

**Central Adelaide Local Health
Network**

Disability Access and Inclusion Plan 2026-2030

Easy Read Version



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About this Plan



This plan is about Central Adelaide Local Health Network (CALHN) Disability Access and Inclusion Plan 2026 to 2030.



We will call it 'our Plan'.

When we say 'we' or 'our' we mean CALHN.



This plan explains what CALHN will do over the next 4 years to:

- Support people with disability and carers.
- Make our health services easy to use and respectful for everyone.
- Build a workplace where everyone belongs.





This is a shorter version of our plan.

It includes the most important ideas.

bold

Some words are in **bold**.

We will explain what these mean.

There is also a list of these words at the end of this plan.



You can ask someone you trust to help you read our plan.

Acknowledgement of Country



CALHN respects and honours the Kaurna people.

We pay our respect to Kaurna Elders:

- Past.
- Present.

We respect Kaurna culture, language and traditions.

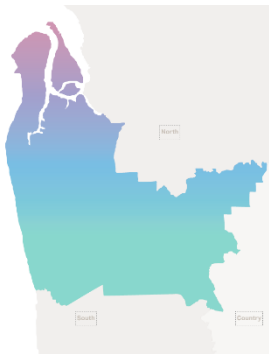
These are still strong and important today.

About CALHN



CALHN is the Central Adelaide Local Health Network.

We are the largest public health network in South Australia.



We provide hospital care and community health services in the central area of South Australia.



Our main sites include:

- Royal Adelaide Hospital
- The Queen Elizabeth Hospital
- Glenside Health Services
- Hampstead Rehabilitation Centre
- Statewide Rehabilitation Services
- Adelaide Dental Hospital

We also support people in:



- The community.



- **Rural and remote** areas.

Rural and remote means people who live in the country and far away from the city.



- Interstate and overseas.



- SA prisons.



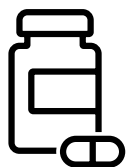
- Specialised statewide services.

A **specialised statewide service** is a health service that supports people across SA.

Some of these places include:



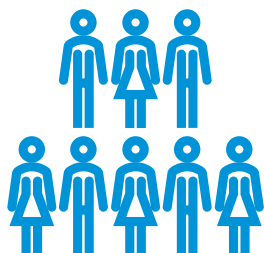
- SA Pathology – does blood tests.



- SA Pharmacy – provides medicines.



- SA Dental – gives dental care.



CALHN has more than 18,000 workers.

We also have over 300 volunteers.

What we want



CALHN wants everyone to feel:

- Safe.
- Respected.
- Included.
- Listened to.
- Supported.

We want people with disability to receive good health care.

We want our services and sites to be **accessible** and **inclusive**.



- **Accessible.**

This means everyone can use it.

- **Inclusive.**

This means everyone is included and feels like they belong.



We promise to work hard to make this happen.

How we made this Plan

To make this plan, CALHN:



- Talked to **consumers** with disability and their carers.

A **consumer** is a person who uses our health services.



- We spoke with disability organisations, CALHN staff and staff with disability.
- We looked at the last plan.

The main groups we spoke to were:



- Aboriginal peoples with disability.
- People from culturally and linguistically diverse (CALD) backgrounds.
- Women, carers, children and young people.



- LGBTQIA+ consumers with disability.



- People with intellectual disability.

- Older people with disability.



- People in regional and remote areas.



Thank you to everyone who shared their ideas.

Your ideas helped to make this plan.



We also thought about some laws and guidelines when making our plan.

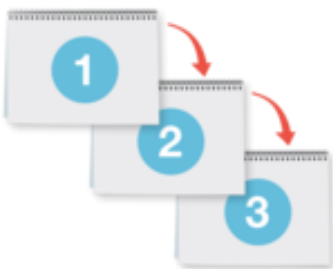
There is a list of these in the full version of our plan.

What we will focus on



There are 8 main areas we will focus on in our plan.

1. Partnering with Consumers.
2. Care Coordination.
3. Communication.
4. Volunteering.
5. Workforce.
6. Partnering with Stakeholders.
7. Disability Information.
8. Accessibility.



We will go through each of these areas in the following pages.

1. Partnering with Consumers

What is our goal?



We want people with disability, their carers and families to be included in making choices about their health care and CALHN services.

We want our services to be inclusive and accessible.

What we will do:



- Invite people with disability and carers to join meetings and help make decisions.



- Support people with disability and carers to share their ideas to make our services better.



- Make support respectful of all:

- Cultures.
- Ages.
- Backgrounds.



- Work with different types of disability including **psychosocial disability**.

Psychosocial disability means a disability caused by mental health.



- We also want to make it easy and safe for people to give feedback.

2. Care Coordination

What is our goal?

We want people with disability to get care that is:



- Safe.
- Connected.
- Respectful of their culture.
- Is planned with them.

What we will do



- Ask consumers with disability and carers about their needs when planning care.

This includes **discharge planning** for when people leave the hospital.



Discharge planning means making a plan to help you leave hospital safely and get the right support at home.



We want discharge planning to be culturally respectful, including for people who live rural and remote.



- Use safe, kind ways to support behaviour and train staff to give care that feels safe.



- Support young consumers when they need to move to adult services.



- Offer **virtual options** so that some care can happen at home.

Virtual options might include using a computer or other technology.



- Include people with disability in research.



- Follow rules that protect the rights of our consumers.

3. Communication

What is our goal?



We want people with disability to get information that is clear and easy to understand.

What will we do



- Make Easy Read and picture-based information sheets.

This includes making sure any letters we send to people are easy to understand.

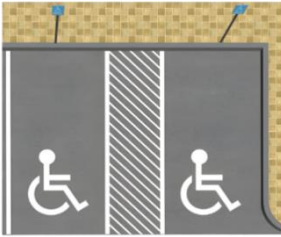


- Make the CALHN website easy to use.



- Make CALHN events accessible and inclusive.

Share clear information about:



- Transport and how to find your way around CALHN.



- Our services.

- Make our communication supports better and easy to use.



This will include:

- Interpreter bookings.
- Auslan.
- Other communication supports.



4. Volunteering



What is our goal?

We want people with disability to feel welcome and supported when they volunteer at CALHN.

What we will do



- Tell disability community groups about volunteering roles at CALHN.



- Support volunteers with disability at work.



- Invite volunteers with disability to provide peer support to others.



- Give disability training to all volunteers.

5. Workforce



What is our goal?

We want CALHN to understand disability and support staff with disability in all parts of the organisation.

What we will do



- Make sure staff learn about disability and hear real stories from people with disability.



- Teach managers how to support staff with disability.



- Provide fair job interviews and workplace adjustments for people with disability.



- Make CALHN a safe and respectful place to work.

We want people to be treated fairly and have safe ways to speak up.

6. Partnering with Stakeholders

What is our goal?

We want to work with different organisations in the community to make health services better for people with disability.



We will work with:

- Disability organisations.
- Government.
- Community partners.

What we will do



- Know who our disability partners are and work closely with them.



- Support important groups such as:

- Aboriginal people.
- CALD communities.
- LGBTQIA+ people.
- Young people.
- Older people with disability.
- Carers.
- Regional communities.

- Work with the NDIA to make hospital care easier.



- Improve access to the **SA Intellectual Disability Health Service (SAIDHS)**.

SAIDHS is a specialist health service that helps adults with intellectual disability and people with high needs, get the right healthcare.

7. Disability Information



What is our goal?

We want to get better information about consumers and staff with disability so we can give the right support.

What we will do



1 2 3

- Collect better information about staff with disability.

- Keep track of how many consumers with disability use CALHN services.

- Keep clear records of consumer disability needs.

Some of these records might be about communication needs or equipment needs.



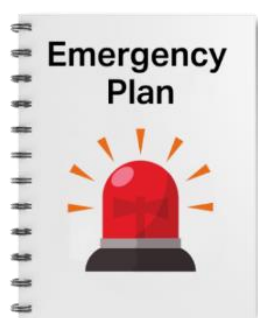
8. Accessibility



What is our goal?

We want CALHN buildings, spaces and services to be accessible for everyone.

What we will do



- Make sure CALHN emergency plans include people with disability.
- Create personal emergency plans for staff with disability.
- Ask people with disability for feedback on building designs and changes.
- Make sure new buildings and upgrades follow the rules for accessibility.

Other things we will check and make accessible are:



- Parking and wheelchair access.



- Changing places.



- Quiet spaces.



- **Wayfinding**

Wayfinding means helping people know where to go using clear signs and directions.

What happens next



Every year CALHN will review this plan and see how we are going.



In 2 years we will do a bigger review and make changes to this plan if we need to.

We will check our progress by:



- Listening to feedback from consumers with disability.



- Checking if actions have been completed.



We will report our results back to CALHN leadership and the Department of Human Services.

Where to get more information



This booklet is a summary of our Disability Access and Inclusion Plan 2026-2030.



The full plan is on:

<https://www.calhn.sa.gov.au/about/disability-access-inclusion-plan>

You can contact us by email:

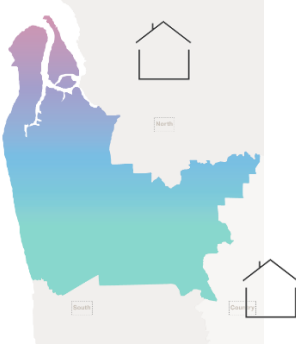


Email: calhndisabilityinclusion@sa.gov.au



Website: <https://www.calhn.sa.gov.au/>

Word List



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