



# Disability Access and Inclusion Plan

2020-2023

# Acknowledgement of Country

Ngadlu tampinhi, Kaurna Miyurna yaitya yarta-mathanya Wama Tarntanyaku. Ngadlu tampinhi purkarna pukinangku, yalaka, tarrkarritya. Parnaku yailtya, parnaku tapa purruna, parnaku yarta ngadlu tampinhi. Yalaka Kaurna Miyurna itu yailtya, tapa purruna, yarta kuma puru martinhi, puru warri-apinhi, puru tangka martulayinhi.

We acknowledge the Kaurna people are the traditional custodians of the Adelaide Plains and pay respects to Elders past, present and future.

We recognise and respect their cultural heritage, beliefs and relationship with the land. We acknowledge that they are of continuing importance to the Kaurna people living today.



# Contents

- About Southern Adelaide Local Health Network (SALHN)** ..... 4
  - Consultation ..... 5
- Legislation** ..... 6
  - Disability Inclusion Act 2018 ..... 7
- Relationship to other policies, strategies, frameworks** ..... 8
  - Legislation ..... 8
  - Guiding documents ..... 8
  - Policy and procedure ..... 8
  - Standards ..... 9
  - Others ..... 9
  - Monitoring, review and reporting process ..... 9
- National Safety and Quality Health Service Standards** ..... 10
- Outcomes** ..... 12
  - Theme 1: Inclusive communities for all ..... 12
  - Theme 2: Leadership and collaboration ..... 17
  - Theme 3: Accessible Communities ..... 19
  - Theme 4: Learning and Employment ..... 24



# About Southern Adelaide Local Health Network

Southern Adelaide Local Health Network (SALHN) provides care for more than 355 000 people living in the southern suburbs of Adelaide, as well as providing a number of state-wide services, and services to those in regional areas. More than 7500 skilled staff provide high quality patient care, education, research and health-promoting services.

SALHN is uniquely positioned in the South Australian health context. We provide health services across the lifespan, from complex obstetrics, maternity and neonatal services to end of life care provided through hospital and community-based palliative services. Our predicted population growth is greater for older people than the rest of metropolitan Adelaide and South Australia as a whole.

Our aim is to care for our consumers and community 'every step of the way' with a focus on:

- A healthy start to life
- Excelling at complex care treatment including major surgery
- Integrated care by partnering to deliver more services in the community and closer to home
- Restorative care and enhancing patient's wellbeing and independence
- Quality end-of-life care to support dignified end-of-life.

SALHN believes in supporting all members of our community to thrive. SALHN is committed to improving the health and wellbeing of our vulnerable community members throughout their lives by supporting their empowerment and protection.

Health services which form SALHN include:

- Flinders Medical Centre, Noarlunga Hospital and the Repatriation Health Precinct.
- Intermediate Care Services, including GP Plus Super Clinic Noarlunga, GP Plus Health Care Centres at Aldinga and Marion, and a primary health site at Seaford, in addition to Aboriginal health services and Aboriginal family clinics, and the health services in peoples' homes.
- Southern Mental Health inpatient services at FMC, Noarlunga Hospital and RGH, including specialised services for eating disorders, veterans' mental health and problem gambling. Community based mental health services include the Inner South Community Mental Health Centre (collocated with GP Plus Marion), and the Southern Intermediate Care Centre and Trevor Parry Centre, which are both located at Noarlunga.

# Consultation

The Southern Adelaide Local Health network first developed their Disability Access and Inclusion Plan in 2015, through a broad consultation process involving a consultative working party.

Representatives were from a variety of areas within SALHN including: Clinical Divisions, Clinical Governance, Consumer Engagement, Allied Health, Aboriginal Health Services, Nursing and Midwifery, SALHN Executive Team, Media and Communications, Environmental Services, CNMER, Intermediate Care Services, Corporate Services, Human Resources, and Consumer Advisory Services.

A formal consultation process also occurred with the broader Southern Adelaide Community as well as within SALHN with a variety of stakeholders including consumer representatives, staff (clinical and administrative), volunteers, disability consumer and community groups.

Since this time the plan has been updated through consultation with SALHN consumers and staff.

# Legislation

Under federal legislation (Disability Discrimination Act 1992) and SA legislation (Equal Opportunity Act 1984) it is against the law to discriminate against someone based on their disability. Disability discrimination happens when people with disability are treated less fairly than people without disability and the discriminator fails to make reasonable adjustments to rectify the situation. It also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with disability.

The Disability Discrimination Act 1992 defines 'disability' as meaning:

- a. total or partial loss of the person's bodily or mental functions;
- b. or total or partial loss of a part of the body; or
- c. the presence in the body of organisms causing disease or illness; or
- d. the presence in the body of organisms capable of causing disease or illness; or
- e. the malfunction, malformation or disfigurement of a part of the person's body; or
- f. a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- g. a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;

and includes a disability that:

- a. presently exists; or
- b. previously existed but no longer exists; or
- c. may exist in the future (including because of a genetic predisposition to that disability); or
- d. is imputed to a person.

The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) defines 'persons with disabilities' as including those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others. These barriers can be environmental and attitudinal.

This broader understanding recognises that disability may be a product of impairment of functionality but also of the environment in which the person lives. Social, attitudinal, economic and cultural barriers can limit participation as can a person's individual circumstances (eg nature and degree of impairment, capacities and skills).

The UNCPRD defines 'discrimination' on the basis of disability to mean any distinction, exclusion or restriction on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field.

## Disability Inclusion Act 2018

The Disability Inclusion Act 2018 (SA) promotes the full inclusion in the community of people with disability; and requires that all State authorities have a Disability Access and Inclusion Plan.

# Relationship to other policies, strategies, frameworks

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

## Legislation

- Disability Discrimination Act 1992
- Disability Services Act 1986 (this will be repealed by Sch1 c5 Disability Inclusion Act)
- Equal Opportunity Act 1984
- Work Health Safety Act 2012
- Disability Inclusion Act 2018 (This legislation is affected by amending provisions that have not yet come into operation or taken effect. Only amendments that have commenced are incorporated.)

## Guiding documents

- National Disability Agreement
- Health and Community Services Complaints Commissioner Charter of Rights
- State Disability Inclusion Plan 2019-2023

## Policy and procedure

- Non work related disability or medical incapacity policy guideline
- Improving access to SA health service policy directive
- Accreditation policy directive
- Framework for active partnerships with consumers and the community policy directive
- Animals in the hospital SALHN procedure
- Autism and development disability: management of distress and agitation SALHN W&C Procedure
- Mandatory training policy SALHN and schedule
- Vacancy management procedure SALHN



## Standards

- Advisory note on streetscape, public outdoor areas, fixtures, fittings and furniture – Note this contains references to the relevant Australian Standards for buildings, fixtures, fittings, furniture, etc
- Disability (Access to Premises-Buildings) Standards 2010 and Guideline on the Application of the Premises Standards V2 Feb 2013
- NSQHSS

## Others

- Building Code Australia
- National Disability Insurance Scheme

## Monitoring, Review and Reporting Process

Progress of Southern Adelaide Local Health Network's DAIP will be driven and reviewed by a SALHN Disability Action Plan implementation group and reported to SALHN Executive Team. Progress and achievements against the DAIP will be reported annually through the whole of government annual reporting process. The DAIP will be evaluated in 2022 forming the foundation for a further plan in 2023.

# National Safety and Quality Health Service Standards

The NSQHS Standards were developed by the Australian Commission on Safety and Quality in Health Care in collaboration with the Australian Government, states and territories, private sector providers, clinical experts, patients and carers.

The primary aims of the NSQHS Standards are to protect the public from harm and to improve the quality of health service provision. The eight NSQHS Standards as follows provide a nationally consistent statement about the level of care consumers can expect from health services.

- Clinical governance standard
- Partnering with consumers in their care standard
- Preventing and controlling healthcare – associated Infections standard
- Medication safety standard
- Comprehensive care standard
- Communicating for safety standard
- Blood management standard
- Recognising and responding to acute deterioration standard

# SALHN Disability Access and Inclusion Plan

Ensuring that the rights of people living with disability are upheld is the responsibility of the whole community and requires a state-wide response. Most people take the ability to go about daily life for granted. People with disability should also be able to access and participate in all aspects of our society, including using mainstream services and programs. Social inclusion is fundamental to one's quality of life and critical to achieving positive life outcomes across all domains.

SALHN is dedicated to supporting people with disabilities, by promoting SALHN as disability-friendly, improving physical access to buildings and facilities for people with a disability, and improving disability awareness and understanding among staff and volunteers. SALHN is committed to the implementation of the Disability Action and Inclusion Plan.

The Government of South Australia's State Disability Inclusion Plan (DAIP) 2019-2023 sets out specific actions for Government agencies to achieve. These will support the implementation of the National Disability Strategy 2010-2020 and the principles agreed in the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). The State Disability Inclusion Plan has four key themes:

1. Inclusive Communities for all
2. Leadership and Collaboration
3. Accessible Communities
4. Learning and employment

The SALHN Disability Access and Inclusion Plan actions align to the outcomes of the National Disability Strategy and the four themes of the State Plan.

# SALHN Disability Access and Inclusion Plan

## Theme 1: Inclusive Communities for all

- Involvement in the community
- Improving community understanding and awareness
- Promoting the rights of people living with disability

## Outcome 1. Inclusive and Accessible Communities

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic sporting and cultural life.

Issue	Action / Strategy	Lead	Timeframe	Measurable Target	Risk
SALHN policies and procedures consider the needs of people with disability.	Policy, procedure, and guideline documents for staff to consider the needs of people with disability. All documents to include a statement which documents the considerations of needs of people with a disability.	Clinical Governance Unit	Short & Ongoing	Dedicated section in policy documents to demonstrate consideration of disability.	Low
Publications developed by SALHN regarding services, facilities, consumer feedback and health information are in an appropriate format to meet the needs of people with disability.	Assess feasibility of all SALHN publications to be available in alternative accessible formats for people with disability. Liaise with SA Health re state wide approach. SALHN templates for publications to include the statement "This document can be made available in alternative formats on request".	Media and Communications	Short & Ongoing	Process developed for alternative accessible formats.  Statement included in templates.	Low
Buildings and facilities are physically accessible to people with disability.	Complete audit of SALHN facilities & identify areas of high risk relating to poor access to facilities for people with disability.	Environmental Services	Medium	Risk assessment of facilities audit is complete and lodged on SALHN Risk Register.	Medium

Issue	Action / Strategy	Lead	Timeframe	Measurable Target	Risk
	Determine appropriate action plans for non-compliant facilities following audit review and risk rating.	Environmental Services & SALHN Executive	Medium	Management plans developed for non-compliant facilities.	Medium
	Ensure all newly acquired/developed facilities are compliant with Disability legislation. Ensure adequate consideration is given to the planning and development of facilities at the new SALHN and Transforming Health builds that cater for the needs of people with disability, and in consultation with consumers.	Environmental Services SALHN Executive	Ongoing	Assessment of compliance is embedded part of Facilities Planning & Management process of building assessment and upgrades. Involvement of consumers.	Low
	Investigate potential for disabled toilet/suitable change space in the main entrance & outpatient areas at FMC & NH.	Environmental Services		People with disability have access to appropriate facilities	High
	Ensure disabled car parking is located at the nearest accessible point of entry to facilities and where practical accessible to undercover walkways in order to provide protection from inclement weather.	Environmental Services		People with disability have access to appropriate facilities.	Medium
	Way-finding strategy be investigated and developed to ensure clearly signed, safe and accessible paths of travel throughout all SALHN facilities and grounds.	Environmental Services Consumer Engagement Coordinator		People with Disability have access to appropriate facilities.	Low
Aids and equipment are available to appropriately deliver services to people with disability.	Aids and equipment are available to appropriately deliver services to people with disability.	Environmental Services		People with disability have access to appropriate facilities.	High

Issue	Action / Strategy	Lead	Timeframe	Measurable Target	Risk
	Review pre-admission assessment and admission assessment to ensure patients are provided with the opportunity to indicate special requirements including equipment and aids	Clinical Divisions		People with disability have access to appropriate facilities.	Medium
	Identify gaps where additional equipment and facilities are required to meet needs of people with disability (e.g. appropriate beds, weigh areas, lifters in outpatients, toilet/changing facilities, bariatric) and develop corresponding action plan to procure equipment as required.	Clinical Divisions	Long Term	Appropriate equipment is available to deliver services to people with disability.	Low
Improve access to services through the use of assistive technologies, equipment and facilities	Investigate the provision of dedicated recharge points for wheelchairs/scooters at SALHN facilities. Investigate hearing augmentation systems in key areas throughout SALHN facilities. SALHN supports access by registered Service Dogs <ul style="list-style-type: none"> <li>· Staff are aware of the protocols associated with service dogs</li> <li>· Appropriate signage is displayed in area where service dogs may be present</li> </ul>	Environmental Services Consult with Audiology	Long Term	People with disability have access to appropriate facilities.	Low

Issue	Action / Strategy	Lead	Timeframe	Measurable Target	Risk
<p>Information is published/ available regarding accessibility of SALHN buildings, services and facilities for people with disability.</p>	<p>Develop information on the internet and intranet about access to facilities (i.e. maps regarding entrances, parking, toilets, appropriate rest spots).</p> <p>Investigate the feasibility of an electronic information portal with voice output at main entrances of hospital sites which would include services and facilities for people with a disability.</p> <p>Volunteer Guide service to continue to be supported at FMC. Investigate options for a guide service at RGH and NH.</p>	<p>Media and Communication, Consumer Engagement Coordinator Manager, Volunteers</p>		<p>Information available across SALHN and on local internet and intranet sites.</p>	<p>Medium</p>

Issue	Action / Strategy	Lead	Timeframe	Measurable Target	Risk
Consumers with complex needs and frequent, multiple appointments are supported with scheduling.	Develop a checklist/procedure that guides outpatient departments when booking appointments for people with disability (ie regarding transport needs, use of access cabs outside of peak times, scheduling multiple appointments on the same day to minimize visits to SALHN). Update the outpatient letter template to ensure patients are provided with an opportunity to indicate special requirements including equipment and aids.	Corporate Services and Clinical Divisions	Short	Consumers appointment needs are more effectively managed.	High
Evacuation Procedures and emergency plans include provision for people with a wide range of disabilities.	Review evacuation procedures, emergency plans and associated training material to ensure the requirements of people with a range of disabilities are adequately addressed.	Emergency Management Coordinator	Short	Clear evaluation and emergency plans are in place for people with disability.	High
Appropriate waste disposal facilities are available for people with disabilities (colostomy, needle disposal, dressing waste etc.)	Implement waste centres in disabled bathrooms (sharps etc)	Environmental Services & WHS	Long Term	People with disability have access to appropriate facilities.	Low



# SALHN Disability Access and Inclusion Plan

## Theme 2: Leadership and Collaboration

- Participation in decision-making
- Leadership and raising profile
- Engagement and consultation

## Outcome 3. Rights Protection, Justice and Legislation

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic sporting and cultural life.

Issue	Action / Strategy	Lead	Timeframe	Measurable Target	Risk
The rights and needs of people with disability are considered when developing SALHN services, policies, plans and strategies.	SALHN DAIP developed and approved by the SALHN Executive. SALHN establishes DAIP Governance Group SALHN policies and procedures, Divisional Safety and Quality and operational plans are inclusive of requirements to meet the rights and needs of people with disability. The actions of the DAIP are embedded in Divisional Safety and Quality and Operational plans.	SALHN Executive Team, SALHN Executive Team, SALHN PPGP Divisional Directors	Medium	Dedicated section to demonstrate consideration of disability in policies, plans and strategy documents.	Low
SALHN will provide the opportunity for people with disability to make complaints and compliments.	Ensure that feedback mechanisms are flexible so that there are no barriers for people with disability wishing to make complaints and provide feedback.	Consumer Advisory Services	Short	Provide flexible mechanisms to receive feedback.	Medium
	Consumers are provided information regarding complaint and feedback systems on admission.	Consumer Advisory Services Admissions	Short	Consumers are provided with information at Admissions.	Medium
Issue	Action / Strategy	Lead	Timeframe	Measurable Target	Risk

	Review complaints and compliments received related to disability access and inclusion, identify any trends or recurring issues and develop appropriate strategies to address.	Consumer Advisory Services, Consumer Engagement Coordinator, Partnering with Consumers Advisory Group	Ongoing	Record and report data on annually to Partnering with Consumers Advisory Group. Regular reports provided to Clinical Divisions	Medium
Enhance opportunities for people with a disability to play an active role in decision making through best practice community engagement and participation processes.	Strengthen SALHN consultation processes to increase participation of people with disability in decision making.	Consumer Engagement Coordinator	Ongoing	People with disability or their carers are involved in consumer engagement activities.	Low

# SALHN Disability Access and Inclusion Plan

## Theme 3: Accessible Communities

- Universal design across South Australia
- Accessible and available information
- Access to services

## Outcome 4. Personal and Community Support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities.

Issue	Action / Strategy	Lead	Timeframe	Measurable Target	Risk
Ensure Carers are recognized and support provided	Procedures put in place to support SA Partnering with Carers Policy Directive developed. (align with SA Health policy directive and Carers Recognition Act)	Consumer Engagement Coordinator	Medium	Procedure put in place to support Carers	Medium
Ensure that any events organized ensure access for people with disability, including employees of SALHN.	Review events plan and checklist for staff to use when planning events to include information regarding access for people with disability. Update RSVP statement to allow invitees to indicate if they have special requirements.	Media and Communications	Short and Ongoing	Checklist developed and used by staff. Planned events are accessible for people with disability.	Medium
Develop and maintain positive relationships with the Southern Adelaide disability service providers to facilitate access to services.	Staff are made aware of the operational working arrangements with the services and supported by documentation.	Executive Director, Allied Health	Ongoing	Regular communication with staff, regular meetings.	Low

Issue	Action / Strategy	Lead	Timeframe	Measurable Target	Risk
Implementation of the National Disability Insurance Scheme (NDIS)	<p>SALHN to work with SA Health and wellbeing_in development of NDIS/SA operational plan.</p> <p>SALHN NDIS working group to be developed to scope and implement scheme roll out in southern Adelaide.</p>	Executive Director, Allied Health	Short	SALHN services, staff and consumers are engaged and prepared for full scheme roll out January 2018.	Medium
SALHN partners with carers to support people with disabilities	<p>Care delivery and discharge planning is inclusive of Carer consideration and involvement.</p> <p>Carer expertise and knowledge about patients is valued and actively sought to assist when patients with disabilities present or are admitted within SALHN.</p> <ul style="list-style-type: none"> <li>· Recognition of the relationship and knowledge, as well as involvement of carers accompanying patients</li> <li>· Open communication with carers</li> <li>· Encourage carer feedback about services that they have received and any additional assistance SALHN can provide.</li> </ul> <p>Investigate the option of discounted or free parking for unpaid carers (family) who are supporting inpatients and are present for 6-8hrs per day.</p>	Clinical Divisions	Short	Partnering with Carers documentation and guideline developed.	Low

Issue	Action / Strategy	Lead	Timeframe	Measurable Target	Risk
Care delivery and discharge plan inclusive of carers	<p>On Admission ensure identification of key person/ contact for patient</p> <p>Provide clear two way communication to carers and allow them to clarify needs and patient care considerations (this may need to be in a variety of formats).</p> <p>Develop a resource package for Carers that is provided to them on admission (organisation wide). - this should contain details of ward, telephone numbers, ward routine as well as information regarding hospital facilities etc.</p>	Clinical Divisions	Short Ongoing	Regular communication with Carers.	Low

## Outcome 6. Health and Wellbeing

People with disability are supported to attain the highest possible health throughout their lives.

Issue	Action / Strategy	Lead	Timeframe	Measurable Target	Risk
<p>People who have difficulty speaking, hearing, understanding, seeing and/or reading are not compromised or disadvantaged throughout the continuum of care, including:</p> <ul style="list-style-type: none"> <li>· involvement in care planning</li> <li>· discharge planning</li> <li>· obtaining information on rights and responsibilities</li> <li>· consent.</li> </ul>	<p>SALHN clinical staff document in patient care records any specific communication requirements of the client/parent/carer.</p> <p>People with disability have access to their own devices and technology to assist with communication whilst at SALHN.</p> <p>Discussion regarding ongoing care plan/discharge planning is discussed with the client.</p> <p>Discharge information is made available to patients with disability in an accessible format.</p>	<p>Clinical Divisions</p>	<p>Ongoing</p>	<p>Client communication requirements are documented in case records.</p>	<p>High</p>
<p>Patients with communication difficulties are able to express needs including pain, thirst, hunger and emotions to clinical staff</p>	<p>Determine suitable mechanisms for patients with severe communication difficulties to express pain/discomfort/needs</p>	<p>Clinical Divisions Consult with Speech Pathology as necessary and other Allied Health as appropriate.</p>	<p>Medium</p>	<p>Establish and communicate mechanisms to staff.</p>	<p>High</p>

# SALHN Disability Access and Inclusion Plan

## Theme 4: Learning and Employment

- Better supports within educational and training settings
- Skill development through volunteering and support in navigating the pathway between learning and earning
- Improved access to employment opportunities and better support within workplaces

## Outcome 5. Learning and Skills

People with disability achieve their full potential through their participation in an inclusive, high quality, education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives.

Issue	Action / Strategy	Lead	Timeframe	Measurable Target	Risk
SALHN staff and volunteers are aware of the rights and needs of people with disability and the relevant policies and requirements of the Disability Services Act.	SALHN will ensure all staff have access to contemporary disability awareness and disability discrimination awareness training. SALHN will ensure that all staff undertake this training at induction and orientation. Include a regular update or feature on disability access and inclusion in Health in the South (the SALHN Newsletter).	SALHN CEO	Medium	90% staff compliance with Disability Awareness Training	Medium

# SALHN Disability Access and Inclusion Plan

## Theme 4: Learning and Employment

- Better supports within educational and training settings
- Skill development through volunteering and support in navigating the pathway between learning and earning
- Improved access to employment opportunities and better support within workplaces

## Outcome 2. Economic Security and Employment

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives.

Issue	Action / Strategy	Lead	Timeframe	Measurable Target	Risk
The rights and needs of people with disability are considered for our workforce.	<p>Ensure HR Policies and procedures support access and inclusion in the SALHN workforce.</p> <p>Identify barriers to inclusion of people with a disability.</p> <p>Ensure information is provided on Disability Awareness Training.</p> <p>Implement a process that encourages employees to self-identify if they live with a disability.</p>	Chief Workforce Officer	Medium	<p>Updated policies.</p> <p>Training completed.</p> <p>An accurate reflection of workforce numbers living with a disability.</p>	
Employees who live with a disability or who are carers for people who live with a disability are supported within SALHN.	<p>Ensure staff and managers are aware of flexible employment options available.</p> <p>Promote reasonable supports and adjustment to the workplace to accommodate disability.</p>	Chief Workforce Officer	Medium		



Issue	Action / Strategy	Lead	Timeframe	Measurable Target	Risk
SALHN employment of people living with disability does not reflect the community we serve.	Explore pathways to employment through collaboration with Disability Employment Service (DES) providers, the not-for-profit sector and community stakeholders. Recruitment advertising promotes support for people living with disability.	Chief Workforce Officer	Medium		
Meaningful volunteering opportunities are provided with people living with disability.	Explore volunteering opportunities for people living with disability to obtain work experience.	Chief Workforce Officer	Medium		

## For more information

Office of the CEO

Southern Adelaide Local Health Network

Telephone: 8204 4066

Email: [Health.SALHNCEOoffice@sa.gov.au](mailto:Health.SALHNCEOoffice@sa.gov.au)

[www.sahealth.sa.gov.au/SALHN](http://www.sahealth.sa.gov.au/SALHN)



[www.ausgoal.gov.au/creative-commons](http://www.ausgoal.gov.au/creative-commons)