



SA Ambulance Service

2020-2024 Disability Access and Inclusion Plan

Easy Read version



Government
of South Australia

SA Health



SA
Ambulance
Service

How to use this plan



SA Ambulance Service (SAAS) wrote this plan.

When you see the word 'we', it means SAAS.



We wrote this plan in an easy to read way.

We use pictures to explain some ideas.

Not bold
Bold

We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 31.



This Easy Read plan is a summary of another plan. This means it only includes the most important ideas.



You can find the other plan **on our website**.



You can ask for help to read this plan.

A friend, family member or support person may be able to help you.



We recognise Aboriginal and Torres Strait Islander peoples as the traditional owners of our land – South Australia.

They were the first people to live on and use the:



- land
- rivers
- seas.

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About us



SA Ambulance Service (SAAS) is part of SA Health.

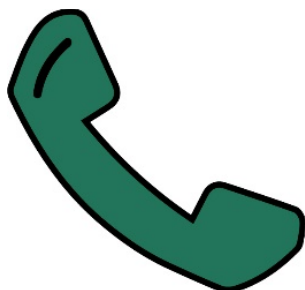


SAAS is the main source of ambulance services in South Australia.



An **emergency** is a dangerous situation that we don't expect to happen.

It can also put your health at risk.



If you have an emergency, you should call Triple Zero.

000

Some of our services include:



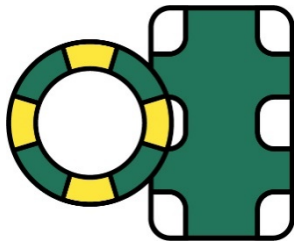
- emergency medical care



- ambulance transport services



- health services at community events



- rescue services.

3,513



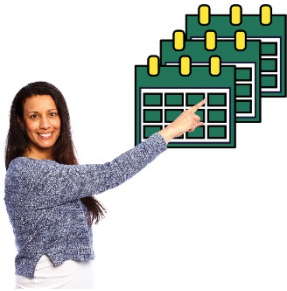
We have 3,513 people on our team.

0.4%



0.4% of our team are people with disability.

Our vision for SA Ambulance Service



Our **vision** is what we want our services to be in the future.

We want to make SAAS:



- **accessible**



- **inclusive.**

When something is accessible, everyone can use it.

This might be:



- a place or a building
- transport
- a service
- information
- a website.



When something is inclusive, everyone can take part.

We want SAAS to be a **workplace** where everyone:



- is treated with respect



- is treated fairly



- can work safely



- feels supported



- has the same opportunities.



A workplace is any place you might work, such as:

- an office
- school
- a hospital.

The laws that apply



In South Australia we have a law called the *Disability Inclusion Act 2018* (the Act).



The Act explains the rules that everyone needs to follow.



It is there to make sure people with disability in South Australia are treated fairly.



This law says that we must have a Disability Access and Inclusion Plan.

We call it a plan.



We also follow what the **National Disability Strategy** says.



The National Disability Strategy is a plan to make life better for people with disability around Australia.



And we follow the **State Disability Inclusion Plan (Inclusive SA)**.



The State Disability Inclusion Plan (Inclusive SA) is a plan that the South Australian government has agreed to make life better for people with disability in South Australia.

United Nations

Convention on the Rights of Persons with Disabilities

We also follow the *United Nations Convention on the Rights of Persons with Disabilities* (the UN Convention) in this plan.

United Nations

Convention on the Rights of Persons with Disabilities



The UN Convention is a document that sets out the **rights** of people with disability around the world.

Rights



Rights are rules about how everybody should be treated fairly.

What people told us

We asked people to share their ideas on how we can be more:

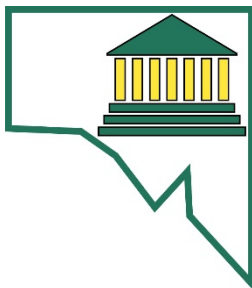


- accessible
- inclusive.

These people were from:



- the South Australian community



- the government.

71



We had 71 responses.

35%



35% of responses were from people with disability.

24%



24% of responses were from family members of people with disability.



They gave us ideas about how we can be more:

- accessible
- inclusive.



We have included these ideas in our plan.

Our Disability Access and Inclusion Plan



Our plan talks about what we will do over the next 4 years to make SAAS more:

- accessible
- inclusive.



Our plan has 4 main themes:

1. Communities that include everyone
2. Leading and working together
3. Accessible communities
4. Learning and working.



Each of these themes has a list of what we need to do to reach our goals.



We talk about each theme in more detail on the following pages.

1. Communities that include everyone



We want people with disability to be included in our community.



We want the rights of people with disability to be:

- valued
- respected
- protected.



We want to support people with disability to speak up for their own rights.



We will talk with others to make sure our services support people with disability.



We will listen to what people with disability have to say about our services.



We will make sure all our events are:

- accessible
- inclusive.



We will find ways to:

- celebrate people with disability
- talk about people with disability.



We will make sure all our staff:

- read our plan
- learn how to work with people with disability.



We will make sure our services follow SA Health's **patient charter**.



Our patient charter is a document that explains how we must give all of our patients the same level of care.



We will make sure people with disability know about our patient charter.



We will make sure people with disability know they can give their **consent** to our services.

When you give your consent, you say it is okay for someone to do something.

2. Leading and working together



We will write a **strategy** to make sure people with disability get support to make decisions.



A strategy is a plan for how we will do things in the future.



We will check to make sure this strategy works well.



We will talk to people with disability who live in **regional areas**.



Regional areas are:

- small towns
- places far away from cities.



We will learn how to meet their needs.



We will make sure people with disability are part of making decisions about their:

- care
- treatment
- transport.



We will make sure young people with disability have a say about decisions that affect them.



We will create a program so patients can tell us if their health is getting worse during:

- treatment
- transport.



We will ask people with disability for ideas about how to make our services better.



We want people with disability to take part in our **committees**.



Committees are groups of people who get together to talk about ideas.



We will make sure people can make a **complaint** in an accessible way.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



We will make sure our team know what people with disability in:

- our team need
- the community need.



We will make sure our team understands the challenges people with disability face when they use our services.

3. Accessible communities

We can make sure we include people with disability if our:



- places and spaces are accessible



- community is inclusive.

This includes:



- public spaces
- transport
- services
- information.

We will make our buildings and spaces more:



- accessible
- inclusive.



We will make sure our **evacuation plans** are:

- accessible
- inclusive.



An evacuation plan is how we get out of a dangerous place:

- safely
- calmly.



For example, leaving a building if there is a fire.



We will make sure we have accessible signs in public areas.

We will come up with ways to safely transport people who use:



- aids to help them move around or walk
- support animals.



We will make sure we have the right equipment to transport people with disability who need extra support.



We will offer more accessible ways to contact us.



For example, we will create other ways to contact us if you can't call us on the phone.



We will make sure there is an **interpreter** if you need one.

An interpreter is someone who:



- speaks your language
- helps you understand what someone is saying.

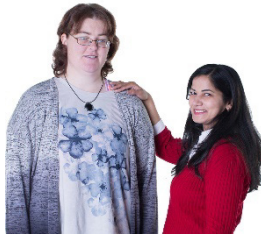
We will make sure there are different ways to pay for:



- your ambulance membership
- our services.



We will make sure our website is accessible.



We will support you if you have a care plan in place.



We will provide a smooth **transfer of care**.



A transfer of care is when we pass your care to other health care providers.



We will keep providing other ways for you to get emergency treatments when you need them.

4. Learning and working

When people with disability work, they can:



- earn their own money



- connect with other people



- take part in the community



- feel like they belong



- do more for themselves and on their own.

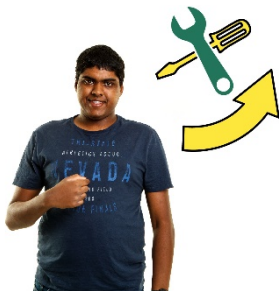
We will make sure our workers with disability have access to:



- support



- training



- career opportunities.

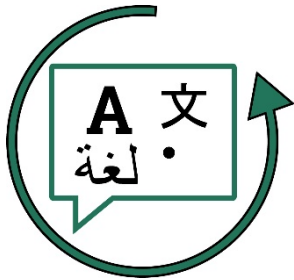


We will find more opportunities for people with disability to work with us.



We will make the way people can apply to work with us more inclusive.

This means we will:



- use inclusive language



- give you the support you need.



We will make sure people with disability have a chance to take part in **volunteering**.



Volunteering means you work but don't get paid.

Volunteers usually do work that helps other people.



We will offer people with disability in regional areas a chance to take part in volunteering.



We will make sure our workplaces are:

- accessible
- inclusive.



We will make sure our leaders have the right training to help support people with disability.

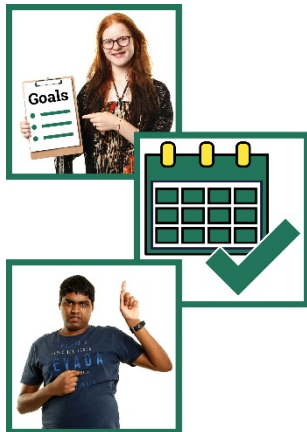


We will encourage our team to take part in our wellbeing programs.

Making sure our plan works



We will keep track of how well our plan is going.



We will make sure it:

- includes what we need to do to reach our goals
- stays up to date
- meets the needs of people with disability.



We will write a report about our plan every year.



We will share this report with the South Australian Government Department of Human Services.



Our plan will last for 4 years.

Word list



Accessible

When something is accessible, everyone can use it.

This might be:

- a place or a building
- transport
- a service
- information
- a website.



Committees

Committees are groups of people who get together to talk about ideas.

Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



Consent

When you give your consent, you say it is okay for someone to do something.



Emergency

An emergency is a dangerous situation that we don't expect to happen.

It can also put your health at risk.



Evacuation plans

An evacuation plan is how we get out of a dangerous place:

- safely
- calmly.



For example, leaving a building if there is a fire.



Inclusive

When something is inclusive, everyone can take part.

Interpreter

An interpreter is someone who:

- speaks your language
- helps you understand what someone is saying.





National Disability Strategy

The National Disability Strategy is a plan to make life better for people with disability around Australia.



Patient charter

This is a document that explains how you should be treated fairly as a patient.

Regional areas



Regional areas are:

- small towns
- places far away from cities.



State Disability Inclusion Plan (Inclusive SA)

The State Disability Inclusion Plan (Inclusive SA) is a plan that the South Australian government has agreed to make life better for people with disability in South Australia.



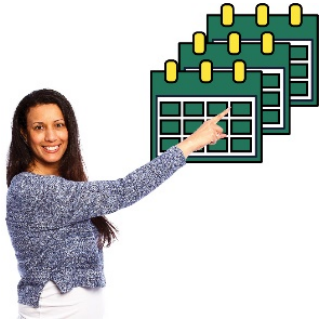
Strategy

A strategy is a plan for how we will do things in the future.



Transfer of care

A transfer of care is when we pass your care to other health care providers.



Vision

Our vision is what we want our services to be in the future.



Volunteering

Volunteering means you work but don't get paid.

Volunteers usually do work that helps other people.



Workplace

A workplace is any place you might work, such as:

- an office
- school
- a hospital.

Contact us



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For more information

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