HEALTH PURCHASING VICTORIA

Health Purchasing Victoria

Accessibility Action Plan 2019 – 2022

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Executive Summary

Chief Executive's foreword

Health Purchasing Victoria (HPV) was established in 2001 to achieve best-value outcomes in procuring health-related goods, services and equipment for Victoria's public health services. Our vision to advance safe, affordable and sustainable healthcare drives all that we do.

Similarly, HPV strives to be an organisation that is respectful, inclusive and promotes diversity. Cultural diversity is a significant feature of our workplace, with more than a dozen different nationalities and cultural backgrounds represented.

Disability is also an important aspect of diversity. According to the Department of Health and Human Services (DHHS), more than 18 per cent of Victoria's population has a disability, and this number is expected to increase in coming years[1].

At HPV, three per cent of our workforce identifies as a person with disability. Our diverse, supportive workplace reflects our

value of 'taking responsibility' by acknowledging the needs of Victoria's disability community – We challenge the status quo, and take ownership of our behaviours, actions and results.

HPV is working to ensure we increase the diversity of our workforce by supporting people with disability to lead satisfying working lives every day. We are leading the way in ensuring our workplace services, facilities and initiatives are inclusive and accessible for all, and demonstrating how small government organisations can provide an encouraging environment for people with disability.

HPV's 2018 People Matter Survey showed that a significant majority of our Employees agree that 'Disability is not a barrier to success in my organisation'. We are proud to recognise our organisational support for people with disability as one of our top 10 scoring areas, and continue to use the survey to assess our progress in supporting a diverse workforce.

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1 Department of Health and Human Services website: https://providers.dhhs.vic.gov.au/people-disability-victoria. Accessed 14 June 2019.

Ongoing initiatives like our internal ethical leadership program empowers everyone at every level at HPV. We want to make sure everyone has the power to 'speak up' – by raising ideas, voicing improvements and calling out behaviours that are not in line with our values – so that we support an inclusive, diverse workplace where Employees are inspired to contribute to improved disability awareness and accessibility.

We have sought advice from Victoria's Office for Disability to develop HPV's Accessibility Action Plan, which mirrors the Victorian Government's Absolutely everyone: State disability plan 2017-2020 and its outcomes framework. Our plan also aligns to the actions of DHHS' Disability employment strategy 2018-2020, which aims to build an inclusive and diverse workforce.

Perhaps most importantly, we have worked closely with our Employees – and especially those who identify as a person with disability – to gather their input on making our workplace more inclusive and accessible.

I am excited by the possibilities of a more diverse HPV, and I am delighted to present HPV's Accessibility Action Plan 2019-2022.

Elaine Ko

Chief Executive

Melbourne, 28 June 2019

Purpose

This Accessibility Action Plan (the plan) outlines HPV's commitment to enhancing the health and well-being of people with disability over four years. This plan focuses on improving accessibility, participation and employment outcomes for people with disability, and has been developed in consultation with all HPV Employees.

Framework

The plan aligns to the Absolutely everyone: State disability plan 2017-2020 and its outcomes framework, including its four pillars comprising:

- Inclusive communities – I feel included

- Heath, housing and wellbeing – I live well

- Fairness and safety – I get a fair go

- Contributing lives – I contribute

We have also aligned our plan to actions from the Department of Health and Human Services' Disability employment strategy 2018-2020, which sets out the Department's commitment to building an inclusive and diverse workforce.

The primary objective of the plan is to bring about qualitative change to support Employees, consumers, community members and any person with disability engaging or interacting with HPV.

Section 38 of the *Disability Act 2006* (Vic) provides a legislative framework for disability action plans in Victoria. It requires public sector bodies to develop and implement disability action plans under four outcomes. These outcome areas are:

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

- Reducing barriers to persons with a disability obtaining and maintaining employment

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

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

The plan aligns to HPV's values, which comprise:

- **We are customer-focused**   We focus on customer and patient outcomes

- **We keep it simple**   We strive for efficient and effective ways to achieve our goals

- **We are collaborative**   We work as a team toward common goals

- **We take responsibility**   We challenge the status quo. We are responsible for our behaviours, actions and results

- **We inspire confidence**   We do the right thing. We are open, honest and trustworthy

Monitoring and accountability

The plan includes timings to assist us in tracking against our planned actions and in actively working towards achieving our desired outcomes. These timings include many actions to be completed on a quarterly or annual basis, while others contribute to our long-term goal to improve HPV's diversity and organisational culture.

Each action lists an Employee or representative group that is accountable for the deliverable.

Draft consultation

HPV sought feedback from the organisation via a survey conducted in February 2019. We received a 74 per cent response rate, with further suggestions and useful resources provided via email following the initial consultation. We also held face-to-face consultations with a number of HPV Employees who were keen to be involved, and also with Victoria's Office for Disability.

We thank those who took the time to provide feedback. A summary of feedback received and included in the final plan is noted below.

What you told us

Employees providing feedback on HPV's Disability Action Plan 2015-2018 were generally positive, in particular our comprehensive set of actions and dual focus on building internal capability and improving access to HPV services and programs. Employees also suggested areas for improvement, and these are summarised below and reflected in this plan.

Employees noted their appreciation for HPV's comprehensive consultation and the opportunity to provide feedback. They also made the following suggestions:

- Clarify HPV's measures within the plan, and improve the monitoring and status reporting of our progress against plan objectives

- Improve accessibility for all via internal and external forums

- Ensure that the plan compares favourably against other organisations' plans

- Improve existing infrastructure and physical office access as well as accessibility for persons who are Deaf/deaf[2]

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[2] The use of a capitalised 'Deaf' reflects that the subject or audience identifies with Deaf culture.

Lowercase 'd' is used when speaking about a person's ability to hear. For more detail,

please see: https://www.artsaccess.com.au/talking-about-disability/.

- Provide further information about how progress will be monitored and reported on, and commit to providing updates in HPV's annual report and performance outcomes in relevant plans, including personal development plans

- Communicate regularly to the organisation

- Place a stronger focus on people with non-visible disabilities, such as mental illness

References

- Absolutely everyone: State disability plan 2017-2020

- Achieving Substantive Equality and Optimal Participation: Employees with a Disability in the Victorian Public Sector

- Code of Conduct for Victorian Public Sector Employees

- Department of Health and Human Services Disability employment strategy 2018-2020

- Department of Health and Human Services Disability action plan 2018-2020

- HPV Medical Declaration and Reasonable Adjustment Request Form

- POL200 Human Resource Management Policy

- PRO200.4 Flexible Work Arrangements Procedure

- PRO200.7 Complaint Resolution Procedure

- PRO200.8 Diversity and Workplace Respect Procedure

- The State of the Public Sector in Victoria 2017-2018

Legislation

- *Disability Act 2006* (Vic)

- The *Charter of Human Rights and Responsibilities 2006* (Vic)

- *Disability Discrimination Act 1992* (Cwlth)

- *United Nations Convention on the Rights of Persons with Disabilities 2008*

- *Victorian Equal Opportunity Act 2010* (Vic)

Outcome 1:
Reducing barriers to persons with a disability accessing goods, services and facilities

1. Facilities

Action area aligns to Absolutely everyone pillar(s): Inclusive communities

Actions	Accountability for delivery	Performance Measure	Timing	Status
Physical environment 1.1 Facilitate an annual physical access audit, recording the accessibility of HPV's office facilities and providing recommendations for accessibility improvements as required. • Plan actions, including budgetary considerations, to install an automatic door to improve entry to the HPV office.	Director People and Culture	Improve disability access and universal design	Annual review – March	Complete March 2019
1.2 Engage Employees with disability in the workplace design phase to improve the accessibility of work spaces and places with universal design.	Director People and Culture	Improve disability access and universal design	Annual review – March	Ongoing
1.3 Complete ergonomic assessments for all new Employees and offer regular reviews for existing Employees.	Director People and Culture	Improve disability access and universal design	Annual review – March	Ongoing

Actions	Accountability for delivery	Performance Measure	Timing	Status
Emergency procedures 1.4 Identify strategies and options to support Employees to improve their ability to plan for, react to and recover from an emergency in a HPV workplace setting. • Communicate emergency procedures via multiple forums and formats. • Implement Personal Emergency Evacuation Plans (PEEP) with Employees with accessibility requirements to ensure safe emergency egress from HPV's premises in the event of an emergency.	Director People and Culture	Improve emergency preparedness and response for people with accessibility requirements	Twice yearly – March and October	Personal Emergency Evacuation Plan (PEEP) register current as of November 2018

2. Services

Action area aligns to Absolutely everyone pillar(s): Inclusive communities

Actions	Accountability for delivery	Performance Measure	Timing	Status
Information Communication Technology (ICT) solutions 2.1 Support project teams who are upgrading ICT solutions to ensure they meet Web Content Accessibility Guidelines 2.0 Level AA accessibility requirements where practical.	Director Data and Systems	Improve the accessibility of ICT systems	Ongoing, as per project schedule	Ongoing
2.2 Through reasonable adjustments and working with the Data and Systems division, provide ICT and non-ICT solutions to reduce barriers experienced by people with disability using systems, identified as having limited accessibility, where practical.	Director Data and Systems	Improve accessibility of ICT systems	Ongoing, as per project schedule	Ongoing
2.3 Consult with people who require adaptive or accessible technology at the design stage and carry out user testing prior to introducing new ICT products and/or carrying out ICT upgrades.	Director Data and Systems	Improve accessibility of ICT systems	Ongoing, as per project schedule	Ongoing

3. Communication and media

Action area aligns to Absolutely everyone pillar(s): Inclusive communities

Actions	Accountability for delivery	Performance Measure	Timing	Status
Communication Improve HPV's website compliance with Web Content Accessibility Guidelines 2.0 Level AA. • Annually review progress of HPV's website accessibility.	Communication Manager	Improve accessibility of the HPV website and communication so that HPV achieves compliance with Web Content Accessibility Guidelines 2.0 Level AA	Annual review – March	Ongoing
3.2 Implement an annual program to improve the accessibility of existing written documentation: Increase access to online resources by providing accessibility guidance on the HPV website for different formats (e.g. PowerPoint presentations, Excel spreadsheets, using Easy English, emails). • Ensure fonts used in website text are scalable to assist visually-impaired web users. • Ensure HPV's online resources such as HPV's Learning Management System (LMS) have distinctive iconography	Communication Manager	HPV improves accessibility to online resources	Annual review – March	Ongoing

Actions	Accountability for delivery	Performance Measure	Timing	Status
colours and shapes, and use online accessibility tools to assess text and image legibility. • Ensure website images display alternate text which can be read by screen reader technology. • Ensure information contained in tables is provided in a format which can be read by screen readers. • Ensure website content can be navigated using keyboard 'shortcut' keys. • Ensure videos are produced with accessibility features including subtitles and closed captions where practical. Investigate tools available to provide closed captioning.				
3.3 Increase awareness of accessibility by using internal communication channels to promote available resources, training opportunities and relevant events where reasonable.	Communication Manager	HPV improves accessibility to online resources	Annual review – March	Ongoing
3.4 Where relevant, feature people with disability through stories, pictures and case studies in internal and external communication.	Communication Manager	HPV improves accessibility to online resources	Annual review – March	Ongoing

Actions	Accountability for delivery	Performance Measure	Timing	Status
3.5 Ensure accessibility guidelines for publishing and printing are current, published, communicated and available on the HPV intranet.	Communication Manager	Guidelines communicated and accessible	December 2019	In progress

Accessibility of HPV's ICT services

HPV recognises that access to ICT is fundamental to the services we deliver. HPV seeks to increase the accessibility of our communication, in particular on our website, so that more people are able to engage with HPV. Assistive technology helps many users access websites. The plan identifies actions to ensure that ICT applications are accessible for all Employees and other intended website users. The plan includes a requirement that accessibility be considered at the beginning of new website projects or upgrades, and that all new projects include a requirement to meet or exceed relevant Australian standards. In line with Department of Health and Human Services objectives, HPV is working to ensure that services are appropriate and accessible in the right place at the right time.

Outcome 2:
Reducing barriers to persons with a disability obtaining and maintaining employment

4. Recruitment

Action area aligns to Absolutely everyone pillar(s): Contributing lives, Fairness and safety

Actions	Accountability for delivery	Performance Measure	Timing	Status
Recruitment activity 4.1 Ensure recruitment activities are inclusive of people with disability. Advertising content should encourage people with disability to apply for positions within HPV. • All HPV vacancy advertisements are to include the statement: 'HPV is an all-inclusive employer. Job applications from Aboriginal people, Torres Strait Islanders, people/persons with disability, Lesbian, Gay, Bisexual, Transgender and/or Intersex (LGBTI) and people from culturally-diverse backgrounds are encouraged.' • Ensure job vacancies are distributed through disability networks and services to reach as many prospective	Director People and Culture	All applicants with disability are considered for positions within HPV	Annual review – March	Ongoing

Actions	Accountability for delivery	Performance Measure	Timing	Status
candidates with disability as possible, including through the Office for Disability.				
Training 4.2 Provide an e-Learning module on recruitment for the organisation, including unconscious bias training.	Director People and Culture	All Employees have an understanding of equal employment and anti-discrimination	Annual review – March	Ongoing
4.3 Provide training across the organisation on diversity and inclusion.	Director People and Culture	All Employees have an understanding of equal employment and anti-discrimination	Annual review – March	Ongoing
4.4 Provide training across the organisation on flexible work arrangements.	Director People and Culture	All Employees have an understanding of equal employment and anti-discrimination	Annual review – March	Ongoing

Actions	Accountability for delivery	Performance Measure	Timing	Status
4.5 Provide mental health first aid training.	Director People and Culture	All Employees have an understanding of equal employment and anti-discrimination	Annual review – March	Ongoing
Procedure review 4.6 Review recruitment processes to enable for positive discrimination where appropriate for people with disability.	Director People and Culture	Reviews provide support to Employees, reducing barriers in retaining existing or attracting potential Employees with a disability	Two-yearly review	Review April 2021
4.7 Review HPV's medical declaration form and assess compliance with any changes to the Australian Department of Social Services' Reasonable Adjustment Policy, ensuring the reasonable adjustment content is current, published and communicated to all Employees and available on HPV's intranet.	Director People and Culture	Reviews provide support to Employees, reducing barriers in retaining existing or attracting potential Employees with a disability	Two-yearly review	Complete 2019
4.8 Review HPV's Flexible Working Arrangement Procedure and Diversity and Workplace Respect Procedure to ensure	Director People and Culture	Reviews provide support to Employees, reducing barriers in retaining	Two-yearly review	Complete 2019

Actions	Accountability for delivery	Performance Measure	Timing	Status
effective implementation of adaptable and flexible work practices as required by the *Fair Work Act 2009*.		existing or attracting potential Employees with a disability		

5. Employee engagement

Action area aligns to Absolutely everyone pillar(s): Health, housing and wellbeing, Inclusive communities

Actions	Accountability for delivery	Performance Measure	Timing	Status
Reasonable adjustments 5.1 Identify reasonable adjustments through HPV's Medical Declaration and Reasonable Adjustment Request Form to ensure HPV provides an accessible and inclusive work environment for all Employees.	Director People and Culture	Employees are given appropriate support and modifications to work at HPV	As required	Ongoing
Professional development 5.2 Develop and implement professional development programs for Employees with disability that focus on talent, individual needs and potential.	Executive Leadership Team	Tailored goal setting and personal development plans	In line with performance review schedule	Ongoing
External support 5.3 Develop, communicate, publish and maintain a contact list of external agency contacts that Employees with disability can contact for information and support.	Director People and Culture	Increased Employee awareness of support persons	Annual review – December	In progress

Consultation

We have incorporated the Victorian Government's Absolutely everyone: State disability plan 2017-2020 pillars, actions from the Department of Health and Human Services' Disability employment strategy and the four outcome areas from the *Disability Act 2006* so that we lead the way and ensure our workplace and programs are inclusive and accessible.

Outcome 3:
Promoting inclusion and participation in the community of persons with a disability

6. Inclusion and consultation

Action area aligns to Absolutely everyone pillar(s): Contributing lives, Inclusive communities

Actions	Accountability for delivery	Performance Measure	Timing	Status
Consultation 6.1 Facilitate ongoing engagement with HPV Employees regarding the plan's implementation. • Identify emerging issues and opportunities for future action, including through presentations by external advocacy and representative bodies. • Profile and provide feedback on emerging disability initiatives to promote disability inclusion. • Drive cultural change and build internal capability.	Director People and Culture	Increase Employee engagement and consultation with relevant stakeholders	Annual review – March	Complete February 2019
External events	Communication Manager	HPV events provide inclusive practices	Annual review – December	In progress

Actions	Accountability for delivery	Performance Measure	Timing	Status
6.2 Create, promote and review an accessibility checklist including advice for use by HPV staff when planning an event. • Ensure regional forums and external meetings hosted by HPV are fully accessible, where possible.		ensuring accessibility to all stakeholders		
Internal events 6.3 Ensure all Health and Wellbeing Committee (HAWC) events consider accessibility to ensure full and active participation of all Employees.	HPV Health and Well-being Committee (HAWC)	HPV events provide inclusive practices ensuring accessibility to all stakeholders	As per HAWC calendar of events	Ongoing
6.4 The HAWC event R U Ok Day to include education on mental health to increase Employee awareness and understanding about how to open discussions, promote participation, and support and tailor arrangements to include the needs of persons with mental health concerns.	HPV Health and Well-being Committee (HAWC)	HPV events provide inclusive practices ensuring accessibility to all stakeholders and provide education where possible	As per HAWC calendar of events	Ongoing

7. Promotion

Action area aligns to Absolutely everyone pillar(s): Inclusive communities

Actions	Accountability for delivery	Performance Measure	Timing	Status
Promotion 7.1 Promote the plan to Employees and provide public access on the HPV website in line with the communication plan.	Director People and Culture	The plan is accessible on HPV's Employee intranet with public access via the HPV website	Annual communication and review – March	Plan in place
Register 7.2 Register the updated plan with the Australian Human Rights Commission.	Director People and Culture	Upload the final plan to Australian Human Rights Commission website	June 2019	Plan in place
Legislation 7.3 Review the inclusion of a disability access clause in the forthcoming HPV Enterprise Agreement 2022.	Director People and Culture	Legislative compliance	June 2022	Plan in place

The HPV community

The 2018 HPV People Matter Survey outcome showed that three per cent of HPV Employees identify as a person with disability, defined as being any sort of disability that restricts a person from performing everyday activity and which is long-term, lasting six months or more. HPV aims to provide an environment where Employees are consulted and empowered to contribute to the ongoing improvement of disability awareness and accessibility at HPV. HPV continues to invite feedback from Employees who identify as a person with disability.

Outcome 4:
Achieving tangible changes in attitudes and practices which discriminate against persons with a disability

8. Procurement

Action area aligns to Absolutely everyone pillar(s): Inclusive Communities

Actions	Accountability for delivery	Performance Measure	Timing	Status
Social procurement 8.1 In accordance with Victoria's Social Procurement Framework, implement the social procurement strategy for HPV to increase economic opportunities and employment for people with disability.	Director Procurement and Value Delivery	Implement HPV Social Procurement Framework strategy	December 2021	In progress

9. Monitor and review

Action area aligns to Absolutely everyone pillar(s): Inclusive Communities

Actions	Accountability for delivery	Performance Measure	Timing	Status
Plan consultation and review 9.1 Consult with and encourage annual participation and feedback from HPV Employees to support monitoring and review of the plan.	Director People and Culture	Increase Employee engagement and contributions to the continuous improvement of HPV accessibility	Annual communication and review – March	Complete 2019

10. HPV initiatives

Actions	Accountability for delivery	Performance Measure	Timing	Status
HPV initiatives 10.1 Promote HPV's Speak Up program to enable Employees to address issues of disability exclusion.	Director People and Culture	Improve Employee capability to speak up, share ideas and be confident that their ideas are heard and acknowledged	Annual review – September	Plan in place

Actions	Accountability for delivery	Performance Measure	Timing	Status
10.2 Analyse relevant People Matter Survey results and feedback to measure issues such as discrimination and barriers to success.	Director People and Culture	Improve Employee capability to speak up, share ideas and be confident that their ideas are heard and acknowledged	Annual review – June	Complete June 2018
10.3 Promote use of the Employee Assistance Program (EAP) as a support structure for all Employees.	Director People and Culture	Improve Employee capability to speak up, share ideas and be confident that their ideas are heard and acknowledged	Annual review – July	Ongoing

HPV initiatives and cultural change

HPV strives towards a culture that is respectful, inclusive and promotes diversity. Through ongoing initiatives like HPV's Speak Up program, we empower everyone at every level at HPV. Everyone has the power to 'speak up': We raise ideas, voice improvements, call out behaviours that are not in line with our values, and give feedback in a respectful way. The 2018 People Matter Survey showed that a significant majority of our Employees agree with the statement 'Disability is not a barrier to success in my organisation', which we are proud to include in our top 10 scoring areas. We want to further this trend by continuing to be a leader in positive and inclusive practices into the future and using the survey as an assessment tool for the plan's successful implementation.

Glossary

Accessibility – The design of products, devices, services, or environments for people with disability.

Accessible formats – Information presented in formats other than the standard printed form. Alternative formats may include presenting information in audio-visual form, large print or braille.

Communication access – Communication access is when everyone can get their message across. It occurs when people are respectful and responsive to individuals with communication difficulties, and when strategies and resources are used to support successful communication.

Disability – Any condition that restricts a person's mental, sensory or mobility functions. It could be caused by accident, trauma, genetics or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible.

Diversity – Diversity encompasses all the differences between people in how they identify in relation to their age, caring responsibilities, cultural background, disability, gender, Aboriginal background, sexual orientation and socio-economic background (social identity). It includes their profession, education, work experiences and organisational role (professional identity).

Easy English – Easy English is writing in everyday words, using simple sentence structure, supporting messages with meaningful and clear images, having functional consumer reviews of products and company information and being clear about marketing versus information messages.

Inclusion – Inclusion is when a diversity of people feel valued and respected, have access to opportunities and resources, and can contribute their perspectives and talents to improve their organisation.

Positive discrimination – The practice or policy of favouring individuals belonging to groups known to have been discriminated against previously.

Reasonable adjustments – A change that allows an Employee with a disability to carry out the tasks for which they were hired (such as a computer screen reader for an Employee with vision impairment, or additional breaks for an Employee with arthritis).

Unconscious bias – Unconscious biases are social stereotypes about certain groups of people that individuals form outside their own conscious awareness.

Universal design – The design of buildings, products or environments to make them accessible to all people, regardless of age, disability or other factors.