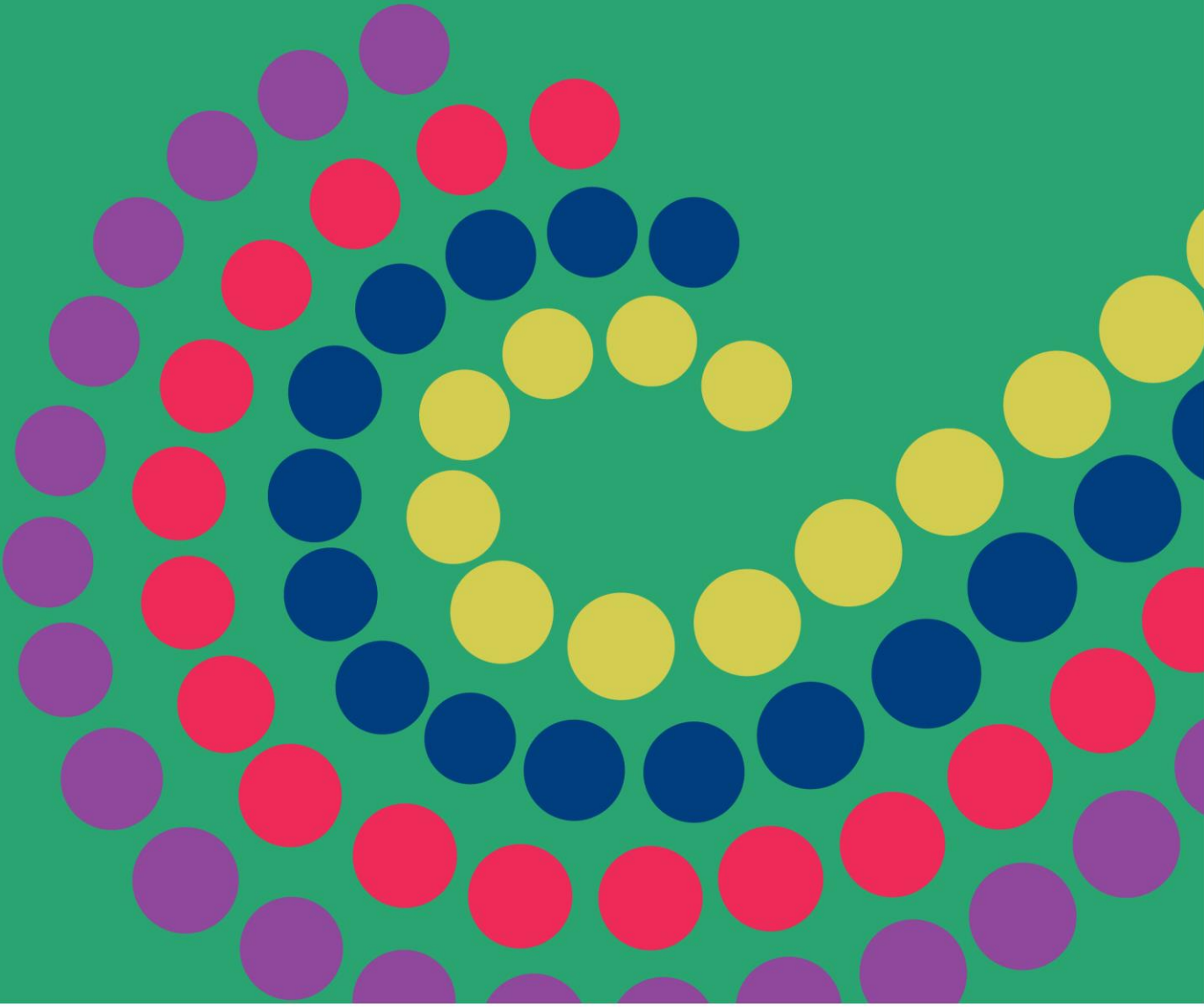


Women's and Children's Health Network

# Disability Access and Inclusion Plan (DAIP) 2020-2024



## Message from the Chief Executive Officer



I am proud to present the Women's and Children's Health Network's (WCHN) Disability Access and Inclusion Plan 2020 – 2024.

WCHN has a strong commitment to ensure engagement, inclusion and access for our consumers and staff with disability, and have embedded this as a priority for action in the WCHN Strategic Plan 2020-2024. This will ensure that improvements to access and care for people with disability continues to be a leading area for focus and improvement.

Guided by the Disability Inclusion Act 2018, and the State Disability Inclusion Plan 2019-2024, WCHN has developed the WCHN Disability Action and Inclusion Plan 2020 – 2024 which identifies priorities for action across access, infrastructure, service provision, engagement and leadership.

Our consumers and staff are at the very heart of our Plan. WCHN has established the Disability Advisory Group, with membership that includes consumers and staff with lived experience of disability. In addition, key leads from across the Network with skill, experience and expertise in providing support and care for women, children and young people with disability are included. This group led the development of the Plan, and will continue to be a key group for our Network to consult and provide ongoing advice to ensure that the care and support we provide is inclusive, equitable and accessible.

The Disability Access and Inclusion Plan 2020-2024 builds on the substantial work undertaken across all areas of SA Health through the Disability Action Plans and I look forward to further progress in the equitable access and inclusion of people with disabilities in our health system.

**Lindsey Gough**  
Chief Executive Officer

This WCHN Disability Access and Inclusion Plan (DAIP) is available in an easy read version on the Women's and Children's Health Network website. You can contact us by emailing [Health.WCHNOCEOCorrespondence@sa.gov.au](mailto:Health.WCHNOCEOCorrespondence@sa.gov.au)



## About the Women's and Children's Health Network

The Women's and Children's Health Network (WCHN) is South Australia's leading provider of specialty care and health services for women, babies, children and young people. The WCHN works in partnership with consumers and families, the community and other service providers to promote, maintain and restore health.

WCHN provides acute and community-based services through the Network of services across the Women's and Children's Hospital, Child and Family Health Service, Child and Adolescent Mental Health Service and Youth and Women's Safety and Wellbeing. This includes a range of metropolitan, rural and remote community-based services for women, babies, children and young people across South Australia and interstate.

WCHN provides care and support for women, babies, children and young people with complex health and disability needs through a range of specialised service areas. Services are provided in the context of multi-disciplinary teams that includes nursing, medical, allied health and a range of clinical and no-clinical support staff to deliver high quality care for consumers.

### Staff profile

WCHN employs 4083 staff across varied discipline areas. Of those, 45 are staff with disability. WCHN has a commitment through the WCHN Disability Access and Inclusion Plan 2020-2024, and the WCHN Diversity and Inclusion Plan 2019-2024, to improve engagement and opportunity for employment and opportunity for employment for people with disability.

### Strategic Context

Inclusive SA was launched on 1 November 2019 and is the South Australian Government's first State Disability Inclusion Plan.

It is the South Australian Government's commitment to create an accessible and inclusive South Australia based on fairness and respect, and a commitment to reduce the barriers faced by people living with a disability.



Inclusive SA sets out the priorities and actions for the next four years under the following themes:

- Inclusive communities for all
- Leadership and collaboration
- Accessible communities
- Learning and employment.

The WCHN Disability Access and Inclusion Plan 2020-2024 aligns with the State Disability Inclusion Plan, and brings to life the specific priority areas for action, to ensure WCHN is committed to reducing the barriers and improving access and inclusion across our Network.

Our work is in alignment with the Disability Inclusion Act 2018, aiming to promote the full inclusion of people with disability into our community, our services and our workforce.

## **Our vision**

In August 2020, WCHN launched its Strategy 2026: Realising Potential, Creating Together. The Mission is *“to improve the health and wellbeing of families and communities by providing integrated care and support.”*

This Mission is supported by our clear Vision *“to be a leading and respected health network for women, babies children, young people and their families.”*

We will lead this Vision by living out our Values of *Compassion, Respect, Equity, Accountability, Together for Excellence.*

Strategy 2026: Realising Potential, Creating Together encompasses 4 key priority areas, established to support empowerment and engagement of our staff and consumers. Strategic Priority One: *We create improved health and wellbeing of families and communities* will be realised by the implementation of the enabler: *Provide equitable access to effective services for women, babies, children and young people experiencing vulnerability, and those with disabilities.*

It is upon this enabler that the WCHN Disability Access and Inclusion Plan 2020-2024 is built.

**We are proud to introduce the Women’s and Children’s Health Network Disability Access and Inclusion Plan 2020-2024.**



## Actions

The WCHN Disability Access and Inclusion Plan 2020-2024 is structured around the themes and priority areas of the Inclusive SA: State Disability Inclusion Plan 2019–2024.

### 1 Inclusive communities for all

**Social inclusion is a priority for people living with disability as it affects all aspects of their lives. It is our aim that the contributions and rights of people living with disability are valued and understood by all South Australians and that their rights are promoted, upheld and protected. We also want to ensure that people living with disability are supported to advocate for their own rights.**

Priority 1: Involvement in the community

Priority 2: Improving community understanding and awareness

Priority 3: Promoting the rights of people living with disability

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
<b>1 Implementation of the Disability Advisory Group, and inclusion of consumers, both patient and staff, to provide leadership and advice regarding disability access and inclusion.</b>	1,2	Executive Lead, Allied Health and the WCHN Disability Advisory Group	September 2020	Completion of the WCHN DAIP Disability Advisory Group provides working group opportunities for engagement of children and young people with disabilities.  Completion of targeted projects and priority areas for action
<b>2 Review Disability Awareness Training ensuring ongoing</b>	2,3	Disability Advisory Group and Centre for Education and Training	January 2021	100% completion of mandated training on induction



Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
compliance and appropriateness of content.				
<b>3 Introduce training for staff on how to care for consumers with disability</b>	2,3	Allied Health and Complex Care	January 2021 – December 2021	100% completion of mandated training across the care continuum
<b>4 Improved understanding of the needs of consumers with disability – understanding behaviours and providing appropriate communication, pathways so that their voice is heard.</b>	3	Complex Care, Health Education Interface, Speech Pathology	June 2021	Access to skilled mental health and behavioural support for consumers with disability
<b>5 Explore opportunities to be a “Disability Aware” organisation to ensure improvements in care coordination across the system.</b>	2,3	Executive Lead, Allied Health	December 2021	Achievement of accreditation
<b>6 Increase access to consumer information on digital.</b>	2,3	Health Literacy Working Group	June 2021	Ensure WCHN online communications and forms are accessible
<b>7 Understanding the needs of carers of children and young people with disability</b>	2,3	WCHN Disability Advisory Group	June 2021	Disability Advisory Group provides working group opportunities for engagement of carers of children and young people with disabilities.



## 2 Leadership and collaboration

People living with disability want to have a greater role in leading and contributing to government and community decision-making. It is our aim that the perspectives of people living with disability are actively sought and that they are supported to participate meaningfully in government and community consultation and engagement activities.

Priority 4: Participation in decision-making

Priority 5: Leadership and raising profile

Priority 6: Engagement and consultation

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
<b>1 Maturity and growth of the newly established WCHN Disability Advisory Group.</b>	4,6	Executive Lead, Allied Health	December 2024	Terms of Reference endorsed Governance identified and embedded Ongoing lead in a consultation role
<b>2 Ensure access and use of the Consumer Register to assist in identifying people with lived experience for committees and advisory groups.</b>	4,5	Consumer and Community Engagement, Human Resources	June 2021	Improved method for identifying, recognising and supporting disability Creating a safe environment to identify as a person with disability
<b>3 Provide advice and expert opinion to support the design and function of the new WCH.</b>	4,5	WCHN Disability Advisory Group, New WCH Project Group	October 2020-October 2022	Design and models of care established with a disability lens
<b>4 Provide opportunities for key staff with disability to provide input into the workplace Diversity and Inclusion Plan.</b>	4,6	People and Culture	December 2021	Consumer representation and consultation in the development of the WCHN Diversity and Inclusion Plan



### 3 Accessible communities

The accessibility of the built environment, quality services and information is key to ensuring people living with disability are included and have the opportunity to equally participate in all aspects of community life. It is our aim to increase accessibility to public and community infrastructure, transport, services, information, sport and recreation and the greater community.

Priority 7: Universal Design across South Australia

Priority 8: Accessible and available information

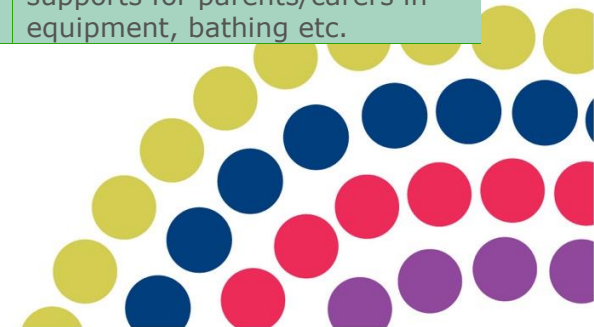
Priority 9: Access to services

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
<b>1 Support for consumers with disability, through access to skilled volunteer wayfinding staff.</b>	8,9	Corporate Services – Consumer and Community Engagement	June 2021	Survey and audit current satisfaction with the wayfinding experience at WCHN for people with disability.
<b>2 Improved access to appropriate toilet change facilities for consumers with disabilities</b>	9	Corporate Services – Engineering and Building Maintenance	November 2020	Changing Places launched and consumers aware of the facility
<b>3 Support and advice to the New WCH Project Team through the Disability Advisory Group.</b>	7,8,9	Disability Advisory Group and New WCH Project Team	October 2020-October 2022	Measures taken to ensure future infrastructure considers accessibility and inclusion for those living with disability
<b>4 Improved supports in navigating the NDIA/Health Interface: identifying the need early, understanding impacts of diagnosis, support for families.</b>	8,9	Complex Care, Allied Health	January 2021 – December 2024	Reduction in NDIA access related complaints





Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
<b>5 Improved access to appropriate equipment to support care.</b>	9	Allied Health	March 2021	<p>Completion of tagging, testing, maintenance and monitoring of complex equipment</p> <p>Completion of staff training via Allied Health for staff to access equipment appropriately after hours</p> <p>Completion of assessment, prescription and care planning for our consumers with complex health and disability</p>
<b>6 Development of a personal health information pack for people with disability that can be brought in via SAAS and be presented at PED.</b>	8,9	Disability Advisory Group, Speech Pathology and Comprehensive Care Committee	December 2021	<p>Register of patients with disability</p> <p>Development of health information pack for people with disability</p> <p>Access to appropriate platforms to assist AAC (e.g. I-Pads) in PED and wards</p>
<b>7 Support for consumers with a temporary change in function (e.g. surgical intervention, hip spica).</b>	8,9	KidSafe, Allied Health	January 2022	<p>Access to KidSafe training re: transport and baby seats</p> <p>Access to Allied Health Assistant for additional training and supports for parents/carers in equipment, bathing etc.</p>



## 4 Learning and employment

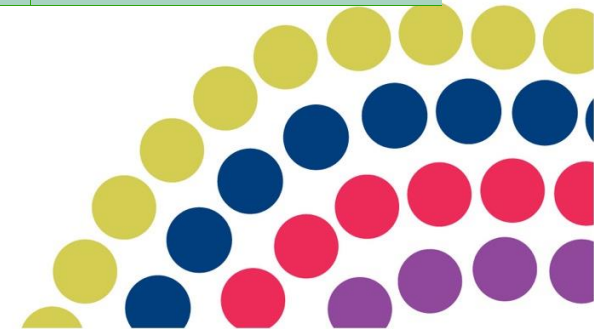
**Workforce participation is fundamental to social inclusion. It provides economic independence and choice, social connections and friendships, value, identity and belonging. It is our aim that people living with disability have access to inclusive places of study and that education and training provides pathways to meaningful and inclusive employment and volunteering opportunities.**

Priority 10: Better supports within educational and training settings

Priority 11: Skill development through volunteering and support in navigating the pathway between learning and earning

Priority 12: Improved access to employment opportunities and better support within workplaces

Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
<b>1 WCHN Diversity and Inclusion Plan highlights employer of choice for people with disabilities.</b>	12	People and Culture	January 2024	Standardised role descriptions encouraging diversity and inclusion
<b>2 Promote access for all staff to Julia Farr Association Purple Orange – workplace training and education to support staff accessibility and inclusivity.</b>	10	People and Culture	January 2021	Corporate Orientation Information provides access to JFA Purple Orange
<b>3 Consumers and volunteers with disability supported and encouraged to participate across the Network</b>	11	Consumer and Community Engagement	December 2020	Increased number of consumers representatives and volunteers with disability



# Disability access and inclusion plan development

## Consultation

The WCHN DAIP 2020-2024 was developed by a specialised group of consumers (patient and staff) and key staff with expertise in disability and complex care. The WCHN Disability Advisory Group was developed for the direct purpose of developing the DAIP, ensuring progress against actions, and providing a platform for ongoing leadership, advice and consultation regarding disability access and inclusion.

The Draft version of the WCHN DAIP was reviewed and endorsed by the WCHN Strategic Executive Leadership Team and the WCHN Board.

The Draft version of the WCHN DAIP will be posted on Basecamp to ensure broad consultation of consumers across the Network.

The Draft version of the WCHN DAIP will be circulated across key stakeholders including:

- Child and Family Health Services (CaFHS)
- Child and Adolescent Mental Health Services (CAHMS)
- Youth, Women's Safety and Wellbeing (YWSWD)
- Health Performance Council
- Wellbeing SA – Community Services Partnerships , Integrated Care Systems
- National Disability Insurance Agency (South Australia & Northern Territory Community Engagement)

## Implementation process

The Executive Lead, Allied Health, together with the WCHN Disability Advisory Group will lead the implementation of the WCHN DAIP 2020-2024.

Throughout the course of the Plan, this group will be responsible for leading and reporting against action.

Specific sub groups and working parties will form to implement key actions.

The WCHN Clinical Safety and Quality Committee will provide governance and oversight of the WCHN Disability Advisory Group and monitoring of progress against action.



## Acknowledgments

*The wonderful children and families of the Women's and Children's Health Network who make coming to work each day a joy.*

The Women's and Children's Health Network would like to sincerely acknowledge and thank the following people who contributed to the Plan:

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## Glossary and Definitions

- WCHN** Women's and Children's Health Network
- DAIP** Disability Access and Inclusion Plan
- NDIA** National Disability Insurance Agency
- PED** Paediatric Emergency Department
- SAAS** South Australian Ambulance Service
- JFA** Julia Farr Association



## Definition of Disability

Under Section 4 of the Disability Discrimination Act 1992, disability, in relation to a person, means:

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

and includes a disability that:

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

United Nations Convention on the rights of people with disability  
<http://www.un.org/disabilities/convention/conventionfull.shtml>



### For more information

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