



**Taranaki District Health Board**  
**Disability Action Plan**

**2012 - 2015**

<b>Taranaki District Health Board</b> <b>Disability Action Plan 2012-2015</b>	Responsibility: Portfolio Manager Older People	Version: Draft 1.1
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The Taranaki District Health Board's Disability Action Plan is aligned to, and supports the implementation of, the Taranaki Disability Strategy and reflects the same vision and goals.

The Taranaki Disability Strategy aims to make our community a place that is accessible for all people. Everybody has the right to have their talents, experience and skills acknowledged, to determine how they wish to live their lives, and have equal access to enable the same level of enjoyment and opportunity.

*The vision of the Taranaki Disability Strategy, and the Taranaki DHB Disability Action Plan is for every person with impairments to lead a life free of disability.*

This is achieved through the following strategic goals:

1. The Taranaki Community are aware of and understand the issues facing people with disabilities.
2. People with disabilities are seen and valued for their strengths and abilities.
3. People with impairments have equal opportunities to participate.

## ***Introduction***

According to the 2006 census, 17 percent of New Zealanders have a disability. The number of people who experience disability in society is much higher than the recorded 17 percent statistic - if people experiencing temporary disability (e.g. from injuries or illness) and people who experience disability with age are included as well. All of us are likely to experience disability at some point in our lives. We are all also likely to know someone who is affected by disability. It makes sense to have a co-ordinated response to this issue because it touches the lives of every person in our community.

Central Government understands the importance of addressing disability issues and creating an inclusive society. In 2000, Central Government directed the Minister for Disability Issues to develop the New Zealand Disability Strategy (NZDS). This Strategy was to provide “the framework for the Government’s overall direction for the disability sector in improving disability support services<sup>1</sup>.” The NZDS was developed by a sector reference group and involved extensive consultation with the disabled community.

The Taranaki community has made a promising start to raising awareness about disability. The development of the Taranaki Regional Disability Strategy builds on this by creating a framework for a regional response by the Taranaki community.

This Action Plan supports the implementation of the health related actions of the Taranaki Regional Disability Strategy. The Action Plan has been developed in partnership with the Taranaki DHB Disability Action Group (DAG). This group includes Taranaki DHB and community organisation representatives along with people who have experience of disabilities. The Disability Action Group is responsible for monitoring and reviewing the ongoing progress of the Action Plan.

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<sup>1</sup> NZ Public Health and Disability Act 2000, Section 8(2)

## **Definition of Disability**

This Strategy uses the following definition of disability:

### **New Zealand Disability Strategy Definition**

*“Disability is the outcome of the interaction between a person with impairment and the environment and attitudinal barriers he/she may face. Individuals have impairments; they may be physical, sensory, neurological, psychiatric, intellectual or other impairments.”*

Source: New Zealand disability strategy 2001

### **Plain English Definition**

*“Disability is what happens when people experience difficulty because things designed for others are difficult or impossible to use or because they are treated differently because of others negative attitudes.”*

*“A person’s physical or mental impairment only becomes a disability when the environment or attitudes of other people prevent them from living normal lives.”*

Source: Adaption of the New Zealand disability strategy 2001 definition

## ***Strategic Goals:***

The following Strategic Goals are taken from the Taranaki Regional Disability Strategy, and form the strategic focus for this Action Plan.

### **Strategic Goal One: The Taranaki Community is aware of and understand the issues facing People with disabilities**

One of the biggest barriers facing People with disabilities is a lack of awareness and understanding of the issues facing People with disabilities. This lack of awareness and understanding may lead to decision making which neglects to consider needs and aspirations.

This goal is about raising the community's awareness and creating a society where those with impairments can participate fully in the life of the community.

### **Strategic Goal Two: People with disabilities are seen and valued for their strengths and abilities**

The United Nations Convention of the Rights of Persons with Disabilities recognises that people with impairments often face discrimination because of their disability.

People with disabilities have talents, experiences and skills that could be used to enhance the social, cultural, economic and environmental well being of the communities they live in. More often there is a tendency to focus on the impairment rather than the person, their talents and knowledge. This devalues the person with a disability and can negatively affect that person's confidence and feeling of self worth.

This goal is about encouraging people to challenge their thinking and focus on what is possible rather than excluding valuable contributions to our community.

### **Strategic Goal Three: People with impairments have equal opportunity to positively engage in our community**

The UN Convention recognises that sometimes extra or different things are needed to enable People with disabilities to reach the same level of enjoyment/opportunity as non- People with disabilities.

This goal is about working to remove barriers to participation in the Taranaki community. This includes physical environments and the way that services are provided.

## ***Disability Strategy Action Plan 2012-2015***

This action plan provides a comprehensive framework to reduce the experience of disability in the Taranaki community. It sets out a whole of community approach and emphasises integrated action across government and community, informed by community engagement and consultation. The plan outlines a number of goals and their associated actions within three objectives.

The Strategic Goals outlined in this draft Strategy are jointly delivered through our partners.

### **Strategic Goal One: The Taranaki Community is aware of and understand the issues facing People with disabilities**

**Table 0-1 Action Plan for Strategic Goal One**

<b>Project Name</b>	<b>Purpose / Goal</b>	<b>Action</b>	<b>Lead Agency / Partner</b>	<b>Timeframe</b>	<b>Resources / Partners</b>	<b>Key indicators of progress</b>
(1.1) Disability Action Group	To assist and advise Taranaki DHB to implement the New Zealand Disability Strategy.	Review Terms of Reference for Disability Action Group (DAG) and ensure membership is inclusive.	TDHB	Ongoing	DAG partners	Terms of Reference reviewed.  Quarterly meetings take place.  TDHB Disability Action Plan is monitored quarterly and reviewed every 3 years.
		Monitor and evaluate the effectiveness of the TDHB Disability Action Plan through measurement of outcome measures, and through production of annual reports	TDHB	Quarterly monitoring (DAG meetings).	DAG	Outcome measures measured and tracked over time.
				First Annual Report produced in June 2013		Annual Report produced.

Project Name	Purpose / Goal	Action	Lead Agency / Partner	Timeframe	Resources / Partners	Key indicators of progress
(1.2) Disability communication	Communication by DAG promotes disability awareness and understanding.	Review current DAG definition of disability to adopt a plain English definition that is consistent with the Taranaki Regional Disability Strategy.	DAG	March 2012	Taranaki Regional Disability Strategy.	New definition adopted in TDHB Disability Strategy 2012-15.
		Encourage utilisation of community disability groups for advice/guidance on specific issues.		2012-15	Disability NGOs and Community Groups, DAG partners.	Strategic links established with Disability Community Groups.
		Develop a communications strategy for marketing the DAG to encourage information sharing and obtaining feedback from groups/consumers regarding disability issues.		June 2013	DAG	Communication Plan developed and implemented.
(1.3) Staff disability training	Taranaki DHB services are accessible and inclusive for all.	Basic training programme developed and delivered to raise staff awareness of disability experienced by customers, staff with disabilities and members of the community.	TDHB (HR, Training & Development)	2012-15	TDHB Training & Development  TDIC Disability service groups	TDHB Disability Training Plan developed by Dec 2012.  Four workshops or education sessions delivered per annum.
		Identify opportunities to expand current induction programme to include disability awareness or information.	TDHB (HR, Training & Development).	Dec 2013	TDHB Training & Development TDIC Disability service groups.	Induction programme incorporates disability awareness component

Project Name	Purpose / Goal	Action	Lead Agency / Partner	Timeframe	Resources / Partners	Key indicators of progress
(1.4) EEO employer award	Disability awareness and understanding promoted to businesses.	TDHB to identify opportunities to participate in EEO employer award where possible.	TDIC /TDHB	2012-2015	Disability service groups.  Chamber of Commerce.  Biz Link.	TDHB participation in EEO awards.

## Strategic Goal Two: People with disabilities are seen and valued for their strengths and abilities

Table 0-2 Action Plan for Strategic Goal Two

Project Name	Goal	Action	Lead Agency	Timeframe	Resources	Key indicators of progress
(2.1) Disability representation	Improve effectiveness of TDHB Disability Action Plans by building engagement and participation of people experiencing disability.	People with disabilities are involved in planning around service development and delivery through the DAG.	TDHB	2012-2015	Disability representatives.	Representation by people with disabilities on the DAG.  Clear examples of engagement and participation in service planning by people with disabilities.
		DAG maintains strong links with Disability Support Advisory Committee (DSAC) to ensure disability issues affecting TDHB are raised and responded too.	TDHB	2012-2015	DAG  DSAC	TDHB Disability Action Plan annual reports are presented to DAG.  DAG consulted by DSAC for advice on disability issue.  Disability representative on DSAC group.

<b>Project Name</b>	<b>Goal</b>	<b>Action</b>	<b>Lead Agency</b>	<b>Timeframe</b>	<b>Resources</b>	<b>Key indicators of progress</b>
(2.2) Supported employment	Increase number of people experiencing disability into training and employment opportunities within TDHB.	HR representative to sit on DAG to ensure issues relating to recruitment and retention of staff with disabilities are addressed.	TDHB (HR)	2012-2015	TDIC	Numbers of new employees who identify themselves as having a disability.
		Continue to participate in workforce initiatives to employ people with disabilities.	TDHB (HR)	Ongoing	TDIC	Numbers of new employees who identify themselves as having a disability.

## Strategic Goal Three: People with impairments have equal opportunity to positively engage in our community

Table 0-3 Action Plan for Strategic Goal Three

Project Name	Goal	Action	Lead Agency	Timeframe	Resources	Key indicators of progress
(3.1) Accessible Hospital Services	People with disabilities have greater influence in strategic design and planning of health services.	Continued involvement of DAG in advising on service development and improvement initiatives.	TDHB & DAG	2012-15	TDIC	DAG consulted on key service development and improvement initiatives.  Clear examples of DAG influence in new service design.
		Standardise TDHB staff and patient surveys so that any disability questions are consistent. Include disability questions on the patient satisfaction survey.	TDHB	2013	DAG	Review of survey forms completed and recommendations made / implemented.
		Explore potential for consistent disability information to be included on all TDHB referral forms and admission forms.	TDHB	2014	DAG	Review of TDHB referral forms and admission forms completed. Recommendations made and implemented.
		Disability issues raised in patient surveys to be tabled at DAG meetings to enable formal response and advice	TDHB	Ongoing	DAG	Numbers of disability issues raised.  Number of formal responses from DAG.

Project Name	Goal	Action	Lead Agency	Timeframe	Resources	Key indicators of progress
		to be forwarded to TDHB Provider Arm services.				
(3.2) Accessible hospital buildings	People with disabilities have greater influence in environmental design and layout of hospital buildings.	Continued involvement of DAG in advising on environmental design and layout of hospital buildings (e.g. building design, barrier free audits)	TDHB & DAG	2012-15	TDIC	<p>Conduct 1 barrier free audit per year.</p> <p>Preparation of submissions as required.</p> <p>Evidence of changes to built environment to improve access (e.g. increased disability parks, improved signage).</p>
(3.3) Empowering experience of using health care services	People with disabilities have greater involvement in decisions affecting their own health and wellbeing	Support development of the National Health IT Plan including patients having access to their health records by 2014	TDHB	June 2014	TDHB	Patients have access to electronic health records by June 2014
		Develop process for disability assistance and aids to be booked prior to attending outpatient appointments	TDHB	2012	TDHB Provider Arm (Outpatients Dept) DAG TDIC	<p>Mapping of available disability assistance and aids completed.</p> <p>Outpatient Booking system implemented.</p>
		Identify and implement processes to highlight and	TDHB	2013	TDHB Provider Arm DAG	Stocktake of existing processes completed.

Project Name	Goal	Action	Lead Agency	Timeframe	Resources	Key indicators of progress
		respond to disability needs of individual clients (e.g. bed cards, out patient letters etc.)				Recommendations made and implemented.

