**Improving service accessibility through inclusive practice**   
(inc. disability and other priority groups)

This document and auditing process is to inform increasing organisational / service accessibility underpinned by ensuring compliance and meeting legal obligations, inclusive of changes in the *Mental Health and Wellbeing Act 2022 (*[*Diversity Principle*](https://www.health.vic.gov.au/mental-health-and-wellbeing-act-handbook/principles) *and* [*Objectives 2 and 3*](https://www.health.vic.gov.au/mental-health-and-wellbeing-act-handbook/context-of-the-act/objectives-of-the-act)*)*, [*Disability Discrimination Act 1992*](https://www.legislation.gov.au/C2004A04426/latest/text) *(Cth)* and the [United Nations Convention on the Rights of Persons with Disability](https://humanrights.gov.au/our-work/disability-rights/united-nations-convention-rights-persons-disabilities-uncrpdhttps:/humanrights.gov.au/our-work/disability-rights/united-nations-convention-rights-persons-disabilities-uncrpd) having access to all goods and services.

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| Start date: | Click or tap to enter a date. | Projected end date: | Click or tap to enter a date. |

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| Purpose | What are we trying to accomplish? |
| Improve service accessibility at all patient touchpoints by supporting better health outcomes for patients with an intellectual disability.  A service audit (as below) will be completed to identify areas to enhance inclusive practice across the service / organisation through creating an action plan, inclusive of outlining short-, medium- and long-term actions. |

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| **Overarching organisational level** |

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| Audit touchpoint: Inclusion Policy | What do you plan to do? |
| Undertake a service audit by:   * **Ascertaining if the service / organisation has an Inclusion Policy (**[**Vic Health definition of diversity and inclusion**](https://www.vichealth.vic.gov.au/sites/default/files/VH_Equity_Diversity_and_Inclusion_Policy.docx#:~:text=For%20VicHealth%2C%20Diversity%20and%20Inclusion,%2C%20sexual%20orientation%2C%20and%20disability)**).**    + If yes, is the policy fit-for-purpose or are further enhancements required?   + Does it cover off on content in relation to disability, accessibility and reasonable adjustments? |
| Who needs to be involved in this? |
| (*In this section, include any internal or external business partners that need to be involved in this task.*)  Add content here. |
| What were the findings? |
| (*In this section, include what the findings were of auditing this touchpoint. Consider – what is working well, what is not working well and what the opportunities for improvement are.)*  Add content here. |
| What change is needed or what actions need to be taken that will result in improvement? |
| (*In this section, write the* ***action/s or goal/s*** *that are needed to enhance this touchpoint based on the findings you wrote about above. Please note, this action will be copied over into the* ***quality improvement action register*** *with further details about timeline, responsibilities and outcomes once the action has been completed.)*  Add content here.   |  |  |  | | --- | --- | --- | | Training, resources, consultancy advice | Budgetary considerations | Timeline | | **Training:** For example, end-to-end organisation or tailored to specific groups, examples may include easy English training to enable applying easy English to website / flyers / another example audio reader etc.  **Resources:** Information resources  **Consultancy advice:** Consultancy advice, subject matter experts | *Add estimated financial amount in this column.* | Short-term: 3-6 months  Medium: 6-12 months  Long-Term: 12-18 months  Ongoing – free text | |  |  | Choose an item. | |  |  | Choose an item. | |  |  | Choose an item. |   Add more actions if required. |

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| Audit touchpoint: Webpage | What do you plan to do? |
| Undertake a service audit by:   * **Assess the webpage using the Government Web Content Accessibility Guidelines**[**(WCAG) Level 2.1**](https://www.w3.org/WAI/standards-guidelines/wcag/) **as a tool.** This will assist you in fulfilling legal requirements under the [Disability Discrimination Act 1992](https://humanrights.gov.au/our-work/employers/disability-discrimination) for creating an accessible webpage (for more information refer to the framework). |
| Who needs to be involved in this? |
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| Audit touchpoint: Communication | What do you plan to do? |
| Undertake a service audit by:   * Assessing the communication needs of patients (always speak directly to the patient and confirm they understand what you are saying) who need assistance with communication due to hearing, speech or vision impairment, disability, or cognitive impairment ([www.relayservice.com.au](http://www.relayservice.com.au)) ([www.communicationrights.org.au](http://www.communicationrights.org.au)). |
| Who needs to be involved in this? |
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| Audit touchpoint: Consent | What do you plan to do? |
| Undertake a service audit by:   * Identify if a patient can provide consent (eg. intellectual disability), the service must seek consent from a legal guardian or advocate who has been appointed to oversee the interests of the patient ([Home - Office of the Public Advocate](https://www.publicadvocate.vic.gov.au/)) ([Communication and decision-making (Webinar 31.05.2022)](https://www.youtube.com/watch?v=LvG_x7al6aI&list=PLge5q__gOrHni-18H6Gutt9VgYr5RA3Cv&index=9)) |
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| Audit touchpoint: Accessibility | What do you plan to do? |
| Undertake a service audit by:   * Ensuring all people visiting your service have access. For example, use signage and aids for visual impairment, parking or support with transport, use telehealth (if relevant upskill person to support them using telehealth), available technologies etc. |
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| **Business operating systems:** Manage risk.  It is important for a business to operate successfully and create an environment where quality clinical and non-clinical care is delivered. It is important to operate a business successfully with strategic thinking and business planning alongside financial and budgetary reporting.  Managing safety and risk for the business is important to ensure that the business does not fail. Develop a risk management process to ensure ongoing monitoring, identifying and documenting potential business risks. For example, managing complaints etc. |

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| Audit touchpoint: Engaging with other services (wrap-around care) | What do you plan to do? |
| Undertake a service audit by:   * Ensuring processes are in place to work cooperatively and in coordination with other healthcare providers and services using the model of case conferencing ([Case Conferencing – A Model of Wrap-Around Care Webinar](https://www.youtube.com/watch?v=8yt8hcb3DLg&list=PLge5q__gOrHni-18H6Gutt9VgYr5RA3Cv&index=59)). |
| Who needs to be involved in this? |
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| Audit touchpoint: Patient profiles and data (software) | What do you plan to do? |
| Undertake a service audit by:   * Investigating the opportunity for adding a patient profile to your software (see ‘Patient Profile Resources’ on the [Intellectual Disability - Practice Connect](https://practiceconnect.com.au/quality-improvement/intellectual-disability/) webpage). |
| Who needs to be involved in this? |
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| **Service specific:** Add content for the next steps in the service audit, inclusive of but not limited to:   * Making an appointment * Coming in for the appointment * Post-appointment |

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| Audit touchpoint: Add content here | What do you plan to do? |
| Undertake a service audit by:   * **Add content here** |
| Who needs to be involved in this? |
| (*In this section, include any internal or external business partners that need to be involved in this task.*)  Add content here. |
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| **Next steps:** Develop the action plan – refer to page 9 of the Framework. |