

CHARTER FOR INCLUSION



MANSFIELD DISTRICT HOSPITAL

CHARTER FOR INCLUSION 2023-2026

Our commitment to a diverse and inclusive health service

Mansfield District Hospital Board of Directors, Executive and staff are committed to the provision of health services that are diverse and inclusive to all whilst also considering the 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 2023- 2026 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 health service 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, Gender Equality Act 2020 and the Disability Act 2006.

We will ensure our services meet the health service priorities of:

- Equitable, accessible and responsible services and programs;
- An inclusive workforce;
- Is culturally safe;
- Has partnerships with diverse communities; and
- Implements effective and evidence-based approaches.

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

People who work within our health service will work with our community and provide them with the resources to enable the delivery of a diverse and inclusive health system.

Please feel free to provide feedback on this charter or any services provided by Mansfield District Hospital.

This is our commitment



Dr Karen Bennetts
Chair, Board of Directors



Cameron Butler
Chief Executive Officer



Anne Jewitt
Director of Clinical Services



Kate Les
Director of Quality and Safety



Melanie Green
Director of Operations

Our Priorities:	What are our objectives:	Areas for action by MDH:
<p>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>	<ol style="list-style-type: none"> 1.1. Regularly conduct audits and amend action plans to determine Cultural, Disability and LGBTQIA+ inclusiveness and determine subsequent action plan for improvement 1.2. Ensure our built environment is safe for diverse groups e.g. flagpoles, gender neutral facilities, signage and wayfinding. 1.3. Display banners and posters to demonstrate inclusiveness. <hr/> <ol style="list-style-type: none"> 1.4. Access to communication services for all staff 1.5. Staff trained in a variety of communication methods to enable a suite of communication methods. <hr/> <ol style="list-style-type: none"> 1.6. Regular review access and use of interpreter services and develop an inclusive language platform across MDH. 1.7. Undertaking acknowledgment of country in meetings and events <hr/> <ol style="list-style-type: none"> 1.8. Seek and obtain feedback from staff on their belief that Mansfield District Hospital is inclusive.
<p>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>	<ol style="list-style-type: none"> 2.1. Training provided on diversity and inclusion such as cultural responsiveness, and disability awareness education that will be evaluated and improved annually. 2.2. All MDH recruitment follows EEO recruitment and advertisements and Position Descriptions reflects this approach. 2.3. MDH Workforce plan has strategies to focus on equity and fairness for all employees that ensures safety inclusion and physical accessibility. 2.4. All staff to complete annual training that incorporates diversity and inclusion such as cultural competence, disability and inclusive practice education. 2.5. Provide opportunities for staff to explore gender, sexuality, religious, cultural or disability bias and formulate solutions
<p>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>	<ol style="list-style-type: none"> 3.1. Community Advisory Committee to have a diverse range of members who represent all areas of the Mansfield Community. 3.2. Implement a diversity and inclusion calendar that enables acknowledgement, celebration and promotion of diversity to increase the visibility and promote inclusive practice at Mansfield District Hospital. 3.3. Develop and support community representatives by ensuring their feedback is valued and acknowledged to enable service inclusion improvements 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>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>	<ol style="list-style-type: none"> 4.1. Annual policy and work instruction review ensures that MDH aligns with evidence based practice and staff act in accordance with these policies 4.2. Medical record auditing ensures sensitive questions are completed by all staff in a respectful manner. 4.3. Annually check client data against demographic information. 4.4. Annual presentation at Safety and Quality Meeting that demonstrates MDH culturally diverse, sensitive, safe and inclusive practices.