

West Wimmera Health Service DIVERSITY PLAN

July 2008-June 2011

Inclusive and meets the needs of:

- THE HACC CULTURAL ACTION PLAN
- RESIDENTIAL AGED CARE
- ACUTE CARE
- RECRUITMENT OF STAFF
- Community Aged Care Packages
- National Respite for Carer Program

ACHIEVEMENTS 2007 – 2008

1.	West Wimmera Health Service needs one cultural diversity plan encompassing all areas of service delivery. Sent to all sites in bound hard copy and also VMO
2.	Identify the bilingual staff within WWHS for use, data base commenced and managed by pay office.
3.	Review of West Wimmera Health Service Cultural awareness policy and access to interpreter services. <ul style="list-style-type: none">• This policy is accessible to all staff via the intranet.• The cultural diversity website added as a link• The cultural diversity WWHS plan added to policy as a link
4.	Write up in West Wimmera Health Service newsletter that is distributed to all staff, VMOs and Board of Governance members. This information includes: <ul style="list-style-type: none">• Interpreter services• Indigenous support contacts
3.	The cultural diversity policy has been included in the orientation pack given to all new employees
4.	With the recent West Wimmera Health Service Menu review a greater emphasis has been placed on patient /client choice to ensure clients from diverse back grounds menu choices are respected and provided.
5.	New staff employed at West Wimmera Health Service from overseas are provided with a voucher to purchase food, in the past food was purchased and put in their houses but wasn't always culturally appropriate.

1. ACCESS

That service planning and developments include planning accessible and equitable services for all of the target population

Task / Action	Responsibility	Time Line	Performance Measures	Status / Progress
Review Demographic data <ul style="list-style-type: none"> Ethnicity data [BDNH , Hindmarsh Shire, West Wimmera Shire] 	ED Clinical ED Corporate & Quality	September 2008	<ul style="list-style-type: none"> Access to relevant data Accessed thru Wimmera PCP website demographic data BDNH diversity report 	<ul style="list-style-type: none"> Hindmarsh shire-people born in non English speaking background 2001 data .1% No data available for West Wimmera Shire BDNH Diversity report shows that .9% of registered clients are of non English speaking back ground <p>ACHIEVED 24/09/08</p>
All reception staff at West Wimmera Health Service are provided with up to date information on: <ul style="list-style-type: none"> Interpreter services, information Access for information Other languages and indigenous support. 	HACC Coordinator ED Finance & Administration	October 2008 October 2008	<ul style="list-style-type: none"> Access information for staff to refer to Add to policy <p>Inform reception staff</p> <p>Links to relevant websites added to Diversity Plan (2/6/09)</p>	<p>Distributed on 10/11/08 and discussed with DONs /Reception staff and district nurses 12/11/08</p> <p>As above ACHIEVED 10/11/08</p> <p>Clinical Managers 3/6/09 Newsletter June 2009 Email to Reception staff 2/6/09</p>

<p>Grampians Region HACC Diversity Kit available</p> <ul style="list-style-type: none"> To be copied and distributed to all sites, HACC service providers and allied health administration 	<p>HACC Coordinator</p>	<p>February 2009</p>	<ul style="list-style-type: none"> Access to current information regarding diversity information 	<p>Grampians Region HACC Diversity Kit available ready to be copied and distributed</p> <p>ACHIEVED Feb 2009</p>
<p>To ensure that the initial assessments in all departments collect culturally relevant and correct information for all clients</p>	<p>Allied Health Aged Care</p>	<p>October 2008</p>	<p>All West Wimmera Health Service assessments include the collection of culture data</p>	<ul style="list-style-type: none"> BDNH Diversity report shows that .9% of registered clients are of non English speaking back ground for community and allied health services Aged Care has the collection on its admission data and social profile Acute collect this data on every admission <p>ACHIEVED 24/09/08</p>
<p>Further review the West Wimmera Health Service Cultural Awareness Policy to encompass all special needs clients within our catchment areas. This includes renaming the policy and reviewing the content.</p>	<p>HACC Coordinator</p>	<p>December 2008</p>	<p>Meeting needs of all special needs clients in our communities</p>	<ul style="list-style-type: none"> New policy developed now called Diversity Awareness Policy Interpreter Service policy reviewed and adopted <p>ACHIEVED 24/09/08</p> <ul style="list-style-type: none"> Links added to Diversity Plan <p>ACHIEVED 2/6/09</p>

Review physical access to all facilities.	Operations Managers	August 2010	Disability clients are able to access facilities independently	<ul style="list-style-type: none"> Funding has been received to install electronic doors at Coinda ACHIEVED 12/2009
---	---------------------	-------------	--	---

2. CULTURAL RELEVANCE

All service providers are required to ensure that their services are accessible and culturally relevant. Cultural relevance means ensuring that services have an awareness of and are responsive to the particular values, language and traditions of consumers.

Task / Action	Responsibility	Time Line	Performance Measures	Status / Progress
All new VMOs are inducted and mentored so that in particular pain and palliative care beliefs are recognized and respected.	ED Medical Services	November 2008	Clients pain relief and palliative management goals are met.	Dr Rob Grenfell from West Vic Division of General Practice has in serviced all Tristar VMOs on pain management and palliative care ACHIEVED August 2008
	ED Medical Services/Manager of Allied and Community	December 2008		10/11/08 Belinda Billney DHS will speak with Dr Ian Graham and organize a time to speak with VMOs Ongoing

<p>New clients are consulted re menu planning by consultation to dietetic and catering services if cultural needs are identified.</p>	<p>All staff on admission</p> <p>General Services Manager</p> <p>All DON/Unit Managers</p>	<p>Newsletter August 2008</p> <p>Staff meeting October 2008</p> <p>Staff meeting October 2008</p>	<p>Clients dietary needs are recognized and met</p>	<ul style="list-style-type: none"> • Book purchased for 2 dieticians and all kitchens in July 2008 • Staff advised via the service August Newsletter that a Diversity Plan has been developed and the plan in its entirety will be attached to the December newsletter. <p>ACHIEVED 17/12/08</p>
<p>Recognition and respect for clients who do not wish to receive blood or blood product</p> <ul style="list-style-type: none"> • Jehovah link to be added to the policy 	<p>ED Clinical</p> <p>HACC Coordinator</p>	<p>October 2008</p> <p>November 2008</p>	<p>Staff are aware of alternatives to blood and blood products</p>	<ul style="list-style-type: none"> • Information packs received from Jehovah Witness and distributed to all sites August 2008 • Link added November 2008 <p>ACHIEVED 17/12/08</p> <ul style="list-style-type: none"> • Information sessions will be held at all sites in January 2009 and January 2010 <p>ACHIEVED January 2010</p>

3. INFORMATION/COMMUNICATION

Provide information about services that is accessible to people of CALD in the target group. Provide information in creative and culturally inclusive ways that inform eligible consumers from CALD backgrounds about all aspects of your service.

Task / Action	Responsibility	Time Line	Performance Measures	Status / Progress
The West Wimmera Health Service will include information on Diversity in our Annual Report and Quality of Care Report.	ED Clinical	November 2008	Diversity included and available to all clients within our catchment areas	Annually and Ongoing ACHIEVED 28/11/08 and ongoing annually
Create a Brochure on "Diversity Awareness"	HACC Coordinator Education Coordinator	January 2009	All new admissions will have access to information	In Progress 2/6/09
Diversity Awareness will become a standing agenda item at Clinical Quality and Safety meeting on a quarterly basis.	ED Clinical	January 2009	Have consistent discussion and evaluation of progress	ACHIEVED 17/12/08
Diversity awareness focus group will meet quarterly to ensure actions are progressed	HACC Coordinator	December 2009	Meetings held	Meetings held 24/09/08 10/11/08 15/12/08 2/6/09 ACHIEVED 2/6/09 and ongoing quarterly
Awareness program to be instigated to highlight cultural religious and disability differences/needs.	Clinical Support Nurse	August 2010	Sessions held	

Staff have access to tools to facilitate non verbal communication.	Manager of Community and Allied Health	March 2010		
--	--	------------	--	--

4. CONSULTATION

The design and provision of services to CALD consumers should be planned and delivered in consultation with ethnic communities and/or their representatives.

Task / Action	Responsibility	Time Line	Performance Measures	Status / Progress
Community needs analysis and service project where meetings will be held to consult in every one of our communities to obtain feedback on what services they think we need for the future 10 years.	CEO	November 2008	Action plan for next 10 years	In Progress ACHIEVED June 2009
Reestablish links with Wimmera Health Care Group Aboriginal Liaison Officer	ED Clinical	October 2008	Formal agreement	Letter written to Don McRae to formalize link with WHCG in September 2008. Letter received October 2008 Access to Aboriginal Liaison Office 061108.pdf ACHIEVED 6/11/08

<p>Liaise regularly with HACC cultural diversity officer</p>	<p>HACC Coordinator</p>	<p>October 2008</p>	<p>Consistent support</p>	<ul style="list-style-type: none"> • Contact made with Vivian Bradbury HACC Cultural Diversity officer re Interpreter information on 24/09/08 • HACC Coordinator attended Wimmera HACC Service provider meeting • New HACC Cultural Diversity Officer appointed Jason Short 5/09 <p>ACHIEVED 24/09/08 and Ongoing</p>
<p>Review the internal patient satisfaction questionnaire to include feedback regarding special needs.</p>	<p>ED Corporate and Quality</p>	<p>August 2010</p>		<ul style="list-style-type: none"> •

5. SPECIAL PROGRAM NEEDS

To facilitate the development of ethno-specific programs for the target group when this is the most appropriate program option for the consumer.

Task / Action	Responsibility	Time Line	Performance Measures	Status / Progress
West Wimmera Health Service will continue to monitor the need for culture specific programs.	HACC Coordinator	October 2008	Agenda item at relevant HACC meetings	<p>10/11/08 Disability services have programs and support in place through Cooyinda Disability services.</p> <p>External service providers directory has been developed and available to relevant consumers.. External Service Providers\External Service Providers Directory.doc</p> <p>ACHIEVED 17/12/08 and ongoing</p>
Consultation with ethno specific staffing groups, nurses, doctors, radiographer and allied health.	Director of Allied and Community Health	February 2009	<p>To develop an action plan to meet needs of ethno specific population.</p> <p>Support for overseas employees</p>	<p>10/11/08 task initiated</p> <p>Ongoing</p> <p>WWHS Policy Employee Assistance - Overseas Recruitment Policy 2/6/09</p>

6. SERVICE COORDINATION

Generic service providers (such as local government, community health centres) and ethno-specific organisations and groups develop cooperative arrangements to ensure CALD consumers have access to the full range of services.

Task / Action	Responsibility	Time Line	Performance Measures	Status / Progress
Reestablish links with Wimmera Health Care Group Aboriginal Liaison Officer	ED Clinical	October 2008	Formal agreement	Letter written to Don McCrae to formalize link with WHCG in September 2008. Letter received October 2008 Access to Aboriginal Liaison Office 061108.pdf ACHIEVED 6/11/08
Continue involvement in Wimmera HACC service provider meetings and forums.	HACC Coordinator	Quarterly	Access to current information and directions	ACHIEVED 26/11/08 Meeting 5/5/09
Continue to monitor population base and introduce services as required.	Diversity Action Group	annually		ACHIEVED for 2008 10/11/08 and ongoing thru BDNH and Shire statistics Service Needs Analysis June 2009
Involvement in the Wimmera Access Forum	Operations Manager	February 2010	Access to current information and directions for clients with disabilities	
Investigate ways of providing disability clients with meaningful employment	Operations Manager	ongoing		

7. ACCOUNTABILITY

The agency/ service is accountable to consumers and funding bodies

Task / Action	Responsibility	Time Line	Performance Measures	Status / Progress
Establishment of focus group to commit to regular review of Diversity policy and action plan	Diversity action group	Quarterly	Regular review of Diversity policy and action plan	Meeting regularly 24/09/08 10/11/08 17/12/08 02/06/09 ACHIEVED and ongoing quarterly
The West Wimmera Health Service will include information on Diversity in our Annual Report and Quality of Care Report.	ED Clinical	November 2008	Diversity included and available to all clients within our catchment areas	Annually ACHIEVED 28/11/08 and ongoing annually

8. LINKS AND REFERENCES

Centre for Cultural Diversity in Aged Care - <http://www.culturaldiversity.com.au> (added 02/06/2009)

Centre for Culture, Ethnicity and Health - <http://www.ceh.org.au/> (added 02/06/2009)

ONCALL Interpreters & Translators - www.oncallinterpreters.com/ (added 02/06/2009)

Department of Human Services - <http://www.dhs.vic.gov.au/multicultural/html/cultdivguide.htm> (added 02/06/2009)