



Drake Medox Disability Access and Inclusion Plan

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Contents

Acknowledgment of Country	2
About Drake Medox	3
Our Values	4
Our Team	4
Disability defined	5
The Drake Medox Disability Inclusion Plan (DIP)	5
Access and inclusion planning:	6
Developing positive community attitudes and behaviours	8
Supporting access to meaningful employment	10
Improving access to services	11
More information	12
References	12

Acknowledgment of Country

Drake Australia Pty Ltd acknowledges and respects the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. Drake Australia Pty Ltd is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.¹

About Drake Medox

Established in 1951, Drake International was an early pioneer within the Human Resource Management solutions sector, expanding from initial North American operations to encompass ten global regions. Drake quickly established itself as Australia's premier recruitment agency during the 1960s, expanding across each state and territory to encompass all major population centres

Drake Medox part of Drake Australia Pty Ltd was established in 1971, Drake Medox has been the health and community care recruitment arm of Drake International. During this time, Drake Medox has grown to be one of the most respected providers of homecare support services and healthcare recruitment across Australia.

We have extensive experience in home and community care, providing registered nurses and support workers for families and individuals who require all levels of support at home or in the community.

We also work closely with some of our nation's largest hospitals, medical corporations, and facilities in providing nursing, disability support, and allied health staff on a temporary, contract and permanent basis.

Our Values

Drake Medox values are governed by RAPID: Respect, Agility, Achievement, Pride, Passion, Innovation, and Integrity. These are how we operate our day to day activity, by living and breathing these values our team delivers the high-quality service to our clients

RAPID

Respect

- Caring about clients, candidates and colleagues
- Listening to their needs
- Working in partnership with them

Agility

- Going the extra mile
- Being flexible
- Seizing opportunities

Achievement

- Delivering results
- Exceeding expectations
- Excellence in everything we do

Passion

- Putting people first
- Loving what we do
- Doing it wholeheartedly

Pride

- Believing in ourselves
- Knowing we can do it
- Giving it everything we've got

Innovation

- Creative solutions
- Thinking outside the square
- Being proactive

Integrity

- Openness and communication
- Keeping our promises
- Meaning what we say

Our Team

Our friendly team at Drake Medox. Many of our consultants have work in the field as a support worker, RN and other Human Resources background. We believe that the quality of our services comes down to the quality of the people we recruit. The philosophy of the team when we recruit is "recruit like it's your own family" as we understand how important it is to have the best support care team in place. All of our clients become an extension of our "Drake Medox family" as the team go above and beyond to ensure goals are reached, lives are enriched, and individual are living their absolute best life.

Definition

Disability is caused by a range of conditions, including intellectual, physical, cognitive, sensory, neurological impairments or mental illness. What they have in common is the disadvantage and discrimination that many experiences as a result.

The Drake Medox Disability Inclusion Plan (DIP)

Our model for operations is to centre on what people with disability can do, removing the obstacles created by society and empowers people to achieve their full potential and experience all that life has to offer.

This Disability Inclusion Plan supports Drake Medox's commitment to remove systemic and attitudinal barriers so that people with disability have a better opportunity to live a meaningful life and enjoy the full benefits of living in the community. At the heart of our plan is recognition that people with disability have the right to full and effective participation in an inclusive society.

At Drake Medox, we support 126 people living with disability. These disabilities are either acquired at birth, or because of accident, illness, or injury. The people living with disability either live in their own home with or without their family or in group residences.

Access and Inclusion Planning

Drake Medox believes an inclusive society does not only benefit people with disability. Because as a community, we are stronger with a diverse range of viewpoints and perspectives. And inclusion reduces disadvantage, isolation, and discrimination. Its positive impacts can affect a person with disability in such as health, welfare, education and employment.

Australia's ratification of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) in 2008. This signified a commitment by all levels of government to eradicate obstacles faced by people with disability. This was followed in 2010 by the Australian National Disability Strategy which set out a 10-year national plan for implementing the obligations under the UNCRPD and improving life for Australians with disability, their families and carers. These commitments have driven a reform agenda designed to create a shift in attitudes across governments and communities to move beyond charity and take a rights-based response to the diverse needs of people with disability in accessing all aspects of society.

The Drake Medox Disability Inclusion Plan (DIP) provides direction to Drake Medox and sets a framework for continued consultation and partnership with people with disability, their family and other members of the community.

This plan sets out Drake Medox's objectives to work towards:

- The development of positive attitudes and behaviours towards people with disability.
- To facility the gaining of meaningful employment by people with disability who wish to.
- To create better systems and processes to gain better access to services for people with disability.

How we will implement the plan?

Drake Medox will convene a Disability Plan Implementation Committee with membership drawn from clients, client family members, field staff and Drake Medox office staff. This committee will help to drive implementation of the plan.

Ongoing engagement with people with disability is an essential component of the Drake Medox DIP. This engagement adds to the transparency and accountability of the plan's actions and provides a mechanism for refreshing and updating actions in response to changing needs. This will occur through the DIP on the Drake Medox website.

Disability crosses all areas of our society and it is therefore important to recognise, respect and embrace differences in culture, gender, sexuality, age, religion, community identity and connection to the land as we build collaborative approaches to inclusion. People with disability can experience multiple disadvantages, for example, women with disability are more likely to experience violence from a partner than women without disability. They can be particularly vulnerable to exploitation or abuse, for example, people from culturally and linguistically diverse backgrounds with disability may have difficulty accessing disability supports.

Drake Medox will work closely with people with disability and the broader community to ensure the experience and needs of these members of the community and other groups are actively considered as we develop and implement actions.

How we will know that progress is being made?

The DIP committee will report annually to the Drake Medox management on the progress of the DIP. The success of the DIP will be evident by the impact it has on the lives of people with disability. The effectiveness of the DIP will be sought through feedback from our clients and other interested parties. The report will be made available on the Drake Medox website.

The three focus areas

The Drake Medox DIP focuses on three areas for concentrated action. They are:

1. Developing positive community attitudes and behaviours
2. Supporting access to meaningful employment
3. Improving access to services through better systems and processes

Developing positive community attitudes and behaviours

AIM: To build awareness of the rights and abilities of people with disability, and to support the development of positive attitudes and behaviour towards people with disability.

The attitudes and behaviours of people towards people with disability have been described as the single greatest barrier to full access and inclusion. It impacts on such areas, as education, employment, health, and community participation. These attitudes are often influenced by the characteristics of people with disability, such as the type of disability gender, age, ethnicity, resulting in higher discrimination and disadvantage for women and Australian Aboriginal and Torres Strait Islander people with disability.

First steps

Attitudes towards people with disability are often determined by ignorance, fear or lack of opportunity to interact. The following actions will be undertaken to support the development of positive community attitudes and behaviours

Action - Inclusion: To raise awareness and improve inclusive practices.

- Drake Medox will raise awareness and recognition of the benefits of access, equality, and human rights for people with disability through
- To provide opportunities for people with disability and community groups to work together to expand the community acceptance.
- Review the way we currently portray disability across Drake Australia Pty Ltd and our communications, with people with disability and external services.

The aim of these initiatives will be to increase the awareness of the barriers and opportunities for people with disability and to reinforce the responsibility of all to take action to promote inclusion.

Action - Human rights: Better understanding of people with disability human rights.

The Australian Human Rights Commission (the Commission) has education resources to communicate better understand of the fundamental human rights for people with disability.

- Drake Medox will raise awareness of disability through our company communications and by supporting and developing contacts within the disability community
- To developing understanding and skills in disability inclusion and acceptance.
- To engaging with others that have positive attitudes and behaviours towards people with disability

Who will be involved in further development?

The groups we will be partnering with to be involved in the development of actions and who will be involved in ongoing consultations as part of this focus point include:

- People with disability
- The community
- Other external support organizations

Supporting access to meaningful employment

AIM: To increase the ability of people with disability to again meaningful employment, as desired.

Employment rates for people with disability are significantly lower than those without disability across all sectors. People with disability have said that they experience barriers in accessing information on job opportunities and the recruitment processes. ²

Several employers have misconceived and inaccurate perceptions that employing a person with disability will cost more, require more effort, increase occupational health and safety risks or require major adjustments to the workplace. Progress will be achieved only when these beliefs are corrected.

First steps

The following actions will be undertaken to support increased access to meaningful employment for people with disability:

Action - Plan for disability employment: Identification of business and community to support employment of people with disability.

The Drake Medox will further develop networks of businesses and community organisations with a keen interest in improving the attraction, retention of people with disability in the workplace.

- Drake Medox will develop support and process to encourage people with disability to reach their potential and do their job effectively

Who will be involved in further development?

The groups we will be partnering with to be involved in the development of actions and who will be involved in ongoing consultations as part of this focus point include:

- People with disability
- Disability Employee Network
- Business community, and Training providers

Improving access to services

AIM: To ensure that people with disability can make informed choices about available services and to easily and efficiently access and other opportunities in the community.

A common issue for people with disability is the difficulty in navigating the systems and processes required to access the services and supports they need in the community.

People with disability and their family and carers frequently face a confusing and inaccessible path to specialist and other services. Because of barriers including: a lack of accessible information; inflexible processes; limited opportunities for feedback and input.

First steps

The plan recognises that it is the responsibility of Drake Medox and others to review and change the way they do business to ensure people with disability can have equal access to information and services. By understanding the barriers to services for example the lack of training and experience of front-line personnel, or rigid systems put in place by poor service design. Will allow for the undertaking to improve access services:

Action – Accessibility: More accessible processes for ongoing consultation and feedback.

Drake Medox's working group will help develop a set of practical knowledge and resources to support Drake Medox to make our information and processes more accessible. By the focus on the provision of information to people with disability and the engagement of people with disability in providing comment and feedback.

- Ensuring that information provided by Drake Medox is accessible for people with disability
- Coordinated approaches to reduce service access barriers for people with disability
- Working with others to improve services delivered to people with disability

Who will be involved in further development?

The groups we will be partnering with to be involved in the development of actions and who will be involved in ongoing consultations as part of this focus point include:

- People with disability
- Family members or guardians of people with disability
- Drake Medox office staff
- Drake Medox field staff
- Healthcare associates

For More Information

More information and accessible versions of the Drake Medox Disability Inclusion Plan are available at:

<http://www.drakemedox.com.au>

Phone 1800 360 070

National Relay Service SPEAK & LISTEN 1300 555 727

FREECALL 1800 555 660

Post

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If you require a copy in an alternative format, (such as Easy Read, large font, electronic format (disk or emailed), audio or Braille), please contact Drake Australia on 1300 360 070 or email jryder@au.drakeintl.com. Feedback is always welcome and can be direct to the email address anonymously if desired to Medoxfeedback@au.drakeintl.com

Reference

¹ Source: Welcome to Country & Acknowledgement of Country - Creative Spirits, retrieved from <https://www.creativespirits.info/aboriginalculture/spirituality/welcome-to-country-acknowledgement-of-country>

² *The Economic Benefits of Increasing Employment for People with Disability (2011)*: Deloitte Access Economics – at www.and.org.au/data/Conference/DAE_Report_8May.pdf