



**nexus**  
Primary Health  
living well in your community

# Disability Action Plan 2024 - 2026

**If you have any queries regarding the Nexus Primary Health Disability Action Plan (DAP), please contact:**

Name: Wendy Kelly  
Position: Diversity Officer  
Phone: 1300 77 33 52  
Email: [wendyk@nexusprimaryhealth.org.au](mailto:wendyk@nexusprimaryhealth.org.au)

**About the Artwork:**



We would like to thank and acknowledge Aunty Jo Honeysett, Taungurung Elder, for the Aboriginal Artworks created for Nexus Primary Health used in their entirety of parts thereof throughout this report.

**Snake Egg Painting Meaning**

This painting has three snakes, in the midst of two, are eggs that are both nurtured and protected to allow them to hatch and grow.

**Turtle Painting Meaning**

This painting depicts four turtles all coming together to eat and share each other's company. The river is abundant with food which is represented by the dots. The circles that surround the turtles are waterholes on country.

# Acknowledgements



The Nexus Primary Health (Nexus) Staff and Board of Directors respectfully acknowledge the Traditional Owners of this land, the Taungurung and Wurundjeri people and we pay our respect to their Elders, past, present and emerging. We acknowledge and uphold their continuing relationship to this land and the waterways in which we provide community health services. We are committed to reconciliation and collaborating with the Traditional Custodians of these lands and waterways to provide an inclusive service and work environment where Aboriginal and Torres Strait Islander peoples feel safe, accepted, affirmed and celebrated.



We respect, honour and celebrate the diverse community in our region and aim to be a trailblazer in providing inclusive and accessible services, and organisational culture for our community, staff and volunteers.



# Message from Our Chief Executive and Board Chair

We are delighted to release the Nexus Primary Health (Nexus) Disability Action Plan.

Nexus recently released their Organisational Strategic Plan highlighting our focus on partnerships and service excellence to support individuals to live well in their community. This plan, developed in consultation with our consumers, staff and our community, highlights our commitment to being an accessible and inclusive health service for all.

The Disability Action Plan commits Nexus to identify and address barriers that limit the ability of people impacted by disability to achieve their best health outcomes. The plan aims to make ongoing sustainable changes in all our services to improve access to services, facilities and employment, reduce discrimination and promote inclusion and participation in our community. We support the rights of people with disability to equitable healthcare, employment and community participation.

With the shared support of our staff and community we look forward to seeing this plan achieve its goals of enablement and inclusion.



A handwritten signature in grey ink, appearing to read 'AM'.

Amanda Mullins  
Chief Executive



A handwritten signature in grey ink, appearing to read 'John Daly'.

John Daly  
Board Chair

## Our Business

The Nexus story began over forty years ago with a small local community health service employing a physiotherapist and district nurse. Today Nexus is a stand-alone, registered Community Health Organisation and the leading provider of primary and community health in the Mitchell, Murrindindi and Strathbogie Shires who employs over 300 staff and over 100 volunteers. Two staff members identify as an Aboriginal and / or Torres Strait Islander person.

Nexus provides a comprehensive range of clinical and allied health services along with mental health and community support services, family violence, alcohol and other drugs, financial counselling, health promotion as well as diversity and inclusion work. We are committed to excellence in the delivery of holistic, accessible, community-based health services. In line with our mission, we continually strive to provide the highest quality integrated person-centred health services, support, and advocacy. The clients we service across our Seymour, Broadford, Wallan and Kinglake sites broadly represent the life stages where we help people within our communities live and die well.

Nexus is committed to equity, irrespective of cultural or linguistic background, sexual orientation, gender identity, religion or spiritual beliefs, socio-economic status, age, or abilities. Nexus collaborates with many community and societal partners across the Shires to ensure that we tailor our services to address the health and needs of people with a disability and their families.



we value **CARE**

# What is Disability?

**More than one in six Australians have a disability.**

Disability includes long-term physical, mental health, intellectual, neurological or sensory differences which, in interaction with various attitudinal and environmental barriers, may hinder full and effective participation in society on an equal basis with others. People with disability are a very diverse group.

The definition of disability under the Disability Discrimination Act 1992 (Cth) defines disability as: total or partial loss of the person's bodily or mental functions. total or partial loss of a part of the body. the presence in the body of organisms causing disease or illness. the malfunction, malformation or disfigurement of a part of the persons.



“  
**17% of Victorians** are people with a disability.  
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“  
**Just over 10%** of the 1.1 million Victorians with disability **are eligible for an NDIS plan.**  
”

“  
**24% of Aboriginal peoples** have a disability.  
”

“  
**39% of LGBTIQ+ people** aged 14 to 21 identify as having a disability or long-term health.  
”

“  
**77% of people** with a disability have a **physical disability.**  
”

“  
**32% of people** with a Disability sometimes or always **need daily support** with daily self care , mobility or communication.  
”

“  
**7.7% of children** under 15 have a disability.  
”

# What is a Disability Action Plan?

A Disability Action Plan describes the steps an organisation outlines to promote inclusion, accessibility, and equal opportunities for people with a disability. The plan addresses various aspects, including employment and volunteer opportunities, communication, and physical accessibility. We aim to eliminate the barriers people with a disability face daily and work towards a safe and inclusive organisation. The Disability Action Plan involves collaboration with community network stakeholders and with people with a disability to support the implementation of the plan.

Action	Deliverable	Timeline	Responsibility
<b>Action 1: Employment &amp; Volunteers</b>  Promote recruitment, for employment and volunteer process that actively promotes opportunities for people with disabilities.	<ul style="list-style-type: none"> <li>Increase the employment opportunities for people with a disability by establishing employment pathways.</li> </ul>	30th April 2025	P&C, Senior Management & Diversity Officers
	<ul style="list-style-type: none"> <li>Engage with Disability Services and Employment Services (DES) and the National Disability Insurance Scheme (NDIS) to strengthen our partnership and create pathways for people with a disability and are placed in a sustainable employment position annually.</li> </ul>	30th April 2025	P&C, & Diversity Officer
	<ul style="list-style-type: none"> <li>Promote and recruit volunteers through Day Programs, Community networks, stakeholders, and the DES. Aim to engage five people with a disability. Conduct regular surveys to assess the satisfaction and experience of employees and volunteers with a disability.</li> </ul>	31st October 2026	Volunteer Coordinator, Community Engagement Officer & Diversity Officer

**Note:** The Disability Discrimination Act 1992 requires employers to make reasonable adjustments so a person with a disability is able to perform the inherent requirements of the job, unless this would cause 'unjustifiable hardship'.



Action	Deliverable	Timeline	Responsibility
<b>Action 2: Access to Goods and Services</b>	<ul style="list-style-type: none"> <li>Audit – Good Access = Good Business. Implement two accessible improvement per site based on the outcomes of the audits.</li> </ul>	Annually	SAW Committee
Conduct an accessibility audit of all facilities, services, and programs to identify and address barriers for people with a disability.	<ul style="list-style-type: none"> <li>Produce a pathfinder/social story for the four sites to ensure people with a disability feel confident accessing Nexus.</li> </ul>	31st May 2025	Consumer Advisory Committee, Business Services & Diversity Officer
	<ul style="list-style-type: none"> <li>Produce three service flyers in accessible format.</li> </ul>	31st October 2024	CE, Communication Officer & Diversity Officer
	<ul style="list-style-type: none"> <li>Complete communication boards for the four sites.</li> </ul>	30th November 2024	Speech Pathologist (Allied Health)
	<ul style="list-style-type: none"> <li>Revise and reformat promotional material information and website to ensure they are accessible to people with different disabilities.</li> </ul>	30th June 2025	Business Services & Marketing
	<ul style="list-style-type: none"> <li>Create an intersectional lens on the website.</li> </ul>	30th June 2025	P&C, Business Services, Marketing & Diversity Officer
<b>Action 3. Staff Awareness and Training</b>	<ul style="list-style-type: none"> <li>Conduct a review of our existing educational content to ensure its information is relevant. The review will help to identify any gaps in the current training package to ensure we provide the appropriate materials to support diverse learning needs.</li> </ul>	30th November 2024	P&C & Diversity Officer
To provide a comprehensive training package for staff, with modules to support inclusivity and equity.	<ul style="list-style-type: none"> <li>Aim for a minimum of 85% completion of disability awareness training within the next year.</li> </ul>	31st October 2026	P&C & Leadership
	<ul style="list-style-type: none"> <li>Produce pre and post assessment surveys with targeted questions related to the training. Measure the increase of knowledge and awareness about people with a disability to determine the effectiveness of the training.</li> </ul>	30th November 2026	P&C & Diversity Officer
Create the confidence and knowledge for staff to feel comfortable to interact with people with a disability.	<ul style="list-style-type: none"> <li>Invite people with various disabilities to speak to Nexus Teams about their lived experiences.</li> </ul>	2024 - March, June & September 2025 - March, June & September 2026 - March, June & September	Diversity Officer, Diversity Committee & Managers





Action	Deliverable	Timeline	Responsibility
<b>Action 4: Monitoring and Evaluation</b>	<ul style="list-style-type: none"> <li>The Diversity Committee is to oversee the progress of the Disability Action Plan.</li> </ul>	Until completion of the three (3) year Action Plan	Diversity Committee, Community Advisory Committee, and consumers
	<ul style="list-style-type: none"> <li>Annually review the plan to ensure that it is effective, and outcomes are being met.</li> </ul>	Annually	Diversity Officer & P&C



## References

- [Royal Commission inquiry into Violence abuse Neglect And exploitation of people with disability \(2019-2023\)](#).
- [Convention on the Rights of Persons with a Disability](#).
- [Commonwealth Disability Discrimination Act 1992](#)
- [Victorian Disability Act 2006](#)
- [National Disability Strategy 2021-2031](#)
- [Inclusive Victoria – State Disability Plan 2022-2026](#)
- [The Victorian Autism Plan](#)
- [Victorian Carer Strategy 2018-2022](#)



 **1300 77 33 52**

 **nexusprimaryhealth.org.au**

 **7-11 High St, Wallan**

.....  
**22 Emily St, Seymour**

.....  
**7 Dairy Lane, Broadford**  
*(formerly known as 72 Ferguson St)*

.....  
**19 Whittlesea-Kinglake Rd, Kinglake**



Allied  
Health



Community  
Support



Health  
Promotion



Medical &  
Nursing



Mental Health  
& Wellbeing