



Limestone Coast Local Health Network

# Disability Access and Inclusion Plan 2021-2023

October 2020



**Health**  
Limestone Coast  
Local Health Network

# Acknowledgment to Traditional Custodians

The Limestone Coast Local Health Network (LCLHN) acknowledges the traditional custodians of country throughout the Limestone Coast. We respect their continuing connection to land, sea and community. We also pay our respects to Elders past, present and emerging and to the cultural authority of Aboriginal and Torres Strait Islander people from other areas of Australia who reside in the Limestone Coast.

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## Foreword from the Board Chair

**Grant King**

The Limestone Coast Local Health Network (LCLHN) Governing Board is proud to have contributed to the development of the LCLHN Disability Access and Inclusion Plan 2020-2023 and has a strong commitment to support disability access and inclusion within our LCLHN health services.

The LCLHN Plan features continuous quality improvements to our health facilities, services and communications to ensure we provide disability access and inclusion for all people.

The LCLHN Plan is part of the broader South Australian Government's goal to improve the lives of people living with disability and their carers, and moves us closer to a fully inclusive society in the Limestone Coast. Our LCLHN Plan outlines our commitments to identify and meet the health needs of people with disability and their carers, and describes what LCLHN will do to ensure that people living with disability and their carers have the same opportunities as others to access and be included in health services.



## From the Chief Executive Officer

**Ngaire Buchanan**

I am pleased to deliver the Limestone Coast Local Health Network's (LCLHN) Disability Access and Inclusion Plan and look forward to implementing the actions across our Limestone Coast health services to improve outcomes for people living with disability and their carers, the broader community, our stakeholders, and our staff and volunteers.

The LCLHN is dedicated to supporting people with disabilities and their carers, through promoting a disability-friendly approach to our services, increasing opportunities for engagement and contribution, improving physical access to buildings and facilities, and enhancing disability awareness and understanding among staff and volunteers. We want people with disability and their carers to be able to access and participate in all aspects of our society, including health services and programs to support quality of life and the capacity to achieve positive life outcomes. LCLHN is committed to the implementation of the LCLHN Disability Access and Inclusion Plan 2020-2023.





## Our Vision:

To be a trusted leader and partner in the provision of safe, high-quality, progressive, consumer-directed care and services.

## Our Purpose:

Partnering with our community in delivering best practice care and services that contribute to improving the health and wellbeing of our communities and region.

# About the Limestone Coast Local Health Network

Limestone Coast Local Health Network (LCLHN) delivers a comprehensive range of public acute, residential aged care, community health, NDIS and mental health services, throughout 10 public hospitals/health services in regional South Australia, according to population needs, focusing on integrating its service delivery with metropolitan hospitals and other service providers in regional locations.

## Staff profile

We employ over 1400 skilled staff who provide care across the health, aged care and disability sectors. As at August 2020, the LCLHN had 12 employees who self-identified with a disability equating to 0.8% of the total workforce (1489). These include physical (4), psychological (1), sensory/hearing (4) or a combination of those abovementioned.

## Strategic Context and Vision

Our strategic plan outlines a vision to be the best rural health service with a mission of growing better services in country and keeping people well at home.

Our values: Customer Focus, Collaboration, Caring, Creativity, Courage.

Our functions, objectives and deliverables: Limestone Coast Local Health Network provided a wide range of public acute, residential aged care, community health, disability and mental health services to country communities.

### **Limestone Coast Local Health Network's key objectives are to:**

- build innovative and high-performing health service models that deliver outstanding consumer experience and health outcomes
- pursue excellence in all that we do
- create a vibrant, values-based place to work and learn
- harness the power of partnerships to improve the effectiveness of services
- elevate and enhance the level of health in country communities.

### **Limestone Coast Local Health Network's key deliverables are to:**

- provide safe, high-quality health and aged care services
- engage with the local community and local clinicians
- ensure patient care respects the ethnic, cultural and religious rights, views, values and expectations of all peoples
- ensure the health needs of Aboriginal people are considered in all health plans, programs and models of care
- meet all legislation, regulations, Department for Health and Wellbeing policies, and agreements

The LCLHN Disability Access and Inclusion Plan aims to achieve the objectives and priorities set out in the Inclusive SA: State Disability Inclusion Plan 2019–2023, the Disability Inclusion Act 2018 (SA), National Disability Strategy 2010–2020 and the United Nations Convention on the Rights of Persons with Disabilities. The LCLHN is a proud provider of services to people of all ages with a disability and their carers. Country Health Connect is a registered provider with the National Disability Insurance Scheme.





# Actions

The LCLHN Disability Access and Inclusion Plan is structured around the themes and priority areas of the Inclusive SA: State Disability Inclusion Plan 2019–2023.

## 1: Inclusive communities for all

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

LCLHN Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
<b>1.</b> Events organised by LCLHN are accessible and inclusive to meet the needs of all.  Development of checklist for events in line with the Accessible Events toolkit	1	Partnering with Consumers	December 2020	A checklist is available for use in line with the Accessible Events toolkit
<b>2.</b> Ensure that service plans have appropriate consumer directed goals to ensure strategies are in place for people with a disability to access their community and participate in community activities.	1	Clinical Coordinators	Ongoing	Service plans in place for all identified consumers  Regular reviews of service plans conducted as per schedule
<b>3.</b> Disability awareness training is required for all employees  NDIS worker orientation module is mandatory for by all staff working with NDIS participants	2 & 3	People and Culture	Ongoing	Training Compliance is achieved and regularly monitored

<b>LCLHN Action</b>	<b>State Plan Priority #</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Measurable Target</b>
<b>4.</b> Public promotion of NDIS Code of Conduct in all facilities	3	Regional Manager Disability and Child Health	Ongoing	NDIS Code of Conduct is displayed in public and staff areas within sites
<b>5.</b> Ensure LCLHN DAIP is promoted to all staff at orientation and ensure it is accessible on the Intranet	2 & 3	People and Culture	Ongoing	LCLHN DAIP included at LCLHN orientation and available on SharePoint
<b>6.</b> LCLHN has clear guidelines in place on the requirements for reporting to ensure the rights are upheld and maintained for consumers including reporting the NDIS commission as required  LCLHN encourages patients, consumers, families, carers and the community to provide feedback and feedback is recorded and responded to in a timely manner.	3	Quality Risk and Safety	Ongoing	LCLHN NDIS mandatory reporting flowchart  NDIS Mandatory Reporting Procedure  SLS reports Consumer Feedback Brochure is promoted and made available for all consumers Consumer feedback poster is displayed at all sites
<b>7.</b> Ensure that consumers are able to make decisions about their care and staff are supporting dignity of risk for our consumers.	3	Clinical Coordinators	Ongoing	Duty of Care and Dignity of Risk Procedure available to all staff on SharePoint



## 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

LCLHN Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
1. Support stakeholder collaboration and active engagement with service providers including State, NGO, Private and Aboriginal Community Controlled Health Organisations	6 & 3 & 9	Partnering with Consumers	Ongoing	Active participation on a range of local collaborative workgroups eg. Limestone Coast Community Services RoundTable, Children's Services Network, Disability workforce HUB
2. Create opportunities for participation of people with a disability and their carers in Health Service activities through the creation of a Disability Community Network for LCLHN	4 & 6	Partnering with Consumers	February 2021	LCLHN Disability Community Network established and engaged  Specific references to engaging with people with disabilities is included in the LCLHN Consumer, Community and Carer Engagement Strategy
3. Encourage Health Advisory Councils (HACs) to engage with and strongly advocate for people with disabilities and their carers	4 & 6	Partnering with Consumers	February 2021	Specific references to engaging with people with disabilities is included in the LCLHN Consumer, Community and Carer Engagement Strategy
4. Ensure externally advertised vacancies encourage applications from our diverse community	5	People and Culture	Ongoing	Recruitment advertisements include a statement encouraging applications from diverse community

### 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

LCLHN Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
<b>1.</b> Develop LCLHN website to ensure people with range of disabilities and their carers can access the information they require.  Maintain CHC website with appropriate information.	8 & 2	Communications	May 2021	LCLHN website is available and easily accessible
<b>2.</b> Ensure publications are written in plain language, reviewed by consumers, and available in different formats on request to suit the needs of carers and people with a disability.	8 & 2	Partnering with Consumers	Ongoing	Document development guidelines are in place and utilised
<b>3.</b> Ensure all owned and leased buildings meet accessibility standards, are appropriately signed, accessible parking is available, and have emergency plans that meet the requirements of people with a range of disabilities and their carers.	7	Corporate Services	Annually and as required	Audits of buildings are conducted on a scheduled basis.  Evidence of resolution of any high priority actions identified.
<b>4.</b> Ensure maps of all facilities are available publicly at location and on website.	7	Corporate Services	February 2021	All maps identify disability access needs (such as parking and ramp access) and are publicly available

<b>LCLHN Action</b>	<b>State Plan Priority #</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Measurable Target</b>
<b>5.</b> Ensure Disability (Access to Premises – Buildings) Standards are considered and applied to building redevelopments, new fit-outs and refurbishments	7	Corporate Services	As required	Buildings have appropriate access
<b>6.</b> Ensure aids and equipment are available to appropriately deliver services to people with a disability and their carers Develop audit tool and implement	9	Quality Risk and Safety	February 2021 Ongoing as scheduled	Audits of assistive equipment available are conducted on a scheduled basis.
<b>7.</b> Ensure the consumers support network is supported and encouraged in the care journey	9 & 3	Partnering with Consumers	May 2021	Implementation of LCLHN Family are Not Visitors policy
<b>8.</b> LCLHN to maintain accreditation status through the NDIS Quality and Safeguards Commission as a registered NDIS service provider by meeting the practice standards and quality indicators.  Ensure service information is available and promoted on the Provider Finder in the myplace portal, the NDIS Website and the Limestone Coast Services Directory	9	Quality Risk and Safety	Ongoing	Continued accreditation as NDIS service provider LCLHN is promoted on Provider Finder in the myplace portal, the NDIS Website and the Limestone Coast Services Directory



## 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

LCLHN Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
1. Review and ensure Workforce policies and procedures support accessibility and inclusion	12	People and Culture	As required per policy review schedule	Workforce policies and procedures are reviewed on a regular basis.
2. Support the employment of people with a range of disabilities through recruitment practices and resources once employed by LCLHN (e.g. within interview and engagement processes, workplace assessments, and modifications prior to commencement or return to work)	12	People and Culture	Annual review	Numbers of people with a disclosed disability employed by LCLHN.
3. Ensure staff feedback and engagement processes are simple, flexible and accessible for all	12	People and Culture	As required	The Clinician and Staff Engagement Strategy, Implementation Plan and Board Sub- Committee TOR include accessible engagement methods.
4. Policies are in place to recognise and support employees who are also carers	12	People and Culture	As required	Review of existing policies for identification of supports for carers, e.g. Staff selection procedure and flexible working arrangements.

<b>LCLHN Action</b>	<b>State Plan Priority #</b>	<b>Responsibility</b>	<b>Timeframe</b>	<b>Measurable Target</b>
<b>5.</b> Ensure all workplace training offered to employees is available in accessible text formats or other formats on request, and employees are made aware they can request reasonable adjustments for training participation.	10.	People and Culture	Ongoing	100% of reasonable adjustments are provided.  All staff can access training required.
<b>6.</b> Review the Volunteer, Clinical Placement and Work Experience processes to ensure opportunities are accessible and inclusive for people with a disability.	11.	People and Culture	Ongoing	Numbers of people volunteering or undertaking Clinical Placements or Work Experience with a disability.

# Disability access and inclusion plan development

## Development

LCLHN plan has been developed guided by the Inclusive SA State Disability Inclusion Plan 2019–2023 and DAIP Guidelines.

The previous Country Health SA LHN 2017–2022 plan was consulted, and actions incorporated into LCLHN plan.

## Consultation

LCLHN reached out for wide consultation in the development of this plan. An eight question electronic Microsoft 365 forms survey was distributed requesting engagement via email and broad community advertising by the social media platform of the LCLHN facebook page.

Consultation occurred with the following:

- Limestone Coast Community Members
- LCLHN Community Network
- LCLHN Aboriginal Experts by Experience
- LCLHN Mental Health Lived Experience
- LCLHN Health Advisory Council Members
- Mount Gambier Consumer Advisory Committee
- Limestone Coast Councils
- LCLHN Partnering with Consumers Working Party
- LCLHN Staff and Volunteers
- LCLHN Governing Board Members
- LCLHN Leadership Committee

30 respondents in total provided feedback and identified (were able to select more than one category) they were a person living with a disability (3), a friend or family member of a person living with a disability (8), a support person for a person with a disability (2), a carer for a person living with a disability (2), working in an organisation advocating for people living with a disability (2), working in an organisation supporting people living with a disability (6), a State



or Commonwealth Government employee (16), an interested community member (10), and 'Other' (3).

The LCLHN Disability Access and Inclusion Plan 2020-2023 links to the following:

- LCLHN Strategic Plan
- LCLHN Operational Plan
- LCLHN Consumer, Carer and Community Engagement Strategy 2020 – 2023
- LCLHN Innovate Reconciliation Action Plan (RAP)

### **LCLHN Achievements**

LCLHN Country Health Connect has been an NDIS provider since 2014 when South Australia was a trial site for NDIS services for children and extending to provide NDIS services for adults in October 2017.

LCLHN Country Health Connect was proud to be registered and accredited as a NDIS service provider for the first time in 2019, and will participate in reassessment in 2021.

### **Implementation process**

LCLHN implementation will include:

- All LCLHN staff, volunteers, Health Advisory Council and Board members have a responsibility to implement the LCLHN DAIP 2020-2023 within the scope of their role.
- The Executive Director, Allied Health & Community is the lead Executive accountable for the implementation of the LCLHN DAIP 2020-2023
- Governance rests with the LCLHN Partnering with Consumers Committee including monitoring, reporting and review mechanisms, and with formal reporting to the LCLHN Clinical Governance Committee; which reports through LCLHN Leadership Committee to the LCLHN Board of Directors and associated Committees. Ongoing monitoring and reporting of achievements will be through this governance process.
- The LCLHN DAIP Working Party will convene quarterly to progress plan reporting requirements, and present this information through the governance reporting process outlined above.
- The intention for disability access and inclusion becoming an integral part of everyday business within LCLHN
- LCLHN strategic, business and workforce planning to incorporate goals and outcomes associated with the LCLHN DAIP 2020-2023

- The LCLHN DAIP 2020-2023 will be shared with the same groups as consulted, included being published on the LCLHN Facebook page, and will also be published on the LCLHN page of the SA Health website.
- There will be positive promotion of the LCLHN DAIP 2020-2023, with a focus on raising awareness and changing misconceptions relating to disability access and inclusion for people with a disability and their carers, rather than simply complying with legislative requirements.

## Acknowledgments

Acknowledging all who contributed time and commitment to respond to the survey during the consultation period and contributed to the development of the LCLHN Disability Access and Inclusion Plan 2020-2023.

Acknowledging the contributions of the LCLHN DAIP Working Group for preparation of the LCLHN DAIP 2020-2023, and who will partner to support implementation of the plan.

## Glossary and Definitions

CHC	Country Health Connect
DAIP	Disability Access and Inclusion Plan
HAC	Health Advisory Council
LCLHN	Limestone Coast Local Health Network
NDIS	National Disability Insurance Scheme
NGO	Non-Government Organisation
SLS	Safety Learning System
TOR	Terms of Reference

**Endorsed by the LCLHN Governing Board on 28 October 2020**

### **For more information**

Limestone Coast Local Health Network

PO Box 267

MOUNT GAMBIER, SA 5290

Telephone: (08) 8721 1200

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