



HEALTHY COMMUNITIES AND  
WORLD CLASS HEALTHCARE

CARING | PASSIONATE | TRUSTWORTHY

## **BENDIGO HEALTH DIVERSITY PLAN**

**2016-2019**

**Developed March 2017**

**Part A**  
**Consumer Diversity**

SUPPORTING STANDARDS, FRAMEWORKS & POLICIES:

- Department of Health 2009, *Australian Charter on Healthcare Rights in Victoria*
- Department of Health 2005, *Language services policy*
- Department of Health 2009, *Cultural Responsiveness Framework- guidelines for Victorian health Services*
- Department of Health 2009, *Well proud. A guide to gay, lesbian, bisexual, transgender and intersex inclusive practice for health and human services*
- National Safety & Quality Health Service Standards (NSQHS)- Sept 2012
- Commonwealth Home and Community Care, *National Standards Instrument and guidelines*
- Disability Standards
- Victorian State Disability Plan 2013-2016
- Aged Care Accreditation Standards

## **FOREWORD:**

Health equity is about everyone in the community having the necessary knowledge, skills and resources to achieve and maintain good health and wellbeing  
(Source: *World Health Organisation*)

Bendigo Health (BH) is committed to ensuring that access to and equity of health services are available to people within the diverse society in which we live.

It is well documented that people who are most vulnerable to poor service access and equity are those who are:

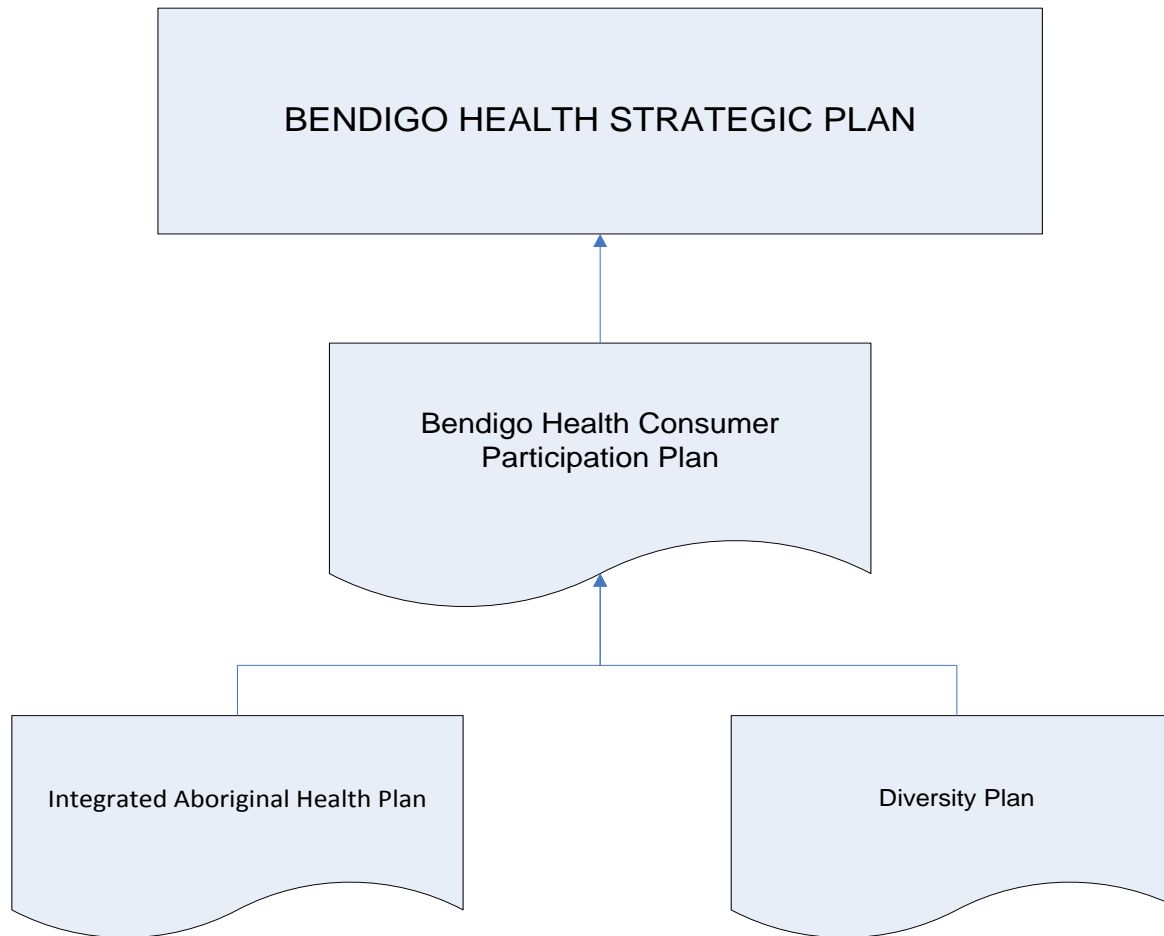
- Of Aboriginal and Torres Strait Islander descent
- Socio-economically disadvantaged
- Living in rural or remote areas
- Living with a mental illness or intellectual disability
- Living with abuse or neglect
- Living with a physical disability (including communication deficits)
- Affected by discrimination, social exclusion or incarceration
- From cultural or linguistically diverse backgrounds, particularly refugees and survivors of torture and trauma.

This Diversity Plan seeks to identify and address barriers to service access and equity from a whole of organization perspective. It is formed from BH's Disability Access Plan -2014-2016 and Cultural Responsiveness Plan 2014-2017.

It aligns with BH's Strategic Plan objectives and sits alongside its Integrated Aboriginal Health Plan (see Planning Structure below).

# Bendigo Health Planning Structure

(For Department of Health Requirements)



### 1. ORGANISATIONAL EFFECTIVENESS

Bendigo Health strives to demonstrate a whole of organization approach to supporting access to high quality, safe, person/ family centred care for the diverse population it serves.

Overall Strategies	Tasks/Target outcomes:	Responsibility/key lead	Timelines for completion/Review date
<p>1.To have a Bendigo Health Diversity plan inclusive of cultural, disability, access and demand issues related to health equity.</p> <p>2.Monitor, review and report against Diversity plan objectives at Diversity Committee meetings</p>	Develop a Diversity plan and seek input from key stakeholders	Manager SWD & Diversity Officer	Oct 2016
	Obtain approval via Diversity committee, CAC and Executive	Exec. Director Manager-SWD	June 2017
	Ensure that the Diversity Plan is accessible to staff &/or consumers via the intra/internet	Diversity Officer/ Communications & Marketing	July 2017
<p>3.That those with a disability are supported appropriately whilst at BH</p>	Promote the Diversity Plan across BH	Diversity Committee members	By July 2017
	Regularly review and update the plan	Diversity committee	At each Diversity Committee meeting
	Report Diversity Plan progress and outcomes as required to key stakeholders and other committees	Manager SWD & Diversity Officer	As required, including Quality of Care report
	Have appropriate directions, signs and symbols to support way finding at both internal and external campuses	Buildings and Infrastructure (old BH buildings and regional buildings) Spotless (new Bendigo Hospital)	Ongoing

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	Provide support for inpatients and residents requiring assistance at mealtimes, monitored via VHES	AH Director, AH and Nursing staff	Ongoing
	Ensure staff are aware of availability and use of communication aids via Speech Pathology	Speech Pathology/ Business managers	Ongoing
	Ensure Auslan interpreting is offered to deaf people on presentation/ during care pathway	Business managers, support via Deaf Access Worker	Ongoing
	Ensure that all staff are aware of and have access to the Centre for Developmental Disability Health Victoria's training kit. Rollout to begin approx March 2017	Speech Pathology/ Rural Health Team	End Dec 2017
	Explore options to improve access to services and support for patients with significant disabilities (DHSS funded -Enhancing Health Services Access and Support project)	CHERC (ED, HCCC Exec sponsor)	End June 2017
4. That BH services are able to meet any newly identified needs in a timely and appropriate way	Attend the Bendigo Planning and Settlement committee and report to the Diversity Committee	Manager SWD	Quarterly
	Attend Bendigo Refugee Health and Wellbeing sub-committee meetings and report to the Diversity Committee	Manager- Infectious Diseases Clinic	Quarterly

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	Ensure that written communications are created with a health literacy focus for both consumers and staff	Healthy Communities Director and Communications and Marketing	Ongoing
	Ensure provision of culturally/ religiously appropriate food options for patients and staff by modifying menu's according to requirements	Allied Health (SW and dietetics) and PPP contracts manager	Ongoing
	Ensure that the spiritual needs of all faith traditions are provided for by accrediting chaplains from faith traditions and have contact details available on the intranet.	Pastoral Care Manager	Ongoing
	Clearly display Interpreter and Auslan symbols at entrance/receptions areas and /or on patient information material/ brochures as needed	Diversity Officer Business Managers Supported by Deaf Access Worker	Ongoing
	Provide and encourage access to interpreters and ensure that documents to support information sharing and care are translated into the language used by the patient if needed.	Business Managers Manager SWD Diversity Officer	Ongoing



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5.To support best practice in service delivery, policy, protocols, procedures and guidelines will be developed and reviewed in line with overarching Quality Standards and relevant Government policy	Support BH Departments to reflect diversity when reviewing / creating policy, protocols, procedures or guidelines eg <ul style="list-style-type: none"> <li>- Person Centred Care policy and iLearn module</li> <li>- Cultural and ceremonial leave policy</li> <li>- Residential Care Services- Cultural Care guidelines</li> <li>- Psychiatric Services- Gender Responsiveness policy</li> </ul>	Departments/ Diversity Committee/ Quality@BH	As required
	Ensure the Diversity and Communication, Language and Interpreting Services Protocol and associated documents/ forms are reviewed to reflect current standards of practice	Diversity Committee	As required or per PROMPT review timelines
6. Information relating to diversity is easily accessible to staff	Ensure the Diversity, Interpreter Services and Aboriginal Health intranet pages are current and have links to relevant information, documents and resources	Manager SWD/ Diversity Officer/AHLO	As required
	Transfer knowledge on updated information to staff via the staff e-newsletter	Manager SWD/ Diversity Officer/AHLO	As required

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7. That staff have access to and are encouraged to undertake training related to the diversity of the population they serve	Diversity related information, training or education is available and promoted via internal newsletters, ODI training lists and GMGR promotion <ul style="list-style-type: none"> <li>- Develop/ update a Communication and Language in-service module and promote/ deliver to departments/ services</li> <li>- Provide Diversity at BH information/ updates to staff via the e-newsletter</li> <li>- Training opportunities are promoted, arranged and monitored</li> </ul>	Diversity Officer/ Deaf Access worker  Diversity Officer  Diversity Officer/Comms and Marketing  ODI/ Diversity Officer	As required  Following each Diversity Committee meeting  As available  As available
8. That older inpatients/ residents at BH are supported to reduce functional decline	That staff use the 'Older people in hospital' resource which is located on the BH intranet and has been promoted to staff to support staff to minimize functional decline is utilized and accessible  Progress the Enriching Environment pilot project	Business Managers, ED, HCCC  Project Officer	Ongoing  October 2017
9. To support or increase diversity support roles across BH	BH to support the following roles- <ul style="list-style-type: none"> <li>- Diversity Officer (0.1 EFT)</li> <li>- AHLO (1 EFT)</li> </ul>	ED, HCCC, Manager SWD	Ongoing

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10. Collaborate with other organisations to improve services and service access	<ul style="list-style-type: none"><li>- Consumer Participation Support worker</li><li>- Regional Deaf Access workers</li></ul> BH to explore any other opportunities for growth of these or other key positions, including need for male and female AHLOs.	ED, HCCC and Manager SW	June 2017
	BH-Emergency Dept and La Trobe University are currently researching disability access at ED in an effort to improve access for those with a disability to buildings and services	Chair-Diversity Committee	Dec 2017

## **2. RISK MANAGEMENT**

Bendigo Health uses internal risk management processes and external feedback to identify, monitor and minimise barriers and risks to service access and equity.

<b>Overall Strategies</b>	<b>Tasks/Target outcomes</b>	<b>Responsibility/key lead</b>	<b>Timelines for completion/review date</b>
11. Provide regular reports relating to cultural and linguistic diversity to inform decision making.	Report to include: <ul style="list-style-type: none"><li>- Interpreting usage data</li><li>- Information and resources relating to CALD</li><li>- In service training</li></ul>	Diversity Officer	For quarterly meetings

	- Resources and training opportunities		
	Report to include complaints and risk management concerns regarding <ul style="list-style-type: none"> <li>- CALD/ Deaf communication</li> <li>- Disability access</li> <li>- Any other diversity related concerns</li> </ul>	Quality@BH	For quarterly meetings

<b>3. CONSUMER PARTICIPATION</b> Bendigo Health encourages and supports diverse groups to work with them to enhance service development in line with community needs			
<b>Overall Strategies</b>	<b>Tasks/Target outcomes</b>	<b>Responsibility/key lead</b>	<b>Timelines for completion/review date</b>
1.To be more inclusive of consumers from diverse backgrounds on BH committees	That the Diversity Committee models diversity in it's membership by inviting and facilitating relevent consumer membership	Diversity Committee and Diversity Officer	Ongoing
	That other committees actively seek a diverse range of members as per their committee's Terms of Reference (TOR)	Executive Directors/ Nursing Directors/Consumer Participation Officer	Ongoing

**Part B**  
**Workforce Diversity – to be finalized and provided at later date**