



2023-2026

Disability Action Plan

Easy-Read Version



Austin
HEALTH



Austin Health Disability Action Plan



This is the Austin Health Disability Action Plan.

Austin Health is a healthcare service based in Melbourne.

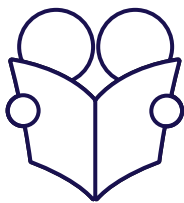


When you see the words “we” or “our” this means Austin Health.



This is an easy read version of the Disability Action Plan.

This plan has some hard words. We will explain what they mean.



You can ask someone to help you read this plan.



You can find other versions of the plan at:
austin.org.au/disability-action-plan/

Different formats



There are different versions of the Disability Action Plan.

It can be read as:

- E-text on a computer or phone
- Audio which you can listen to



You can call **9490 7620** or email **DisabilityLiaison@austin.org.au** for other versions of this plan.



If you are deaf or cannot talk on the phone you can use the National Relay Service.

To contact them:



Call **1800 555 660**

TTY call **1800 555 630**

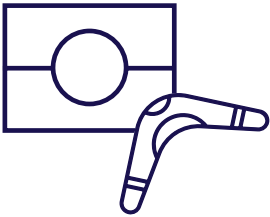
Fax **1800 555 690**

SMS text message **0416 001 350**

Email **helpdesk@relayservice.com.au**

Website **infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service**

Acknowledgment of country



Austin Health share our respect to Aboriginal and Torres Strait Islander people.

We celebrate their culture and connection to the land.

Austin Health is in the Kulin Nation.

This is the home of the Wurundjeri people.



Are you Aboriginal or Torres Strait Islander?

Austin Health has a program called Ngarra Jarra.

Ngarra Jarra helps Aboriginal and Torres Strait Islander patients and their families.

It can help with:



- Emotional support
- Advocacy
- Teaching staff about culture

You can contact the Ngarra Jarra by calling **03 9496 5699** or emailing **ngarra.jarra@austin.org.au**

Message from the Chief Executive Officer



The leader of Austin Health is called the **Chief Executive Officer**.

Our Chief Executive Officer is Adam Horsburgh.

Adam says:

I am very happy to share Austin Health's second Disability Action Plan with you.



Many people in Australia have a disability.

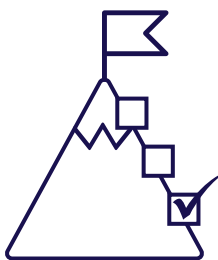
This plan shows how we are working with people with disability to make our services better for everyone.

The plan shows what we still need to do.

Like making our buildings more accessible.

And making our services safe for people with disability.

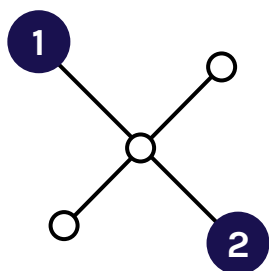
To do this we will work with people with disability.



This Disability Action Plan is 1 of many things we do to include people with disability.

I want to thank everyone who helped make this plan.

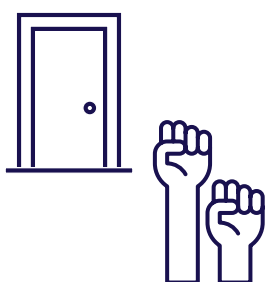
What is a disability action plan?



Disability can mean different things to different people.

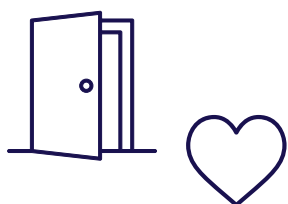
Models of disability is the way we think about and provide support for people with disability.

We use the **social model** and the **human rights model of disability**.



The **social model** believes that disability is caused by spaces that are not accessible.

Human rights are basic rights and freedoms that belong to every person in the world.



We believe that the social and human rights models create better access and care for people with disability.

This Disability Action Plan shows how we will improve our work with people with disability.



We will continue our good work and start new activities to keep improving.

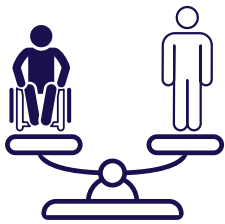


We will measure our success as we go.



Austin Health follows the laws on disability. These include:

- The Disability Discrimination Act
- The Victorian Disability Act
- The Charter of Human Rights and Responsibilities Act



These laws protect the rights of people with disability.

They aim to give equal opportunities to people with disability.

Our values

At Austin Health we are proud of **our values**.

Our values say who we are and how we behave.

Our values help us give good service to our clients and staff.

Our values are:



Our actions show we care

This means we are kind and caring to each other



We bring our best

This means we do our best to care for patients



Together we achieve

This means we work together with our staff and community



We shape the future

This means we always try to make healthcare better for everyone

Our community



Austin Health works across
3 areas in Melbourne.



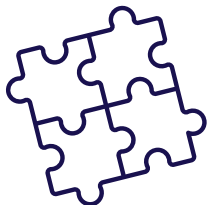
We care for 86,000 patients every
year in emergencies.



We have 110,000 patients in
our hospital every year.



We have 1,100 beds in our hospital.



We know everyone is different.

We try to meet the needs of
everyone in our community.

We look at the whole person not
just their illness.



We use technology to make
our services better.

Our consumers



Consumers are people who use our health services.

We try to understand our consumers and their needs.

We listen to our consumers to understand them better.

We make sure our care is respectful.

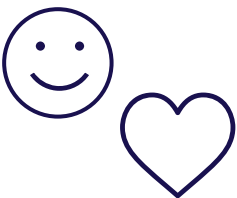
This Disability Action Plan will help us build better relationships with consumers with disability.

Our people



Austin Health is respected in the community.

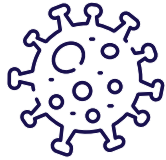
We have 9,500 staff and volunteers who give high quality care.



We have a culture that is positive and welcomes staff and patients.

Including all people is important to us.

Consultation



This Disability Action Plan was made during the difficult Covid-19 pandemic.



Over 100 people, groups and organisations shared their ideas.



We talked to:

- People with disability, families, carers, friends and support workers
- Disability services and groups
- Our workers
- Government
- Patient groups

We thank everyone involved.

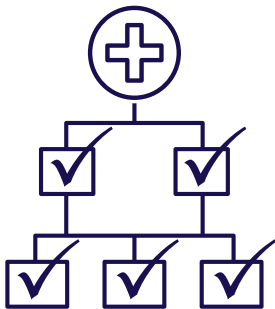
Monitoring and reporting

The Austin Health Disability Action Plan will take 4 years.



Year 1

Start activities that make a positive difference to people with disability.

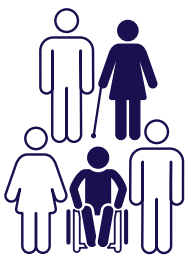


Years 2-3

Continue and start more activities across all of our programs at Austin Health.

Year 4

Continue to build a health system that includes everyone.



Austin Health has a Disability Inclusion Committee.

This group is made up of people with disability, people who care for a person with disability and healthcare workers.

They will:

- Lead the Disability Action Plan
- Share progress of the plan
- Work with others to improve the plan

Priority Areas



A **priority** is something important.

This Disability Action Plan has 3 priority areas.



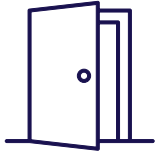
Priority 1: Inclusive

Inclusive means everyone is welcome and included.

We will build an inclusive culture by welcoming people with disability who work for us and use our services.

We will do this by:

- Asking people with disability to share their thoughts with us
- Having more people with disability work for us
- Training our workers about disability



Priority 2: Accessible

Accessible means everyone has equal access to something without any barriers.



We will make our buildings, information, and communication easy to access for people with disability.

We will do this by:

- Making sure our buildings and spaces are easy to access
- Making sure important information is easy to access



Priority 3: Effective

Effective means doing things well.

We will provide good quality and safe patient care.

We will do this by:

- Working closely with patients to get good results
- Improving the experience of patients
- Improving our work with the National Disability Insurance Scheme

For more information



For more information please contact our Disability Liaison Officers by:



Email

DisabilityLiaison@austin.org.au



Call

03 9490 7620



Write a letter to:

Disability Liaison Officer Program
Austin Health Allied Health Division
145 Studley Road
Heidelberg 3084