

**South Gippsland Coast
Partnership**

Sub-Regional Diversity Framework 2023 – 2026



**South
Gippsland
Hospital**



Kooweerup
REGIONAL HEALTH SERVICE



GIPPSLAND SOUTHERN
Health Service



BCH
Bass Coast Health



Acknowledgement of Country

The South Gippsland Coast Partnership acknowledges the Bunurong and the Gunaikurnai as the Traditional Custodians of the land, their elders past and present, and the spirit of their ancestors.

About the South Gippsland Coast Partnership

The South Gippsland Coast Partnership (SGCP) includes Bass Coast Health, Gippsland Southern Health Service, South Gippsland Hospital and Kooweerup Regional Health Services. The SGCP is a mechanism for collaboration in the sub-region and seeks to improve access to services and health outcomes. The work undertaken by the SGCP includes local priorities important to the communities of the partnership health services.

Commitment Statement – Message from CEOs

The South Gippsland Coast Partnership is committed to celebrating diversity and delivering safe and inclusive services which reflect the people we provide services to, their families and carers, our employees, volunteers and communities. Everyone deserves equal access to health services and resources within their community, and this is our priority. The development of a Diversity Framework assists in driving this commitment to ensure that the diversity of a population is understood, so that we can actively work towards removing barriers for those who require it. This will enable our whole community to experience high-quality health care equally across the sub-region.

Jan Child
CEO Bass Coast Health



Louise Sparkes
CEO Gippsland Southern
Health Service



Paul Greenhalgh
CEO South Gippsland
Hospital



Noni Bourke
CEO Kooweerup Regional
Health Service



**Vision – Inclusive, safe, accessible and
responsive health services and workplaces
for our community.**

Sub-Regional Diversity Framework

Drivers

SGCP Work Plan and Reporting Framework 2022-2024
Victorian State Legislation and Policy
SGCP Vision and Principles

Enablers

South Gippsland Coast Partnership
Consumer Advisory Committees
Action Plans

Key Focus Areas

Reduce barriers to employment

Create a safe and inclusive environment

Provide equitable access to services and facilities

Increase diversity awareness and participation

Improve diversity data collection to inform decision-making

Expected Outcomes

Improved understanding of the barriers to employment for diverse groups

Actions that address diversity are embedded into recruitment strategies

Opportunities to share key diversity roles across the sub-region are explored

Deliver relevant and effective education and training for our staff on Diversity and Inclusion

Leaders and staff ambassadors prioritise diversity and inclusion at each health service

Best practise inclusive messaging and signalling used at each health service

Improved access to equipment and telehealth services for consumers across the sub-region including sharing opportunities between health services

Consumer feedback is used to improve accessibility at each health service

Improved information for consumers, carers and community members that meets health literacy principles

Support and promote local diversity and inclusion events and recognition days

Develop shared resources hub with evidence-based data and toolkits

Agreed set of measures for monitoring and reporting on achievement in the areas of diversity and inclusion

Development of a centralised reporting tool for collecting and reporting diversity information

Up-to-date data is available to support development of relevant diversity and inclusion action plans at each health service

Individual Health Service Action Plans

About the Framework

The Diversity Framework is a key strategic priority area of the SGCP. It provides strategic direction for the continuing development of diversity and inclusion as well as providing a mechanism to meet the legislative requirements of public health services.

Action plans aligned to this framework will drive and measure activity at a local health service level. These action plans will be developed by individual health service staff and consumers.

The Diversity Framework was derived from Victorian state legislation and policy following a comprehensive benchmarking and review process to identify best practice and contemporary methodology. A thorough review of community demographic data was undertaken as part of this process. The framework was informed by key diversity representatives from each health service, staff, partner agencies and Consumer Advisory Committees.

Five Key Focus Areas have been developed:

1. Reduce barriers to employment.
2. Create a safe and inclusive environment.
3. Provide equitable access to services and facilities.
4. Increase diversity awareness and participation.
5. Improve diversity data collection to inform decision making.

Guiding Policy and Frameworks

- *Delivering for Diversity* – Culture Diversity Plan 2016-19, Victorian Department of Health
- *Designing for Diversity Framework* – Victorian Department of Health 2023
- *Absolutely Everyone* – State Disability Plan 2017-20, Victorian Department of Health
- *Inclusive Victoria* – State Disability Plan 2022-26, Department of Families, Fairness and Housing
- *Recognising and Supporting Victoria's Carers*: Victorian carer strategy 2018-2022, Department of Families, Fairness and Housing
- Gender Equality Action Plan 2022-25
- *Pride in our Future*: Victoria's LGBTIQ+ Strategy 2022-32, Department of Families, Fairness and Housing
- *Everybody Matters*: Inclusion and Equity Statement 2018, Family Safety Victoria

Victorian Legislation

- *Equal Opportunity Act 2010*
- *Disability Act 2006*
- *Carers Recognition Act 2021*
- *Gender Equality Act 2020*
- *The Racial and Religious Tolerance Act 2001*
- *Multicultural Victoria Act 2011*

Key Terms

Diversity

Diversity is about recognising, respecting and valuing a person's differences based on their ethnicity, gender, age, race, religion, disability and sexual orientation. All of these aspects come together in a unique way for each individual and shape the way they view and perceive their world and workplace as well as how others view and treat them (Vic Gov, 2023).

Inclusion

Inclusion occurs when a diversity of people (e.g., of different ages, cultural backgrounds, genders) feel valued and respected, have access to opportunities and resources, and can contribute their perspectives and talents to improve their organisation. (Diversity Council Australia)

Intersectionality

Refers to the ways in which different aspects of a person's identity can expose them to overlapping forms of discrimination and marginalisation. When these aspects or characteristics combine, there is a greater risk of people experiencing disadvantage; people find it harder to get the help they need due to systemic barriers and increases their risk of social isolation. (Vic Gov, 2023)

Socio-economic disadvantage

Socio-economic factors such as income, employment, housing and education can affect a person's health. People who are disadvantaged in one or more of these areas may have difficulty accessing health care, and this may in turn impact on their overall health and wellbeing (AIHW, 2023)

Equity

Whilst equality means providing the same to all, equity means recognising that we do not all start from the same place and must acknowledge and make adjustments to imbalances (NACE, 2023)

Population Community Demographics

Gippsland

2021 population: 300,847

2021–2022 growth rate: **1.9%**

Bass Coast

2021 population: 40,789

2021–2022 growth rate: **3.7%**

Cardinia

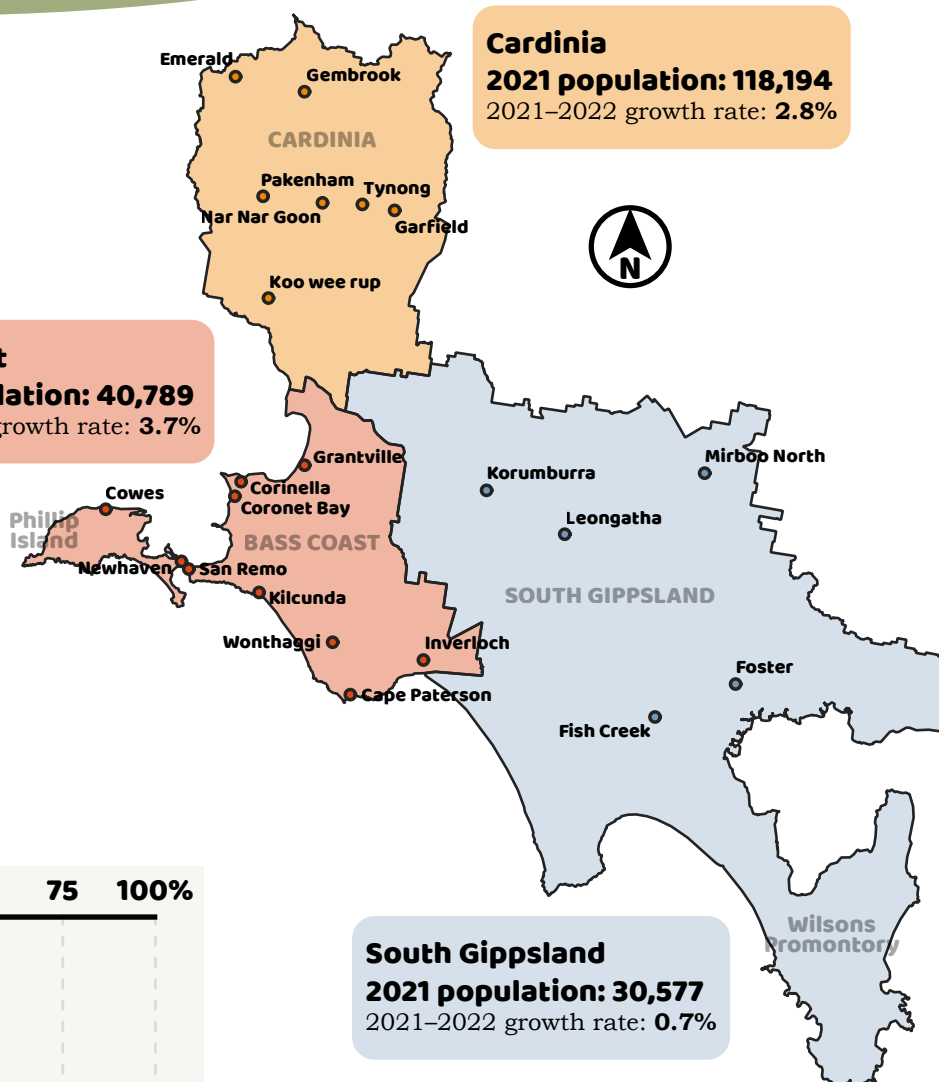
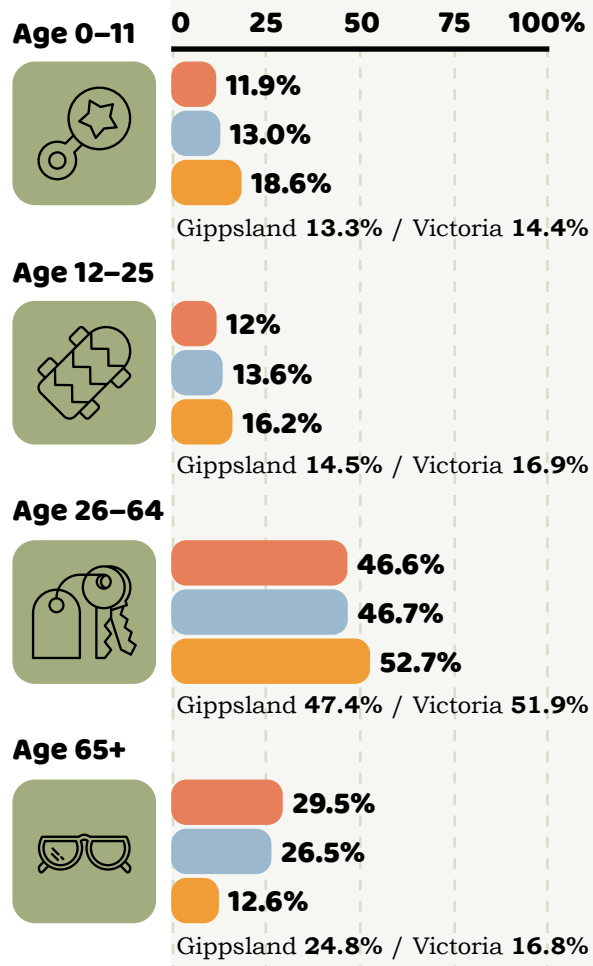
2021 population: 118,194

2021–2022 growth rate: **2.8%**

Population by Age Group

Key

- Bass Coast
- South Gippsland
- Cardinia



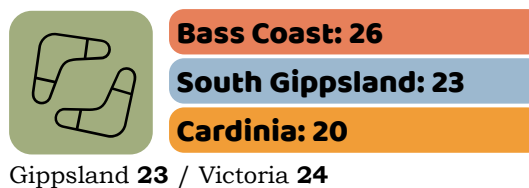
South Gippsland

2021 population: 30,577

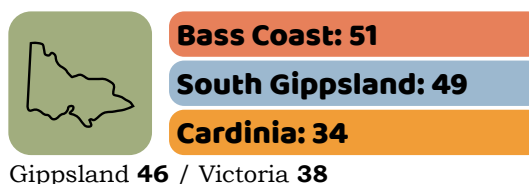
2021–2022 growth rate: **0.7%**

Median Age

Aboriginal and Torres Strait Islander People






General Population



Population Community Demographics (continued)

For Every 100 People

		Bass Coast	South Gippsland	Cardinia
	Aboriginal and Torres Strait Islander	1 Gippsland 2 / Victoria 1	1	1
	Uses a language other than English at home	5 Gippsland 5 / Victoria 28	4	18
	Need help with daily activities	7 Gippsland 7 / Victoria 5	6	5
	Provided unpaid assistance to a person with disability	15 Gippsland 14 / Victoria 13	15	12
	Did volunteer work	18 Gippsland 17 / Victoria 13	22	12
	Experienced very high disadvantage	12 Gippsland 15 / Australia 10	1	N/A
	Used homelessness services	2 Gippsland 3 / Victoria 1	1	1
	Current smoker	18 Gippsland 19 / Victoria 16	18	17
	Consumed alcohol at levels likely to increase risk of lifetime harm	73 Gippsland 65 / Victoria 60	67	61

Who the Framework benefits?

This Diversity Framework will benefit the whole community. In particular, individuals, groups and communities who experience systemic barriers within the healthcare system will further benefit from this framework and its aligned action plans.

This can include:

- People with a disability and their carers
- Lesbian, Gay, Bisexual, Transgender, Intersex, Queer/Questioning, Asexual and other sexually or gender diverse people (LGBTIQ+)
- Culturally and Linguistically Diverse people
- Refugees and people seeking asylum
- Aboriginal and Torres Strait Islander people
- People of different ages and stages of life (particularly those over 65 years of age)
- People with lived experience of socio-economic disadvantage
- People experiencing homelessness
- People living in rural and regional areas
- People experiencing mental health issues and illnesses
- People with lived experience of family or gender-based violence
- Single parent families

We acknowledge that certain individuals can experience overlapping vulnerabilities, known as intersectionality, which can present unique challenges when accessing health services. This framework guides the reduction of barriers and marginalisation experienced by diverse community and staff members across our health services.



Implementation

Health services will develop action plans and strategies (aligned to this framework) to address the diverse groups within their catchment more closely. The SGCP will monitor collective effort implemented at a sub regional level. This work will be supported by policy and practice guidelines and processes at each health service.

To learn more about what each individual health service is already doing to address diversity and inclusion please see the following:

Click here to see some of Bass Coast Health's Diversity and Inclusion work
<https://www.basscoasthealth.org.au/patients-visitors/bass-coast-health-inclusion>

Click here to see some of Gippsland Southern Health Service's Diversity and Inclusion work
<https://www.gshs.com.au/publications>

Click here to see some of Kooweerup Regional Health Service's Diversity and Inclusion work
<https://kooweeruphospital.net.au/publications/>

Click here to see some of South Gippsland Hospital's Diversity and Inclusion work
<https://southgippslandhospital.com.au/position-statement/>



Photo: Robert Blackburn (used with permission from [Visit Victoria](#))

Key Focus Area 1: Reduce Barriers to Employment

Expected Outcomes

1. Improved understanding of the barriers to employment for diverse groups
2. Actions that address diversity are embedded into each health service's recruitment strategies
3. Opportunities to share key diversity roles across the sub-region are explored e.g., Traineeships, Consumer Engagement, Aboriginal Health Liaison Officer

How will this be measured?

- Recruitment strategies reviewed to monitor actions related to diversity
- Increased diversity representation across our workforce



Key Focus Area 2: Create a Safe and Inclusive Environment

Expected Outcomes

1. Deliver relevant and effective education and training for our staff on diversity and inclusion
2. Leaders and staff ambassadors prioritise diversity and inclusion at each health service
3. Best practice inclusive messaging and signalling used at each health service

How will this be measured?

- Availability of training and education
- Staff participation and feedback on effectiveness of education and training
- Annual consumer audit of inclusive messaging and signalling at each health service



Key Focus Area 3: Provide Equitable Access to Services and Facilities

Expected Outcomes

1. Improved access to equipment and telehealth services for consumers across the sub-region including sharing opportunities between health services
2. Consumer feedback is used to improve accessibility at each health service
3. Improved information for consumers, carers and community members that meets health literacy principles

How will this be measured?

- Increased availability of equipment and services
- People matters and care opinion surveys informed decision making towards service improvements
- Health literacy principles incorporated into consumer health information systems and processes



Key Focus Area 4: Increase Diversity Awareness and Participation

Expected Outcomes

1. Support and promote key diversity and inclusion events and recognition days
2. Develop shared resources hub of evidence-based data and toolkits

How will this be measured?

- Staff use of resources hub
- Key inclusion and diversity events recognised and celebrated at each health service (e.g., IDAHOBIT, Reconciliation week, RUOK Day, 16 Days of Activism Against Gender-Based Violence Campaign etc.)



Key Focus Area 5: Improve Diversity Data Collection to Inform Decision-making

Expected Outcomes

1. Agreed set of measures for monitoring and reporting on achievement in the areas of diversity and inclusion (data to be drawn from existing policies and legislation)
2. Development of a centralised reporting tool for collecting and reporting diversity information
3. Up-to-date data is available to support development of relevant diversity and inclusion action plans at each health service

How will this be measured?

- Reporting tool used to review diversity data for informed decision making



Photo: Robert Blackburn (used with permission from [Visit Victoria](#))

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<https://www.vic.gov.au/state-disability-plan>
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<https://www.vic.gov.au/dpc-diversity-and-inclusion-strategy-2019-2021/what-do-we-mean-diversity-and-inclusion>

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