



Diversity and Inclusion Strategy

Kooweerup
Regional Health
Service

2018 to 2022



Kooweerup
REGIONAL HEALTH SERVICE



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Acknowledgement of Country

Kooweerup Regional Health Service acknowledges the Traditional Owners and Custodians of the Land - the Bunurong people. We pay our respects to them, their culture and their elders past, present and future.



Welcome from the CEO

It is with pleasure I am able to introduce the Kooweerup Regional Health Service (KRHS) Diversity Strategy to all staff and the community.

The strategy seeks to strengthen our focus on the diverse groups within our population and raises the importance of striving for an inclusive society.

When we, as an organisation and community, value diversity we recognise varying strengths, abilities, interests and perspectives from groups whose contribution will make a significant and positive impact on our lives.

Valuing diversity recognises differences between people and acknowledges that these differences are an asset in our day to day lives and enriches the environment in which we live. This document embraces the challenges in overcoming barriers and focuses on building relationships and loyalties with diverse groups so that the services we provide can be adapted to meet the needs of all clients.

In adopting a culture that embraces diversity we actively make efforts that recognise our community members as individuals and the unique contributions that they make.

We are pleased to commit to this strategy.

Frank Megens
Chief Executive Officer



VISION

A healthier community

VALUES

- Accountability – taking responsibility for our actions and delivering the highest standard of care.
- Integrity – our actions reflect our values.
- Respect and Individual Care – we treat our consumers with compassion and empathy and strive to place the consumer at the centre of care.
- Professionalism – we aim to achieve the highest standards of evidence-based care and to deliver the best outcomes for consumers.
- Partnerships – through the development of partnerships between ourselves, the community and government we will ensure opportunities for our community are maximised.

STRATEGIC GOALS FOR 2018 – 2022

- Responsive, targeted and adaptive services.
- Working with community members who are well informed and share responsibility for their health.
- High quality, safe, sustainable and relevant healthcare.



Responsive, targeted and safe adaptive services

- Enable collaborative partnerships with key stakeholders to improve prevention, early identification service delivery, referral and support systems within local catchment.
- Develop communication strategies that ensure the community and stakeholders are aware of services offered by KRHS.
- Examine and maximise new services and income generating opportunities.
- That KRHS seek opportunity to further expand service provision aligned with identified service plan opportunities.



Community members who are well informed and share responsibility for their health

- To deliver place-based prevention which addresses multiple determinants of health across the life course.
- Enable fair equitable opportunities for participation in a liveable community.
- Community members are active decision makers in KRHS Health Programs and Governance opportunities to ensure relevance and safety of all KRHS initiatives.



High quality, safe, sustainable and relevant healthcare

- Provide leadership and continue to develop sustainability and climate resilience initiatives that benefit our community and KRHS.
- Maximise efficiency of all existing services with a focus on providing flexibility and responsiveness to consumer needs.
- An adaptive, skilled and flexible workforce that is equipped to respond to changing community needs.
- Provide a safe and healthy workplace.
- Review staffing levels and skill sets across KRHS and ensure KRHS is positioned to meet program and community requirements.
- Ensure KRHS use of technology is relevant and maximises patient health outcomes.
- Develop and implement a Board Succession Plan to maximise the Governance performance of our Board.
- Strengthen partnerships across community and stakeholder groups.
- Governance and strategic leadership of safety and clinical quality.

WORKING WITH COMMUNITY AND PARTNERS

We work together with a wide range of partners from government, education, business and community sectors to help people to live safe and healthy lives.

We strive to empower our consumers to be active decision makers in their care and the operations of the health service and in so doing we aim to provide accessible and appropriate care that reflects the diverse needs of our community

Values and Aims

KRHS values and respects the needs of the diverse community in which we live, work and deliver services.

We value that each individual has different needs when accessing health care.

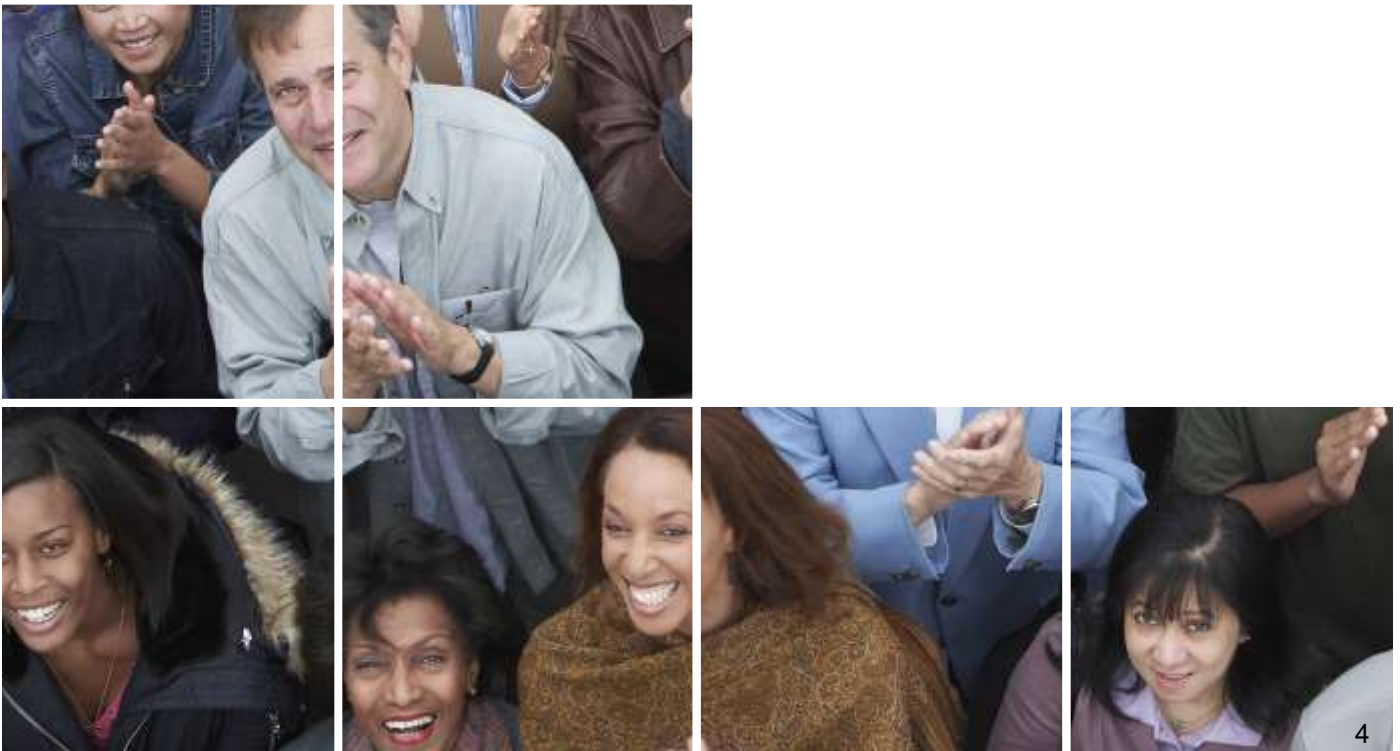
KRHS acknowledges that people are unique and have differences in age, gender, race, ethnicity, cultural background, faith, physical and intellectual abilities, sexual orientation, family responsibilities and socio demographic conditions.

It is important everyone has equal access to health and social services to ensure their unique needs can be met.

To do this KRHS will provide an inclusive and responsive environment aligned to our values of Respect and Individual care, Accountability, Integrity, Professionalism and Partnership which accepts differences and reflects our diverse community.

It is our goal to have the systems in place to ensure the best care is provided to our consumers. Having many different voices strengthens decision making and improves outcomes for everyone.

A well trained and skilled workforce underpins a culture of respect and individualized care, this enables delivery of high quality services for all consumers.

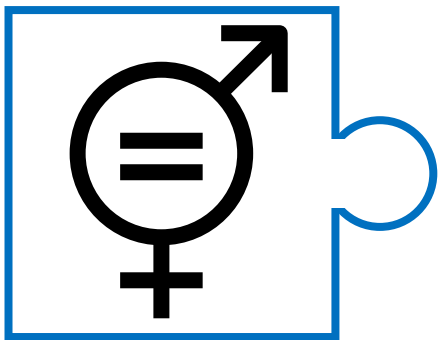
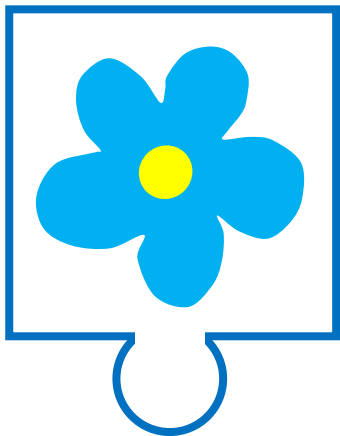


Our focus areas

Disability



Dementia



Gender
Equality



Partnering
with
Consumers



LGBTI Inclusion



Aboriginal and Torres
Strait Islander
Health and Wellbeing



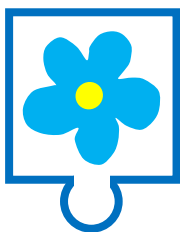
Disability

Our vision

KRHS will ensure that our service is inclusive, safe and accessible to those who have a disability. Our service will work with consumers and the workforce to ensure we are responsive to the needs of the community.

How will we achieve this?

- ◆ KRHS will continue to work with the South Gippsland Coast Partnership in establishing tools and mechanisms on how best to support consumers with a disability in rural and remote areas
- ◆ Policies and procedures will be reviewed and modified to be inclusive of people with a disability within our workforce and for consumers accessing our service
- ◆ Provide training to staff on how to best support people with a disability including alternative communication methods to enhance interaction with people



Dementia

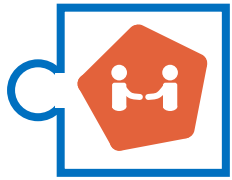
Our vision

Establish a dementia friendly community in Koo Wee Rup that can be used as a model to be replicated across Cardinia Shire.

Creating dementia friendly environments is an important part of being inclusive of people with dementia along with their family and carers.

How will we achieve this?

- ◆ Partner with Cardinia Shire to deliver Dementia Friendly training in Koo Wee Rup to local business owners
- ◆ Implement the Creating Dementia Friendly Communities (Dementia Australia), Audit Tool across the organisation to identify any access gaps for people with Dementia
- ◆ Establish the Forget Me Not Café to provide support for people with dementia and their families and carers
- ◆ Establish Dementia Friendly Alliance Group, focusing on people with lived experience of dementia



Consumer Partnerships

Our vision

KRHS provides opportunities for consumers to have input at all levels of their care including at the direct, service and system levels. We recognise that the consumer is the most important person in accessing care and that we will have the systems in place to drive this approach to healthcare.

How will we achieve this?

- ◆ Provide training to our workforce to ensure they are skilled in providing information to the consumer that is clear and able to be acted upon
- ◆ Support consumers to participate in planning and shared decision making of their own health care level
- ◆ Support consumers to be involved in the committees and meetings at a strategic level that impact the decisions that are made about the health service
- ◆ Expand the Person Advocate Liaison Service to work across the organisation to support the consumer on their journey
- ◆ Work with the cultural and linguistic diverse community (CALD) to ensure our services address individual and cultural needs



Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI)

Our vision

Our vision is to create an environment that is supportive and inclusive for those who identify as part of the LGBTI community. We will respect all people, genders, intersex variations and sexual orientations of our consumers.

Our staff and team will ensure that all people from the LGBTI community are provided the best care which suits their individual needs.

How will we achieve this?

- ◆ Ensure inclusive language is being used across all forms of communication throughout KRHS
- ◆ Ensure publications and other forms of media are inclusive and representative of members of the LGBTI Community
- ◆ We will provide the opportunity and support all staff to participate in LGBTI inclusion training
- ◆ Provide training to our staff on how to use inclusive language
- ◆ Review and modify policies and procedures to ensure they are inclusive of the LGBTI community



Aboriginal and Torres Strait Islander Health and Wellbeing

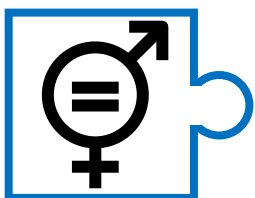
Our vision

Ensure KRHS provides the best care to Aboriginal and Torres Strait Islander Peoples.

Our health service will acknowledge the history and past experiences of Aboriginal and Torres Strait Islander peoples and work with the community to ensure services are culturally appropriate and address the needs of the individual based on the values of respect and reconciliation.

How will we achieve this?

- ◆ Establish partnerships with Aboriginal and Torres Strait Islander health and wellbeing services to support and guide our service delivery for Aboriginal and Torres Strait Islander People
- ◆ Build relationships with the local Aboriginal and Torres Strait Islander community to better understand the needs and barriers in accessing healthcare and how to best deliver services to the Aboriginal and Torres Strait Islander community
- ◆ Provide training resources across each department which provides information on how to best support Aboriginal and Torres Strait Islander people and their families with their health care
- ◆ Support all intake staff to complete the 'Asking the question of origin' e-learning training package developed through the Lighthouse Hospital Project
- ◆ Establish a workforce strategy that supports Aboriginal and Torres Strait Islander People to access meaningful employment at KRHS



Gender Equality

Our vision

KRHS will work towards gender equality and recognises that to achieve this we need to ensure we have equity within our systems.

We recognise the importance of gender equality and its impact in creating better health and wellbeing outcomes for the overall community.

We will ensure our workforce is established in a way that creates inclusion and equity and ensure our service is delivered with a gender lens in all areas.

How will we achieve this?

- ◆ Train key workforce representatives on Gender Impact Analysis and how to implement in the workplace
- ◆ Complete an organisational wide Gender Audit to identify gaps and address any gender bias
- ◆ Support and train staff about gender equality and share background paper and information to support this training



**235 Rossiter Road
Koo Wee Rup Vic. 3981**

phone: **5997 9679**

email: **thomsa@krhs.net.au**

website:
www.kooweeruphospital.net.au

Find us on 