



# **NEW ZEALAND DISABILITY STRATEGY (NZDS) SOUTHLAND DISTRICT HEALTH BOARD (SDHB) IMPLEMENTATION PLAN**

**APRIL 2006**

**“Disability is not something individuals have. What individuals have are impairments. They may be physical, sensory, neurological, psychiatric, intellectual or other impairments. Disability is the process which happens when one group of people create barriers by designing a world only for their way of living, taking no account of the impairments other people have. Our society is built in a way that assumes that we can all move quickly from one side of the road to the other; that we can all see signs, read directions, hear announcements, reach buttons, have the strength to open heavy doors and have stable moods and perceptions.” (New Zealand Disability Strategy 2001)**

## INTRODUCTION

The Southland District Health Board (SDHB) New Zealand Disability Strategy (NZDS 2001) Implementation Plan (IP) signifies SDHBs ongoing commitment to implementing NZDS (2001) and creating an 'inclusive society'. It sets out the objectives and actions for implementing the NZDS (2001) at every level within SDHB. This includes its Provider Arm and Funder Arm and organisations that the Southland District Health Board (SDHB) contracts with to provide services.

The Implementation Plan

- recognises that as a District Health Board (DHB) we can not address every barrier overnight, but that we can take a step-by-step approach to practical and attitudinal changes that will benefit the entire community
- provides not only a *starting point* but also a pathway for SDHB to build its capacity over time to respond to disability issues identified by groups, individuals and the wider community
- will guide people involved in the delivery, management, and governance of health and disability services in SDHB to implement the principles of the NZDS (2001)

The IP was developed following two workshops in August and September 2004 hosted by the SDHB Disability Support Advisory Committee (DSAC) with community and planning and funding representation. Three priority areas were identified by the group for further action by SDHB in implementing the NZDS:

- accessibility
- disability awareness
- responsiveness

The IP is a living document and development of the plan will continue consultation with disabled people, disabled consumer organisations, wider disability community and other key stakeholders.

The IP will be reviewed annually or as required. Progress towards implementation of the objectives within the IP will be reported to DSAC quarterly.

## **NEW ZEALAND DISABILITY STRATEGY (2001)**

A partnership between disabled people and the Government underpinned the development of the NZDS (2001) and the strategy was launched in April (2001) following extensive consultation. It continues to be embraced by Government, disabled people and the disability sector as the best action plan for achieving an inclusive society.

The substance of the Strategy's vision challenges most aspects of the way society has historically dealt with disability issues. It introduces requirements for Government agencies and the wider community to transform their understanding of disability and to take many practical steps.

Fifteen objectives developed for the NZDS (2001):

- Objective 1: Encourage and educate for a non-disabling society**
- Objective 2: Ensure rights for disabled people**
- Objective 3: Provide the best education for disabled people**
- Objective 4: Provide opportunities in employment and economic development for disabled people**
- Objective 5: Foster leadership by disabled people**
- Objective 6: Foster an aware and responsive public service**
- Objective 7: Create long-term support systems centered on the individual**
- Objective 8: Support quality living in the community for disabled people**
- Objective 9: Support lifestyle choices, recreation and culture for disabled people**
- Objective 10: Collect and use relevant information about disabled people and disability issues**
- Objective 11: Promote participation of disabled Maori**
- Objective 12: Promote participation of disabled Pacific peoples**
- Objective 13: Enable disabled children and youth to lead full and active lives**
- Objective 14: Promote participation of disabled women in order to improve their quality of life**
- Objective 15: Value families, whanau and people providing ongoing support**

## PRIORITY ACTIONS

### 1. SDHB OBJECTIVE: ACCESSIBILITY

Actions	Approach	Timeframe	Measures
<b>1a. SDHB will undertake a specific audit of the <i>physical</i> access to all SDHB Provider Arm<sup>1</sup> services and make recommendations to improve physical access to services where necessary to ensure maximum usability and access.</b>	Audit plan of SDHB Provider Arm services developed in consultation with the Disability Support Advisory Committee (DSAC) and the Provider Arm.	October 2006	<b>SDHB will:</b> Measure the number and percentage of Provider Arm Service buildings (including entrances, car parks, toilets, examination tables etc) which are accessible and meet New Zealand Standard (NZS) 4121:2001
	Audit of services completed by Registered Barrier Free Audit Agency and disabled consumer organisation representatives.	March 2007	
	Recommendations based on audit outcomes identified and included as part of SDHB Accessibility Plan and report prepared for DSAC.	April 2007	
	Implementation of recommendations identified subject to endorsement from the Board.	June 2007	

<sup>1</sup> The audit of SDHB Provider Arm services does not include external community provider services.

Actions	Approach	Timeframe	Measures
<b>1b. SDHB will undertake a review of access to all SDHB Provider Arm<sup>2</sup> services for people with all types of disability in order to reduce <i>non-physical</i> barriers to services</b>	Review plan developed in consultation with DSAC and the Provider Arm.	September 2006	<b>SDHB will:</b> Measure the 'non-physical' access of all SDHB Provider Arm services
	Review of SDHB services completed by Oct 05	February 2007	
	Recommendations based on review outcomes identified and included within SDHB Accessibility Plan and report prepared for DSAC.	April 2007	
	Implementation of recommendations identified subject to Board endorsement.	June 2007	
<b>1c. SDHB will develop a monitoring programme to measure the ongoing adherence of the Provider Arm to the NZDS (2001)</b>	Monitoring tool developed for SDHB Provider Arm in consultation with DSAC. (Monitoring tool developed, piloted and refined during this period).	September 2007	<b>SDHB will:</b> Monitor the Provider Arm quarterly reporting from March 06
	Monitoring tool schedule developed for Provider Arm services and regular reporting commenced.	November 2007	
<b>1d. SDHB to develop a monitoring programme to ensure that all external provider services funded by SDHB meet their contracted requirements to implement the NZDS (2001) and maximise physical and non-physical access to all services.</b>	<p>Current community provider agreements 'standard terms and conditions' amended to include compliance with NZDS (2001).</p> <p>Monitoring tool for external providers developed in consultation with DSAC, to ascertain compliance with the objectives of the NZDS (2001).</p> <p>Monitoring plan scheduled into routine audits, or issues based audits, of SDHB external provider services.</p>	<p>Rolled out from 1 July 2006 for all new community providers, and included in all standard agreement 'renewals' from this period also.</p> <p>Monitoring tool developed November 2006.</p>	<b>SDHB will:</b> Monitor the accessibility of primary and community providers facilities, to ensure their accessibility increases over time

<sup>2</sup> The review of 'non physical access' of SDHB Provider Arm services does not include external community provider services.

**2. SDHB OBJECTIVE:                   DISABILITY AWARENESS**

<b>Actions</b>	<b>Approach</b>	<b>Timeframe</b>	<b>Measures</b>
<p><b>2a. SDHB will work towards increasing the overall understanding and knowledge of the NZDS (2001)</b></p> <p><b>SDHB will work towards improving the level of disability competency among clinical and other service delivery personnel</b></p>	<p>SDHB, in consultation with members of the DSAC and Provider Arm, will develop an education programme for DHB Provider Arm staff, which will inform staff about the NZDS (2001) and their role in its implementation.</p>	<p>August 2006</p> <p>October 2006</p>	<p><b>SDHB will:</b></p> <p>Measure the number of staff attending Disability Awareness Training each year</p> <p>Measure the number of external providers attending SDHB Disability Awareness Training each year</p> <p>Measure feedback from staff and community providers through Training Evaluation Forms</p>
	<p>NZDS (2001) education programme to be included with the mandatory SDHB Orientation programme.</p>	<p>October 2006</p>	
	<p>All staff employed by SDHB will have access to a mandatory orientation programme, which will include information on the NZDS (2001) and its implications.</p>	<p>October 2006</p>	
	<p>A mandatory NZDS (2001) education programme will be rolled out to other Provider Arm staff members.</p>	<p>March 2007</p>	
	<p>SDHB will increase access to disability awareness information pamphlets and other resources, for use by the Provider arm.</p> <p>External providers have the opportunity to attend the SDHB education programme.</p>	<p>Ongoing</p>	

Actions	Approach	Timeframe	Measures
<b>2b. SDHB will obtain and ensure access to material to raise awareness of, and educate staff and the wider community about issues relating to specific disabilities</b>	Disability web page developed within external SDHB website and maintained. Links to key websites including other community agencies and existing providers of information.	Initial web page completed by 31 May 2006.	<b>SDHB will:</b> Review and update web page every 3 months.
	Disability web page reviewed and updated monthly.	Ongoing	
	Explore options of utilising 'Health Talk' publication and television programme for further disability awareness education.	Ongoing	
	Explore further options for increasing access of disability awareness education material i.e. pamphlets in hospital waiting rooms etc.	Ongoing	
	Information available regarding Maori disability needs.	Ongoing	
	Community providers invited to display information about their service on a dedicated public notice board within the main SDHB hospital facility.	Commence 1 June 2006	

### 3. SDHB OBJECTIVE: RESPONSIVENESS

Objectives	Actions	Timeframe	Measures
<p><b>3a. SDHB will provide opportunities for employees who have an impairment and identify with being disabled to provide feedback on and raise issues pertaining to their impairment and employment, using an annual survey.</b></p>	<p>Review of current SDHB staff survey form in consultation with DSAC and the Provider Arm. Recommendations made and amendments made as required.</p>	<p>July 2006</p>	<p><b>SDHB will:</b> Measure the number of participants completing the annual survey</p> <p>SDHB will evaluate the feedback contained in the review and submit recommendations</p>
	<p>Undertake initial survey of employees who have an impairment and identify with being disabled.</p>	<p>Completed by 31 December 2006</p>	
	<p>SDHB to undertake annual survey of employees who have an impairment and identify with being disabled.</p> <p>SDHB employees are able to express their concerns and identify barriers or issues they encounter through Accident/Incident forms.</p>	<p>Commence 1 February 2007</p>	

Objectives	Actions	Timeframe	Measures
<p><b>3b. SDHB will work to improve the accessibility of public information produced by SDHB through publication in alternative formats and accessible electronic facilities.</b></p> <p><b>SDHB will ensure that people who cannot use usual formats such as written letters or telephones can send and receive confidential information to/from SDHB Provider Arm services</b></p>	<p>Increase SDHB provision of alternative formats i.e. Braille, large print, audio and assistive hearing systems. For use as required in all SDHB public information for example:</p> <ul style="list-style-type: none"> <li>• community consultation documents</li> <li>• appointment information to individuals receiving health services</li> <li>• health and wellbeing information pamphlets</li> </ul> <p>Provide access to NZ Sign Language Interpreters.</p> <p>Ensure intranet, internet, and signage is incorporating adequate accessibility features.</p>	<p>Ongoing</p>	<p><b>SDHB will:</b> Measure the DHBs ability to produce, on request, information in a range of formats</p>

Objectives	Actions	Timeframe	Measures
<p><b>3c. SDHB will review the current patient satisfaction form/process to ensure that it presents an opportunity for patients to provide feedback pertaining to their impairment and access to the DHBs services.</b></p>	<p>Review current SDHB patient satisfaction documentation and process and suggest changes if necessary.</p> <p>Explore formats for satisfaction feedback tools to be available.</p>	<p>November 2006</p>	<p><b>SDHB will:</b> Measure the level of feedback received every 12 months to assess whether the feedback tool is adequate.</p>

Objectives	Actions	Timeframe	Measures
<p><b>3d. During consultation on key policy and facility development, the SDHB will ensure that consultation takes place with disabled people, disabled consumer organisations and the disability community.</b></p> <p><b>SDHB will ensure that disabled people are provided with an opportunity to have input to the strategic direction of local health services and that the DHB is aware of the needs of and issues facing disabled people.</b></p>	<p>Disabled people and disability service providers have contributed to the District Strategic Plan, and their advice has been incorporated into the plan.</p> <p>Meetings held with disabled people and groups who support and advocate for people with disabilities.</p> <p>Opportunity to have input in consultation can be made available as required in a variety of formats e.g. public meetings, interviews, paper-based, audio, large print, etc.</p> <p>Public meetings are held in accessible venues, advertised widely and through a variety of mediums, including accessibility information and plain language directions.</p> <p>Maori community is consulted with specifically.</p>	<p>Ongoing</p>	<p><b>SDHB will:</b> Measure the opportunities for disabled people to have input <b>whenever</b> the DHB undertakes consultation</p> <p>Measure the opportunities for disabled Maori to have input <b>whenever</b> the DHB undertakes consultation</p>

Objectives	Actions	Timeframe	Measures
<b>3e. SDHB will encourage Provider Arm staff to build relationships with the disabled consumer organisations and the disability sector and ensure that, where appropriate, patients are referred to the relevant community support group</b>	Explore options for the development of 'Memorandum of Understanding' with key community groups involved with patient care and support.	Ongoing	<b>SDHB will:</b> Measure the number of staff attending meetings of organisations representing disabled people and/or the disability sector
<b>3f. SDHB Planning and Funding staff will be encouraged to develop an understanding of , and relationship with, the disability sector</b>	Planning and Funding representatives will endeavour to attend meetings of organisations representing disabled people and/or the disability sector.	Ongoing	<b>SDHB will:</b> Measure the number of staff attending meetings of organisations representing disabled people and/or the disability sector

Objectives	Actions	Timeframe	Measures
<p><b>3g. SDHB will utilise opportunities for closer collaboration with intersectoral groups to work towards creating a non disabling society</b></p> <p><b>SDHB will support the promotion of disability issues and advocating the removal of barriers in all sectors</b></p>	<p>SDHB will participate in or seek to receive feedback during consultation in the SDHB community on broader disability issues</p> <p>SDHB will work with other agencies, groups and organisations to raise awareness of disability issues and advocate for the removal of barriers in all sectors</p>	<p>Ongoing</p>	<p><b>SDHB will:</b>            Make submissions/ attend public meetings on the plans/ strategies of local Government (Councils) etc</p> <p>Monitor participation rates of disabled people on SDHB matters that may affect them, particularly participation rates of people with disabled Maori, disabled Pacific, and people with severe or multiple impairments</p>
<p><b>3h. SDHB will investigate the appointment of a Southland Hospital Disability Support Advocate/Advisor</b></p>	<p>Scoping and investigation of potential role completed and report prepared for DSAC.</p>	<p>November 2006</p>	

Objectives	Actions	Timeframe	Measures
<b>3i. SDHB will ensure a disability perspective is applied to all services purchased</b>	Contractual documentation with SDHB community providers will identify the need for all external providers to align with the NZDS 2001.	Revised contractual documentation ready for insertion from 1 July 06	<b>SDHB will:</b> Measure the number of provider agreements containing NZDS alignment until all agreements contain the relevant terms and conditions.
	Contracts of existing providers will be progressively reviewed, looking at their responsiveness under the NZDS and contractual documentation amended.	Ongoing	
	Current audit tools amended to include compliance with NZDS 2001 and ensure physical and non-physical access within all SDHB community provider services.	From 1 July 2006	
<b>3j. SDHB will reduce barriers for employees with an impairment and who identify as being disabled by ensuring working environments and conditions are appropriate</b>  <b>SDHB will ensure human resource and recruitment processes are responsive to the needs of disabled people</b>	Review all Equal Employment Opportunities (EEO) policies and procedures to ensure they maximise employment opportunities for disabled people. Ensure recruitment advertising is in an 'accessible' format.	31 December 2006	<b>SDHB will:</b> Measure the number and percentage of employees with a disability and analyse comparisons between those figures and the percentage of people with disabilities in the general working age population
	Ensure that reliable statistics are collected and analysed on the number and percentage of employees who have an impairment and identify with being disabled.	Ongoing	
	Explore recruitment possibilities of disabled people through Workbridge under the Mainstream Programme.	Ongoing	