

NSW Health disability inclusion action plan 2016-2019

Snapshot 2020/21



The NSW Health Disability Inclusion Action Plan

The NSW Health Disability Inclusion Action Plan 2016-2019 (DIAP) sets out the high level vision and objectives of disability inclusion for the NSW Health system. The period of this DIAP was extended awaiting the completion of the review of the NSW Disability Inclusion Act.

The NSW Parliament proclaimed the updated NSW Disability Inclusion Act 2014 in July 2022. The Disability Inclusion Act acknowledges people with disability have the same human rights as other members of the community and that the State and the community have a responsibility to facilitate the exercise of those rights.

The next NSW Health DIAP will be released by 31 December 2023. It will reflect NSW Health's continued commitment to provide equitable and dignified access to services and employment for people regardless of disability.

DIAP 2020/21 Snapshot

The NSW Health DIAP 2020/21 Snapshot presents NSW Health's achievements during the fifth year of implementation. It covers the period 1 July 2020 to 30 June 2021.

This Snapshot highlights the activities of NSW Health to support people with disability, their families and carers and disability service providers.

The Snapshot presents strategies and achievements in alignment with the DIAP's four focus areas:

1. Promoting positive attitudes and behaviours
2. Creating liveable communities
3. Providing equitable systems and processes
4. Supporting access to meaningful employment opportunities.

These focus areas are supported by ten strategies:

1. Communicate and reflect on the importance of a culture of disability inclusion across the NSW Health system.
2. Review, amend and develop training resources to build disability confidence in our staff.
3. Embed disability inclusion as a priority in the planning and design of new and refurbished facilities.
4. Elevate the voices of people with disability, their carers and families in facility design and planning processes.

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The NSW Ministry for Health acknowledges the traditional custodians of the lands across NSW. We acknowledge that we live and work on Aboriginal lands. We pay our respects to Elders past and present and to all Aboriginal people.

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



5. Identify and address key shortfalls in facility design identified by people with disability.
6. Provide support to consistently improve disability inclusion and extend existing good practice in delivering person centred care to people with disability across the system.
7. Service delivery organisations will engage meaningfully with people with disability, carers and families and relevant key partner agencies.
8. Deliver enhanced services and build greater accountability by improving our data collection and reporting on disability inclusion.
9. Ensure all users have the same access to information regarding their treatment and care.
10. Review our recruitment practices to support inclusion and increased employment of people with disability and support our employees with disability to advance their careers within NSW Health.

Key Achievements

This fifth year of reporting reflects NSW Health's ongoing commitment to improving the experiences and outcomes for people with disability. Initiatives implemented across the system are addressing systemic and attitudinal barriers to ensure that people with disability receive quality health care and improved health outcomes.

NSW Health organisations – including Local Health Districts (districts), Specialty Health Networks (networks), Shared Services, Statewide Health Services, Pillars, and the Ministry of Health – continued to improve services for people with disability while providing an emergency response during the COVID-19 pandemic.

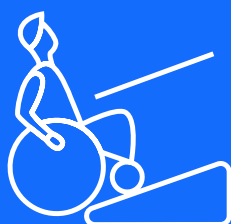
Examples highlighting our achievements include:

Focus area 1 Promoting positive attitudes and behaviours



- Improved awareness and understanding of the needs of people with disability was achieved across the health system during the COVID-19 pandemic. NSW Health ensured people with disability could access health information on how to keep safe from infection, vaccinations, and appropriate health care throughout the pandemic.
- The COVID-19 Disability Community of Practice brought together people with lived experience of disability, clinicians and disability support providers and other key stakeholders from across the state. The Disability Community of Practice was effective in sharing expert advice, strategies and guidance focused on the needs of people with disability during the pandemic.

Focus area 2 Creating liveable communities



- Innovative approaches to assisting people with vision impairment navigate health facilities independently are being trialled. St Vincent's Health Network supported staff and patients to implement BindiMaps which is a mobile app used by people with vision impairment to navigate complex and unfamiliar indoor spaces. It was the first hospital in Australia to implement this technology.

Focus area 3 Providing equitable systems and processes



- NSW Health developed accessible COVID-19 vaccination options for people with disability across the state. For example South West Sydney Local Health District provided low-sensory and accessible vaccination options, along with social stories and Easy Read information for standard and supportive vaccination pathways for people with extremely high support needs.
- Hospital discharge was streamlined for people with disability requiring assistive technology and home modifications. Collaboration between EnableNSW and the National Disability Insurance Agency (NDIA) helped 230 patients to gain streamlined access to essential equipment. Streamlined access to home modifications was achieved for 35 patients. Provision of these essential supports aided their timely hospital discharge and safe return home.

Focus area 4 Supporting access to meaningful employment opportunities



- Strategies to increase the NSW Health workforce during the COVID-19 pandemic included employment of people with disability. Western Sydney Local Health District, supported by At Work Australia, employed 41 casual workers with disability. 17 of these employees went onto further employment with NSW Health or other health organisations.

Context

Responding to COVID-19 and its impact on people with disability

NSW Health assisted people with disability to access appropriate health care during the COVID-19 pandemic by:

- Engaging advocates and peak bodies for people with disability in state-wide emergency response planning
- Building the capability of the workforce to understand the needs of people with a disability during the COVID-19 pandemic
- Supporting the disability sector and disability workforce to access appropriate guidance and training on COVID-19
- Establishing and maintaining a multidisciplinary COVID-19 Disability Community of Practice so that people with lived experience, clinicians, managers, and key stakeholders could collaborate, provide expert advice and guidance to the health system, and escalate matters for state- or system-wide response
- Providing outreach and support to people with disability with high needs or who have complex health issues, and implementing alternatives to face to face health care
- Providing accessible options for people with disability to access to testing and vaccination for COVID-19
- Developing targeted and accessible information for people with disability about maintaining health, wellbeing and supports during COVID-19, including Easy Read resources
- Supporting the provision of safe, accessible and appropriate accommodation for people with disability who required emergency isolation during COVID-19, including access to additional health supports if required while they were in quarantine
- Providing expert health advice to NSW agencies that helped them to interpret COVID-19 Public Health Orders for people with disability, including children in out of home care and those living in care facilities
- Providing NSW input to the Australian Health Protection Principal Committee (AHPPC) and the COVID-19 Disability Advisory Committee (DAC)



- Providing regular COVID-19 Chief Health Officer advice to disability service providers including screening requirements for staff and visitors, COVID safe measures for disability day programs, and COVID-19 testing regimes for residents
- Providing regular information to the disability sector including industry peak bodies
- Supporting outbreak planning and preparedness for the disability sector.

Specific strategies implemented to address the needs of people with disability during the COVID-19 pandemic are summarised below under the four focus areas of the DIAP Snapshot report.

¹ Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability: Interim Report (October 2022) p.26-27

Royal Commission into Violence Abuse, Neglect and Exploitation of People with Disability

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (the Commission) released its [Interim Report](#) on 30 October 2020. The Commission's interim findings identified key areas for health system improvement, including the:

- critical role that a person-centred approach, trusting relationships with health professionals, and collaborative planning of care and treatment play in ensuring quality health care for people with cognitive disability
- influence of pervasive societal attitudes towards people with cognitive disability on decision-making concerning health care and treatment
- importance of communication and information sharing, including health professionals communicating directly with people with cognitive disability and their parents or supporters, as well as between health services and health professionals
- importance of strong advocacy in ensuring people with cognitive disability are provided with quality health care
- systemic challenges that exist in the health system, particularly:
 - providing health care over a person's lifetime, including preventative health care, dental health care, the transition from paediatric to adult health care, mental health care and end-of-life care
 - for First Nations people with disability
 - for people in non-metropolitan areas
- need to better integrate the health and disability service sectors trauma and distress that can be associated with health procedures and treatment for people with cognitive disability, which can accumulate and have implications for all aspects of a person's life
- need for better education and training to improve knowledge and attitudes of health professionals and their skills in communicating with people with cognitive disability and their families
- importance of data collection and research into the health of people with cognitive disability¹.

NSW Health supported the Commission's work by providing information and appearing at three public hearings during this period.

NSW Health expects the Commission to make findings and recommendations relevant to the health system in its final report due to the Australian Government by 29 September 2023.

DIAP FOCUS AREA 1: Promoting positive attitudes and behaviours relevant to disability inclusion

DIAP Strategy 1: Communicate and reflect on the importance of a culture of disability inclusion across the NSW Health system.

NSW Health prioritised the development of accessible communications during the COVID-19 pandemic, supporting equitable access to health information while increasing awareness of diverse communication needs. Health services across the state developed programs and initiatives to meet the needs of people with disability in their district.



Achievements

- ✓ *NSW Health* developed and published information and resources for people with disability, disability providers, and mainstream health practitioners throughout the pandemic. This included delivering critical information and advice in various formats such as Easy Read.
- ✓ *NSW Health* supported clinicians, disability service providers and other stakeholders to share strategies, local solutions and issues related to pandemic preparedness for disability services. The NSW Health COVID-19 Disability Community of Practice was established in 2020 and provided expert advice and guidance to the system, including on issues requiring a statewide or system response.
- ✓ *NSW Health* continues to implement new initiatives to improve inclusive care for people with disability, their carers and families. For example:
 - *Central Coast Local Health District* employed a Disability Pathway Navigator who supported patient's to navigate health services and Health staff to better understand disability inclusion across the patient journey.
 - *Southern NSW Local Health District* employed an Intellectual Disability Health Clinician who supported staff to better understand the needs of people with intellectual disability and provide appropriate care. The position promoted the NSW Health Code of Conduct in workplace behaviours and strengthened a culture of disability inclusion.
 - ✓ *Murrumbidgee Local Health District* have engaged with local elders, clinicians and service providers to refine the Intellectual Disability service models (Mental Health and Health) so that it is responsive to the needs of Aboriginal and Torres Strait Islander consumers and their families. Resources are reviewed regularly in collaboration with the Aboriginal Health Team to ensure they are culturally appropriate and accessible for all levels of health literacy.

DIAP Strategy 2: Review, amend and develop training resources to build disability confidence in our staff.

NSW Health provides training and resources to support Health staff to meet the needs of people with disability. This included system-wide courses coordinated by the Health Education and Training Institute (HETI) and local training developed by districts and networks.



Achievements

- ✓ *The Intellectual Disability Mental Health Hubs* provided training to health and disability professionals. Topics covered included mental health assessments for people with intellectual disability, modifying therapeutic interventions, using sensory strategies, and understanding attachment difficulties in children with autism spectrum disorder.
- ✓ *The Agency for Clinical Innovation* developed a series of resources based on the Intellectual Disability Network's self-assessment tool *Building capability in NSW health services for people with intellectual disability: the Essentials*. These [online education, resources and toolkits](#) can be accessed by clinicians to improve their knowledge and skills in delivering high quality care for people with intellectual disability.
- ✓ *NSW Health* promoted positive attitudes and behaviour towards disability inclusion through its disability inclusion training program delivered by Justice Health and Forensic Mental Health Network and people with disability. All new staff at the Forensic Hospital participated in a session covering information about the patient experience in mental health settings.
- ✓ *NSW Health* provided support and specialised training on the needs of people with intellectual disability to NSW Health staff, disability service providers and general practice teams. *North Sydney Local Health District* delivered this training across the district and virtually across Mid-North Coast and Northern NSW Local Health Districts.

DIAP FOCUS AREA 2 : Creating liveable communities for people with disability



DIAP Strategy 3: Embed disability inclusion as a priority in the planning and design of new and refurbished facilities.

NSW Health is committed to providing an inclusive experience at our facilities. The principles of disability inclusion are embedded within the design and functional briefs for all capital projects.

Achievements

- ✓ *NSW Health* worked closely with infrastructure design teams and users and aims to optimise layouts for both clinical and non-clinical spaces beyond minimum statutory requirements. NSW Health Infrastructure engages expert consultants to ensure all projects strictly adhered with statutory requirements. These are outlined in the Disability Discrimination Act 1992 (Cth) (DDA) 1992, Disability (Access to Premises) Standards 2010 (including DDA Access Code) and the National Building Code of Australia.
- ✓ Consumers were engaged on projects such as the Stage 1 redevelopment of Nepean Hospital. Their engagement helped to drive improvements across the campus and was reflected in the design of the lifts and lift lobby in the new Nepean Hospital Clinical Tower. Consumer and community feedback also impacted the choice of colours in patient rooms, creating greater visual contrast to improve safety for patients admitted with dementia or cognitive impairment.



DIAP Strategy 4: Elevate the voices of people with disability, their carers and families in facility design and planning processes.

Mechanisms are in place to ensure consultation with people with disability, their carers and families throughout the planning and design of new and refurbished facilities.

Achievements

- ✓ Consultation with people with disability and their carers contributed to improvements to redevelopments across *South Western Sydney Local Health District*. Community input led to accessibility and inclusion features such as the installation of hearing induction loops at Bowral Hospital, adult changing places in Campbelltown Hospital, and multilingual wayfinding signs in Fairfield and Bankstown Hospital emergency departments.
- ✓ *South Eastern Sydney Local Health District* consulted Vision Australia on the redesign of their Eye Outpatient Department. This resulted in a design featuring layouts and colour contrast signage suitable for blind and vision impaired patients, as well as capability to support the use of the BindiMaps wayfinding tool by vision impaired patients.

DIAP Strategy 5: Identify and address key shortfalls in facility design identified by people with disability.

NSW Health responded to the needs of people with disability in the redesign of its facilities, working with consumers to remove barriers and create safer, more accessible service spaces.

Achievements

- ✓ Consumer engagement in the redesign of the War Memorial Hospital in *South Eastern Sydney Local Health District* resulted in improvements to wayfinding and restroom facilities. This feedback improved the experience of people with a cognitive disability on campus, and led to the facility being recognised as a Dementia Friendly Organisation, acknowledged by Dementia Australia.
- ✓ Mobility barriers for staff and patients with vision impairment were removed as a result of implementing BindiMaps at St Vincent's Hospital. The navigational tool empowers users of this mobile app to navigate independently through unfamiliar or complex indoor spaces. St Vincent's Hospital was the first hospital in Australia to implement this wayfinding technology.



DIAP FOCUS AREA 3: Providing equitable systems and processes

DIAP Strategy 6: Provide support to consistently improve disability inclusion and extend existing good practice in delivering person-centred care to people with disability across the system.

Innovative, person-centred care service delivery models are being developed and implemented to improve the care experience of people with disability.

Achievements

- ✓ General dentists are being upskilled to provide better care for patients with developmental disabilities, medical complexities and dental phobia through a mini-residency pilot in *Western Sydney Local Health District*. Delivered in collaboration with the Centre for Oral Health, the pilot provided clinical experience for general dentist practitioners and increased awareness of the diverse needs of patients with disability.
- ✓ *NSW Health* implemented a diverse range of strategies across the state so people with disability could access COVID-19 vaccination. In *Northern Sydney Local Health District*, a specialist pathway for people requiring sedation was established, facilitated by close collaboration of staff from multiple services, a strong focus on patient centred care, and careful consideration of environmental factors in choosing the location of service.
- ✓ Greater partnership with patients in their own care was fostered through the implementation of My Care Boards in *Illawarra Shoalhaven Local Health District*. Used on hospital wards, the tool reminds staff of individual patient's care needs and communication preferences, removing barriers to patient centred care. The My Care Boards also enabled more equitable access to information regarding patients' treatment and care.
- ✓ A better response to the individual needs of people with disability is being promoted through the implementation of the Top 5 program. The toolkit was used in *South Western Sydney Local Health District* by people with disability and their carers to communicate individual care preferences to health staff. Top 5 information was included in patients' electronic medical record to support patients appropriately across episodes of care.

CASE STUDY: Intellectual Disability Health Service

The state-wide Intellectual Disability Health Service (IDHS) operates in every local health district, with six teams and nine specialised clinicians delivering a hub and spoke model across NSW. Three new hubs opened during this reporting period:

- Hunter New England and Sydney Local Health Districts began seeing clients in 2020
- Western NSW Local Health District began seeing clients in 2021.

The Intellectual Disability Health Service offers:

- Comprehensive health assessment and recommendations for a person with intellectual disability who has an

unresolved complex or chronic health need that cannot currently be met by accessing usual care pathways, including:

- Referrals for other health assessments and health services
- Recommendations for support services
- Dietary advice, advice on medication, physical activity, social activity
- Advice on managing ongoing care.
- Capacity-building for health professionals, including:
 - Webinars, skills training and other education sessions
 - Joint consultation, case conferences and advice on assessment/care of people with intellectual disability.

Achievements

- ✓ In-person support was provided to people with intellectual disability to help them navigate the COVID-19 registration and vaccination process. Also in-person support for clinicians delivering vaccinations was provided, including advice on effective communication and reasonable adjustments for individual patients.
- ✓ Supported providers contracted by the Australian Department of Health and Aged Care to deliver vaccination clinics and in reach vaccination services to people with disability in NSW. Support included multi agency collaboration with local disability services, Aspen Medical, Healthcare Australia and Lifestyle Solutions.
- ✓ Other key activities during the reporting period included:
 - Providing specialist advice to health staff who are treating a client with intellectual disability in hospital
 - Developing a network of care around a client and their family, and creating relationships between service providers that previously were not connected
 - Providing short term and targeted support to a client around a specific health issue
 - Empowering families and carers to access supports for themselves and the people with intellectual disability who they support
 - Capacity building activities to general practitioners across Primary Health Networks through webinars, training and resources. These resources can be used by health staff, people with disability and their carers when interacting with the health system.

CASE STUDY: Intellectual Disability and Mental Health Hubs

Two Intellectual Disability and Mental Health (IDMH) hubs have been established to help people with intellectual or developmental disability access appropriate mental health care. One hub is for children and young people, and one hub is for adults. Both are funded by NSW Health and accept referrals from across the state. The hubs were developed in response to *Living Well: A Strategic Plan for Mental Health in NSW 2014-2024* recommendations.

The hubs offer:

- a combination of face-to-face support and virtual care

- specialised assessment, care planning, reporting and recommendations
- education, training and support for mental health clinicians and disability workers providing care to people with intellectual disability.

An external evaluation of the IDMH Hubs is being undertaken by the Social Policy Research Centre and the Department of Developmental Disability Neuropsychiatry, University of NSW (3DN). The final report is due by December 2023.

Achievements

The IDMH hubs commenced in February 2021, comprising:

- ✓ A specialty service for children and young people with intellectual disability, developmental disability, and autism spectrum disorder, and a complex mental health condition, which is provided through the Sydney Children's Hospital Network.

- ✓ An outreach service for people aged 18 and older with intellectual disability and a complex mental health condition, which is provided by *Sydney Local Health District*.



DIAP Strategy 7: Service delivery organisations engage meaningfully with people with disability, carers and families and relevant key partner agencies.

COVID-19 service delivery

NSW Health collaborated across the health and disability sector to plan for, prevent and respond to COVID-19 outbreaks. NSW Health supported disability service providers with business continuity plans, outbreak planning, communication and messaging, and facilitated engagement between Commonwealth and NSW agencies.

Achievements

- ✓ *NSW Health* strengthened systems and processes at the interface of health and NDIS funded residential services in response to the COVID-19 pandemic. In collaboration with the NSW Department of Communities and Justice, NSW Health developed a rapid response protocol to clarify roles and responsibilities, and define governance structures, escalation procedures and expectations around information sharing and timeframes.
- ✓ *NSW Health* ensured the disability sector received critical information and guidance during the COVID-19 pandemic. NSW Health developed resources and advice on topics such as cleaning and disinfection in public settings and standard and transmission-based precautions including personal protective equipment.
- ✓ *NSW Health* supported accessible COVID-19 vaccination options for people with disability across the state. For example:
 - *Nepean Blue Mountain Local Health District* collaborated with disability provider DARE Disability and the Wentworth Primary Health Network to operate the Somerset Street Vaccination Hub. This hub provided reasonable adjustments such as appointment slots, additional staff and low sensory input to assist people with disability to have a successful vaccination experience.
 - *South West Sydney Local Health* established a COVID-19 Vaccination working group in to design and implement low-sensory and accessible vaccination options. They also developed social stories and Easy Read information for standard and supportive vaccination pathways for people with disability who had extremely high support needs.

Support for NDIS participants

NSW Health strengthened connections with national, state and local stakeholders, trialling new ways of working together to support NDIS participants during unprecedented times.

Achievements

- ✓ *NSW Health* streamlined hospital discharge for some people with disability requiring assistive technology and home modifications. In collaboration with EnableNSW and the NDIA, NSW Health supported 230 patients with essential equipment to facilitate discharge. Additionally, 35 people were provided with home modifications to further support timely hospital discharge and safely return home.
- ✓ *NSW Health* worked in partnership with NDIS Health Liaison Officers to implement new processes that expedited the safe discharge of NDIS participants.
- ✓ Disability service providers across the state were supported to stay up to date with the latest public health advice. This including fortnightly webinars with disability service providers on outbreak management, infection control, testing, vaccination, border closures, and issues around discharge delays. Guest presenters included representatives from the NDIA and Dr Jan Fizzell from the Office of the Chief Health Officer.
- ✓ *NSW Health* supported the disability sector to manage and address risk for people with disability living in the community during the pandemic. For example, *South Western Sydney Local Health District* led a targeted working group during the peak of COVID with key stakeholders and the NDIA to effectively respond to emerging prevention and COVID response issues for people with disability living in the community. As a result, people in complex circumstances continued to receive the health, disability and community supports they needed.
- ✓ Vulnerable patient groups were assisted to access safe and supported accommodation. For example, St Vincent's Health Network strengthened relationships with NDIS service providers specialising in supported accommodation for people with psychosocial disability in the context of chronic homelessness or alcohol and drug history, as well as cognitive and physical disabilities. These partnerships enabled successful transitions for many participants to independent and appropriately supported community participation and accommodation. Some of these participants would otherwise have continued to live on the streets and have repeated hospital admissions.
- ✓ *NSW Health* connected more than 220 NDIS participants to safely discharge from hospital into NDIS funded specialised disability accommodation or supported independent living. This was made possible through collaboration with NSW providers, open dialogue and the development of a register to communicate provider vacancies to districts and networks.

DIAP Strategy 8: Deliver enhanced services and build greater accountability by improving our data collection and reporting on disability inclusion.

NSW Health is working to improve data collection, usage and reporting for people with disability and NDIS participants across the health system.

Achievements

- ✓ *NSW Health* collaborated with the NSW Department of Communities and Justice and the NDIA to share data on over 116,000 NDIA participants in NSW with Local Health Districts. This facilitated appropriate health responses for vulnerable individuals, communication and outreach to providers to assist emergency response planning, and outreach planning for COVID-19 testing and vaccination.
- ✓ *The Ministry of Health* funded the Department of Developmental Disability Neuropsychiatry, University of NSW (3DN) to develop the [Intellectual Disability Health Portal](#). This interactive data portal can be used by Local Health Districts and Speciality Health Networks to develop district level profiles of demographics, health, health service use and associated costs for people with intellectual disability. For example, *South Eastern Sydney Local Health District* used this data to assist with identification of trends to improve the discharge processes and inform feedback for service planning and management for people with disability.

DIAP Strategy 9: Ensure all users have the same access to information regarding their treatment and care.

NSW Health played an important role in providing up-to-date information throughout the COVID-19 pandemic. Easily accessible information ensured the people with disability could access the right information, understand issues and make informed decisions about their health.

Achievements

- ✓ *NSW Health* developed and published accessible COVID-19 resources in partnership with the Council for Intellectual Disability and the COVID-19 Disability Community of Practice.
- ✓ *NSW Health* ensured all COVID-19 media conferences were supported with AUSLAN services.
- ✓ *The Centre for Oral Health* developed a series of accessible resources including tip sheets and Easy Read material for carers of both children and adults with disabilities to broadly improve oral health. These resources were developed in consultation with consumers, the Ministry of Health, Agency for Clinical Innovation, and NSW Oral Health Promotion Network.
- ✓ *St Vincent's Health Network* continued to promote, review and implement programs to support hospital pathways for people with disabilities. This includes [Admission 2 Discharge](#), [Clinical Excellence Commission's Top 5](#), preadmission clinics for people with disabilities; and [In Safe Hands](#).
- ✓ *The Agency for Clinical Innovation* supported clinicians to offer safe and effective virtual care during COVID-19. They developed resources to support the delivery of virtual care to people with disability and hosted Virtual Care Exchange Forums so that disability service providers and people with disability could share their personal experiences and learnings.
- ✓ A standardised suite of communication resources for dental clinics were developed in *Central Coast Local Health District*. These resources built the capacity of staff to understand and communicate effectively with patients who were deaf and hearing impaired.

DIAP FOCUS AREA 4: Supporting access to meaningful employment opportunities

DIAP Strategy 10: Review our recruitment practices to support inclusion and increase employment of people with disability and to support employees with disability to advance their careers within NSW Health.

NSW Health remained committed to workforce diversity and to supporting people with disability to access meaningful employment opportunities. In June 2021, NSW Health recorded 1.8 per cent of employees identified as having a disability.

Trends in the representation of workforce diversity groups

Workforce diversity group	Benchmark/Target	2019	2020	2021
Women	50 %	74.4%	74.5%	74.6%
Aboriginal and/or Torres Strait Islander People	3.3%	2.7%	2.8%	2.8%
People whose first language spoken as a child was not English	23.2%	25.8%	25.7%	25.2%
People with disability	5.6%	1.7%	1.8%	1.8%
People with disability requiring work-related adjustment	N/A	0.4%	0.4%	0.4%

Achievements

- ✓ To assist in the COVID-19 response, *Western Sydney Local Health District*, supported by At Work Australia, employed 41 casual workers with disability. These workers formed part of the COVID-19 Disability Workforce response providing entry level administration support. Of these, 14 were retained in positions across the district including more senior roles and 3 were employed in other health organisations.
- ✓ *The Justice Health and Forensic Mental Health Network* expanded the Peer Worker program over 2020-2021. Peer Workers supported patients and staff to ensure the Forensic hospital is inclusive of the views of people with lived experience of mental illness and mental health (including forensic mental health) services. A Senior Peer Worker provides guidance and support to other Peer Workers in the team and advice on career pathways.
- ✓ *South Eastern Sydney Local Health District* has been employing more people with disability by using strategies such as targeted recruitment, engagement with disability employment networks, education of staff/managers, and the commencement of targeted traineeships for school leavers with disability.
- ✓ *South Western Sydney Local Health District* engaged JobAccess to complete a review of recruitment practices, processes and systems. The district now has recommendations on how they can achieve more employment of people with disability in the district.
- ✓ *Sydney Local Health District's Royal Prince Alfred (RPA) Hospital* partnered with WISE Employment to support recruitment of people with a disability. This partnership resulted in hiring a person with disability as the Administrative Officer in the RPA Pre-Admission Unit.



