

Disability Action Plan

2025 – 2026



Easy Read

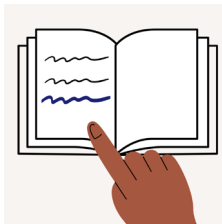
About Easy Read



This is an Easy Read book.



Easy Read uses pictures to explain ideas.



New words are **bold and blue**.



We tell you what new words mean.



Easy Read includes key information.



You can find more information here
www.easternhealth.org.au.

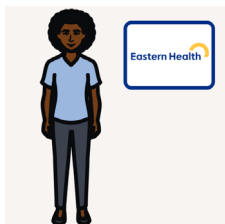
About this book



This is our Disability Action Plan in Easy Read.



We call it **our plan**.



Our plan says how we will support

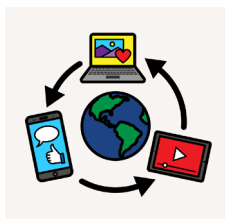
- staff with disability



- patients with disability



- carers of people with disability



- anyone with disability who connects with us.

Who made our plan?

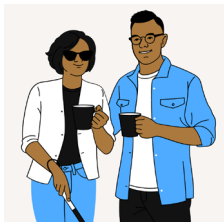


We worked with disability experts to make our plan.



We had help from

- people with disability



- staff with disability



- carers of people with disability



- disability groups



- other health services.

Our plan has 4 parts



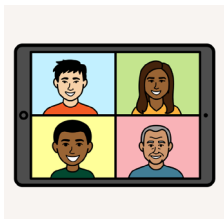
Our plan has 4 parts.



1. **Planning and data**



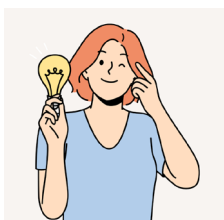
2. **Learning and capability**



3. **Collaboration and communication**



4. **Resourcing and facilities**



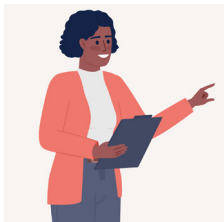
We will explain what each part means.

1. Planning and data

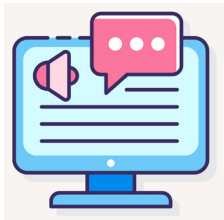


Planning and data means we

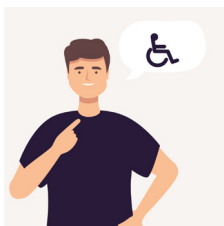
- get more information about people with disability using our service



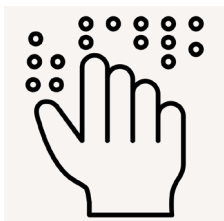
- plan ways to help people with disability based on what we learn.



We will make patient surveys more **accessible**.



Accessible means the survey is easy for people with different disabilities to find and use.



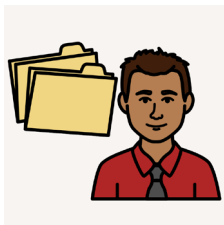
Sign language, braille or audio can make surveys more accessible.



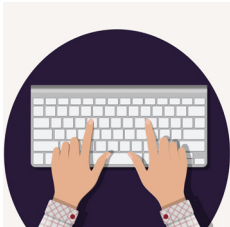
We will add more questions about disability in our **feedback forms**.



Our feedback forms include questions all patients can answer when they use our service.



We want to keep and share information about patient and staff disabilities in better ways.



We will help staff save patient information in better ways.



We will find new ways to add helpful NDIS information to patient files.



We will finish our **Health Passport Project**.

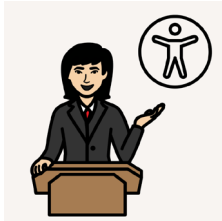


Our Health Passport Project will make it easier for people with disability to tell staff what they need.



Disability staff will meet with First Nations staff to learn how to work better together.

2. Learning and capability



Learning and capability means we help staff learn about the needs of people with disability.



We will do some research to understand what staff need to learn.



We will create an **Education Plan**.



The plan will include topics we want our staff to learn more about. For example, autism.



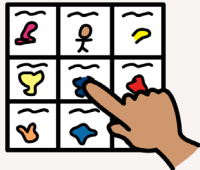
We will update staff training with key information.



We will work with the **Hidden Disabilities Sunflower Organisation**.



The organisation will help staff to support people with hidden disabilities.



We will make resources to help emergency department staff talk to people with communication disability.

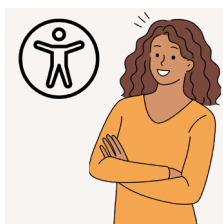


We will make a **Reasonable Adjustments Guideline**.

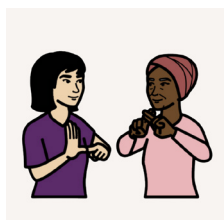


A Reasonable Adjustments Guideline helps staff with a disability to have their support needs met.

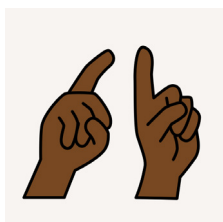
3. Collaboration and communication



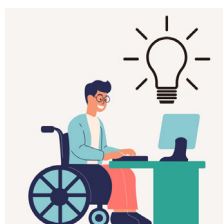
Collaboration and communication means we work together to make our service more accessible.



We will help staff to book **Auslan interpreters**.



Auslan interpreters help deaf people understand spoken information using sign language.



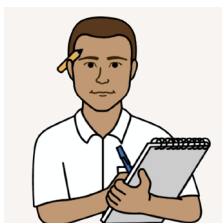
We will make a **Disability Employee Network**.



The Disability Employee Network is an online place for staff with a disability to connect and help each other.



We will tell everyone about our
Disability Liaison Service.



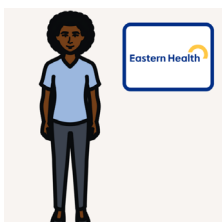
Our Disability Liaison Service helps people with disability to access health care they need.



We will make sure all of our written information is no harder than a **Grade 7** reading level.



We will work with more disability organisations to plan important projects.

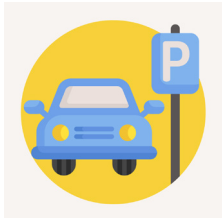


We want to welcome more volunteers with disability at Eastern Health.

4. Resourcing and facilities



Resourcing and facilities means we are working on making our spaces more accessible.



We plan to make more accessible car spaces.



We will share information about accessible car parks

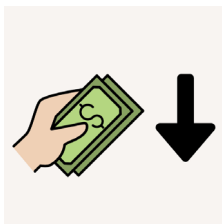
- in our newsletter



- on signs



- on our website.



We will make it easier for people with disability to get car parking **concessions**.



Concessions are discounts so parking costs less.



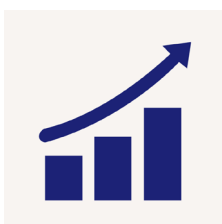
We will make sure all building projects include an **Equity Impact Assessment**.



An Equity Impact Assessment means we check how changes might affect different groups.



We will include more questions to check accessibility in our usual **audit** forms.



Audit is a type of assessment to measure our work.



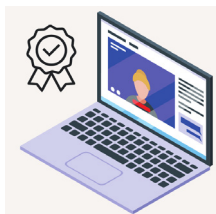
We will share audit information with our **Diversity, Equity and Inclusion Committee**.



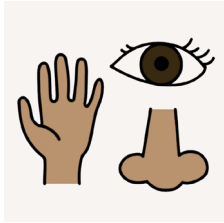
The committee is a group of staff and volunteers helping us to do a good job.



We will check that all of our signs meet building standards.



We will help people use our Disability Liaison Service by making it easier to find online.



We will explore how people with disability use **sensory supports** at our services.

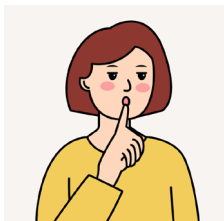


Sensory supports might include

- headphones to lower outside noises



- low lighting



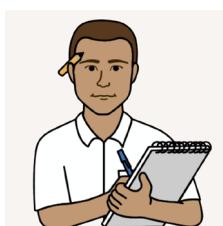
- quiet spaces.



We will think of new ways to keep patient belongings safe. For example, dentures or glasses.

Contact us

Get help from Disability Liaisons



Contact our Disability Liaisons if you have a disability and need more help.



Email our Disability Liaisons at
dlo@easternhealth.org.au



Call our Disability Liaisons at
0435 649 985

Learn more about us



You can also reach out to learn more about Eastern Health.



Visit www.easternhealth.org.au

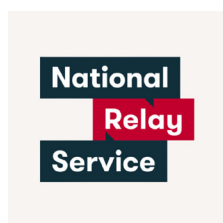


Email Eastern Health at feedback@easternhealth.org.au

Help to call



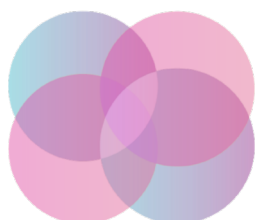
Call 131 450 for the Translating and Interpreting Service if English is not your first language.



Call 1800 555 660 for the National Relay Service if you have communication support needs.



Call 1800 555 677 if you use a teletypewriter or TTY.



Embrace **Access**

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