> Ongoing review and maintenance of RPBG DAIP Hub page and resources 	<p>DAIP Chair EMHS Communications to update websites PRN</p>	<p>Ongoing</p>
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Outcome 2: Facilities

People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

Strategy	Tasks	Actions	Responsibilities
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"> Ongoing audit of existing facilities and planned facilities and services to ensure continued compliance with relevant operational requirements legislation and building standards 	Review information from :- <ul style="list-style-type: none"> Quarterly WHS inspections Consumer Engagement reports Exec and CAC rounding R PBG Staff Feedback DAIP email correspondence Monitoring by security when security rounding occurs 	Monitoring by DAIP chair Actioning by RPH or BHS Facilities Manager's
Ensure signage is appropriate for people with disability	<ul style="list-style-type: none"> Signage to be reviewed throughout Health Service, ensuring compliance with relevant Signage Guidelines and Policies and the Department of Health guidelines. 	<ul style="list-style-type: none"> Monitor and review by R PBG Wayfinding & signage committee Monitoring of staff and consumer feedback 	Ongoing monitoring Actioning by RPH or BHS Facilities Manager's



<p>Ensure patients and visitors with disabilities have assistance as required to locate and reach destination.</p>	<ul style="list-style-type: none"> • RPBG signage & Wayfinding working group. • RPBG Reception Desks to provide directions and escorts as required to departments. • Provide wheelchairs for visitors Provide access maps on any patient/appointment communication • Review requirements for rest-points/waystations along main concourse of RPH between Mclver Station and Victoria Square entrances • Patient feedback is monitored by Consumer Engagement Officer • Monitor Ministerial requests for access/assistance issues • Monitor Ministers Annual DAIP report 	<ul style="list-style-type: none"> • Conduct signage and way finding review • Training staff on locations of way finding stations and directories • Volunteer Service' for concierge assistance in key Reception Areas • Ensure supply of wheelchairs at access points to buildings • Identify appropriate options for seating with consumer input at regular spacing along main concourse, develop procurement and installation plan • Patient feedback to be tabled at DAIP committee meetings. • Implement any recommendations relevant to RPBG 	<p>Facilities Manager Chair of signage & wayfinding committee</p> <p>(HIMS) Health Information Management Systems</p> <p>Patient support Services manager</p> <ul style="list-style-type: none"> • Director of Allied Health, Patient Experience Manager and EMHS Facilities and Infrastructure <p>Consumer Engagement Officer</p> <p>DAIP Chair</p>
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Outcome 3: Information

People with disability receive information from a public authority 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
Ensure staff and community awareness that RPBG information can be made available in alternative formats upon request.	<ul style="list-style-type: none"> RPBG publications available in alternative formats for RPBG divisions, and requirement of alternative formats 	<ul style="list-style-type: none"> EMHS communications team – following divisional and CAC input 	EMHS communication department	Ongoing
	<ul style="list-style-type: none"> Ensure all applicable documents intended for consumers carry a notation regarding availability in alternative formats. Information notices located in prominent locations around site, admission packs, and on internet informing visitors of the above. 	<ul style="list-style-type: none"> Monitoring of Publications Policy/Process for EMHS which includes guidance for developing new publications in alternative formats Review of Signage, Admission Pack and Internet (community interface) 	Consumer Engagement Publications Policy Owner Tier 2 committee CAC/ MHWG/ Consumer Engagement Unit/ EMHS Comms Tier 2 committee	Ongoing ongoing
Ensure all RPBG produced pamphlets meet minimum communication guidelines	<ul style="list-style-type: none"> Staff to follow EMHS publication policy for the creation of public brochures and other communications material to ensure compliance. 	<ul style="list-style-type: none"> All Publications to be reviewed by the CAC 	DAIP Committee/ /Consumer Advisory Committee/ Tier 2 committee	Ongoing



Outcome 4: Service quality

People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

Strategy	Tasks	Actions	Responsibilities	Timeline
Ensure staff are aware of the availability of the Disability Access Inclusion Plan	<ul style="list-style-type: none"> Monitor and review RPBG DAIP page on the RPBG Hub Directory with all DAIP related resources 	<ul style="list-style-type: none"> Promote through global emails and bulletins Reference as part of training programs (orientation, LMS) Assess availability of resources and disseminate Currency of Take 5 resource (3 yearly review) 	<p>EMHS Communications</p> <p>DAIP Committee</p>	<p>Ongoing</p> <p>November 2023</p>



Outcome 5: Complaints

People with disability have the same opportunities as other people to make complaints to a public authority.

Strategy	Tasks	Actions	Responsibilities	Timeline
Ensure that the Health Services Complaint and Feedback processes are accessible to clients with disability	<ul style="list-style-type: none"> Ensure awareness of staff of the need to identify different communication requirements of the person during the complaints process. 	<ul style="list-style-type: none"> Ensure current information is included as part of complaints education training and patient centred care education and training 	Consumer Engagement Unit LMS	Ongoing
	<ul style="list-style-type: none"> Monitor Consumer Satisfaction processes to identify any specific actions related to disability. 	<ul style="list-style-type: none"> Ongoing Complaint Management Process monitored by and reported on by Patient Experience Manager 	Consumer Engagement Unit	Ongoing
	<ul style="list-style-type: none"> Ensure Complaint processes and requirements are available at all points of consumer access to the service 	<ul style="list-style-type: none"> Information to be accessible and displayed both soft and hard copies) 	Consumer Engagement Unit CAC	Quarterly review



Outcome 6: Consultation

People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Strategy	Tasks	Actions	Responsibilities	Timeline
Ensure all venues for public participation have no access barriers with regard to location and design	<ul style="list-style-type: none"> 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. Provide appropriate alternative format content for any consultations (refer to outcome 3). 	<ul style="list-style-type: none"> Refer to DSC Checklist and ensure compliance Ongoing monitoring of patient feedback received. Review current information around audio loop, access and recommendations regarding use and additional installations. 	Compliance Monitoring via:- Consumer Engagement unit DAIP Committee	Ongoing
Advertise opportunities to participate in public consultation giving consideration to the requirements of people with disabilities	<ul style="list-style-type: none"> Inform the RPBG Consumer Advisory Committee of planned consultation events. EMHS Communications Inform other consumer groups as required. 	<ul style="list-style-type: none"> Maintain communication links with Consumer organisations and individuals within and outside the organisation Include appropriate questions about access and inclusion in general RPBG surveys and consultation events. Actively pursue the views of people with disabilities on a wide range of issues 	DAIP Committee EMHS Media Coordinator	Ongoing / as required



<p>Ongoing monitoring by the DAIP to ensure implementation and satisfactory outcomes.</p>	<ul style="list-style-type: none"> • DAIP Committee to meet quarterly and undertake regular review of Implementation plan with updates. • Respond in a timely fashion to any access complaints raised via complaints forms or other communication format. 	<ul style="list-style-type: none"> • Reporting of Consumer involvement in consultation and/or at Committees 	<p>Consumer Engagement Officer DAIP Committee</p>	<p>Quarterly</p>
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Outcome 7: Employment

People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Strategy	Tasks	Responsibilities	Timeline
Recruitment strategy incorporates equity and diversity principles. <i>WA Health Equity and Diversity Plan 2015-2020 (Outcome 2)</i> <i>RPBG implement S51 on all JDFs</i>	Implement and comply with the WA Health Recruitment, Selection and Appointment (RSA) Policy.	Talent and Acquisition Team	Ongoing
	Implement WA Health Selection Panel Training.	EMHS Learning & Development	Ongoing
	Implement and comply with Job Description Form (JDF) guidelines and templates.	Site, Site HR and HSS	Ongoing
	Utilise inclusive recruitment practices by ensuring <ul style="list-style-type: none"> all advertisements for employment opportunities have appropriate wording to encourage people with disability to apply. all advertising and recruitment processes are conducted in accordance with the Equal Employment Opportunity principles. 	Site and HSS and Talent and Acquisition Team	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, Site HR and Talent and Acquisition Team	Ongoing
Employment options provide flexibility for employees with disability. <i>WA Health Equity & Diversity Plan 2015-2020 (Outcome 2)</i>	Implement the WA Health Flexible Work Arrangements (FWA) Policy.	Site and Site HR	Ongoing
Promote a harmonious workplace free of discrimination. <i>WA Health Equity & 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
	Promote the Employee Assistance Program (EAP) to staff through communication strategies, education initiatives and induction.	Site and Site HR	Ongoing
	Encourage employees to attend training programs and events that celebrate diversity.	Site and EMHS Learning and Development	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>EquIP National Standard 15</i>)	Site HR and OSH	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
Maintain current workforce diversity data for all diversity groups including people with disability, for workforce planning. <i>WA Health Equity & Diversity Plan 2015-2020 (Outcome 3)</i>	Use the WA Health Employee Diversity Survey to collect diversity information from all employees.	HSS and Talent and Acquisition Team HSS	Ongoing
	<ul style="list-style-type: none"> 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. 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. 		Ongoing