



CHARTER FOR INCLUSION

MANSFIELD DISTRICT HOSPITAL

CHARTER FOR INCLUSION 2019-2021

Our commitment to an inclusive health service

Mansfield District Hospital Board of Management and staff are committed to the provision of health services that are inclusive to all whilst considering the diverse and individual needs of our community and staff. This is irrespective of gender, sexuality, disability, race or religion. We are equally committed to ensuring all people have equal access to quality health care.

The Mansfield District Hospital Charter for Inclusion 2019- 2021 provides a framework to help us develop and implement actions to ensure that our services, programs, facilities do not exclude people with diverse needs, or treat them less favourably than other people.

Our Charter for Inclusion will help us to meet the needs of people with diverse needs who use, visit or work within our organisation and ensure that they are provided with an opportunity to participate in service planning and provision.

The Charter for Inclusion complies with the Victorian and Commonwealth anti-discrimination legislation and the Disability Act 2006.

We will ensure our services meet the organisation priorities of:

- Equitable, accessible and responsible services and programs;
- An inclusive workforce;
- Partnerships with diverse communities; and
- Effective and evidence-based approaches.

Together these priorities form a strong platform to enable the delivery of an inclusive health system.

It is our staff and our Doctors who work to deliver the services within our health service and we will work with them and provide them with the resources to enable this.

This is our commitment



Phillip Officer
Chair, Board of Directors



Cameron Butler
Chief Executive Officer



Margaretanne Hood
Director of Clinical Services



Anne Jewitt
Director of Quality and Safety



Melanie Green
Director of Operations

Our Priorities:	What are our objectives:	Areas for action by MDH:
<p style="text-align: center;">EQUITABLE, ACCESSIBLE AND RESPONSIBLE SERVICES AND PROGRAMS</p> <p>This means: Providing a safe and inclusive environment whereby individuals are not exposed to bias, discrimination or inappropriate behaviour.</p>	<p>Facilitate better access to services for people from diverse backgrounds by overcoming barriers associated with eligibility, communication, navigation, discrimination, accessibility, environment and relevance.</p> <hr/> <p>Use a range of communication strategies to provide information about Mansfield District Hospital's services, to support people make the best choices for their health and wellbeing.</p> <hr/> <p>Improve the planning, allocation and efficient delivery of language services according to need across all parts of the health system.</p> <hr/> <p>Promote and support the implementation of inclusion measures in service quality standards and accreditation systems that apply to Mansfield District Hospital.</p>	<p>1.1. Regularly conduct audits to determine Cultural, Disability and LGBTI inclusiveness and determine subsequent action plan for improvement.</p> <p>1.2. Display banners and posters to demonstrate inclusiveness</p> <hr/> <p>1.3. Access to communication services for all staff</p> <p>1.4. Staff trained in a variety of communication methods to enable a suite of communication methods</p> <hr/> <p>1.5. Annual review of interpreter service work instruction</p> <p>1.6. Development of an inclusive language platform across MDH</p> <hr/> <p>1.7. Annual staff feedback questions regarding inclusiveness at MDH</p>
<p style="text-align: center;">AN INCLUSIVE WORKFORCE</p> <p>This means: Provision of a workplace that is respectful of all needs and ensures a sense of safety and inclusiveness.</p>	<p>Develop, implement and evaluate a rolling learning and development plan to build the capabilities for inclusion among staff.</p> <hr/> <p>Promote recruitment for positions at all levels of Mansfield District Hospital where appointment is based on merit irrespective of gender, race, religion or disability.</p> <hr/> <p>Workforce strategies and guidelines support diversity within an equity and fairness framework ensuring safety for all employees.</p> <hr/> <p>Incorporate cultural competence, disability and inclusive practice education and training in workforce development programs.</p> <hr/> <p>Encourage workforce design initiatives that support inclusion and accessibility in service delivery.</p>	<p>2.1. Mandatory training to include cultural responsiveness and disability awareness education that will be evaluated and improved annually.</p> <hr/> <p>2.2. All MDH recruitment follows EEO recruitment and advertisements and Position Description's reflect this approach.</p> <hr/> <p>2.3. MDH Workforce plan has strategies to focus on equity and fairness for all employees that ensures safety inclusion and physical accessibility.</p> <hr/> <p>2.4. All staff to complete annual Mandatory training that incorporates cultural competence, disability and inclusive practice education</p> <hr/> <p>2.5. Provide opportunities for staff to explore gender, sexuality, religious, cultural or disability bias and formulate solutions.</p>
<p style="text-align: center;">PARTNERSHIPS WITH DIVERSE COMMUNITIES</p> <p>This means: Engagement with community that is inclusive and enables representation from a diverse group to improve people's experience of services and enhance health and wellbeing outcomes.</p>	<p>Develop and implement processes that enable diverse consumers to engage and participate in service planning, design and delivery.</p> <hr/> <p>Build recognition and understanding of diverse communities across Mansfield District Hospital, foster opportunities for engagement and recognise and acknowledge staff efforts in this.</p> <hr/> <p>Promote the recruitment and retention of suitable candidates to committees to reflect the diversity of the community.</p> <hr/> <p>Strengthen partnerships with our diverse communities</p>	<p>3.1. Community Advisory Committee to have a diverse range of members who represent all areas of the Mansfield Community.</p> <hr/> <p>3.2. Provide updates within staff newsletter on all matters regarding inclusiveness and acknowledge staff involvement in this.</p> <hr/> <p>3.3. Develop and support community representatives by ensuring their feedback is valued and acknowledged to enable service inclusion improvements</p> <hr/> <p>3.4. Maintain membership on Gadhaba Local Indigenous Network (GLIN), Link with Mansfield Multicultural Group and North East Multicultural Association and other groups as identified.</p>
<p style="text-align: center;">EFFECTIVE AND EVIDENCE- BASED APPROACHES</p> <p>This means: We will measure the effectiveness of services offered and plan for improvements into the future.</p>	<p>Conduct reviews of policies and plans to ensure they include diversity issues and reflect evidence-based practice.</p> <hr/> <p>Improve data collection and reporting requirements to better capture key dimensions of diversity.</p> <hr/> <p>Maintain up to date demographic information of levels of diversity across Mansfield Shire.</p> <hr/> <p>Identify and showcase services that have successfully embedded diversity and culturally sensitive, safe and inclusive practices.</p>	<p>4.1. Annual policy and work instruction review ensures that MDH align with evidence based practice</p> <hr/> <p>4.2. Medical record auditing ensures sensitive questions are completed by all staff in a respectful manner</p> <hr/> <p>4.3. Annually check client data against demographic information.</p> <hr/> <p>4.4. Annual presentation at Safety and Quality Meeting that demonstrates MDH culturally diverse, sensitive, safe and inclusive practices</p>