

NSW Health

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Disability Inclusion Action Plan

2026 – 2029





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NSW Health acknowledges the many Traditional Custodians and language groups of NSW. We acknowledge and pay respect to the Elders past and present, and we acknowledge those of the future, for they will hold the memories, traditions and hopes of Aboriginal Australians. We also pay respect to Aboriginal colleagues, stakeholders and customers. We particularly acknowledge all First Nations people with disability and their carers.

Further copies of this document can be downloaded from the NSW Health webpage www.health.nsw.gov.au

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A message from: Secretary, NSW Health



The World Health Organization reminds us that “Disability is part of being human and is integral to the human experience.”

NSW Government recognises that people with disability are too often excluded because of insensitive design and uninformed attitudes.

NSW Health understands that ‘disability’ is our business, and we take our responsibilities for providing equitable and inclusive healthcare for people with disability seriously. We are responsible for being inclusive and responsive - to our staff, to our patients and clients, and to their carers and family.

There is an enormous amount of good work being done but, as the largest public health system in Australia we recognise that we need to do better and do more.

NSW Health will help to create a more inclusive and person-centred community through this, our Disability Inclusion Action Plan (DIAP). This DIAP has been developed with people with disability, carers, peak and advocacy organisations and NSW Health staff across this state. It has four focus areas:

- developing positive community attitudes and upholding the rights of people with disability
- creating liveable and safer communities
- supporting access to meaningful employment and independence, and
- improving access to mainstream services through better systems and processes.

These focus areas will be translated into local priorities by each NSW Health district, network and organisation to direct change across the system. We are working to improve the health outcomes and experiences of people with disability. We have a way to go, but we are committed to making it happen.

We will use our DIAP to help create an organisational culture where everyone is aware of, and responds to, the needs of people with disability in our workplaces and in our community.

I will champion this DIAP and our agency will actively support and deliver it as an integral part of our usual business.

A handwritten signature in white ink that reads "Pearce". The signature is stylized and fluid, with a long, sweeping underline.

Susan Pearce AM
Secretary, NSW Health

About us

The NSW public health system operates more than 220 public hospitals, as well as providing community health and other public health services, for the NSW community through a network of local health districts, specialty networks and non-government affiliated health organisations, known collectively as NSW Health.

These include:

- state-wide or specialist health services:
 - NSW Ambulance
 - Health Infrastructure
 - HealthShare NSW
 - NSW Health Pathology
 - eHealth NSW
 - Single Digital Patient Record Implementation Authority
- Pillars
 - Agency for Clinical Innovation
 - Clinical Excellence Commission
 - Bureau of Health Information
 - Cancer Institute
 - Health Education and Training Institute.

This NSW Health Disability Inclusion Action Plan (DIAP) sets out the vision for change for all parts of our organisation and all our staff.



Why do we have a Disability Inclusion Action Plan?

The [Disability Inclusion Act 2014](#) (the Act) commits the NSW Government to “creating a more inclusive community in which mainstream services and community facilities are accessible to people with disability to help them achieve their full potential.”



As required under the Act, the NSW Government has a [NSW Disability Inclusion Plan](#) (NSW DIP). All NSW public agencies are required to create, implement and evaluate a disability inclusion action plan (DIAP) and to report annually on the progress they have achieved in implementing their DIAPs.

Review of the NSW DIP in 2025

noted that it has “delivered substantial progress and demonstrated a strong commitment to disability inclusion across government”

This DIAP applies the NSW Government priorities for disability inclusion into the NSW Health context to:

- improve the health outcomes, and experiences for people with disability in NSW
- increase participation in meaningful employment by people with disability in NSW Health.

Our approach

Our DIAP is a living example of NSW Health core values and our strategic intent. The DIAP responds to the requirements of the [NSW Disability Inclusion Act 2014](#). It seeks outcomes under the four focus areas of the NSW DIP to ensure that our priorities align with the NSW Government and the NSW community.

This DIAP reflects our commitment to the social and human rights models of disability through action to eliminate barriers and ensure that all people with disability can exercise their rights.

This DIAP collates our disability specific commitments for state and national reporting into a single action plan. This includes NSW Health reporting for the National Roadmap

for Improving the Health of People with Intellectual Disability, Australia’s Disability Strategy, NSW DIP and implementation of our response to the recommendations made by the Royal Commission into Violence, Abuse,



Neglect and Exploitation of People with Disability.

The principles that underpin the DIAP are outlined in [Future Health: Guiding the next decade of health care in NSW 2022-2032](#), our vision for a sustainable health system that delivers outcomes that matter most to patients and the community.

These include:

- People have more control over their own health, enabling them to make decisions about their care that will achieve the outcomes that matter most to them
- Safe, high quality, reliable healthcare is delivered in a sustainable and personalised way
- Investment is made in keeping people healthy to prevent ill health and tackle health inequality in our communities.

The DIAP delivers action to achieve goals under the focus areas. The DIAP goals apply to all NSW Health staff in all parts of the Ministry, pillars, other NSW Health organisations, local health districts and specialty networks.

The actions in this DIAP were developed with, and are owned by Ministry of Health branches, pillars and organisations within NSW Health. Each lead branch, pillar and organisation is responsible for implementing and reporting on these actions.

Local health districts and specialty health networks are responsible for implementing and reporting on their actions to achieve the DIAP goals. We recognise that disability inclusion work extends beyond the actions listed in the plan.

PLAN ON A PAGE

The aims of the NSW Health Disability Inclusion Action Plan are to:

- improve the health outcomes, and experiences for people with disability in NSW
- increase participation in meaningful employment by people with disability in NSW Health.

Focus areas:

1. Developing positive community attitudes and upholding the rights of people with disability	2. Creating liveable and safer communities	3. Supporting access to meaningful employment and independence	4. Improving access to mainstream services through better systems and process
Goal: All NSW Health staff have knowledge and skills to provide equitable, rights based person-centred care. By: a) providing resources, training and education to support delivery of rights-based person-centred care for people with disability b) increasing awareness and understanding of people with disability as colleagues and part of the NSW community	Goal: All NSW Health facilities and services are accessible and welcoming for people with disability. By: a) partnering, consulting, collaborating, co-designing and co-creating with people with disability, carers and advocacy organisations to understand and respond to people's concerns b) delivering health care in physically accessible and welcoming settings.	Goal: People with disability are employed in diverse roles across the NSW Health system. By: a) being inclusive and accepting of our colleagues with disability b) employing more people with disability across our system c) ensuring staff with disability have equal access to career development opportunities and peer support d) building the capability of managers and human resources in relation to employment of people with disability.	Goal: Policies, processes and models of care enable high quality, safe, person-centred care for people with disability. By: a) expanding our strategic focus on disability health b) improving our evidence base to inform policies, processes and models of care c) improving access to health care and preventative health care d) communicating in ways that everybody can understand e) including the voices of people with disability and carers in governance structures and processes.

Lived experience and evidence

The development of this DIAP has been informed by a wide range of sources, including the lived experience of people with disability and carers, the systemic view of advocacy organisations, the insights and expertise of NSW Health staff from across the state, and evidence. These included:

- people who are Deaf, people who are Blind, and people who are neurodivergent
- Aboriginal people with disability, LGBTIQ+ people with disability and people with disability from culturally and linguistically diverse backgrounds
- carers
- representatives from People with Disability Australia, Aspect (Autism Spectrum Australia), Council for Intellectual Disability, First People's Disability Network, Deaf Australia and Carers NSW
- staff working in diverse roles across NSW Health.

In focus groups and interviews, people with disability, advocacy organisations and carers were invited to comment across all four focus areas of the DIAP. NSW Health staff were invited to comment specifically on the DIAP domain which best related to their role and expertise.

The DIAP was also informed by a desktop review of relevant literature, local and national policies and relevant NSW data including findings from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

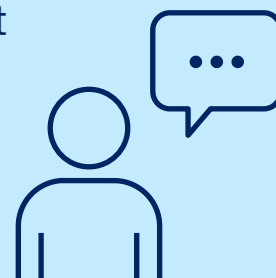
This DIAP benefits from the insights of a broad range of stakeholders and forums across the system. This includes consultation with people with disability about different aspects of their identity such as the NSW Health LGBTIQ+ Strategy, NSW Health Aboriginal Health Plan 2024-2034, and ongoing engagement through mechanisms such as the National Centre for Intellectual Disability Health, Agency for Clinical Innovation Intellectual Disability Health Network Executive Group and NSW Carers Advisory Council.



PEOPLE WITH DISABILITY, ADVOCATES AND CARERS TOLD US...

The barriers are about how the system is set up. The barriers are not because people are disabled, it is because the system creates barriers.

Most of the barriers relate to access to information and communication, and the health system not being willing to adapt and accommodate people with disability

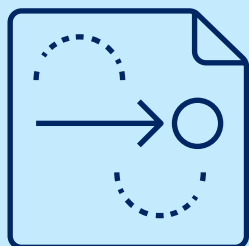


Health and access to health care is a human right too often denied to people with disability because of attitudes and assumptions about our quality of life.

People with intellectual disability often have a sense of health professionals not valuing their life and health as much as they might otherwise.

STAFF TOLD US...

We need to make [disability inclusion] the path of least resistance. People have already got too much to do, it can't be a bolt on, it needs to be embedded in standard processes.



We want to be an employer of choice for people with disability.



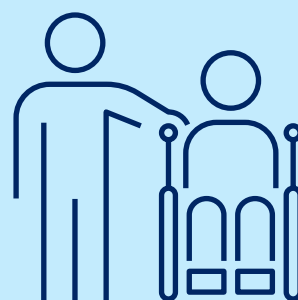
THE DISABILITY ROYAL COMMISSION TOLD US...



There is a huge gap between the health outcomes experienced by people with disability and those experienced by the rest of the community.

Health services are not designed for people with disability and health workers do not have sufficient disability knowledge and skills

Too often, people with disability have received poor healthcare, the wrong care or no care.





The action in this DIAP responds to the concerns and priorities of people with disability, to:

- build knowledge and skills
- increase awareness and change attitudes
- increase access to rights based, person-centred health care
- include the voices of people with disability and carers in governance and partner and consult with people with disability
- communicate in ways everyone can understand
- increase employment of people with disability.

Consultation and engagement with people with disability will continue to inform this DIAP.

Governance and Accountability

Achieving the goals of this DIAP is the responsibility of the entire NSW Health system. Within NSW Health, each district, network and organisation determines its direction for disability inclusive activity. Implementation of the DIAP will be supported through strong governance and accountability.

Each action in this DIAP has been endorsed by the relevant Executive. All actions detail the branch, pillar or organisation that is responsible for implementation and how success will be measured.

Each branch, pillar and organisation will report annually to Social Policy and Health Equity Branch, Ministry of Health on implementation of their action in the DIAP. Local health

districts and specialty health networks will report annually to Social Policy and Health Equity Branch, Ministry of Health on their activity, achievements and improvement against the DIAP goals. The Ministry of Health will prepare an annual NSW Health report to provide a high-level picture of progress on implementation across districts, networks, pillars, branches and other organisations. The annual report will be approved by the Deputy Secretary, Health System Strategy and Patient Experience.

The NSW Health disability inclusion group will be established by the Ministry to monitor implementation of this DIAP and our progress against its measures and timelines. The group will include representatives from across NSW Health and people with disability. The group will report to the Secretary, NSW Health.

Specific issues raised by the NSW Health inclusion group can be escalated for lived experience input to the NSW Health Consumer, Carer, and Community Advisory Council.

All NSW Health hospitals, day procedure services and dental practices are required to be accredited to the National Safety and Quality Health Service (NSQHS) Standards. The NSQHS Standards provide a quality assurance mechanism that tests whether relevant systems are in place to ensure that expected standards of safety and quality are met by health service organisations. They embed person centred care and address the needs of people who may be at greater risk of harm. The Standards outline the requirements for NSW Health services in providing comprehensive care for all patients, including actions related to care for people with lived experience of mental illness, disability and cognitive impairment.

NSW Health partners with the Australian Government in delivery of initiatives to improve the healthcare provided for people with disability such as the National Centre of Excellence in Intellectual Disability Health and implementation of the National Roadmap for Improving the Health of People with Intellectual Disability.

A DIP Implementation Committee (DIPIC) will be established to monitor the implementation of the NSW DIP and promote information sharing between agencies and key stakeholders. The DIPIC includes representatives from NSW Government agencies leading NSW DIP actions, the Disability Council NSW, DENconnect and representative disability peak bodies.

Our DIAP is published as a web page to make it available to everyone in the most accessible format. Progress reports will be published online to affirm our commitment to transparency and accountability. The DIAP webpage will be updated annually to report on progress and reflect new initiatives.

A summary review of progress of the NSW Health DIAP will be completed in 2029 to inform the next plan.

ACTION PLAN

Focus area 1. Developing positive community attitudes and upholding the rights of people with disability

Goal: All NSW Health staff have knowledge and skills to provide equitable, rights based, person-centred care.

By:	Action	Accountable	Timeline	Measures
a) Providing resources, training and education to support the delivery of rights based, person-centred health care for people with disability	1. Implement a Disability Navigator in My Health Learning	Health Education and Training Institute (HETI)	2026	Implemented
	2. Collate, report and monitor My Health Learning disability related training completion data	HETI	2026-2029	Number NSW Health staff by district completed module/s in 6-month period
	3. Scope development of an NSW Health teaching pack -tool kit of generic templates for teaching aids and resources	HETI	2026	Findings of scoping study –next steps
	4. Review and refresh and/or build statewide learning resources related to disability	HETI	2026-2029	Learning resources added, deleted, updated.
	5. Deliver Finding Your Way (FYW) Capability Training to support staff to initiate and engage in culturally responsive shared decision making with Aboriginal people with an intellectual disability, their families and carers	Agency for Clinical Innovation (ACI)	2026	Number of people who complete the FYW capability training and bespoke module(s).
	6. Scope development of resources co-designed with Aboriginal people with an intellectual disability, their families and carers to support culturally responsive shared decision-making targeting Aboriginal people and communities	ACI	2026-2029	Resources developed that are co-created with Aboriginal consumers

7.	Provide avenues for NSW public dental staff to improve their capability including through webinars, mini-residency program and external courses	Centre for Oral Health Strategy	2026-2029	Number of staff completed the mini residency. Number of staff attending webinars
8.	Mental Health Branch, Ministry of Health (MHB) to support the Intellectual Disability Mental Health Network, to strengthen and expand training and education resources that assist NSW Mental Health staff to respond effectively to the needs of people with intellectual disability and autism across mental health services.	Mental Health Branch, Ministry of Health (MHB))	2027	Network meetings continued
9.	Develop an integrated Intellectual Disability Mental Health training pathway with multimodal components to facilitate general upskilling and just-in-time specialist skill development	Mental Health Branch, Ministry of Health (MHB)	2027	Training pathway implemented
10.	The delivery of workshops that support health and mental health staff to develop specialist assessment and care skills in working with people with intellectual disability and other complex needs.	MHB	2029	Workshops delivered
11.	Statewide Intellectual Disability Mental Health Hubs offer Project ECHO and the Kid's Webinar Series and other training initiatives.	MHB	2026-2029	Number of NSW Health participants
12.	Develop Wellbeing and Health In-reach Nurse Coordinator Program workforce capability in relation to supporting students with additional needs and/or disability.	Healthy Families and Communities, Ministry of Health (HFCB)	2026	Training opportunities made available for wellbeing nurses
13.	Develop and launch a short, targeted communication campaign "I am Visible" that creates awareness of accessible communication from health literacy perspectives.	Strategic Planning, Economics and Experience Branch, Ministry of Health (SPEEB)	2026	Campaign active across planned channels and audience engagement measured

14.	Partner with Council for Intellectual Disability to create resources to support end of life and palliative care literacy for people with intellectual disability.	Social Policy and Health Equity Branch (SPHEB)	2027	Resources published
15.	Develop an 'Emergency Care Institute ECI clinical tool' including key principles for providing person centred care in emergency department for people with a disability	ACI	2026	Publication and dissemination of resource
16.	Develop and implement the NSW Health Disability Inclusion Communication Plan to increase awareness and use of resources across NSW Health	SPHEB	2026-2029	Plan developed Number of distribution rounds Number of recipients
17.	Delivery of disability inclusion training for Local Health District staff in partnership with Get Skilled Access.	Social Policy and Health Equity Branch, Ministry of Health (SPHEB)	2026	Number of staff completed training
18.	Develop a learning resource to address unconscious bias	HETI	2027	Available to NSW Health staff on My Health Learning
b) Increasing awareness and understanding of people with disability as colleagues and part of the NSW community.	1. Develop and implement a campaign to: (a) encourage staff to include their disability status in Stafflink to support an accurate understanding of the proportion of our workforce with disability; and; (b) increase awareness and adoption of existing tools, resources and training, including the outputs of the NSW Government Disability Review (EY Review)	Workforce Planning and Talent Development Branch, Ministry of Health (WPTDB)	2027	Campaign plan developed and implemented Decrease in the gap between number of staff disclosing their disability between PMES and Stafflink Number of staff accessing tools, resources and trainings

2.	Executive Director/Deputy Secretary invite NSW Health Ministry branch, pillar and organisation staff to complete a disability inclusion eLearning module in My Health Learning	Ministry of Health • WPTDB • Health Protection NSW • Centre for Epidemiology and Evidence (CEE) • SPEEB • Strategic Capital Planning & Asset Management Branch (SCPAMB) • Government Relations Branch (GRB) • Nursing and Midwifery Office, Ministry of Health • COHS • Centre for Population Health (CPH) • System Information and Analytics Branch (SIA) • Regional Health Division (RHD) • MHB • Workplace Relations • Centre for Aboriginal Health (CAH) • System Management Branch (SMB) • SPHEB • HFCB • Centre for Alcohol and Other Drugs (CAOD) Cancer Institute (CI) Clinical Excellence Commission (CEC) NSW Ambulance eHealth NSW Bureau for Health Information (BHI)	2026-2029	Number of staff completed eLearning (HETI report to SPHEB) Number of staff invited to complete eLearning
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3.	Include a focus on people with disability at Human Experience Week, Gathering of Kindness and Conversation in Human Experience events	SPEEB	2026	Event evaluation captures reflections on inclusion and accessibility
4.	Facilitate opportunities with the statewide Asset Management Community of Practice to increase knowledge and awareness of the needs of people with disability	SCPAMB	2026-2029	Number presentations
5.	Feature internet stories to increase awareness and understanding of disability throughout the organisation	HealthShare NSW	2026-2029	4 published stories to align with events/ awareness days
6.	Promote workshop/education attendance through regular communications/newsletters – e.g., completion of a short Disability Inclusion eLearning module in My Health Learning	System Performance Support Branch, Ministry of Health (SPSB)	2026-2029	Percentage of staff who complete the training
7.	Facilitate opportunities with statewide Service Planning Directors and teams to increase knowledge and awareness of the needs of people with disability	SPEEB	2026	Number of presentations/ information shared
8.	Increase visibility of guides, tools and training that supports the Alcohol and Other Drugs workforce to work more inclusively alongside people with disability	CAOD	2026-2029	Guidance disseminated – number of rounds and number of recipients

Focus area 2. Creating liveable and safer communities

Goal: All NSW Health facilities and services are accessible and welcoming for people with disability.

By:	Action	Accountable	Timeline	Measures
a) Partnering, consulting, collaborating, co-designing and co-creating with people with disability, carers and advocacy organisations to understand and respond to people's concerns	1. Engage with people who have a disability to ensure new policy development and materials include accessibility, are useful and fit for purpose	SPSB	2026	Feedback from users on accessibility and usefulness.
	2. Engage, partner and consult people with disability, peak or advocacy organisations -including on: a) translating research into improvement of the public dental system b) developing the next NSW Health strategic plan (post Future Health 2022 -2032) c) developing/reviewing policies, processes and models of care for people in regional, rural and remote NSW d) developing and implementing the NSW Health Pathology Accessibility and Inclusion Implementation Plan e) responding to youth health policy issues f) First 2000 Days Framework implementation g) reviewing clinical guidance (A Clinicians Guide: Caring for people with gastrostomy tubes) h) developing the NSW Feedback Guidance through co-design with people with subject matter expertise and lived experience in disability	a) COHS b), h), i) SPEEB c) RHD d) NSW Health Pathology e) f), j) k) HFCB g) ACI l) CI	2026-2029	Evidence incl. in development of policies, processes, models of care and capital planning, in meetings. Documented engagement methods. Number of engagements with people living with disability (ACI) Disability stakeholders included in VAN policy review consultations (PARVAN).

b) Delivering health care in physically accessible and welcoming settings		i) developing the NSW Health Visitation Guidance j) reviewing and updating NSW Health policies for preventing and responding to violence, abuse and neglect k) developing the NSW Health Paediatric Services Plan l) developing the NSW Cancer Plan			
	3.	Identify opportunities to inform communication campaigns with formative audience research from people with disability.	Strategic Communications and Engagement (SCE)	2026-2029	Digital metrics; social media analytics; actions or initiatives arising out of research and subsequent strategies
	1.	Develop an audit tool to assess dental facilities and identify and address barriers to providing accessible care in the community-setting	COHS	2028	Tool developed
	2.	Review Part C: Design for Access, Mobility, Safety and Security of the Australasian Health Facility Guidelines	Health Infrastructure	2027	Review completed
	3.	Develop NSW Health Visitation Guidance, advocating for accessible communication about visitor access to health services.	SPEEB	2026	Published in accessible formats in line with Accessible Communications Policy
	4.	Regular monitoring, follow up and statewide analyses of local health district facility 'People Accessibility' level as reported in the Digital App	SCPAMB	2026-2029	Number of NSW Health facilities –each People Accessibility level Action taken in response to classification. Number of facilities -issues reported. Number of facilities -significantly improved accessibility

5.	Assist in facilitating reasonable work site and role adjustments by collaborating with Job Fitness and Human Resources teams	HealthShare NSW	2026-2029	Flexible working score for employees with disability in PMES on par with overall HealthShare NSW result (2022 PMES = 6% lower) Health & Safety score for employees with disability in PMES on par with overall HealthShare NSW result (2022 PMES = 6% lower)
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Focus area 3. Supporting access to meaningful employment and independence

Goal: People with disability are employed in diverse roles across the NSW Health system

By:	Action	Accountable	Timeline	Measures
a) Being inclusive and accepting of our colleagues with disability	1. Develop and deliver multi-media campaign encouraging employees to self-identify as having a disability in StaffLink. (Ensure psychological safety exists.)	NSW Ambulance	2026	Increase number of people who identify as having a disability in StaffLink by 5%
	2. Prioritise people with disability as the focus of NSW Ambulance Employee Resource Group activity	NSW Ambulance	2026	ERG launched and supported with 2 major activations per year
	3. Review exit interview surveys and develop insights that improve our peoples' experiences.	NSW Ambulance	2026-2029	Improvements made
	4. Collaborate with recruitment and HealthShare whole of organisation leaders and managers, to ensure recruitment systems and processes are equitable for people with disability	HealthShare NSW	2026-2029	Achieve PMES Recruitment score for employees with disability within 5% of overall HealthShare NSW result (2022 PMES = 10% lower)
	5. Facilitate the Diversity Inclusion and Belonging Lead Community of Practice to provide a conduit across the system to share strategies, successes and learnings in Disability Employment and Inclusion initiatives occurring at a local level	Ministry of Health	2026-2029	Facilitate and attend regular meetings
	6. Lead development and implementation of the Workplace Adjustment Policy and Passport	Ministry of Health	2026	Implemented

b) Employing more people with disability across our system	1.	Embed disability inclusion principles into the review of the Recruitment and Selection of Staff to the NSW Health Service Policy (PD2023_024), including the relevant recommendations from the Get Skilled Access Nursing and Midwifery Review, and provide practical recruitment guidance and tools	Ministry of Health	2026	Disability inclusion principles are embedded in updated policy Toolkits and guidance identified, developed and distributed
	2.	Deliver and promote trainee or intern positions for people with disability	Ministry of Health NSW Health Pathology HealthShare NSW eHealth NSW	2026-2029	Number of positions offered Number of trainees employed Employ +/-3 interns per year
	3.	Increase the number of targeted roles for people with disability filled	eHealth NSW	2026-2029	Number of roles filled
	4.	Conduct discovery work on strategic enablers and barriers of disability inclusion in the NSW Health Pathology workforce	NSW Health Pathology	2026-2029	Consultation and feedback from employee resource group(s) and hiring managers
	5.	Build relationships with education providers to expand and strengthen pathways into our organisation	HealthShare NSW	2026-2029	Connect with ≥2 new key university, TAFE and schools each year
c) Ensuring staff with disability have equal access to career development opportunities and peer support	1.	Scope possible opportunities for people with disability to gain time-limited workplace experiences.	Ministry of Health (SPEEB, SIA, SPHEB, Health Protection NSW) NSW Ambulance	2027	Consultative scoping completed Number workplace experiences offered

2.	Develop the NSW Health Pathology Accessibility and Inclusion Implementation Plan to support delivery of Our People Strategy priority outcomes and supporting working and governance groups	NSW Health Pathology	2026-2027	Launch of the NSW Health Pathology Accessibility and Inclusion Implementation Plan Evidence of a Working group implementation plan and milestones
	3. Complete career mapping for high-potential employees with disability to increase representation of employees with disability in Tier 1-5 roles	HealthShare NSW	2026-2029	Achieve ≥ 12% of employees with disability in Tier 1-5 leadership roles (8.9% at Dec 22)
	4. Collaborate with and support the NSW Health Disability Employee Network to provide a conduit across the system to share experiences of our staff with disability and embed lived experience into other disability employment initiatives	Ministry of Health	2026-2029	Attend and support Disability Employee Network meetings
d) Build the capability of managers and human resources in relation to employment of people with disability.	1. Implement program of promotion of Public Service Commission training 'Removing the barriers: Inclusion of people with disability' eLearning course for Managers and Disability and inclusive workplaces resources	Ministry of Health	2026-2029	Promotion implemented Number completed training module
	2. Build disability training into manager's Growth and Development plans including encouraging completion of My Health Learning 'Employment: People with disability' course HealthShare NSW Bi-annually Achieve ≥80% completion rate (67.1% at Nov 2022)	HealthShare NSW	Bi-annually	Achieve ≥80% completion rate (67.1% at Nov 2022)
	3. Develop resources for use by NSW Ambulance Recruitment Team, Convenors, Panellists and Hiring Managers on inclusive recruitment	NSW Ambulance	2026	Resources developed 8% of corporate roles advertised as targeted under GSE (General) Rule 26

Focus area 4. Improving access to mainstream services through better systems and process

Goal: Policies, processes and models of care enable high quality, safe, person-centred care for people with disability

By:	Action	Accountable	Timeline	Measures
a) Expanding our strategic focus on disability health	1. Advocate for better interface systems to improve access to health services for people with disabilities as part of the National Health Reform Agreement.	GRB	2026	NSW Health's priorities included in the Final Addendum
	2. Scope opportunities for action to respond to the needs of LGBTIQ+ people with disability under the NSW LGBTIQ+ Health Strategy 2022–2027	SPHEB	2026	NSW LGBTI Health Strategy Needs Assessment Report reviewed LGBTIQ+ Strategy Implementation Committee and LGBTIQ+ Community of Practice consulted Actions identified
	3. Consider people living with disability during Prevention, Preparation, Response, Recovery activities, working with NSW and Commonwealth emergency sector, peak bodies where appropriate, and government agencies. Including work on the: • Key strategic emergency management policies for NSW Health such as NSW HEALTHPLAN • National Disability Inclusive Disaster Risk Reduction. Contributing to the Person-Centred Emergency Preparedness projects: Person-Centred Emergency Preparedness (Old) Collaborating 4 Inclusion	SMB	2026-2029	Considerations for people living with disability in emergency management policy and procedures

4.	Scope potential projects through the Health and Wellbeing Sector Committee for priority action on Closing the Gap, recognising the needs of Aboriginal people living with disability.	CAH	2026	Work identified and planned
5.	Partner with First Peoples Disability Network to inform NSW's response to the final report of the independent National Review of First Nations Health Care in Prisons	CAH	2026	Input provided
6.	Delivery of NSW Health's Intellectual Disability Mental Health Strategy, to articulate service development priorities that respond to the needs of people with Intellectual Disability and co-occurring mental health needs.	MHB	2026	Strategy published
7.	Include consideration of disability in updated Paediatric Services Plan	HFCB	2026	Services Plan includes consideration of children and families with disability
8.	Include strategies/actions that respond to the needs of people with disability in: • NSW Health First 2000 Days Framework • NSW Women's Health Framework • NSW LGBTIQ+ Health Strategy 2022 -2027 • Implementing the next NSW Health Cancer Plan. • NSW Health Policy Directive Respectful Maternity Care	HFCB SPHEB CI (2028)	2026-2029	Strategies/actions included and actioned -or Resources accessible on the NSW Health website -or Activity to address the identified needs of people with a disability in the implementation of the NSW Cancer Plan.

9.	Participate in whole of NSW Government Disability Review Delivery Group and Steering Committee	WPTDB and Deputy Secretary, People, Culture and Governance Division	2026-2029	Number meetings – actions
	10. Develop and implement the first eHealth NSW Disability Inclusion Plan as part of the eHealth NSW Diversity, Equity, Inclusion and Belonging (DEIB) Strategy	eHealth NSW	2026-2029	Developed and implemented
	11. Review the NSW Health Seclusion and Restraint in NSW Health Settings Policy Directive (PD2020_004) including consideration of additional practices outlined in the Disability Royal Commission recommendations	MHB	2026-2027	Review completed
b) Improving our evidence base to inform policies, processes and models of care	1. Scope development of Patient Reported Measure surveys to improve access for people with disability to highlight their self-reported outcomes and experience	ACI	2028	Addition of PRM surveys that support people with disability on HOPE Patient/Carer Stories with feedback on their experience of PRMs
	2. Support the development of the National Disability Data Asset to better understand the health outcomes of people with disability	CEE	2026	NDDA milestones met
	3. Collaborate on Macquarie University research on accessible Patient Reported Experience Measures for people with intellectual disability	BHI	2027	Research findings
	4. Review how data sharing through the Australian National Data Integration Infrastructure may support data analyses by NSW Health	SIA	2027	Review findings
	5. Review consistency and quality of data capture specifically surrounding people with a disability	SIA	2026-2029	Number of records supplied with NDIS Status, disability or impairment status provided (an increase from previous)

c) Improving access to health care and preventative health care	6.	Support the collection of data required for the National Disability Data Asset Council	SIA	2026-2029	Data collected
	7.	Consider Epic Single Digital Patient Record (SDPR) functionality to support people living with a disability access NSW Health service including an identifier, accessible format, options for custom reporting	SDPR Implementation Authority	2026	Functions identified and incorporated
	8.	Consult Social Policy and Health Equity Branch for subject matter expertise to inform the NSW Health response to the Attorney General on coronial recommendations relating to patients with a disability	SMB	2026-2029 As needed	Consulted to inform NSW Health response to the Attorney General
	9.	Scope best practice to inform disability health care including literature review and consultation	SPHEB	2026	Developed – next steps
	10.	Participate in the Vax4Health research project	Health Protection NSW	2026	Research outputs
	1.	Support documentation of a model of care describing an outpatient multidisciplinary service for procedures under sedation/quiet pathway for people with a disability	ACI	2026	Draft model of care - principles established
	2.	Work with Kirby Institute (UNSW) on co-design project Vax4Health to strengthen school vaccination programs for high school students with intellectual disability and/or autism	ACI	2028	Project outputs including delivery of co-design workshops, practice framework
	3.	Strengthen formal recording of a person's disability and their adjustment requirements through collaboration with Local Health District dentistry services to improve identification and response to the needs of patients with disability	COHS	2026	Proportion of positive PREMs and PROMs completed in relevant local health districts

4.	Maintain specialist vaccination services for people with a disability through memorandum of understanding (MOU) with the National Centre for Immunisation Research and Surveillance (NCIRS)	HPNSW	2026-2029	Services providing specialist vaccination for people with disability
5.	Identify strategies to support immunisation providers to increase vaccination coverage or improve access to vaccination services	HPNSW	2026-2029	Strategies- implemented
6.	Fund Full Stop Australia to respond to the needs of women with disability as part of the Priority Populations Project to improve accessibility of the NSW Sexual Violence Helpline for priority population groups,	HFCB	2026	Systems established for women with disability to inform service delivery design and implementation. Implemented evaluation framework to measure and monitor accessibility of NSW Sexual Violence Helpline Findings of the evaluation
7.	Scope and implement response to the Review of NSW Health Care Interpreter Services (through the Review Implementation Committee) that responds to linguistically diverse people with disability including consultation with disability peak organisation/people with lived experience	SPHEB	2026	Action identified and implemented
8.	Engage with NSW Health Care Interpreter Services and relevant stakeholders to increase awareness of free, confidential and professional AUSLAN interpreters across NSW Health.	SPHEB	2027	Resources and information circulated

9.	Increase use of the ASQ-TRAK by the Out-of-Home Care Health Pathway Program for identifying areas of concern for Aboriginal children (aged 5 and under).	HFCB	2026	Increased completion of ASQ-TRAK
10.	Promote use of digital health solutions including virtual care technologies to access healthcare.	ACI	2026-2029	Identified resources and initiatives.
11.	Dissemination of findings from the <u>My ED</u> research study, which will co design a model of care for people with a disability	ACI	2028	Number of distribution rounds Number of recipients
12.	Implement action in response to evaluation recommendations to support more consistent and efficient delivery of the NSW Health Intellectual Disability Health Service	SPHEB	2027-2029	Actions implemented including - update the IDHS Operational Guideline to include examples of best practice, include the Intellectual Disability Health Service as a target audience in the NSW Health Disability Inclusion Communication Plan, support the IDHS to build and strengthen relationships with Aboriginal communities, organisations and services.
13.	Scope and develop an alternate reporting procedure for the deaths of patients living in disability group homes (who fall within the scope of section 24 of the Coroners Act 2009) whose deaths were the result of administration of a voluntary assisted dying substance.	Chief Health Office Strategic Programs Branch	2026	Alternate reporting procedure is in place and can be accessed for patients in disability group homes

15.	Drive accessible health service responses to people with disability experiencing violence abuse and neglect (VAN) in Phase 2 of VAN Redesign Program implementation.	HFCB	2026-2028	Disability inclusion incorporated in VAN Redesign Phase 2 goals and actions. Disability inclusion considered in future program evaluations.
d) Communicating in ways that everybody can understand	1. Improve the accessibility of HealthStats NSW through transition to a new format, simpler language and indicator commentary content	CEE	2026	Completed
	2. Develop accessible versions of key public facing information, examples include Easy Read, plain English, Braille, large print, audio, and video with sign language interpretation by: a) System Performance Support Branch about virtual care and other services b) NSW Cancer Institute c) Centre for Population Health d) NSW Health Pathology e) Healthy Families and Communities Branch f) NSW Ambulance	As per Action	2026-2029	Number and type of Easy Read and accessible versions available/published -or User feedback -or Proportion of digital assets/information meet Web Content Accessibility Guidelines -or Proportion of new communications assets developed in line with NSW Health Accessible Communications Framework -or Increased access/use of accessible communications materials

3.	Promote the NSW Health Education Centre Against Violence's disability resources for people who have been sexually assaulted through health services and partner agencies	HFCB	2026	Plan developed Number of page hits
4.	Ensure routinely published reports and other data dashboards are developed with accessibility principles considered.	SIA	2026-2029	Number of reports produced that have identified accessibility options: -Visual -Physical navigation
5.	Raise awareness and educate staff about the Accessible Communications Policy and the online resource hub	SCE	2026-2029	Digital metrics of the resource hub; engagement metrics; open rates of staff newsletters and communication toolkits
6.	Facilitate the Accessible Communications Community of Practice to support the development of accessible communications	SCE	2026-2029	Engagement metrics; actions or initiatives arising out of meetings
7.	Update the State Preparedness and Response website to improve the accessibility of emergency response information provided for people living with disability.	SMB	2026	Improvements made to website
8.	Ensure all NSW Health websites migrating to nsw.gov.au as part of the OneCX program are accessible and inclusive by design and meet WCAG 2.1 to an AA standard	SCE	2026-2029	Digital metrics
9.	Engage Auslan interpreters at media events, where possible	SCE	2026-2029	Number of media events with Auslan interpreter present

10.	Adapt the visual identity system to continue to adhere to the Web Content Accessibility Guidelines (WCAG) 2.1 to an AA standard (as needed).	SCE	2026-2029	Digital metrics; social media analytics
	11. Develop resources for people with disability and for carers of people with disabilities - Improving the oral health of people with disabilities project	COHS	2028	Resources developed
	12. Provide accessible resources for people with disability including about access to abortion and advance care planning	SPHEB	2026	Resources published on NSW Health website
	13. Use inclusive language and images of people with a disability when developing Health Protection NSW resources, as appropriate	HPNSW	2026-2029	Examples of new Easy English and/or accessible resources and resources including inclusive images
	14. Enhance how we communicate Alcohol and Other Drugs harm reduction messaging for people with disability	CAOD	2026-2029	Resources developed and drug alerts reviewed ensuring accessibility
e) Including the voices of people with disability in governance structures and processes	1. Develop guidance for NSW Health on inclusive governance groups and engagement practices	SPHEB, MHB and ACI	2026	Resources developed Number of distribution rounds Number of recipients
	2. Consult people with disability on the regional health Governance groups	RHD	2026-2029	Feedback taken into account in providing advice on making services accessible and welcoming.
	3. Support People Partners	CEC	2026-2029	Number of engagements with People Partners living with disability

4.	NSW Health Consumer, Carer, and Community Advisory Council will respond to system wide issues for people with disability as referred	SPEEB	2026-2029	Number of referrals received relating to disability
5.	Review NSW Ambulance consumer feedback survey tools and processes to improve accessibility for consumers with disability	NSW Ambulance	2027	Review undertaken Results shared with Executive Leadership Team Action plan developed for 2025-26
6.	Develop resources on how to build inclusive documents, meetings, events and other materials.	NSW Ambulance	2026	Published on intranet Promoted by Disability and Inclusion and Learning and Development teams
7.	Include disability representation on the NSW Health Young People's Advisory Council	HFCB	2026	Member on Advisory Council
8.	Enhance connections between people with disability, advocates and the disability sector with the AOD sector to engage in reciprocal learning opportunities to improve access	CAOD	2026-2029	Establishment of formal connection with disability sector Number of workshop/forum inclusive of disability advocates and/or disability workforce.

