



Plan

Diversity & Inclusion Plan

July 2022- June 2024

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Exec Sponsor:
Endorsing Committee:
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Diversity Manager
Director Clinical and Aged Care Services
Board of Management
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1.0 Message from the Chief Executive Officer

Diversity encompasses the acceptance and respect of all individuals and understanding that each one of us is unique in our race, ethnicity, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs or ideologies. All of these things make up the culture of our community and can influence our health and wellbeing.

The Orbost Regional Health Diversity Plan has been developed in consultation with our consumers and staff to recognise the diverse population that we provide health care services for. The Orbost community has a unique set of health care needs and Orbost Regional Health aims to provide equitable, accessible and responsive services that meet the health care needs of our community.

The plan recognises the current diversity of the Orbost community and that the diversity will change in the future. To achieve this, Orbost Regional Health will be striving to:

- Provide equitable and responsive services and programs
- Provide a culturally responsive workforce
- Develop partnerships with diverse communities and
- Provide effective and evidence-based approaches to health care

Together, with the support of our community and staff, we look forward to being able to successfully put this plan into action and achieve the goals set.

Vicki Farthing

Chief Executive Officer

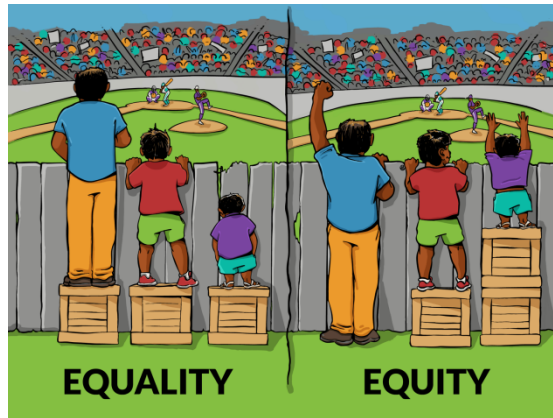
2.0 Aim

The purpose of this plan is to ensure that members of our community, both consumers and staff, have equity of access to:

- appropriate person centred services;
- care that meets their needs;
- interpreters and
- employment opportunities in the case of staff.

We aim to be an organisation whose staff are inclusive, respectful and responsive; delivering equitable health outcomes to all patient's irrespective of their diverse needs.

We need to treat individuals as unique to deliver equitable, person centred outcomes.



Source: <http://interactioninstitute.org/illustrating-equality-vs-equity/>

Accessed 17th May 2022

3.0 Objectives

The objectives of the Diversity Plan are to provide health care services that are:

- **Accessible** – providing health care services to the Orbost community at the right time and in the right setting that is respectful of and relevant to the beliefs, practices and needs of the community
- **Equitable** – practical, achievable and deliverable initiatives to improve equitable accessibility to Orbost Regional Health services
- **Evidence based** – information about the diversity of the Orbost community will be used to inform service delivery and improvements
- **Responsive** – Orbost Regional Health will be responsive to all consumers, ensuring a culturally sensitive approach and person centred inclusiveness in service provision
- **Participative** – Create and foster inclusive health care services where there is participation, collaboration and consultation with consumers and staff to inform service design and continuous improvement
- **Accountable** – Orbost Regional Health will be accountable for its responses to the needs of our culturally diverse community, ensuring equity of access, enhanced communication and provision of a skilled workforce.

The Diversity Plan has strong links to Orbost Regional Health’s Strategic Plan 2017 -2022. Priorities and objectives of the Diversity Plan link directly to Orbost Regional Health’s strategic objectives:

- **Our Consumers:** ensuring equitable service access for aboriginal people and all diverse groups within our community and partnering with consumers to create an integrated primary, acute and aged health system.
- **Quality and Safety:** supporting consumer experience in directing our service
- **Our People:** promoting a positive and inclusive workplace culture

4.0 Diversity Groups

The Orbost Regional Health Diversity Plan will enhance responsiveness to all consumers within the Orbost Community. It will ensure identified diversity groups are not excluded from services and receive appropriate services to meet their needs. The Diversity Plan will focus on six diversity groups:

- People from Aboriginal and/or Torres Strait Islander backgrounds.
- People from culturally and linguistically diverse (CALD) backgrounds.
- People from the Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) community.
- People living in rural and remote areas
- People experiencing financial disadvantage (including people who are homeless or at risk of homelessness.)
- People with disability

5.0 Development of the Plan

Orbost Regional Health's Manager of Diversity had responsibility for overseeing the development and implementation of the Diversity Plan.

The Diversity Committee members were responsible for representing consumers in the development of the Diversity Plan. Additional community members were invited to attend planning workshops to ensure a high level of community representation.

The members of the Diversity Committee led the development, implementation, evaluation and reporting of outcomes from the Diversity Plan.

The three main focus areas that emerged form the basis of this plan:

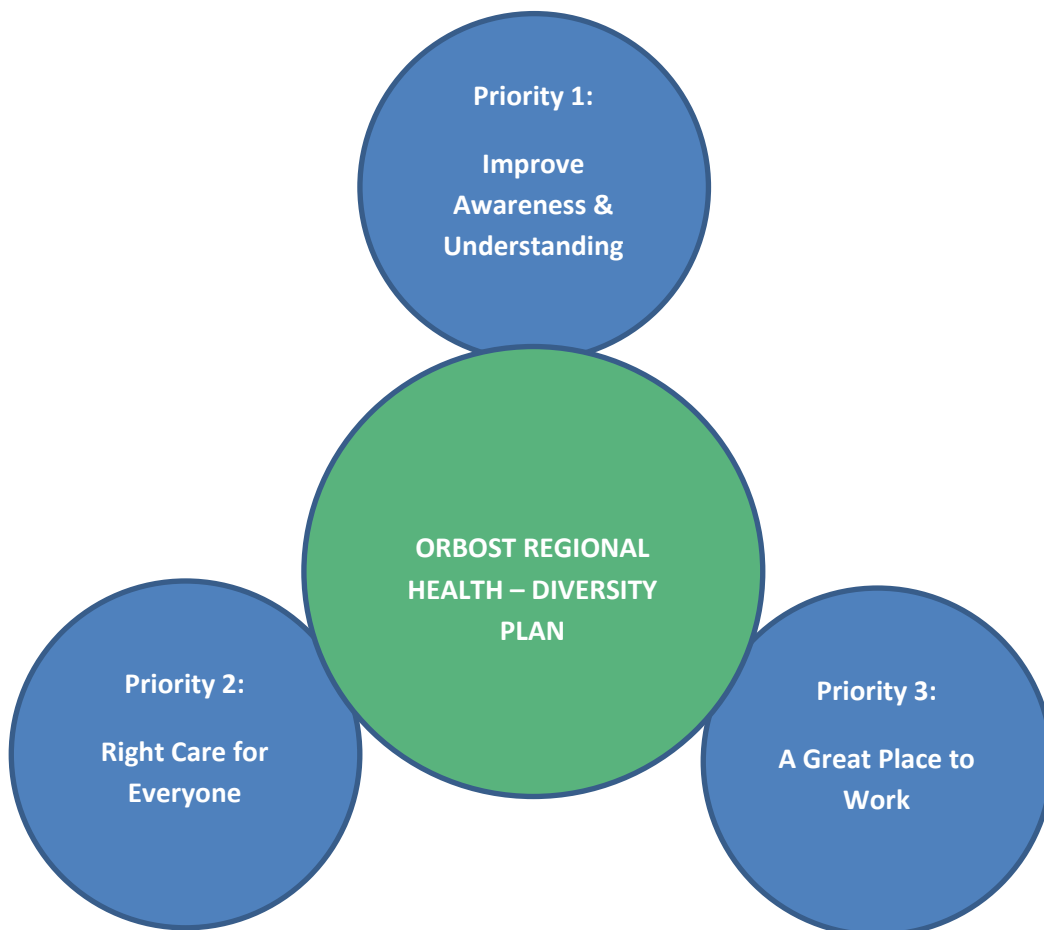
1. Improve Awareness and Understanding: develop a shared understanding of diversity and inclusion across Orbost Regional Health
2. Right Care for Everyone: ensure services are accessible to diverse members of our community and delivered in an inclusive, respectful and responsive manner.
3. A Great Place to Work: attract and support a diverse and inclusive workforce.

6.0 Governance

The Diversity Plan has been developed by the Diversity Committee which reports to the Quality of Care Committee.

The chairperson of the Diversity Committee is the Manager of Diversity, the executive sponsor is the Director of Community Services, and committee members are comprised of both staff and consumer representatives. The consumers represent a diverse range of backgrounds from within the community.

7.0 Focus Areas



Spiritual Wellness

Although not a Focus Area; all Aims and Objectives of this plan should consider the diversity in individuals Spiritual Wellness. Spiritual Wellness is a personal matter involving values and beliefs that provide a purpose in our lives. While different individuals may have different views of what spiritualism is, it is generally considered to be the search for meaning and purpose in human existence, leading one to strive for a state of harmony with oneself and others while working to balance inner needs with the rest of the world

8.0 The 2022-2025 Diversity Plan

Focus Area 1: Improve Awareness and Understanding

Outcome: We create a shared understanding of diversity and inclusion across all departments and levels of Orbest Regional Health

Initiative	Indicator of Success	Action Leader
Continue running transformational activities to increase awareness through acknowledgement of significant dates; Disability Awareness Day, IDAHOBIT Day, Harmony Day and Reconciliation Week .	Days are run annually and well attended by ORH staff.	Diversity Manager
Promote Diversity and Inclusion on ORH Website with dedicated section including posting of Diversity Action Plan and Gender Equity Action Plan.	ORH has Diversity and Inclusion section on its website which includes mentioned plans as well as well as a suite of suitable resources and links for community members to access.	Diversity Manager
Create safe opportunities for employees to share their stories enabling other staff to develop a deeper understanding and appreciation of diversity and inclusion across ORH.	Staff feel safe and empowered to share stories for the benefit of others. Stories collected and used is a suitable forum.	Diversity Manager / Human Resources Manager / Quality Manager
Offer annual Cultural Awareness and LGBTI Awareness training to all staff	Cultural and LGBTI awareness training conducted at ORH and attended annually by at least 20% of staff.	Diversity Manager

Focus Area 2: Right Care for Everyone

Outcome: We are able to ensure services are accessible to diverse members of our community and delivered in an inclusive, respectful and responsive manner.

Initiative	Indicator of Success	Action Leader
Develop strategies to support transport to medical appointments for those living with a disability.	People living with a disability have a range of transport options to them both locally and out of town.	Manager CHSS / Diversity Manager
Encourage representation of people from defined Diversity Groups across all ORH committees with community membership.	ORH committees have representation from a range of our identified Diversity Groups	All Committee Chairs
Undertake annual physical Audits of all ORH sites and identify areas for improvement specific to environmental factors being welcoming to identified Diversity Groups.	Audits undertaken and environment assessed welcoming to those from identified Diversity Groups.	Manager of Facilities / Diversity Manager

Develop strategies to ensure people with a disability are able to receive care in a location suitable to their needs.	Options are available for people with a disability receive care in correct location for their needs; be that at the medical clinic, hospital or in the home.	Director of Community Services / Nurse Unit Manager/ Medical Clinic Manager
Investigate options for development of ORH wellness/health groups as a way of supporting those at risk of geographical isolation.	New groups introduced that support those at risk of isolation.	Director of Community Services

Focus Area 3: A Great Place to Work

Outcome: We attract, support and retain a diverse and inclusive workforce.

Initiative	Indicator of Success	Action Leader
Provide opportunity for current staff and board members to provide intersectional data.	More meaningful board composition/profile data and staff composition/profile data available.	Human Resources Manager / Diversity Manager
Make changes to staff onboarding documentation to include intersectional data.	More meaningful staff composition/profile data available.	Human Resources Manager / Diversity Manager
Review recruitment advertising to further promote an inclusive and welcoming workplace which encourages diverse applicants.	Recruitment advertising updated. Increased diversity amongst staffing composition/profile	Human Resources Manager / Diversity Manager
Ensure all toilets across all sites are clearly labelled as unisex.	All toilets clearly labelled as unisex	Facilities Manager / Diversity Manager
Deliver training to managers and team leaders aimed at removing unconscious bias from the recruitment process.	Unconscious bias training delivered and increased understanding of unconscious bias amongst managers and team leaders.	Diversity Manager
Update our position description template to embed our commitment to Diversity and Inclusion.	Position description updated to include statement of ORH commitment to Diversity and Inclusion and employees commitment to uphold these values.	Human Resources Manager / Diversity Manager

9.0 Acknowledgements and Supporting Legislation

Orbost Regional Health has drawn inspiration from a range of sources in the development of this plan including:

- *Strengthening Diversity Planning and Practice – A guide for Victorian Home and Community Care Services.*
- *Delivering for diversity – Cultural diversity plan 2016-2019, DHHS*
- *Australian Charter of Health Care Rights*
- *Orbost Regional Health: Consumer Rights and Responsibility Policy*
- *Orbost Regional Health: Your Rights and Responsibilities Guide*
- *Orbost Regional Health: Diversity Framework*

Victorian State Legislation

- *Equal Opportunity Act 2010*
- *Racial and Religious Tolerance Act 2001*
- *Charter of Human Rights and Responsibilities Act 2006*

Commonwealth Legislation

- *Australian Human Rights Commission Act 1986*
- *Age Discrimination Act 2004*
- *Disability Discrimination Act 1992*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *National Disability Insurance Scheme Act 2013*