

Always Belong

DIVERSITY AND INCLUSION

Accessibility Action Plan

2023 - 2025

Our vision

Our objective as part of the *Gold Coast Health Strategic Plan 2020 - 2024* is to deliver health care services and a work environment that is safe, responsive, inclusive, and culturally appropriate for all diverse groups. We must attract, retain, and invest in a high-performing, diverse workforce to ensure our capacity and capability to provide world-class healthcare.

The Accessibility Action Plan is our commitment and vision for the inclusion of people with a disability as valued employees in our workforce and is driven by the *Diversity and Inclusion Strategy 2023-2025*. The actions will allow us to build a workplace culture where everyone is welcome, contributes and belongs. A key

commitment is to increase representation of people with a disability to three per cent at all levels by 2025. We want to remove barriers and improve access and inclusion so that people with disability can thrive.

We recognise that with the right workplace adjustments and supports and inclusive workplace behaviours, people with disability can have meaningful careers and bring their whole selves to work. Our goal is to create meaningful employment opportunities that are equally accessible for people with disability, and we embrace the unique skills and abilities in a welcoming, inclusive, and supportive workplace.

Our commitment

This action plan builds on the progressive and affirmative progress we've made and continues to uplift our capability and address systemic barriers to increase representation and inclusion for people with a disability. Led by lived experience, employee networks, champions and allies, we are committed to create new ways to drive diversity, inclusion and wellbeing in a post-pandemic world.

We are committed to the following focus areas:

- Increase representation to meet diversity targets, particularly in leadership and critical roles
- Foster a culture of belonging to ensure our people feel valued, respected, heard and seen
- Strengthen leadership accountability for delivering diversity, inclusion, and wellbeing goals
- Increase staff capability, training, and awareness
- Reviewing and updating systems, processes and policies to promote a culture of equal opportunity, free from bias and discrimination
- Promoting a safe and healthy environment that prioritises mental health and wellbeing

Our Values:



Measures of Success

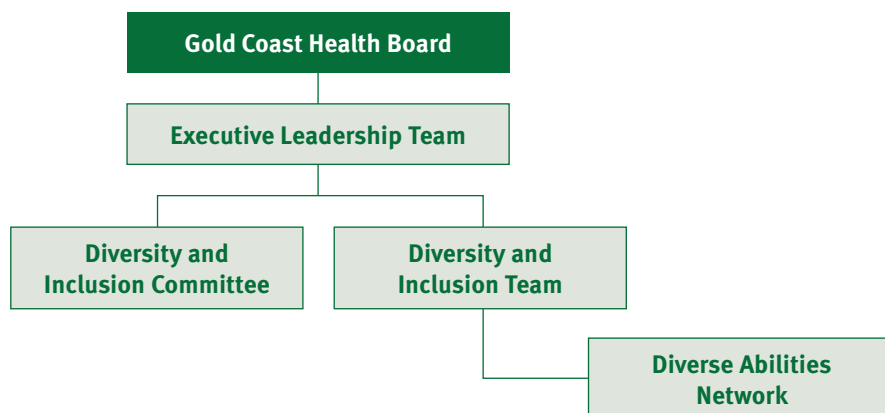
↑ **2022 -2026** Increased positive workplace experiences for people with disability in our Going for Gold Employee Engagement Survey results

↑ **4.4% by 2024**
12% by 2026 Increased proportion of staff with a disability



Governance and Leadership

Accessibility
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Diverse Abilities Network

The Diverse Abilities Network is a group of employees who champion equality and accessibility for people with a disability at Gold Coast Health. Employees in this network have lived experience or are allies who play an important role in steering and supporting the implementation of initiatives. You can join the network by contacting the Diversity and Inclusion team at DiversityGCH@health.qld.gov.au



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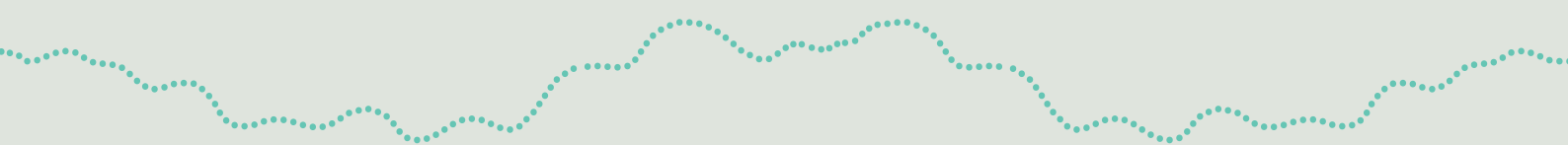
Action	Deliverable	Outcome	Responsible	Timeframe
Focus Area: Recruitment, selection and policies				
Continue to build pathways to employment for people with a disability	Continue to deliver the disability employment program, DisTinct Pathways, including traineeship model	Increased employment outcomes for people with disability and employee capability development	Diversity and Inclusion (D&I) team	2023-2025
	Encourage staff to self-identify their diversity information upon employment commencement or in MyHR	Increased identification and number of employees sharing disability information. Data used to guide strategic direction and create an inclusive workplace	All staff Leaders	2023
	Partner with secondary, tertiary, and special schools to explore options for an entry pathways program for students with a disability to gain meaningful work opportunities	Increased employment outcomes for people with disability	D&I	2023
	Identify and appoint medical intern positions with a disability within the Medical Internship Program	Increased employment outcomes for people with disability in the medical and clinical discipline	DoH D&I	2023
	Deliver the Recruitable Program in partnership with Get Skilled Australia and Randstad	Increased employment outcomes for people with a disability and staff capability development	D&I Get Skilled Australia Randstad	2023
Recruitment and selection	Implement mandatory inclusive training for all staff sitting on recruitment panels	Increased disability confidence	D&I R&S	2023
	Review recruitment and selection practices to ensure accessibility and inclusive language	Removing barriers to accessibility and participation	D&I	2023
	Implement a new buddy system for new employees as part of the onboarding process	Onboarding process enhanced to be more inclusive and provide additional employee support	D&I L&D	2023-2025

“Participants of the disability employment program, DisTinct Pathways, have contributed greatly to their teams and to more disability confident and inclusive workplaces, where equal employment opportunity is a reality”

GOLD COAST HEALTH BOARD CHAIR, IAN LANGDON



Action	Deliverable	Outcome	Responsible	Timeframe
Policy	Review workplace policies, documents, and communications to ensure they are inclusive of employees with a disability	Removing barriers to accessibility and participation	D&I	2023-2025
	Update Reasonable Adjustment Policy, including introducing a process for job applicants and existing employees to make requests	Employees feel supported and have the appropriate workplace conditions to thrive	D&I	2024-2025
	Review complaints process and information available for staff to confidently raise any workplace concerns or discrimination	Increased confidence of people with disability to report discrimination and workplace harm	D&I	2023
Focus Area: Foster a culture of belonging to ensure our people feel valued, respected, heard and seen				
Cultural awareness and education	Arrange information sessions to help employees understand the complexities of neurodiversity	Increased understanding and awareness of people with disability and neurodiversity	D&I	2023
	Continue to recognise and participate in events of significance such as International Day of People with Disability, Disability Action Week and Go Blue for Autism	Increased understanding and awareness of people with disability	D&I All staff	2023-2025
	Encourage staff to complete Disability Module in SBS Inclusion Program on Learning Online Library	Increased understanding and awareness of people with disability	D&I	2023
Recognition and employee support	Recognise individuals and teams that demonstrate outstanding leadership in the areas of diversity and inclusion	Excellence recognised and shared across HHS to encourage enterprise-wide improvements	D&I	2023-2025
	Identify and promote Employee Assistance Program (EAP) that specifically supports employees with a disability	Employees with disability feel supported and have access to appropriate support services	D&I WHS	2023-2025
	Explore options to target frontline and clinical staff who need support	Staff on frontline gain additional and targeted support	D&I	2023



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Action	Deliverable	Outcome	Responsible	Timeframe
Focus Area: Training and capability development				
Staff training and capability	Introduce disability awareness e-learning program including unconscious bias training	Training provides participants with an understanding of the lived experience of people with disabilities	D&I L&D	2023-2025
	Review Bullying and Harassment Training and introduce updated training in the context of disability confidence	Preventing and appropriately responding to workplace harm	D&I WHS	2023
	Deliver regular workshops and opportunities for staff to build their awareness and understanding access and inclusion issues in the workplace	Increased workplace disability confidence	D&I	2023-2025
	Develop Manager's Toolkit for enabling inclusive workplaces	Increased workplace disability confidence	D&I	2023
	Encourage employees with a disability to participate in leadership and development programs	Increased leadership capability of employees with disability	D&I L&D	2023-2025
	Review internal and external training programs and courses to ensure accessibility in the context of information provision, application procedures and venue selection	Continuous improvement of access and inclusion for employees with disability	D&I L&D	2023
	Actively promote career development opportunities including mentoring, coaching and professional development for people with disability	Career development and progression for people with disability	D&I L&D	2024-2025
Increase staff capability to meet the needs of diverse patients	Continue to implement the sunflower lanyards initiative across the HHS	Increased patient and consumer support and disability confidence for staff engaging with patients with a disability	D&I Bailey House	2023
	Introduce a Disability Liaison Officer to support staff dealing with diverse patients	Specialist knowledge and support provided to staff and work areas who provide health services to the community	D&I	2024-2025
	Partner with Hopkins Research Centre to deliver Dignity Project	Better understanding of the treatment of patients with a disability in our rehabilitation services and recommendations for further training and staff capability development	D&I Hopkins Research Centre	2023-2024



Action	Deliverable	Outcome	Responsible	Timeframe
Focus Area: Leadership and accountability				
Accountability	Explore options to include diversity, inclusion, and wellbeing KPIs in leadership performance plans	Developing visible leaders and disability champions	Leaders	2024
	Develop dashboard reporting to Executive Leadership Team and Gold Coast Health Board to highlight workforce trends, employee metrics with recommendations to deliver inclusion outcomes	Continuous improvement of access and inclusion for employees with disability	D&I	2023
Leadership capability and support	Deliver disability confidence training specific to leaders	Increasing disability confidence for leaders to champion inclusive workplace practices for employees with disability	D&I L&D	2023-2025
	Encourage leaders to actively support and encourage teams to attend training, events and support Diverse Ability Network	Visible leadership and supportive environment to proactively support the advancement of inclusion for employees with disability	Leaders	2023-2025





Contact:

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