

# AUCKLAND CITY HOSPITAL



## CASE STUDY

# Auckland DHB

**“Auckland DHB is an organisation that values equity and inclusion and we want this to be a great place to work for people with disabilities.”**

Mel Dooney, Auckland District Health Board

## Helping ADHB thrive in accessibility and awareness.

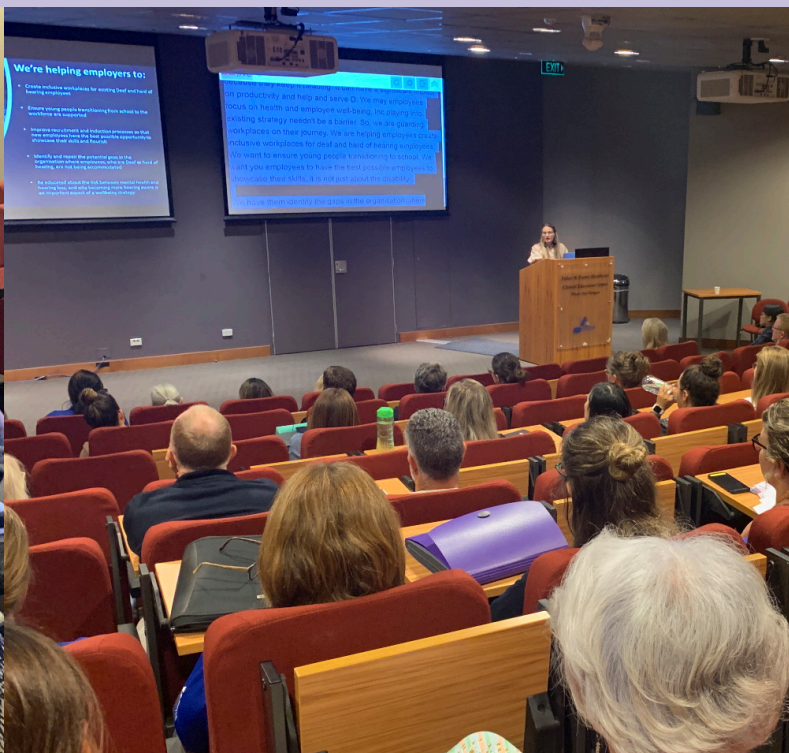
"We are committed to supporting our diverse workforce and identifying barriers to job applicants, employees and patients with disabilities, and to develop a plan to address these, making it easy for everyone to work here and thrive.

The Hearing Accredited Workplace Programme provides us with a framework, resources and support to work through, that helps us recognise and improve communication barriers so that our staff, patients, visitors and whānau have a positive experience working in and/or accessing our services" - says Mel Dooney.

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**THE HEARING ACCREDITED WORKPLACE PROGRAMME PROVIDES US WITH A FRAMEWORK, RESOURCES AND SUPPORT.**

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Over 880,000 Kiwis are Deaf or hard of hearing, and 38% are of working age (18-64). According to the World Health Organisation, current levels of hearing loss are expected to double over the next three decades.

## Putting the spotlight on Deafness and hearing loss.

Auckland DHB is a founding member of the Accessibility Tick and already had an accessibility action plan in place before they started working with the with the National Foundation for Deaf and Hard of Hearing (NFDHH). In 2020, a gap analysis related to deafness and hearing loss was conducted across the organisation and specific actions related to actively working towards creating a positive and inclusive environment for everyone with hearing loss were added to that plan.

To help achieve these goals, ADHB chose to join the Hearing Accredited Workplace Programme to progress specific actions and foster a more hearing aware culture across all areas of the workplace including recruitment, communications, occupational health & safety.

Their accessibility steering committee meet quarterly to ensure actions as per their plan are progressing.

## Implementing change and creating a hearing-aware culture.

To begin with, ADHB delivered Hearing Health and Deaf Awareness workshops to employees and offered free hearing checks for staff in conjunction with NFDHH. Free full diagnostic test vouchers were provided to staff where a follow-up was recommended after their initial screening. Both screenings and workshops were embraced by

employees, with many eager to learn about the importance of protecting their hearing for life.

Working alongside the NFDHH, ADHB developed an action plan for 2021 which included ten recommendations for improvement.

Auckland DHB's team have since created a "Deaf and hard of hearing" webpage to share information and resources, as well as upload the NFDHH's learning modules to the DHB Online Learning Platform. They have also designed, printed and distributed cards demonstrating how to sign common words useful in a medical environment.

ADHB continues to grow a hearing aware culture and is focused on improving training and awareness. In 2022 they will look to make employees more aware of alternative ways to communicate and will provide recruitment team training and resources to ensure accessible hearing loss awareness protocols are followed.

## 2022 will be our best year yet!

"We're glad to receive full accreditation to become a hearing inclusive workplace. As part of our accreditation journey, we have increased awareness of communication barriers and what we can do to break them down to improve experiences for our staff, patients, visitors and whanau" - Mel Dooney.



**Mel Dooney**

Chief People Officer