## Canberra Health Services Disability Action and Inclusion Plan Report on What We Heard

**Canberra Health Services is developing a Disability Action and Inclusion Plan.**

In the ACT 1 in 6 people report living with disability. AIHW People with Disability in Australia 2020 report states health outcomes for people with disability are poorer than for those without disability.

Canberra Health Services wants to improve how we provide services and care for people with disability and their families and carers.

In 2021 Canberra Health Services completed a Disability Needs Assessment to inform the development of a specific and measurable Disability Action and Inclusion Plan. We also consulted with ACT Disability Reference Group, non-government organisations, support groups, patients/consumers, and their family/carers to further inform the development of our Disability Action and Inclusion Plan. Canberra Health Services acknowledges the many people with disability, their families and carers that have previously expressed their views around health care in the ACT or specifically at Canberra Health Services in various modes, for example through direct feedback, or through advocacy groups and project consultation.

The information from the Disability Needs Assessment and consultation have been used to create the draft Canberra Health Services Disability Action and Inclusion Plan.

## THE CONVERSATION

We held consultation on the Draft Disability Action and Inclusion Plan from December 2021 to January 2022. We sought engagement with the community via surveys and conversations via Your Say website. The Your Say consultation was shared through Whole of Government email, OurCBR email newsletter, and Canberra Health Services Facebook account. Non-Government Organisations were emailed the plan to review with their members and provide feedback on the plan. Canberra Health Services Staff were asked for their input through our internal consultation platform.

## WHO ENGAGED

15 people completed the survey via the Your Say website. 69% of respondants identified as having a disability, 6% did not identify as having a disabilty and 25% prefered not to say. 25% of respondants identified as being a carer of a person with disability and 31% as a family member of a person with disability.

Two people left comments in the conversation on Your Say website.

We received feedback from Five Divisions within Canberra Health Services through our internal consultation process.

Healthcare Consumers Association and Carers ACT provided feedback directly to us about the draft Disability Action and Inclusion Plan.

|  |
| --- |
| Key insights from the community |
| Accessing Services and Co-ordination of Care   1. There is strong support for co-ordinated care being implemented at Canberra Health Services. 2. Support also exists for actions to increase services at Canberra Health Services. |
| Financial cost of services   1. There was evidence presented about the financial cost of health services for people with disability in ACT 2. Evidence was also presented about how the interface of Medicare, NDIS and health care services could be improved. |
| Information Technology   1. There is also strong support for making websites, IT programs, and information provision more accessible in the digital space. 2. There was support for the Digital Health Record and interest in how it may make Canberra Health Service more accessible and improve information flow between people with disability, their carers, and families and staff caring for them. |
| Workplace Adjustments   1. There was support for actions about workplace adjustments, including managers being better informed about how to make Canberra Health Services more accessible for staff. |
| Co-design and Consultation   1. There was strong support for co-design process to be implemented as soon as possible and for the community consultation to be ongoing. 2. There was support for the community to be regularly informed about the progress of the plan. |
| Reasonable Adjustments   1. There was strong support for the plan to focus on reasonable adjustments being applied for every person with disability. |
| Accessible physical spaces   1. There was support for actions to make Canberra Health Services physical spaces and buildings more accessible. |

## What’s Next?

Following consultation, the name has changed to Disability Action and Inclusion Plan (formerly Access and Inclusion Plan) as the focus is on taking action to create inclusion.

Canberra Health Services is incorporating the feedback into the Disability Action and Inclusion Plan. It will be finalised by June 2022. Implementation of the plan will commence in July 2022.

You can register to receive project updates at: [policyathealth@act.gov.au](mailto:policyathealth@act.gov.au)

To find out more about Canberra Health Services Disability Action and Inclusion Plan and other initiatives, policies and projects in Canberra visit [www.yoursay.act.gov.au](http://www.yoursay.act.gov.au) or follow us on Facebook Canberra Health Services.

|  |
| --- |
| Key Timings |
| 1 – June Canberra Health Services Disability Action and Inclusion Finalised |
| 2 – July Implementation of the Canberra Health Services Disability Action and Inclusion Plan |
| 3 – December Community update on the progress of Disability Action and Inclusion Plan actions |