



# NSW HEALTH DISABILITY INCLUSION ACTION PLAN 2016-2019

## SNAPSHOT 2017



Health

This snapshot presents NSW Health's achievements during the first year of implementing its *Disability Inclusion Action Plan 2016-2019*. This is part of a broader NSW agenda to improve the lives of people with disability and move closer to an inclusive society for all.

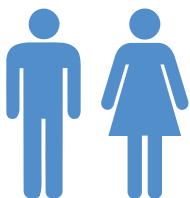
In 2014, the NSW Parliament passed the *Disability Inclusion Act*, which sets out the need for each NSW government agency to have a Disability Inclusion Action Plan (DIAP). The DIAP sets the direction for the Ministry of Health, local health districts, specialty health networks, pillars, statewide and shared services to provide equitable and dignified access to services and employment for people regardless of disability.

People with disability, their carers and families, as well as relevant peak and advocacy bodies and representatives from across the NSW Health system were consulted during the development of the DIAP. The DIAP Steering Committee, comprising representatives from NSW Health and the disability and carer sectors, drives implementation and monitors all aspects of the Plan.

People with disability have a long-term physical or mental condition that limits movement, senses or activities. Barriers may prevent people with disability from effectively and fully participating in the community on an equal basis with others.

The health of people with disability is worse than people without disability<sup>1</sup>. People with disability tend to seek more health care than people without disability and are more unlikely to have their health needs met<sup>2</sup>.

## In NSW:



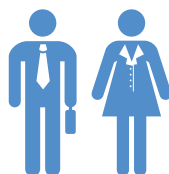
18% of the population, or over 1.3 million people have a disability<sup>3</sup>



Almost 40% of people have some form of disability by the time they are 70 years old<sup>4</sup>



Over 6% of the population, or 472,700 people in NSW, experience profound or severe disability<sup>4</sup>



1.9% of NSW Health staff identify as having a disability<sup>5</sup>



# DIAP FOCUS AREA 1:

## Promoting positive attitudes and behaviours regarding disability inclusion



*Nepean Blue Mountains and Northern Sydney Local Health Districts* have disability action plans that have high level executive endorsement and support.

*St Vincent's Health Network* established a National Disability Insurance Scheme (NDIS) and Disability Action Plan Governance Group with representation from senior managers across the St Vincent's Health Network.



*Health Education Training Institute (HETI)* has a suite of online training courses for NSW Health staff at: [myhealthlearning.health.nsw.gov.au](http://myhealthlearning.health.nsw.gov.au). The courses equip staff to communicate effectively with people with disability, to involve them, their carers and families in making decisions about their health care.



# DIAP FOCUS AREA 2:

## Creating liveable communities for people with disability



*Health Infrastructure NSW* promotes the Australasian Health Facilities Guidelines (AusHFG) via their website which include: design for access, mobility, Occupational Health and Safety (OHS) and security. Health Infrastructure NSW routinely engages consultants during the planning and building of NSW Health facilities to provide advice on accessibility requirements for people with disability.

*Cancer Institute NSW* considered the needs of people with disability in the design of their premises and facilities, by installing sliding entry doors, corridors, doorways to bathrooms, kitchen benches and desks designed to accommodate wheelchair access.



*Northern NSW Local Health District* addressed the needs of staff and patients with disability in the new infrastructure development at Byron Central Hospital, Bonalbo Multipurpose Services and in Lismore Base Hospital redevelopment. Workstations, lifts, doorways and equipment were designed to accommodate people with disability.

*Southern NSW Local Health District* improved signage at the South East Regional Hospital and built dog enclosures for assistance dogs on the basis of the information gathered from surveys with patients.

*Western Sydney Local Health District* created carer zones in patients' rooms at Blacktown Hospital. The zones were established based on feedback from carers about having to sit in uncomfortable hospital chairs when they needed to stay with the patient overnight. The zones have a sofa bed, privacy curtain and access to the patient's bathroom. The Local Health District won a NSW Health award in 2016 for the initiative.



*Mid North Coast Local Health District* installed wayfinding signage and other aides such as braille signage and maps in new and refurbished health facilities.



*Sydney Children's Hospital Randwick* and *Wagga Wagga Hospital* installed lift and change type rooms with a height adjustable changing bench and a ceiling mounted hoist. Lift and change rooms will also be installed in new hospital developments, including Hornsby Ku-ring-gai, Blacktown Mount Druitt and Westmead.

# DIAP FOCUS AREA 3:

## Providing equitable systems and processes



*Central Coast Local Health District* utilises the *All About Me Tool* with carers of people with an intellectual disability. The resource helps people with an intellectual disability and their carers to identify their issues, concerns, personal preferences, important events, and memories to assist in care planning and to improve their patient experience.

*South Eastern Sydney Local Health District* developed a resource with NSW Family and Community Services and the Metro-Regional Intellectual Disability Network called *Admission 2 Discharge - Together (A2D)*. The A2D folder and website helps hospital staff to provide patient centred care for a person with a cognitive disability to improve their journey through the hospital system.

*The Ministry of Health* released the policy, *Responding to Needs of People with Disability during Hospitalisation*. The policy describes the requirements for NSW Health organisations and staff to provide services to people with disability that are inclusive, person-centred and accessible.



*The Agency for Clinical Innovation* uses a number of formal networks and taskforces to include people with disability and their carers in the development of initiatives for people with disability.

*South Western Sydney Local Health District* routinely involves people with disability, their carers and families in the design of services through their Disability and Carers Committee and Community and Consumer Council.



*Justice Health & Forensic Mental Health Network* record patients' disability in their electronic data to assist staff to support patients.

*Bureau of Health Information* collects data from people with disability about their experience with the NSW Health system, as part of the NSW Health Patient Survey Program.



*Illawarra Shoalhaven Local Health District* produced videos for their website in partnership with a non-government organisation for people with disability. The videos use examples, easy language and captions to explain the patient's Rights and Responsibilities and how to provide feedback or make a complaint about the NSW Health system.

*Sydney Children's Hospital Network* has information on their website on the National Relay Service for deaf, hearing-impaired or speech impaired people wishing to contact their hospitals by telephone.

# DIAP FOCUS AREA 4:

## Supporting access to meaningful employment opportunities



*HealthShare NSW and eHealth NSW have a Disability Employment Strategy to increase the employment of people with disability from 2.5 per cent to 5 per cent by December 2017. The organisation works with disability employment agencies and the National Disability Coordinator to identify and recruit people with disability. The services also offer work experience opportunities to people with disability.*

*Hunter New England Local Health District's public website promotes employment for people with disability. Their internal website has information for managers on making workplace adjustments for people with a mental illness.*

*Murrumbidgee Local Health District employs peer support workers in their Mental Health and Drug and Alcohol services who have a lived experience of mental illness.*

*Sydney Local Health District has partnered with a disability employment service provider to offer employment opportunities to people with moderate intellectual disability. The District provides structured on-the-job, supervised training to people with intellectual disability to prepare them for employment with their District, or elsewhere.*



*HealthShare NSW and eHealth NSW have a Disability Employment Network that includes executive and non-executive staff. The Network reviews policies and resources and organises promotional events, such as marking the International Day of People with Disability.*



# Next steps

**NSW Health is making progress in disability inclusion, including through the design of new facilities and providing training modules to staff. Monitoring progress against the DIAP has identified areas for additional focus which include:**

- Promoting standardised online training for staff to build their knowledge, communication skills and confidence in providing care and services to people with disability.
- Supporting the statewide roll out of evidence based programs and initiatives promoting person-centred care for people with disability.
- Exploring how data can be used by NSW Health services to enhance planning and delivery of services for people with disability.
- Supporting the upgrade of NSW Health websites to meet the W3C Web Content Accessibility Guidelines level 'AA'.
- Promoting policies, recruitment processes and staff training to address disability inclusion in the NSW Health workforce.



## References

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SHPN (HSP) 170577

ISBNs:  
978-1-76000-735-5 (print)  
978-1-76000-736-2 (online)

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NSW Ministry of Health. Snapshot. NSW Health Disability Inclusion Action Plan, August 2017

**NSW MINISTRY OF HEALTH**  
73 Miller Street  
NORTH SYDNEY NSW 2060  
Tel. (02) 9391 9000  
Fax. (02) 9391 9101  
TTY. (02) 9391 9900  
[www.health.nsw.gov.au](http://www.health.nsw.gov.au)