



Health
Riverland Mallee Coorong
Local Health Network

Disability Access and Inclusion Plan

Riverland Mallee Coorong Local Health Network

2021 - 2024





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Acknowledgement of Country

We respect and honor Aboriginal and Torres Strait Islander Elders past, present and future. We acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.

We acknowledge that 'Aboriginal business is everyone's business' and we will work in partnership with Aboriginal and Torres Strait Islander peoples to improve the health and wellbeing. We will work collectively with consumers and the community to ensure Aboriginal people get to enjoy the same, or better, health outcomes than the broader population.

A Message from our Governing Board Chair, Dr Peter Joyner

< to be added >

A Message from our Chief Executive Officer, Wayne Champion

< to be added >

About the Local Health Network

The Riverland Mallee Coorong Local Health Network (RMCLHN) supports approximately 70,000 people living in the Riverland, and the Murray River, Lakes and Coorong areas of South Australia extending east to the Victorian border.

This includes towns and surrounds of Renmark, Paringa, Berri, Barmera, Waikerie, Loxton, Pinnaroo, Lameroo, Karoonda, Mannum, Murrumbidgee, Tailem Bend, Meningie Tintinara and Coonalpyn.

Our wide range of health services include accident and emergency, day and inpatient surgery, Aboriginal health, mental health, obstetric services, chemotherapy, renal dialysis services, community and allied health, and aged care services.

Staff Profile

RMCLHN employs approximately 1700 staff across a number of occupational groups – medical, nursing, administration, allied health and general services. We also have a large volunteer workforce and work with a wide range of partners and contractors in order to meet the diverse health needs of our communities.

Many of our staff are members of our local country communities, who live, work and play in the communities that we serve.

RMCLHN staff also maintain strong connections and networks with metropolitan services and government departments across the health, aged care and disability sectors.

Staff Diversity

As of August 2021, RMCLHN staff diversity was represented as follows:

- 169 staff identified themselves as male which equates to 9.89% of the total workforce
- 1539 staff identified themselves as female which equates to 90.11% of the total workforce

- 14 staff with a declared disability equating to 0.81% of the total workforce
- 34 staff identified that they were Aboriginal and Torres Strait Islander which equates to 1.99% of the total workforce
- 358 staff identified that they were born overseas
- 5.3% of staff identified speaking a language other than English
- The average age of staff is 46.48 years.

Consumer Diversity

Data from the Australian Bureau of Statistics (2016 Census) identified 6.8% of the population within the Murraylands and Riverland region reported needing assistance with core activities.

Strategic Plan 2021-2026

The RMCLHN Strategic Plan 2021–2026 (the Plan) sets the direction for the ongoing development of RMCLHN as an organisation for many years to come.

At the core of the Plan are our organisational values, RMC CARES. We are Respectful, Motivated, Compassionate, Consumer focused, Accountable, Resourceful, we strive for Excellence and value our Service to the community.

Our Purpose

Our people caring for our communities

We will work together to care for local communities and develop our region as a centre of excellence in rural health care, research and teaching.

Our Vision

We will support people in the Riverland Mallee Coorong Local Health Network region to have the best possible quality of life, by providing high quality care that promotes dignity, respect, choice, independence and social connection.

Our Values

RMC CARES

RMC CARES is both a statement in itself and also represents our values as an organisation.

- Respectful
- Motivated
- Compassionate
- Consumer Focussed
- Accountable
- Resourceful
- Excellence
- Service

Definition of Disability

The *Disability Inclusion Act 2018 (SA)* (the Act) defines disability as:

“Disability, in relation to a person, including long-term physical, psycho-social, intellectual, cognitive, neurological or sensory impairment, or a combination of any of these impairments, which in interaction with various barriers may hinder the person’s full and effective participation in society on an equal basis with others”.

Disability Inclusion Act 2018

The Act provides a legal framework to support equal access and inclusion for people living with disability in community activities and services including recreation, education, health, and public transport.

The Act aligns with the United Nations Convention on the Rights of Persons with Disabilities and with the Australian National Disability Strategy 2010–2020. It also requires the creation of the South Australian Disability Inclusion Plan. The first South Australian Plan came into effect on 31 October 2019.

The Act also mandates the development of Disability Access and Inclusion Plans for each State authority (Part 5 section 16).

Inclusive SA South Australian Disability Inclusion Plan

The Inclusive SA [State Disability Inclusion Plan 2019 - 2023](#), sets out specific actions for South Australian government agencies and local councils to achieve in order to reduce the barriers faced by people living with disability. It also complements the National Disability Insurance Scheme (NDIS) as it aims to address access and inclusion for all South Australians with disability, including people who are not NDIS participants.

Outcomes

Ensuring that the rights of people are upheld, including those who live with disability is the responsibility of the whole community and requires a statewide response.

People who live with disability, who can also live with a number of disabilities, should be able to access and participate in all aspects of our society, including using mainstream services and programs. Most people take the ability to go about daily life for granted.

Social inclusion is fundamental to one’s quality of life and critical to achieving positive life outcomes across all domains.

RMCLHN is committed to the implementation of this Disability and Access Inclusion Plan (DAIP) and is dedicated to supporting people who live with disabilities. It does this by promoting the Network as disability-friendly, improving physical access to buildings and facilities for people with disability, and improving disability awareness and understanding among staff and volunteers.

Actions

The **Riverland Mallee Coorong Local Health Network** Disability Access and Inclusion Plan is structured around the themes and priority areas of the Inclusive SA: State Disability Inclusion Plan 2019–2023.

1: Inclusive communities for all

Social inclusion is a priority for people living with disability as it affects all aspects of their lives. It is our aim that the contributions and rights of people living with disability are valued and understood by all South Australians and that their rights are promoted, upheld and protected. We also want to ensure that people living with disability are supported to advocate for their own rights.

Priority 1: Involvement in the community

Priority 2: Improving community understanding and awareness

Priority 3: Promoting the rights of people living with disability

Action	State Plan Priority#	Responsibility	Timeframe	Measurable Target
1. RMCLHN staff have an improved awareness of people living with disability.	2, 3	<p>People and Culture</p> <p>SA Health Disability Awareness training identified as 'additional' training with all staff being encouraged to undertake – RMCLHN Training Schedule March 2021.</p> <p>Quality Safety and You – National Disability Insurance Scheme training identified as 'required' for all clinical staff working with NDIS participants and managers of NDIS programs – RMCLHN Training Schedule March 2021.</p>	Annual Review	<p>60% of staff have completed SA Health Disability Awareness training.</p> <p>100% of clinical staff working with NDIS participants have completed Quality Safety and You – National Disability Insurance Scheme training.</p> <p>New staff are advised of the DAIP and the requirement to undertake Disability Awareness training at RMCLHN orientation.</p> <p>Eligible new staff will complete SA Health Disability Awareness, and Quality Safety and You – National Disability Insurance Scheme training within three months of commencement (if required).</p> <p>Use patient, colleague and carer stories as key training aids at workshops and meetings.</p>

Action	State Plan Priority#	Responsibility	Timeframe	Measurable Target
2. RMCLHN publications, information and marketing material uses inclusive language, correct symbols and access information.	1,3	DONs / Team Leaders / Site Managers	Annually review content and accessibility	<p>Existing resources and signage are reviewed and modified for easy read.</p> <p>The LHN's internet and intranet sites detail information relating to accessibility.</p> <p>Consumers are informed about their rights and responsibilities in accessible ways i.e. Charter of Healthcare rights displayed in Braille.</p>
3. Events organised by RMCLHN are accessible and inclusive to meet the needs of all participants.	1,2	People and Culture, Event Organisers	As per event requirements	Develop a checklist in line with the Australian Network on Disability Accessible Events Guide.

2: Leadership and collaboration

People living with disability want to have a greater role in leading and contributing to government and community decision-making. It is our aim that the perspectives of people living with disability are actively sought and that they are supported to participate meaningfully in government and community consultation and engagement activities.

Priority 4: Participation in decision-making

Priority 5: Leadership and raising profile

Priority 6: Engagement and consultation

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
1. Ensure people living with disability are included in community engagement, co-design and consultation processes.	4,6	Consumer Engagement	As required	Engage with consumers who have a disability in design, review and consultation processes.
2. Identify safe mechanisms to support staff to appropriately disclose existing or acquired disability throughout the recruitment process and their career cycle.	4, 6	People and Culture	Ongoing	Mechanisms are in place to support disclosure throughout employment cycle, and appropriate recording of disability status in HR systems.
3. Consult with staff who live with a disability to ensure their needs are considered within the workplace.	4,6	All Sites and Directorates	As required	Required modifications to workplaces to accommodate staff who live with disability.
4. Promote participation opportunities directly to people with a disability for their involvement in consultations to help shape the LHN health services.	4,6	Consumer Engagement, All Directorates	As required	Evidence of consultation with people with disabilities in health service planning.

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
5. Promote days/months of significance (eg. International Day of Sign Languages,) to raise the profile and celebrate disability awareness.	5,6	People and Culture	As required	CEO Bulletins are distributed promoting awareness of diversity within the workplace.

3: Accessible communities

The accessibility of the built environment, quality services and information is key to ensuring people living with disability are included and have the opportunity to equally participate in all aspects of community life. It is our aim to increase accessibility to public and community infrastructure, transport, services, information, sport and recreation and the greater community.

Priority 7: Universal Design across South Australia

Priority 8: Accessible and available information

Priority 9: Access to services

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
1. Ensure all owned, leased and redeveloped buildings meet accessibility standards.	9	Corporate Services	Review three Yearly	Audits of buildings are conducted against the accessibility standards e.g. Condition of Asset reports, Triennial Fire Review, Aged Care Safety and Quality standards. Evidence of resolution of any complaints. High priority items from audits are actioned. Wayfinding available publicly (including clear information about disability access needs such as parking and ramp access).
2. Ensure evacuation procedures and emergency plans (including training) are designed to meet the requirements of people with a range of disabilities.	9	Corporate Services	Annual Review	Evacuation procedures and emergency plans have evidence of consideration of people with disabilities.
3. Signage, assistive technologies, recharge points for electric devices (communication and mobility) and rest stations.	9	Site Managers	Annual Review	Audits of signage, assistive technology, recharge point and rest station availability.
4. Accessible parking available at all RMCLHN facilities and are adjusted according to demand.	9	Site Managers	Annual Review	Accessible Parking available at all sites.

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
5. Review patient pre-admission assessment to include identification of a disability.	8	All sites	Ongoing	Admission forms changed to include documentation of a disability, support for decision making, additional requirements and NDIS status.
6. RMCLHN consumers who live with disability are well informed/provided with information relating to their care needs.	8	DONs/Allied and Community Health	Annual Review	Provide information to consumers living with disability to allow informed decision making. Consumers who live with disability and their carer's are actively involved in informed decision making about their care and treatment

4: Learning and employment

Workforce participation is fundamental to social inclusion. It provides economic independence and choice, social connections and friendships, value, identity and belonging. It is our aim that people living with disability have access to inclusive places of study and that education and training provides pathways to meaningful and inclusive employment and volunteering opportunities.

Priority 10: Better supports within educational and training settings

Priority 11: Skill development through volunteering and support in navigating the pathway between learning and earning

Priority 12: Improved access to employment opportunities and better support within workplaces

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
1. RMCLHN will attract, recruit and retain people living with disability.	10,12	People and Culture People and Culture All sites	Annual Review	Workforce policies and procedures are reviewed on a regular basis. Increased number of people with a disclosed disability employed by RMCLHN. Increased number of staff with a disability participating in professional development programs. All role descriptions include a statement of commitment, promote opportunities and inclusion towards people living with disability.
2. Provide meaningful learning opportunities through volunteering, work placement and mentor opportunities for people living with disability.	11	All sites	Annual Review	Increased number of volunteers who have identified that they live with a disability are provided volunteering, work placement and mentor opportunities.
3. Ensure staff and managers are aware of flexible working arrangements available.	12	All sites and Directorates	Ongoing	RMCLHN intranet includes information about flexible working arrangements. New staff receive information about flexible working arrangements at orientation.

Contact Details

This DAIP is available on the SA Health website at www.sahealth.sa.gov.au/RMCYourVoiceMatters

If you require a copy in an alternative format, (large font, electronic format (disk or emailed)) please contact the Director People and Culture, Riverland Mallee Coorong Local Health Network:

- Email: Health.HRRiverlandMalleeCoorongLHN@sa.gov.au
- Phone: (08) 8580 2496
- Write to: Attention: Director People and Culture, Riverland General Hospital, 10 Maddern St Berri SA 5343

Ongoing feedback is important to help us reflect and improve. You can let us know what you think by either contacting us directly or providing feedback on this DAIP via our feedback form.

Consultation Process

RMCLHN is engaging with RMCLHN workforce, consumers and community to inform the RMCLHN DAIP.

The final version of our DAIP will be published on the SA Health website.

Acknowledgements

We will acknowledge the groups and individuals who assist in the development, consultation and implementation of the DAIP.

Implementation process

The RMCLHN DAIP Working Group was appointed to develop the DAIP, ensuring each area of the LHN is represented and has the opportunity to contribute to its development.

The RMCLHN DAIP Working Group will continue to monitor the implementation of the DAIP, including facilitating an annual review to ensure it remains relevant.

Relationships to other policies, strategies, frameworks

The intent of this DAIP is consistent with, and shaped by, a range of other legislation, policies and documents including:

- The South Australian Strategic Plan
- RMCLHN Strategic Plan 2021 - 2026
- Disability Inclusion Act 2018 (SA)
- The Disability Discrimination Act 1992 (Commonwealth)
- National Disability Strategy 2010-2020 (Commonwealth)
- The National Disability Agreement (Commonwealth)
- The South Australian Equal Opportunity Act 1984
- Code of Ethics for South Australian Public Sector Employees

- Public Sector Act 2009
- Work Health & Safety Act 2012
- SA Health Accreditation Policy Directive
- National Safety and Quality Health Service Standards
- SA Health Nursing and Midwifery Professional Practice Framework
- SA Health Consumer Feedback Management Policy Directive
- SA Health Improving Access to SA Health Services Policy Directive
- SA Health Framework for Active Partnership with Consumers and the Community Policy Directive
- The Health and Community Services Complaints Commissioner- Charter of Rights
- Building Code Australia
- National Disability Insurance Scheme

1. Consultation

Version	Consultation
1.0	

For more information

Riverland Mallee Coorong Local Health Network
 People and Culture
 Email: Health.HR.RiverlandMalleeCoorongLHN
sahealth.sa.gov.au/riverlandmalleecooronglhn

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