

Moyne Health Services

Inclusion Framework

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Introduction

We are pleased to present Moyne Health Services' Inclusion Framework (the Framework) as a demonstration of our commitment to promoting diversity and inclusion within our community.

The Framework recognises that Moyne Health Services provides services to a diverse population. Our goal is to provide accessible and responsive services for everyone knowing that if people are unable to access care, this can impact on their health, wellbeing and participation in life and in the community.

The Board, Leadership Team and Management are all committed to achieving diversity and inclusion through better accessibility, more inclusive practices, development opportunities and targeted career pathways and programs.

Whilst Moyne Health Services has already taken steps to address diversity, this Framework provides a formalised approach to embedding policies, actions and programs supporting awareness, education and participation throughout the organisation.

Moyne Health Services aims to create a diverse and inclusive environment which embraces difference and is reflective of the community that we live and work in. This Framework seeks to promote broader representation under five Key Priority Areas: Disability and Accessibility, Lesbian, Gay, Bi-sexual, Transsexual, Intersex, Questioning and Asexual (LGBTIQA+), Cultural and Linguistic Diversity (CALD), Gender Equality and Creating Advantage.

This Framework acknowledges the current activities that are taking place within the organisation to promote inclusiveness and will play a key role in shaping the future of Moyne Health Services' service provision. We look forward to its implementation and achieving our shared vision of diversity and inclusiveness with the support of our community and workforce.

Jackie Kelly
Chief Executive Officer

Section One

What is Diversity and Inclusion?

Diversity acknowledges that each and every person is unique. This uniqueness includes differences in age, gender, family responsibilities, relationship status, race, religious belief, cultural background, ethnicity, sexual orientation, socio-economic background, physical and intellectual ability and English language skills.

Inclusion describes an environment where everyone is able to be themselves and feel valued, involved and respected for their perspectives and contributions.

Aim

The purpose of this document is to set out what Moyne Health Services will do to promote equity, diversity and inclusion within its workforce and in partnership with consumers and the community. MHS' values espouse an environment where people are treated with respect, feel valued and can achieve success, both for the individual and the organisation.

A diverse workforce will underpin a workplace culture of respect and responsiveness to the needs of all diverse communities. Diversity and inclusion is important for our people, our consumers, community and our organisation. Everyone within our organisation has a role to play.¹

Objectives

The objectives of this inclusion framework are to:

- Promote a diverse and inclusive environment aligned with our values of Collaboration, Accountability, Respect and Excellence that embraces difference and is reflective of the community that we live and work in.
- Promote awareness in the organisation to ensure that we have a workforce that will be inclusive and welcoming.
- Focus on attracting and retaining a diverse team of talented people, positioning our organisation for success in delivering world class services. By successfully reflecting Diversity and Inclusion amongst our workforce we will better reflect the community we serve.
- Demonstrate Moyne Health Services' commitment to providing an inclusive environment and culture so that we can leverage the benefits of all diverse communities that we serve, work with and support.

Context and Development of this Framework

Moyne Health Services recognises that it is essential to embrace diversity and develop an inclusive, respectful culture that encourages staff and consumer participation in all of its

¹ Department of Health and Human Services, 2016, Delivering for diversity Cultural diversity plan 2016-2019

activities. Moyne Health Services' capacity to contribute to the community it serves is influenced by its own representativeness of the community that it operates in.

The Inclusion Framework has been developed to address Moyne Health Services' strategic priority of 'harnessing our diversity, capabilities and integrating our efforts through high performing teams'. The Inclusion Framework applies to all Moyne Health Services staff and consumers.

The framework will form part of the MHS Social Policy Action Plan

Policy Statements/Guidelines

A number of legislative and policy statements/guidelines support the rights of all individuals. The development and implementation of Moyne Health Services' Inclusion Framework demonstrates its commitment to ensuring compliance with these requirements, including:

- Moyne Health Services, Service and Strategic Plan
- NSQHS Standard 2: Partnering with Consumers
- Australian Charter of Healthcare Rights
- Cultural Responsiveness Framework Guidelines for Victorian Health Services
- Statement of Priorities
- Well Proud: A guide to gay, lesbian, bisexual, transgender and intersex inclusive practice for health and human services 2011
- Disability Act (2006) Victoria
- Victorian Public Sector Commission: Working with diversity in the Victorian public sector
- Charter of Human Rights and Responsibilities Act 2006
- Victorian Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Absolutely Everyone Victorian State Disability Plan 2017-2020
- Every Opportunity Victorian Economic Participation Plan for People with Disability 2018-2020
- MHS Diversity Policy (PROMPT)
- Gender Equality Act

National Safety and Quality Health Service (NSQHS) Standards

The NSQHS Standards provide a quality assurance mechanism that tests whether relevant systems are in place to ensure that expected standards of safety and quality are met. The Standards require Moyne Health Services to identify the diversity of its consumers and incorporate this information into the planning and delivery of care. Moyne Health Services does this by reviewing demographic data (such as age, gender, disability or ethnicity) to understand the diversity of its consumers.

Development and review of the framework

Four Key Focus Areas² to support inclusion have been identified at Moyne Health Services. These include:

- Lesbian, Gay, Bisexual, Transgender, Intersex, Queer communities, Asexual (LGBTIQA+)
- Culturally and linguistically diverse communities (CALD)
- Gender equality
- Creating advantage

Moyne Health Services, in collaboration with staff, community groups and other relevant stakeholders will develop, implement and monitor specific Action Plans, when required, or work on aligned processes for each of these Key Focus Areas.

• ² The disability action working group will specifically address the focus area of disability

Key focus areas defined

Lesbian, Gay, Bisexual, Transgender, Intersex, Queer and Asexual communities (LGBTIQA+)

Moyne Health Services is exploring options to align itself with the Rainbow tick accreditation process. The Rainbow Tick is awarded to organisations that demonstrate a high level of inclusive service delivery for the LGBTIQA+ community.

Culturally and linguistically diverse communities (CALD)

Many consumers from Moyne Health Services' catchments areas come from culturally diverse backgrounds. It is important to welcome and engage employees and consumers from these backgrounds ensuring that we reflect our multicultural society.

Gender equality

It is important to foster gender equality in our workplace by ensuring all employees and consumers are treated equally regardless of gender and identity

Creating advantage

Ensuring that we provide opportunities for our community from all socio-economic sectors

Section Two

Drivers for Success

To deliver on the aim of the framework, the diversity working group will focus on the following drivers

Organisational Effectiveness

Organisational Effectiveness plays a critical role in all organisations, to engage employees, increase business results and provide a high level of consumer care and satisfaction.

There is considerable research that inclusive healthcare cannot be effectively delivered without a systemic and whole-of-organisation approach. Moyne Health Services' approach to developing inclusive practices has been to develop strategic governance structures and policies that deeply embed responsive practices across the whole of the health service. Therefore, at Moyne Health Services, rather than being 'bolted on' to organisational systems and management practices, inclusion is 'built in' as a core activity.

Leadership is provided via the Board, Chief Executive Officer, Executives and staff *all* recognising that they share responsibility for and play a key role in planning, developing, implementing, monitoring and evaluating inclusion performance and achievements.

Consumer Participation, representing the community we assist

Moyne Health Services partners with diverse consumers to increase individual and organisational awareness and understanding of the experiences of consumers and communities to improve healthcare delivery and health outcomes.

Consumers, carers and community members are actively involved in planning, improvement and review of programs and services that we provide, as well as the decision-making process. The level of participation may vary from information shared to gain opinions and

thoughts, to shared problem solving. Consumers have the right to be included in decisions and choices that are made about their own healthcare.

Research shows that active consumer participation leads to more accessible and effective health services.

Engaged and inclusive Workforce

Moyne Health Services recognises the need to have a diverse workforce which reflects the community. Our professional development activities are aimed at improving the capabilities of our staff as a key strategy to improve outcomes for our consumers. Our education and training for staff also covers patient safety and quality improvement so that all health care professionals and staff have a strong focus on how to best support their patients and our consumers.

Effective workforces are often associated with better employee outcomes such as employee engagement, job satisfaction and turnover intention. When these employee outcomes increase, they result in positive organisational outcomes, including better healthcare provided to our community and consumers and therefore consumer satisfaction.

Governance

All Moyne Health Services, services/departments/programs will be prompted to consider each of the four key Focus Areas when reviewing their services.

This ground-up approach to understanding the diverse needs of our people, and implementing local actions to better support these diverse needs, assists Moyne Health Services in meeting the needs of our staff.

The Committee members are comprised of both staff and consumer representatives. The staff and consumers represent a range of diverse backgrounds.

The Diversity Working Group will meet every second month on a quarterly basis to develop actions and monitor outcomes in relation to each of the focus areas. The working group will make recommendations via the Consumer Advisory Committee and MHS Executive team meetings to ensure Moyne Health Services is making progress and that the initiatives continue to remain relevant and achievable for the organisation.

Annual reporting as appropriate is through the Moyne Health Services Quality Account.

The Inclusion Framework will work in a state of constant growth and will be reviewed every 5 years in line with Moyne Health Services' Strategic Plan.

Acknowledgements

We have aligned this framework to our strategic plan and acknowledge the following sources

- Austin Health Diversity Plan 2015-2020
- Peninsula Health Diversity Framework 2015-2018
- The Royal Children's Hospital Melbourne Cultural Responsiveness Plan
- St Vincent's Hospital Melbourne Culture Responsiveness Plan 2013-2016
- Department of Health Consultation Paper to inform development of the Aged Care Diversity Framework 2017
- Royal Australasian College of Surgeons Diversity and Inclusion Plan 2016
- Bendigo and Adelaide Bank Diversity Framework and Policy 2011
- Absolutely Everyone Victorian State Disability Plan 2017-2020
- Every Opportunity Victorian Economic Participation Plan for People with Disability 2018-2020
- Gender Equity Act

Section Three – Reporting on Outcomes

Driver 1: Organisational Effectiveness

Goal	Actions	Who is responsible	Timeline	Performance indicators
A greater staff awareness of the inclusion framework	Framework to be made available to all staff on PROMPT		July 2021	Inclusion Framework is available on PROMPT
	Promote the Inclusion Framework publically		Sept 2021 Sept 2021	Public posts on Facebook Presented to Consumer Advisory Committee
	Acknowledge and celebrate key dates to lift awareness of diversity		Ongoing	At least two key dates recognized annually
Integration of the Inclusion Framework into Moyne Health Services business plan, strategic planning and service development	Incorporate the Inclusion Framework at all levels of planning		Ongoing	Inclusion Framework is considered and noted in relevant policies and plans
Moyne Health Services policies, procedures and guidelines are inclusive	Review current policies, procedures and guidelines to ensure they are in line with the inclusion framework		Ongoing	Relevant policies reviewed in a timely manner. A policy audit is conducted twice a year

Driver 2: Consumer Participation, representing the community we assist

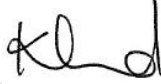
Goal	Actions	Who is responsible	Timeline	Performance indicators
Broaden the membership of the Diversity Working Group to ensure that the group is	Release an internal call to action for employees, volunteers and broader community		Sept 2021	Membership is updated to include members from each focus area

Goal	Actions	Who is responsible	Timeline	Performance indicators
representative across the community				
MHS will achieve 'Rainbow tick'	Develop an action plan to address initiatives within the Rainbow tick program		Ongoing	Dec 2021 – Define the program and actions of MHS
MHS will promote a 'no wrong door' service approach for consumers who are culturally and linguistically diverse	Consumer information will be available in key languages to support our Culturally and Linguistically diverse population MHS will recognize cultural diversity in the community		Dec 2021 March 2022	Consumer information will be available in the main languages within our community MHS will promote a community celebration of cultural diversity
MHS will promote a 'no wrong door' service approach for consumers from all socio-economic tiers	MHS will develop partnerships with charitable organisations to ensure that all of the community understands and has access to our services		Dec 2021	Partnerships are in place with- St Vincent DePaul, Salvation Army and others. Partnerships are in place with local schools

Driver 3: Engaged and inclusive Workforce

Goal	Actions	Who is responsible	Timeline	Performance indicators
Increase staff awareness through professional development	Annual 'competency' to elevate understating of the inclusion framework outcomes		Dec 2021	Competency is developed
Build on our recruitment practices to promote a more inclusive workforce	Review our recruitment practices to ensure alignment with key focus areas		Ongoing	Gender Equity Act Audit – July 2021
Equip hiring	Education for		Sept	Gender Equity Act

Goal	Actions	Who is responsible	Timeline	Performance indicators
managers with the skills to review processes and policies with a more inclusive view	managers to assist with gender equity assessments of outward facing policies		2021	Assessments underway Sept 2021 Audit of process Dec 2021; March 2022 – 50% complete
Increase the diversity of the MHS workforce	Develop partnerships which promote and support recruitment through a more inclusive lens		Ongoing	Partnerships with local agencies which support inclusivity.
Staff satisfaction measures demonstrate an uplift in job satisfaction and organisational belonging of all staff	Support staff feedback in an open, ongoing and inclusive forum		Ongoing	Staff satisfaction levels demonstrate feeling of belonging and inclusion.

Approval of Current Version				
	Name	Position	Signature	Date
Author/Reviewer:	<i>Katharina Redford</i>	General Manager Support Services		21/06/21
Consulted:	<i>Diversity Working Group members</i>			
Approved by:	<i>Community Advisory Committee</i>			25/08/2021
Changes made in this version	<i>Updated to reflect current compliance requirements and workplan. Replaces Diversity Policy</i>			