



Health
Eyre and Far North
Local Health Network

Disability Access and Inclusion Plan

Eyre and Far North Local Health Network

2023 - 2026



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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 Health is everyone's business' and we will work in partnership with Aboriginal and Torres Strait Islander peoples to improve their 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 as the broader population.

A Message from our Governing Board Chair, Michele Smith

As Governing Board Chair of the Eyre and Far North Local Health Network (EFNLHN), I am pleased to endorse the Local Health Network's (LHN's) inaugural Disability Access and Inclusion Plan (DAIP) 2023 – 2026.

The DAIP is aligned to the Inclusive SA State Disability Inclusion Plan 2019-2023 which outlines key priority areas to reduce the barriers faced by people living with disability.

Promoting the rights of South Australians living with disability, and ensuring all people enjoy the same access and inclusion experience within our community is of utmost importance.

We recognise there is still a lot of work ahead of us and achieving our vision for an accessible and inclusive Eyre Far North will take time. The priority areas outlined in our DAIP will continue to evolve as the needs of people living with disability evolve.

A Message from our Chief Executive Officer, Verity Paterson

As Chief Executive Officer of the Eyre and Far North Local Health Network (RMCLHN), it is with great pleasure that I share the Disability Access and Inclusion Plan (DAIP) 2023 – 2026.

This plan builds on our continued commitment to sustaining the rights of people living with disability to access quality health care. It encompasses what we will do to ensure people living with disability have the same opportunities as others to access, and be included in, quality services, events, information, buildings and facilities, consultation, complaints processes and employment.

We will hold ourselves accountable for ensuring people living with disability who use our services are engaged in developing our policies, procedures and services, and have equal access to our services and programs.

One in five South Australians report living with a disability. People living with disability face challenges participating in everyday life and are more likely to experience poor health, discrimination and violence. EFNLHN recognises the increased vulnerability faced by women, children, Aboriginal and Torres Strait Islander people and culturally and linguistically diverse people living with disability.

The DAIP describes our commitment to move beyond minimum access and inclusion requirements, ensuring that South Australians of all ages and abilities have the opportunity to live connected and fulfilled lives.

It identifies the actions to be taken by EFNLHN to ensure we become an employer of choice for people living with a disability, by identifying and removing unintended barriers that support and encourage staff within the workplace.

About the Local Health Network

EFNLHN supports approximately 40,000 people living on the Eyre Peninsula and extending west to the Western Australia border, and Far North of South Australia extending to the Northern Territory Border.

This includes the towns and surrounds of Port Lincoln, Tumby Bay, Cummins, Lock, Elliston, Streaky Bay, Wudinna, Kimba, Cleve, Cowell, Ceduna and Coober Pedy.

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

Staff Profile

EFNLHN employs approximately 1200 staff across a number of occupational groups – medical, nursing, administration, allied health and general services. We also have a small 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.

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

Staff Diversity

As at 31 December 2022, EFNLHN staff diversity was represented as follows:

- 104 staff identified as male which equates to 8.84% of our total workforce
- 1073 staff identified as female which equates to 91.16% of our total workforce
- 9 staff declared they live with disability, equating to 0.76% of our total workforce
- 47 staff identified as Aboriginal and/or Torres Strait Islander, which equates to 3.99% of our total workforce
- 99 staff identified they were born overseas, equating to 8.41% of our total workforce
- 37 staff identified a main language other than English, equating to 3.14% of our total workforce
- The average age of our staff is 45.51 years.

Consumer Diversity

Data from the Australian Bureau of Statistics 2016 Census identified 5.3% of the population within the Eyre and Far North region reported needing assistance with core activities.

Strategic Plan 2020-2025

The EFNLHN Strategic Plan 2020–2025 (the Plan) sets the direction for the ongoing development of EFNLHN as an organisation for many years to come.

Our Purpose

To drive exceptional health, disability, and aged care services across the Eyre and Far North.

Our Vision

A trusted provider of accessible, responsive, and innovative health, disability, and aged care services to support the wellbeing of our diverse communities

Our Values

EFNLHN is a values-led organisation that takes pride in all that we do. Our values are accountability, connectedness, respect and caring.

Accountability	Connected	Respect	Caring
We value taking responsibility for all that we do	We value being part of our local community and our LHN community	We value every individual and their uniqueness	We value providing compassionate care to those who need it
We value acting with integrity when striving to achieve our goals	We value listening and collaborating with others	We value being considerate and kind to ourselves and others	We value putting our consumers at the centre of everything we do
We value following through on what we say we will do	We value two-way communication	We value the diversity of our communities and the people in them	We value taking the time to understand our consumers and their needs

Our Priorities



Responsive Services and Care

We will deliver safe, innovative and consumer-focused services and care



Skilled, Supported and Sustainable Workforce

We will develop a positive, inclusive, respectful, and caring culture that supports our workforce to deliver responsive services and care



Aboriginal Health is Everyone's Business

We will better meet the needs of Aboriginal people and prioritise partnerships to progress the health and wellbeing outcomes for Aboriginal communities



Interconnected Mental Health Services

We will be responsive in meeting the need for mental health services and care in our communities



Vibrant Aged and Disability Care

We will provide personalised, accessible, and adaptable aged and disability care

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 required the creation of the Inclusive SA State 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 State Disability Inclusion Plan

The Inclusive SA State Disability Inclusion Plan 2019-2023, sets out specific actions for Government of South Australian 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 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 may live with multiple 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.

EFNLHN is committed to the implementation of this DAIP and is dedicated to supporting people who live with disability. We will achieve this by promoting the LHN as disability-friendly, improving physical access to buildings and facilities for people living with disability, and improving disability awareness and understanding among staff and volunteers.

Actions

The EFNLHN DAIP 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 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. EFNLHN 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 'required' training with all staff being encouraged to undertake – EFNLHN Training Schedule.</p> <p>Quality Safety and You – NDIS training identified as 'mandatory' for all clinical staff working with NDIS participants and managers of NDIS programs – EFNLHN Training Schedule.</p>	Annual Review	<p>90% 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 EFNLHN orientation.</p> <p>Eligible new staff will complete SA Health Disability Awareness, and Quality Safety and You – NDIS training within three months of commencement (if required).</p>



Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
				Use patient, colleague and carer stories as key training aids at workshops and meetings.
2. EFNLHN publications, information and marketing material uses inclusive language, correct symbols and access information.	1,3	Directors of Nursing and Midwifery (DONMs) Team Leaders Site Managers	Annually review content and accessibility	Existing resources and signage are reviewed and modified for easy read. The LHN's internet and intranet sites detail information relating to accessibility. Consumers are informed about their rights and responsibilities in accessible ways i.e. Charter of Healthcare rights displayed in Braille.
3. Events organised by EFNLHN 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 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 consumers living with disability in the 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 disability to ensure their needs are considered within the workplace.	4,6	All Sites and Directorates	As required	Required modifications are made to workplaces to accommodate staff who live with disability.
4. Promote consultation participation opportunities directly to people living with disability to help shape LHN health services.	4,6	Consumer Engagement Directorates	As required	Evidence of consultation with people with disability in health service planning.



Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
5. Promote days/months of significance (e.g. International Day of People Living with Disability) 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.

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
				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 living with disability.
3. Aboriginal People living with Disability across EFNLHN have equitable access to cultural appropriate disability support.	9	All Sites and Directorates	As required	Patient & family stories or feedback.
4. 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.
5. Accessible parking is available at all RMCLHN facilities and are adjusted according to demand.	9	Site Managers	Annual Review	Accessible Parking available at all sites.
6. 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.
7. EFNLHN consumers who live with disability are well informed/provided with information relating to their care needs.	8	DONMs 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 carers 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. EFNLHN will attract, recruit, and retain people living with disability.	10,12	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 EFNLHN. Increased number of staff living with 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 people who have identified that they live with disability are provided volunteering, work placement and mentor opportunities.
3. Ensure staff and managers are aware of flexible working arrangements.	12	All sites and Directorates	Ongoing	EFNLHN 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

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/about+us/our+local+health+networks/eyre+and+far+north+local+health+network/eyre+and+far+north+local+health+network>

If you require a copy in an alternative format, (large font, electronic format) please contact the Director People and Culture, Eyre and Far North Local Health Network:

- Email: Health.HREyreFarNorthLHN@sa.gov.au
- Phone: (08) 8683 2200
- Write to: Attention - Director People and Culture, Port Lincoln Hospital, Oxford Terrace, Port Lincoln, SA 5606

Ongoing feedback is important to help us reflect and improve.

Consultation process

Workforce, consumers and community engagement was undertaken to inform the Disability Access and Inclusion Plan 2023-2026.

Acknowledgements

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

Implementation process

EFNLHN People and Culture will monitor the implementation of the action plan and report to the EFNLHN Governing Board and Executive Leadership on a regular basis.

Relationship 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

For more information

Eyre and Far North Local Health Network

PO Box 630

PORT LINCOLN SA 5606

Telephone: (08) 8683 2200

sahealth.sa.gov.au/eyreandfarnorthlhn

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