



Peter Mac

Peter MacCallum Cancer Centre
Victoria Australia

Disability Action Plan

2019 – 2022



DOCUMENT CONTROL

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MESSAGE FROM THE CEO

Peter Mac delivers high quality care and treatment for individual patients and families, and improves the health and wellbeing for all Victorians affected by cancer. We achieve this through a comprehensive, globally-recognised cancer research program, our network of international and national partners, as well as world-class training of current and future health professionals. The development of the Peter Mac Disability Access Plan assists Peter Mac to plan and implement improvements to access and inclusion across the organisation. The Disability Access Plan aligns with our strategic goal to deliver “World’s Best Cancer Care”. We pride ourselves on caring for our patients, not only during their stays with us, but after they return to their lives.

Almost 20% of Australians have a disability, with the proportion increasing as the population ages. We know that cancer has a significant impact on people’s lives and the ability to navigate health care can be challenging; for people with disability this challenge to access care is even more difficult. We recognise that people with disability, and their families and carers, have the same rights to access services, information and facilities as any other member of the community and strive to make them as accessible and inclusive as possible. In order to provide “World’s Best Cancer Care” we must ensure our services are accessible to all and focus on those that need extra support.

This Disability Access Plan was developed with significant input and consultation from our patients, carers and staff. Our employees play an important role in achieving this and we welcome their insight and ideas, which have been reflected in our DAP. We are grateful to the staff, patients and key stakeholders that provided advice to us during the consultation.

We will continue to strive for equal access for all Victorians and the strategies for achieving this change are outlined in our Disability Access Plan. We will continue to monitor their success in best meeting the needs of people with disability over the next four years.

Interim Chief Executive
Nicole Tweddle

ABOUT PETER MAC

PETER MAC HEALTH PROFILE

Peter Mac is one of the world's leading cancer research, education and treatment centres globally and is Australia's only public hospital solely dedicated to caring for people affected by cancer. We have over 2,500 staff, including more than 580 laboratory and clinical researchers, all focused on providing better treatments, better care and potential cures for cancer.

POPULATION OVERVIEW

Peter Mac In 2017-18, Peter Mac cared for more cancer patients than any other Australian hospital.

According to the Victorian Healthcare Experience Survey (VHES), perceptions of our care are very positive – 99% of adult Inpatients and 98% of adult specialist clinic patients rated their overall experience as 'very good' or 'good'. Our performance on a range of other key indicators remained above the benchmarked peer average.

We pride ourselves on caring for our patients, not only during their stays with us, but after they return to their lives. We do this in a myriad of ways:

As an organisation, we have invested in enabling a close working relationship between researchers and clinicians to create a unique environment where laboratory research, innovative cancer experience research and new treatments are quickly translated to the care of patients. But the 21st century brings a new imperative; to address inequity of access and opportunity for optimal health outcomes; to motivate and enable those not yet diagnosed with cancer and those living with and affected by this complex collection of diseases, to engage with established screening programs, to expect evidence based care and, to adopt healthy lifestyle behaviours known to modify cancer risk and optimise cancer outcomes.

Cancer care has become more specialised, technology has evolved and the advent of personalised medicine has resulted in multiple care pathways with no one cancer treatment experience being the same. Survival rates are dramatically different to ten years ago but treatment is often more complex. While this complexity has resulted in better health outcomes overall, our health system has become fragmented and siloed. It often requires someone from within the system to provide guidance to patients¹. For those people experiencing a disability, the challenges in accessing and remaining engaged as an active participant in their care are often complicated by basic access to care that those without disabilities do not experience. This Disability Action Plan strives to address inequity of access and continue to deliver "World's best Cancer Care" for all Victorians.

VISION

To provide the best in cancer care, accelerating discovery and translating to cures.

VALUES

Excellence – ensuring that clinical practice is evidence-based and patient-centred and is provided by qualified and experienced staff who are accountable and appropriately credentialed.

Innovation – fostered by supporting research and a learning culture.

Compassion – adhering to the strongest ethical standards to ensure a culture of openness, mutual respect and trust is at our core.

PETER MAC'S STRATEGIC DIRECTIONS 2015-2019

We spoke to many people – our staff, patients, community, peers and government – as we developed the strategy and reviewed the most successful cancer centres across the world.

The resulting five-year plan builds on our core values of innovation, excellence, compassion and our specialist expertise in cancer care, treatment, research and education.

We aim to provide the best in cancer care, accelerating discoveries, translating to cures.

To do this we have four specific areas of focus:

Provide the world's best cancer care

We will focus on innovation in the delivery of care to achieve demonstrably better outcomes for patients, empowering those affected by cancer with a sense of control.

Accelerate discovery and translational research

We will invest in clinical and laboratory research priorities to expedite discovery, and further integrate and translate our scientific breakthroughs into clinical care through an expanded and strengthened clinical trials program.

Focus on cancer prevention and wellbeing

We will expand our efforts to incorporate cancer prevention and wellbeing interventions to help reduce health and social inequities in the community.

Develop new business models and commercial ventures

We will explore and develop innovative business models, including commercial ventures and collaborative partnerships, to accelerate advancements, broaden access to novel treatments, improve clinical and operational practices, and strengthen our financial sustainability.

To help implement these strategic directions, we will pursue four 'strategic enablers':

- collaborative partnerships and networks
- specialised education and training
- the best cancer workforce
- advanced technology and infrastructure.

DISABILITY ACTION PLAN INTRODUCTION

WHY

Peter Mac has developed this Disability Action Plan in order to:

- Reduce discrimination and support all our patients equal access to care whilst supporting Peter Mac to meet its obligations under federal and state anti-discrimination legislation;
- Promote equality of people with a disability and assist Peter Mac to be consistent with the Victorian Charter of Human Rights and Responsibilities Act 2006 and the United Nations Convention on the Rights of Persons with a Disability; and
- Provide an opportunity to consult with people with a disability and develop an ongoing relationship with the disability community

Peter Mac recognises that a Disability Action Plan is:

- A method for Peter Mac to plan the elimination of disability discrimination from the provision of its goods, services and facilities
- A framework to comply with the Disability Discrimination Act 1992 (DDA), Equal Opportunity Act 2010 (Vic) and the Disability Act 2006 (Vic); and
- A method to ensure Peter Mac is accessible, welcoming and inclusive to all

DEFINING DISABILITY

The Commonwealth Disability and Discrimination Act 1992 defines disability in relation to a person as

- a) Total or partial loss of the person's bodily or mental functions; or
- b) Total or partial loss of part of the body; or
- c) The presence in the body of organisms causing disease or illness; or
- d) The presence in the body of organisms capable of causing disease or illness; or
- e) The malfunction, malformation or disfiguration of part of a person's body; or
- f) A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or results in disturbed behaviour; and includes a disability that:
 - g) Presently exists; or
 - h) Previously existed but no longer exists; or
 - i) May exist in the future; or
 - j) Is imputed to the person.

There are four broad categories of impairment:

- Physical impairment
- Sensory impairment
- Intellectual and cognitive impairment and
- Psychiatric impairment

The majority of people with a disability in Australia have a physical disability – 83.9%. 11.3% have a mental disability and 4.8% have an intellectual or developmental disability. Ref

<https://www.and.org.au/pages/what-is-a-disability.html>

Although some people are born with disability, many people acquire disability. A person may acquire a disability through a workplace incident or accident, or may develop a disability as they age. There is a strong relationship between age and disability; as people grow older, there is a greater tendency to develop conditions which cause disability. 40% of people aged 65-69 years have a disability, and 88% of people aged 90 years and over have a disability. refs

Disability is not always obvious and we acknowledge that there is and will continue to be increasing number of people with a disability within the Peter Mac community including our colleagues, patients, families and carers.

STATISTICS

- One in five people in Australia, almost 4 million people, have a disability and this proportion is increasing with an ageing population.
- Cancer patients can experience temporary disability with their treatment
- The average age of patients in 2017-18 at Peter Mac is 62 years. It is likely that Peter Mac patients have higher levels of baseline disability than the general population
- Peter Mac currently has seven staff with a disability who have identified to People and Culture, however on the 2018 People Matters Survey 27 staff (2% of the survey respondents) identified as having a disability

CONSUMER CONSULTATION

Peter Mac sought feedback on the draft plan during April, May and June 2019. This was achieved through consultation with our consumer advisory committee, through consultation with key stakeholders in the disability sector, through a public forum and through consultation with staff via our internal website. We would like to thank those who took the time to provide feedback on the draft plan. Respondents were positive about the draft plan. Respondents also suggested areas for improvement which was used to prioritise actions and inform the final plan. In particular, people wanted us to ensure our documents were accessible by all, and that we responded to temporary disabilities.

PRIORITIES FOR ACTION

Peter Mac's Priorities for Action reflect the Victorian Disability Act 2006:

- Outcome area 1: Reducing barriers to persons with a disability accessing goods, services and facilities at Peter Mac
- Outcome area 2: Reducing barriers to persons with a disability obtaining and maintaining employment, including volunteers, at Peter Mac
- Outcome area 3: Promoting inclusion and participation in the Peter Mac community of persons with a disability
- Outcome area 4: Achieving tangible changes in attitudes and practices at Peter Mac which discriminate against persons with a disability

ACTIONS TO DATE

Peter Mac is committed to supporting all patients, visitors, and staff with a physical and/or sensory disability to access relevant areas and move safely around the hospital. In 2017, we engaged an independent consultant to conduct an audit of the hospital to review access to the building. The audit was completed in partnership with a group of patients and staff living with a disability. During 2018, the following actions were implemented:

- A volunteer concierge service is currently being developed at the front reception desk from 6:30am to 3:00pm to assist patients as required upon entering Peter Mac
- Permanent signage for Pharmacy, Pharmacy Collections and Allied Health
- Installation of an accessible toilet pan, handrails and push button release/occupied indicator to the ground floor public toilets
- Installation of a bollard near the entrance to the pharmacy side to ensure patients climb the stairs using installed railing
- Installation of sufficient luminescent markers on glass doors

IMPLEMENTATION PROCESS

The Disability Action Plan priorities have been aligned with Peter Mac's Strategic Directions to enable an integrated approach to implementation over the next three years.

Peter Mac commits to working towards the actions listed in the Peter Mac Disability Action Plan 2019-2022 in the following timelines:

- Short term: Completed in first year of DAP
- Medium term: Completed by the second year of DAP
- Long term: Completed by third year of DAP
- Ongoing: Actions have no set end date as there is no fixed "completed" point

MONITORING AND ACCOUNTABILITY

The DAP will be supported and monitored throughout. This will include six-monthly reporting to the Prevention and Wellbeing Committee and the Community Advisory Committee, which will oversee the DAP implementation. Peter Mac's annual report will provide an update on the plans progress.

THE DISABILITY ACTION PLAN

OUTCOME AREA ONE: REDUCING BARRIERS TO PERSONS WITH A DISABILITY ACCESSING GOODS, SERVICES AND FACILITIES AT PETER MAC

Action	Performance Indicator	Outcome	Timeline
Action feasible recommendations from accessibility audit, and feedback from staff and consumers	<ul style="list-style-type: none"> Peter Mac reviews and implements feasible recommendations from the audit report Peter Mac reviews and implements feasible recommendations from consumer feedback Consumers are asked “What access supports do you need?” throughout their time at Peter Mac Access aligns with Peter Mac strategic priority of “Better Access” 	<ul style="list-style-type: none"> Peter Mac improves accessibility for people with a disability 	Ongoing
Review Peter Mac website and Intranet	<ul style="list-style-type: none"> The websites align to w3C guidelines (www.w3.org) Access aligns with Peter Mac strategic priority of “Better Access” 	<ul style="list-style-type: none"> Peter Mac improves accessibility to its websites for people with a disability 	Ongoing
Review existing Peter Mac documents to align with disability standards	<ul style="list-style-type: none"> All documents can be accessed by all users Consumers are asked “What access supports do you need?” throughout their time at Peter Mac Documents align with Peter Mac strategic priority of “Better Health” Documents are in line with Australia Human Rights Commission guidelines 	<ul style="list-style-type: none"> Consumers are aware of their options in receiving materials. Peter Mac improves accessibility to documents for people with a disability 	Ongoing
Review documents and paperwork for initial registration at Peter Mac	<ul style="list-style-type: none"> Registration documents can be accessed by all users E-HAQ can be accessed by all users Consumers are asked “What access supports do you need?” throughout their time at Peter Mac Documents align with Peter Mac strategic priority of “Better Health” 	<ul style="list-style-type: none"> Consumers are aware of their options in receiving materials. Patients and their families feel welcome when registering at Peter Mac and there is no delay in registration at Peter Mac Volunteers are available to assist with E-HAQ registration 	Ongoing

Action	Performance Indicator	Outcome	Timeline
Develop policy of accessibility	<ul style="list-style-type: none"> Documents are in line with Australia Human Rights Commission guidelines A policy supporting universal design to make facilities and services accessible to people of all abilities is created then endorsed Second Ears consultation audio recording smart app will be available to improve access to information provided by clinicians Access aligns with Peter Mac strategic priority of “Better Access” 	<ul style="list-style-type: none"> Peter Mac facilities and services are improved accessibility for people with a disability 	Short term
Ensure Peter Mac policies, procedures and guidelines relating to people with a disability are current and appropriate	<ul style="list-style-type: none"> Peter Mac policies relating to people with a disability are developed and disseminated to staff Peter Mac policies relating to people with a disability are easily accessible by all staff on the Intranet. New policies align with Diversity and Inclusion Policy Disability Action Plan and relevant policies are incorporated into on boarding training Policies and procedures align with Peter Mac strategic priorities of “Better Health”, “Better Access” and “Better Care” 	<ul style="list-style-type: none"> Peter Mac staff are aware of the Disability Action Plan and related policies about patients with a disability Policies and procedures are followed by all staff People Matter survey results reflect improved commitment to working with patients with a disability 	Short term (policy development) Ongoing (reviews of documents and training)
Ensure Peter Mac is aware of, and responds appropriately to people with temporary disabilities	<ul style="list-style-type: none"> There is a plan developed to intervene early for consumers who have a temporary disability as a result of their cancer or cancer treatment Consumers are asked “What access supports do you need?” throughout their time at Peter Mac Actions align with Peter Mac strategic priorities of “Better Health”, “Better Access” and “Better Care” 	<ul style="list-style-type: none"> Peter Mac improves accessibility for people with a disability People with a temporary disability have their access needs met 	Medium term (strategic plan) Ongoing (liaison with consumers with temporary disabilities)
Peter Mac engages and empowers the disability community in cancer education	<ul style="list-style-type: none"> Peter Mac engages with the disability community to ensure they are aware 	<ul style="list-style-type: none"> Improved cancer knowledge in the disability community 	Ongoing

Action	Performance Indicator	Outcome	Timeline
Peter Mac implements a budget line for access costs	<ul style="list-style-type: none"> All departments consider disability access in their budgets, and build these costs into service provision 	<ul style="list-style-type: none"> Improved cancer screening rates in the disability community Improves Peter Mac capacity to address and remove barriers to access 	Ongoing

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OUTCOME AREA TWO: REDUCING BARRIERS TO PERSONS WITH A DISABILITY OBTAINING AND MAINTAINING EMPLOYMENT, INCLUDING VOLUNTEERS, AT PETER MAC

Action	Performance Indicator	Outcome	Timeline
The existing workforce at Peter Mac who have a disability (current or new) are supported in their workplace	<ul style="list-style-type: none"> A strategic plan is developed to intervene early for staff who are currently unable to fulfil the requirements of their position due to a temporary or permanent disability. Peter Mac invests in a network for people with a disability on staff where they have a safe supported workplace Staff with a disability are encouraged to undertake professional development and guided on pathways for promotion Staff are asked “What access supports do you need?” throughout their employment Actions align with Peter Mac strategic priority of promoting a positive workplace (Strategy: Bullying and harassment) 	<ul style="list-style-type: none"> Peter Mac staff are able to successfully return to or continue work in a suitable ongoing position Peter Mac encourages the ongoing employment of staff with a disability Peter Mac staff with a disability are not inhibited by their disability in following their chosen career path 	<p>Medium term (strategic plan) Ongoing (liaison with staff with current and new disabilities)</p>
Peter Mac expands advertising to Disability Networks and through Disability Employment Agencies (including volunteer positions)	<ul style="list-style-type: none"> Vacancies are advertised through Disability Employment/Volunteer agencies as appropriate Volunteer engagement aligns with Peter Mac strategic priorities 	<ul style="list-style-type: none"> Peter Mac recruitment processes do not discriminate against people with a disability Peter Mac recruitment processes for volunteers do not discriminate against people with a disability 	<p>Ongoing</p>
Peter Mac develops and embeds accessibility principles into recruitment practices	<ul style="list-style-type: none"> Recruitment is fair and equitable with considerations for people with a disability to ensure the best candidates are attracted to Peter Mac Inform candidates they are welcome to disclose support/access needs for the interview and where reasonable these will be met 	<ul style="list-style-type: none"> Recruitment is fair and equitable to persons with a disability More people with a disability apply for positions at Peter Mac and our workforce gains more employees with a disability Interviewers consider access as part of the interview process 	<p>Short term (policy development) Ongoing (training for new interviewing staff)</p>

Action	Performance Indicator	Outcome	Timeline
	<ul style="list-style-type: none"> Check lists for interviews are updated to reflect that the interviewer has considered special access needs All recruiting staff are aware of equal employment and anti-discrimination policy Recruitment procedure is reviewed and reflects accessibility principles 		
Peter Mac has flexible employment arrangements for employees with a disability (and for volunteers with a disability)	<ul style="list-style-type: none"> Flexible working arrangement policy reviewed Managers are trained on flexible working arrangement 	<ul style="list-style-type: none"> Flexible work practices are not seen to be a barrier to retain existing or attract potential employees with a disability 	Short term (policy developed) Ongoing (policy review, training)
Peter Mac ensures workplace technologies are user friendly for employees with a disability	<ul style="list-style-type: none"> All functionalities are available from keyboard (e.g. mouse not required) Employees have enough time to read and digest content in relation to their position Peter Mac invests in assistive technology 	<ul style="list-style-type: none"> There is no impediment to completing employment roles Peter Mac is able to cater for employees with current and new disability 	Ongoing
Policies related to employees with a disability are updated	<ul style="list-style-type: none"> Peter Mac policies relating to employees with a disability are developed and disseminated to managers and are easily available on the intranet Disability Action Plan and relevant policies are incorporated into on boarding training. New policies align with Diversity and Inclusion Policy 	<ul style="list-style-type: none"> Peter Mac managers are aware of and adhere to policies surrounding staff with a disability Peter Mac staff are aware of Disability Action Plan and related policies about staff with a disability. 	Medium term
Peter Mac ensures that all staff are aware of, and follow best practice OH&S guidelines as relevant to their position	<ul style="list-style-type: none"> All staff complete all mandatory training relevant to their position All staff adhere to best practice OH&S for their position 	<ul style="list-style-type: none"> Workplace injuries are reduced Temporary and permanent disability as a result of workplace injuries are reduced 	Ongoing

OUTCOME AREA THREE: PROMOTING INCLUSION AND PARTICIPATION IN THE PETER MAC COMMUNITY OF PERSONS WITH A DISABILITY

Action	Performance Indicator	Outcome	Timeline
Promote the Disability Action Plan to staff, patients, carers and the wider community	<ul style="list-style-type: none"> A Disability Action Plan communication strategy is developed for increased awareness to internal and external stakeholders 	<ul style="list-style-type: none"> The Disability Action Plan is freely and widely available to staff and for public access. The Disability Action Plan will be available through: <ul style="list-style-type: none"> Peter Mac Intranet Peter Mac Website Peter Mac social media channels The Disability Action Plan will be available in accessible formats (Easy English, Video) Finalised copy to be registered with: Department of Health and Human Services, Office of Disability and Australian Human Rights Commission 	Short term
Peter Mac actively engages with ongoing consultations with disability advocacy groups	<ul style="list-style-type: none"> Ensure disability is included on the Patient and Staff Experience Committee Ensure Peter Mac community engagement uses a wide range of styles to support maximum engagement by people with a disability Ensure consultation with CALD and ATSI disability communities to promote wider inclusion Engage with consumer advocacy groups for people with a disability 	<ul style="list-style-type: none"> People with a disability in the community are engaged with the with Peter Mac disability planning People with all types of disability are engaged with Peter Mac disability planning People from CALD and ATSI groups with a disability are engaged with Peter Mac disability planning Peter Mac develops strong advocacy toes with the disability community Disability is understood broadly and from all cultural backgrounds 	Ongoing
Feedback from disabled stakeholders forms part of the stakeholder engagement process for new services and building developments	<ul style="list-style-type: none"> The current and any future Disability Action Plans will be available widely for feedback Strategic plan to deal with complaints about accessibility New building works seeks comment 	<ul style="list-style-type: none"> Improvements are made as a result of consumer feedback Disability access is understood as part of Peter Mac growth 	Ongoing

Action	Performance Indicator	Outcome	Timeline
	from Patient and Staff Experiences Committee		
Peter Mac events are accessible to all	<ul style="list-style-type: none"> Develop accessible events checklist and promote to all who organise events at Peter Mac Collate list of accessible venues outside Peter Mac and promote to relevant staff (e.g. accessible venues in Bendigo) Assess meeting rooms for accessibility and provide this information on Peter Mac intranet/room booking facility 	<ul style="list-style-type: none"> Peter Mac promotes inclusion and participation of all patients and community members Peter Mac events have improved accessibility for people with a disability Staff are informed of meeting room accessibility and can make informed choices when booking 	Medium term
Establish communication guidelines and strategies which outline the requirements to ensure all communications are accessible to people with a disability	<ul style="list-style-type: none"> A guideline to ensure Peter Mac engagement uses a wide range of styles to maximise engagement of people with a disability is developed Peter Mac conducts a communication audit to establish the needs of the Peter Mac community Pictograms/communication boards are investigated 	<ul style="list-style-type: none"> Peter Mac communications adhere to guidelines Communications from Peter Mac are accessible to a maximum number of people with a disability A wider range of the community is engaged with Peter Mac 	Medium term (guideline) Ongoing (practice, review)
Include accessibility and inclusion as permanent agenda item across committees	<ul style="list-style-type: none"> Commitment towards accessibility are measured, monitored and managed at Executive level 	<ul style="list-style-type: none"> A culture of change of attitudes towards people with a disability begins at the top 	Ongoing
Peter Mac holds forums such as Grand Rounds to support staff understand disability	<ul style="list-style-type: none"> Forums, Grand Rounds and other events are held at Peter Mac to assist break down barriers surrounding disability 	<ul style="list-style-type: none"> Cultural change in attitudes towards people with a disability Disability is moved from “special” to “business as usual” 	Ongoing

OUTCOME AREA FOUR: ACHIEVING ORGANISATIONAL CULTURAL CHANGES AT PETER MAC IN ATTITUDES AND PRACTICES WHICH DISCRIMINATE AGAINST PEOPLE WITH A DISABILITY

Action	Performance Indicator	Outcome	Timeline
Peter Mac Disability Action Plan is integrated with accreditation	<ul style="list-style-type: none"> Accreditation includes action items from Disability Action Plan where 	<ul style="list-style-type: none"> Accreditation is successful 	Medium term

Action	Performance Indicator	Outcome	Timeline
	appropriate		
Promote best practice and positive attitudes to including disability in all employee forums and develop disability awareness among Peter Mac employees	<ul style="list-style-type: none"> Promote the finalised Disability Action Plan at Peter Mac The Disability Action Plan is available in multiple formats including Easy English, in video and audio Diversity and inclusion training incorporates disability awareness Complaints policy and procedure developed Disability incorporated within Diversity and Inclusion Policy 	<ul style="list-style-type: none"> Disability awareness improvement among all employees Employees are able to respond to people with a disability Staff with a disability are treated with respect People Matters Survey results show improvement on questions surrounding disability 	Ongoing
Identify and up skill champions to advocate for the accessibility requirements of Peter Mac patients, communities and staff	<ul style="list-style-type: none"> Trained and skilled advocates create broad accessibility awareness Advocates discuss in staff meetings about prejudice, stereotypes, language and bias 	<ul style="list-style-type: none"> People Matters Survey results show improvement on questions surrounding disability Attitudes towards disability improve 	Medium term
Foster a culture of continuous improvement in our attitudes and behaviours	<ul style="list-style-type: none"> Peter Mac Pledge is endorsed by the board and accepted by all Peter Mac employees Regular staff meetings to discuss barriers to service delivery 	<ul style="list-style-type: none"> Open and welcoming environment that embraces all staff, volunteers, patients and families 	Ongoing

APPENDIX 1 – REFERENCES

SOURCES USED:

- aDApTing to Disability – A checklist for disability action plans in Victoria. Available at: <https://providers.dhhs.vic.gov.au/sites/dhhsproviders/files/2017-07/action-plans-adapting-to-disability-checklist.doc>
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 - Disability Action Plan 2018 – 2020: 2018 – 2019 implementation plan. Department of Health and Human Services. Available at: <https://dhhs.vic.gov.au/disability-action-plan-2018-2020-2018-2019-implementation-plan>
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 - HPV Disability Action Plan 2015 – 2018. Available at: <https://www.hpv.org.au/assets/General/Disability-Action-Plan-August-2015.pdf>
 - Lifeline South East SA Disability Action Plan 2017 – 2021. Available at: <https://www.lifeline.org.au/static/uploads/files/lifeline-se-disability-action-plan-2017-2021-wfpszggahlmt.pdf>
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- Peter MacCallum Cancer Centre Statement of Priorities 2018-19. Available at: <https://www2.health.vic.gov.au/about/statements-of-priorities/peter-maccallum-cancer-institute-2018-19-sop>

DISABILITY FRAMEWORKS REFERENCED:

International

- United Nations Convention on the Rights of Persons with a Disability. Available at: <https://www.un.org/disabilities/documents/convention/convoptprot-e.pdf>

National

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