



Northern Adelaide Local Health Network

Disability Access and Inclusion Plan

2020–2024



Health
Northern Adelaide
Local Health Network

Acknowledgement

Northern Adelaide Local Health Networkrlu tampinhi Kurna miyurna yaiya yarta-mathanya Kurna yartarna-arra ngadlu warpulayinhi. Ngadlu tampinhi purkarna pukinangku, yalaka, tarrkaritya. Ngadlu tampinhi yaiya mathanya kuma parnaku tuwila yartangka.

The Northern Adelaide Local Health Network acknowledges the Kurna people as the traditional custodians of the land on which we proudly deliver health and wellbeing services. We honour Kurna Elders past, present and emerging. We recognise Aboriginal cultural authority, and the ongoing spiritual connection the Kurna people have to country.

Contact Details

The NALHN Disability Access and Inclusion Plan 2020-2024 is available on the [NALHN Corporate website](#).

Further Information is available by contacting:

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A message from our Chief Executive Officer

NALHN understands and values the principals of equity and is committed to eliminating any barriers to accessing our health care services. Therefore, I am pleased to present the Northern Adelaide Local Health Network (NALHN) Disability Access and Inclusion Plan 2020-2024.



With a local population of in excess of 400,000 and one of the fastest growing regions in the state, it is more important than ever that our future service direction equally meets the needs of our diverse community.

This plan is consistent with the SA State Disability Inclusion Plan 2019-2023, the Disability Inclusion Act 2018 and aligns with the National Disability Strategy 2010-2020.

The NALHN Disability Access and Inclusion Plan 2020-2024 outlines our commitment to improving the health and wellbeing of people living in the North with a disability through enabling the same opportunities and access to all our health services. Social inclusion is a priority for people living with a disability as it affects all aspects of their lives. It is our aim to ensure that people living with a disability have the same access to mainstream services and programs and can effectively participate in community life.

The NALHN Plan has been developed in consultation with a range of stakeholders including representatives from the areas of Nursing and Midwifery, Allied Health, Corporate Services and Aboriginal Health, and Medical staff and Consumer representation. The Plan is centred around four themes: inclusive communities for all; leadership and collaboration; accessible communities; and learning and employment; and details NALHN's commitment to achieving the key priorities outlined in the Plan.

The NALHN Disability Access and Inclusion Plan 2020-2024 will be a living document that will continue to evolve based on new and improved services and information that ensures the rights of people living with a disability are being upheld. NALHN is committed to ongoing engagement with consumers living with a disability and the disability sector services to ensure the Plan meets the needs of all.

This Plan supports the NALHN Strategic Plan 2020-25, the key framework which guides the vision and direction of our organisation in how we tailor and deliver our healthcare services now and into the future and ensures that we deliver on our vision "our community has the best possible health and wellbeing throughout their life".

In NALHN we believe:

Everyone has a story. Everyone matters. Everyone contributes. Everyone grows.

Maree Geraghty
Chief Executive Officer
Northern Adelaide Local Health Network

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About the Northern Adelaide Local Health Network

NALHN is one organisation providing a range of hospital, community and home-based services across multiple sites in the northern and north-eastern Adelaide region.

We employ more than 5,000 staff and deliver services to more than 400,000 people in our community.

We provide a range of services: medical, surgical (both elective and emergency), obstetric, neonatal, paediatric, mental health, oncology, geriatric medicine, palliative care and rehabilitation. Increasingly these are provided across a range of hospital, community and home-based settings.

NALHN is guided by the Northern Adelaide Local Health Network - Strategic Plan 2020-25 and the Consumer and Community Engagement Strategy 2020-25.

Our Local Health Network Sites and Services

Lyell McEwin Hospital

The major hospital in the north and north-east for emergency care, complex and multi-day surgery, medicine, obstetrics, paediatrics and outpatient services

Modbury Hospital

A general hospital with emergency care, elective surgery, medicine, outpatient and sub-acute services, rehabilitation, geriatric and palliative care

Northern Mental Health Services

Across community and hospital settings, including adult and older persons' mental health services and state-wide forensic mental health services

Watto Purrunga Aboriginal Primary Health Care Service

The NALHN Watto Purrunga Aboriginal Health Care Service delivers culturally appropriate and comprehensive primary health care services (clinical and wellbeing) for the Aboriginal community across both the Northern and Central Adelaide Local Health Network catchment areas with four Kaurna named service sites, including:

- a) Muna Paiendi - **'First Seek Knowledge'** (Elizabeth Vale)
- b) Maringga Turtpandi - **'Reaching out to the East'** (Hillcrest)
- c) Wonggangga Turtpandi - **'Reaching out to the West'** (Port Adelaide)
- d) Kanguwodli Clinic - **'Caring House'** (Dudley Park)

Primary health, sub-acute and transitional care services

Including the GP Plus Health Care Centre Elizabeth, the Modbury GP Plus Super Clinic, and the satellite Gilles Plains GP Plus Super Clinic.

Further information about NALHN can be found at www.sahealth.sa.gov.au

Our staff profile

NALHN has over 5000 staff with 0.58% identifying as having a disability, data sourced October 2020.

What do we mean by disability?

The Disability Inclusion Act 2018 (SA) defines disability in relation to a person as including long term physical, psychosocial, intellectual, cognitive, neurological, sensory impairment or a combination 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.

What do we mean by consumer and community?

In 2019 NALHN, actively sought feedback and involvement of consumers including consumers in who identified as having a disability to contribute through focus groups to the development of the NALHN Consumer and Community Engagement Strategy 2020-25 (the Strategy).

The Strategy was released in June 2020 and provided the framework for how NALHN will engage and involve all consumers in the development and evaluation of health services to improve health out-comes for consumers.

Consumers

Consumers are recognised as users or potential users of health services and may be referred to as patients, clients and, by association, families, carers and other members of the user's support network. NALHN consciously uses the term consumers.

Community

Community refers to any group of people or organisations that represents or brings a collective voice of health consumers or specific health communities.

Consumer Engagement

Consumer engagement refers to health consumers, their families and carers actively participating in their own health care – including individual care (point of care), service delivery, and planning, design and evaluation of services.

Implementing the NALHN DAIP

NALHN Disability Access and Inclusion Plan (DAIP) has foundations with the National Safety Quality Health Service (NSQHS) Standards version 1, standard 11 and 12, with regular reviews, monitoring and action plans occurring.

The transition to NSQHS Standards version 2 aligned the DAIP with the Partnering with Consumer Standard. In 2018, the first major review of the foundation DAIP occurred with six monthly reviews and monitoring. Actions arising from the review are reviewed.

Processes for consultation include the membership of the NALHN Partnering with Consumer Standard Committee, representing all Divisions within NALHN and includes two consumer representatives and the Consumer Advisory Council. NALHN engages with key stakeholders e.g. Royal Society for the Blind, for specialist input when required.

The NALHN DAIP is a living document, responsive to ensure the rights of people living with disability are upheld. People with a disability should be able to access and participate in all aspects of our society community life, including using mainstream services and programs. Social inclusion is fundamental to supporting quality of life and critical to achieving positive life outcomes across all domains. NALHN is committed to achieving the key outcomes outlined in SA DAIP.

The following section describes the four themes NALHN reports to the Partnering with Consumer Standard committee with an annual report to be provided to the Chief Executive Officer, Department of Human Services.

NALHN Disability Access and Inclusion Plan

Theme One: 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

Number	Action	Responsible Lead	Timeframe	Outcome Target
1.	NALHN gives consideration to events such as award nights, community consultations and Annual Public Meetings to enable people living with disability easy access to participate.	Office of the CEO Corporate Services Human Resources & Workforce Manger Communications	Ongoing	People living with a disability have access to NALHN events and report feeling included

Priority 2: Improving community understanding and awareness

Number	Action	Responsible Lead	Timeframe	Outcome Target
1.	NALHN staff are aware of the rights and needs of people living with a disability consistent with the National Disability Strategy 2010-2020 and beyond and SA <i>Disability Inclusion Act</i> (2018). Legislation pertaining to or supporting the rights of people living with a disability, e.g. <i>Carers Recognition Act 2005</i> , is incorporated in NALHN	Director Workforce Manager Communications	Ongoing	The NALHN DAIP is accessible for all staff A NALHN communication and education plan is developed to support staff knowledge The NALHN DAIP is publicly available on the NALHN website

Priority 3: Promoting the rights of people living with disability

Number	Action	Responsible Lead	Timeframe	Outcome Target
1.	<p>1.1 NALHN is investigating the educational opportunities available for disability awareness training for staff</p> <p>1.2 Consumers are supported to provide feedback on their experiences with NALHN services</p>	<p>Director Workforce</p> <p>Divisional Directors</p>	<p>2020-21</p> <p>Ongoing</p>	<p>NALHN Learning and Development Committee is actively exploring training programs in 2020-21</p> <p>Staff are confident through training initiatives to promote the rights of people living with a disability</p> <p>Systems for consumers to provide feedback are accessible</p> <p>Feedback from consumers is incorporated into service improvements</p> <p>Staff use the SLS to report incidents and consumer feedback</p> <p>Staff adhere to the NALHN CIB for NDIS clients or providers</p>

Theme two: 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

Number	Action	Responsible Lead	Timeframe	Outcome Target
1.	<p>People living with disability are actively involved when making decisions about their care and treatment. Staff applies care planning processes consistent with NSQHS standard, Partnering with Consumers and Comprehensive Care standard. This includes the pre-admission, admission and discharge care planning.</p> <p>1.2 Feedback and consultation from people living with a disability is included in the development of the DAIP</p> <p>1.3 All consumers living with a disability are encouraged to participate meaningfully in decision making, consultation and engagement activities in NALHN</p>	<p>Divisional Directors</p> <p>Partnering with Consumers Standard Lead</p> <p>Partnering with Consumers Standard Lead Divisional Directors</p>	<p>Ongoing</p> <p>January 2021</p>	<p>Clinical care meets the needs of people living with a disability</p> <p>The NALHN DAIP is endorsed by people living with a disability</p> <p>NALHN works in partnership with the NALHN Aboriginal Consumer Reference Group, CALD communities and LGBTQI+</p> <p>Diverse community representation on the NALHN Consumer Register is monitored</p>

Priority 5: Leadership and raising profile

Number	Action	Responsible Lead	Timeframe	Outcome Target
1.	<p>1.1 People living with a disability are included on governance meetings and service improvement processes in NALHN</p>	<p>Executive Directors Tier 2 meetings</p> <p>Divisional Directors</p>	<p>Ongoing</p>	<p>People living with a disability are represented in NALHN governance processes</p>

	1.2 NALHN develops relationships with key service providers when consultation is required about services for people living with a disability	Divisional Directors	Ongoing	<p>NALHN services establish relationships with disability services to enable consultation to improve consumer outcomes and seamless care pathways</p> <p>NALHN Staff incorporate the NDIS Liaison Officer to support care planning</p> <p>Care plans record engagement with appropriate disability services to meet consumer needs</p>
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Priority 6: Engagement and consultation

Number	Action	Responsible Lead	Timeframe	Outcome Target
1.	The NALHN Consumer and Community Engagement Strategy 2020-25 is embedded in all NALHN consultation service design and development initiatives	Partnering with Consumers Executive Lead	Ongoing	Consumers are consulted in the decision-making process in NALHN

Theme three: Accessible Communities

The accessibility of the built environment, quality services and information are 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

Number	Action	Responsible Lead	Timeframe	Outcome Target
1.	<p>Work with building owners/lease managers and consult with appropriate stakeholders to ensure NALHN leased sites (offices and public buildings) meet accessibility standards</p> <p>Occupational Therapy consultation will be sought regarding accessibility and functionality for all new building works to ensure disability access and inclusion</p> <p>Information about disability access is available on the NALHN website</p> <p>Disability parking spaces meet the demands of people living with a disability</p> <p>NALHN evacuation plans meet the needs of people living and staff working with a disability</p> <p>Equipment for people living or staff working with a disability is available</p>	<p>Manager Capital Projects Director Corporate Services Manager Capital Projects</p> <p>Manager Communications</p> <p>Director Corporate Service Director Consumer Engagement service</p> <p>Director Corporate Services</p> <p>Director Workforce</p> <p>Director Corporate Services</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Building and infrastructure meets Building Standards and Legislation</p> <p>Consumers will be included in the consultation processes when new or improvements to building and infrastructure occur</p> <p>Website information meets Communication standards for disability</p> <p>Website information is current</p> <p>Consumer feedback advocates for people living with a disability to have adequate car parking in NALHN facilities</p> <p>NALHN evacuation plan are readily accessible and easily understood</p> <p>People have access to appropriate equipment to meet their needs</p>

Priority 8: Accessible and available information

Number	Action	Responsible Lead	Timeframe	Outcome Target
1.	Feedback from and information for consumers is enabled using multiple modalities or assistive technologies; use of iPad, information in large font, AUSLAN interpreters, easy read information	Divisional Directors Manager Communications	Ongoing	Consumers can provide feedback through a mechanism that meets their needs Information for people with a disability is accessible from the NALHN website The NALHN website content meets Web content Accessibility Guidelines

Priority 9: Access to services

Number	Action	Responsible Lead	Timeframe	Outcome Target
1.	NALHN promotes the liaison and communication between NALHN and the disability support services to ensure the continuity of care for people living with a disability while in hospital or accessing NALHN's service.	Divisional Directors	Ongoing	Access and equity for people living with a disability while in NALHN's services

Theme four: 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 provide pathways to meaningful and inclusive employment and volunteering opportunities.

Priority 10: Better supports within education and training settings

Number	Action	Responsible Lead	Timeframe	Outcome Target
1.	NALHN education and training opportunities re accessible and available in formats to meet learning individual needs	Director Workforce		Staff with a disability access training in a format that meets their learning needs

Priority 11:

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

Number	Action	Responsible Lead	Timeframe	Outcome Target
1.	People with vision impairment, hearing impairment and learning disability are active volunteers in NAHLN.	Director of Corporate Services	Ongoing	Promotion of work and volunteering roles

Priority 12:

Improved access to employment opportunities and better support within workplaces

Number	Action	Responsible Lead	Timeframe	Outcome Target
1.	People with a disability are provided with opportunities for volunteering and the work role is adapted to suit the needs of a person's disability	Executive Director of Workforce	Ongoing	Promotion of work and volunteering roles
	HR policies and procedures support staff working with a disability in NALHN	Executive Director of Workforce	Ongoing	HR recruitment procedures support equal opportunity

	Staff have access to the workplace that meets their ergonomic requirements			Disability Awareness training in 2020-21 will support staff with recruitment processes Staff with a disability report the workplace meet their individual needs
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For more information

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www.sahealth.sa.gov.au/nalhn



This document has been reviewed and endorsed by NALHN CAC* for consumers and the community September 2020

*Northern Adelaide Local Health Network Consumer Advisory Council.



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