To assist in the support of people with intellectual disability and their families / carers, this document aims to identify and summarise those policies, guidelines and frameworks with particular reference to disability (including intellectual disability) and hospitalisation.

They are available on the NSW Health website and on their disability website.

All policies have reference to the importance of discharge planning, the role of carers, the use of local protocols between hospitals and disability service providers, patient consent and the use of various communication tools to ensure people with a disability have better experiences with health services.

References to Ageing, Disability and Home Care (ADHC), can be substituted, as appropriate, with "disability support provider", during this period of disability reform.

“Access to health care is a fundamental right for everyone in Australia. NSW Health provides a range of community and public hospital services. These services are offered in a way that ensures equal access regardless of gender, marital status, disability, culture, religious beliefs, sexual orientation, age or geographic location.”

The Agency for Clinical Innovation (ACI) works with clinicians, consumers and managers to design and promote better healthcare for NSW. It does this by:

- **Service redesign and evaluation** – applying redesign methodology to assist healthcare providers and consumers to review and improve the quality, effectiveness and efficiency of services.
- **Specialist advice on healthcare innovation** – advising on the development, evaluation and adoption of healthcare innovations from optimal use through to disinvestment.
- **Initiatives including Guidelines and Models of Care** – developing a range of evidence-based healthcare improvement initiatives to benefit the NSW health system.
- **Implementation support** – working with ACI Networks, consumers and healthcare providers to assist delivery of healthcare innovations into practice across metropolitan and rural NSW.
- **Knowledge sharing** – partnering with healthcare providers to support collaboration, learning capability and knowledge sharing on healthcare innovation and improvement.
- **Continuous capability building** – working with healthcare providers to build capability in redesign, project management and change management through the Centre for Healthcare Redesign.

ACI Clinical Networks, Taskforces and Institutes provide a unique forum for people to collaborate across clinical specialties and regional and service boundaries to develop successful healthcare innovations.

A priority for the ACI is identifying unwarranted variation in clinical practice and working in partnership with healthcare providers to develop mechanisms to improve clinical practice and patient care.

Policies

Disability - People with a Disability: Responding to Needs During Hospitalisation

Document Number PD2008_010, Published 01 February 2008

This document describes the responsibilities of all staff working in hospitals when caring for people with a disability and provides a framework for the provision of care during hospitalisation. This policy directive should be used in the development of local policies and procedures relating to improving the care provided to people with disabilities when they are hospitalised and in the review, monitoring and evaluation of Disability Action Plans.


Provision of Services to People with an Intellectual Disability & Mental Illness - MOU & Guidelines

Document Number PD2011_001, Published 18 Jan 2011

This MOU and the accompanying Guidelines document are a joint agreement committing both NSW & ADHC to work in cooperation to promote a safe and coordinated system of care for people with intellectual disability and a mental illness.

The joint agreement (MOU) and the Guidelines aim to improve the interaction between the two government agencies by:

- working to improve access to mental health and disability services
- ensuring no person from this population group experiences any discrimination in accessing services
- working to improve access and treatment outcomes for this population group and the support offered to their family and carers
- enabling working relationships based on a shared sense of responsibility for the provision of services to people whose needs overlap both agencies
- ensuring staff members are made aware of, and supported to access, resources and training that will further assist this population group
- developing parameters for a model for the sharing of data and information.

NSW Health & Ageing and Disability and Home Care (ADHC) Joint Guideline
Document Number GL2013_001, Published 24 April 2013

The Joint Guideline aims to ensure that staff in hospitals and disability accommodation support services are aware of their respective roles and responsibilities for people with disability before, during and after transfer of care from hospital. Although some Local Health Districts (LHDs) and ADHC Regions have already developed local protocols which provide the framework for effective support of ADHC clients during a hospital stay, the Guideline aims to facilitate a higher level of compliance with existing ADHC policies and NSW Health.


NSW Acute to Aged Related Care Services Practice Guidelines
Document Number GL2014_010, Published 17 Jun 2014

The Acute to Age-Related Care Services (AARCS) is an initiative which targets early and appropriate identification of the discharge support needs of older people admitted to hospital. AARCS workers are aged health specialist staff who provide support to older people in hospital and facilitate their access to community and residential aged care by improving coordination between the hospital and those services. The Guidelines provide service operational principles and guidance to both AARCS managers and staff. See specific references on pages 17-20.


Privacy Manual for Health Information

The NSW Health Privacy Manual for Health Information provides operational guidance to the legislative obligations imposed by the Health Records and Information Privacy Act 2002. The manual outlines procedures to support compliance with the Act in any activity that involves personal health information. Refer specifically to pages 5.05 and 12.03.


Your Health Rights and Responsibilities
Document Number PD2011_022, Published 20 Apr 2011

The policy outlines how the seven basic rights summarised in the Australian Charter of Healthcare Rights are achieved in New South Wales. It also addresses guardianship and capacity.

Carers Action Plan 2007-2012
Document Number PD2007_018, Published 20 March 2007
The NSW Carers Action Plan outlines a whole of government policy commitment to recognising and supporting carers. It includes strategies to:

- increase the respect and recognition of carers
- reach out to family members who may not see themselves as carers
- improve service to carers and the people they care for
- encourage agencies to view carers as partners in care
- support carers to combine work and caring.

EnableNSW - Assistive Technology for Communication, Mobility, Respiratory Function & Self-Care
Document Number PD2011_027, Published 12 May 2011
This policy outlines the provision of assistive technology to people with permanent or long-term disability through the NSW Health disability support programs consolidated under central administration by EnableNSW, Health Support Services. Key elements include:

- outline of the roles of EnableNSW
- governance arrangements, including the EnableNSW Advisory Council (ENAC)
- professional criteria for prescribers and prescription and provision guidelines.


Physical Health Care of Mental Health Consumers
Document Number GL2009_007, Published 14 May 2009
These Guidelines provide a framework and, where available, evidence based guidance to assist NSW Health mental health services to:

- recognise their role in the physical health care of consumers, including advocacy
- clarify appropriate linkages with other health care providers
- build stronger partnerships with key stakeholders, including GPs, mental health consumers, families and carers
- establish minimum expectations for the physical health care of consumers, together with a program to improve standards
- improve the physical health care of mental health consumers.


Consumers with intellectual disabilities
“Cognitive and communication difficulties can make it hard for people with intellectual disability to recognise and communicate pain or other symptoms of ill health. Involving family members or other support workers will support the identification of health issues and the provision of a medical history. However, these support people may be unaware of symptoms, and an accurate history may be difficult to obtain.”
GL2009_007, p.25
Transfer of Care from Mental Health Inpatient Services

Document Number PD2012_060, Published 14 Nov 2012

This policy sets out the principles and requirements for safe transfer of a mental health consumer's care across health settings. It particularly focuses on the ongoing care needs of consumers who are returning to the community following an episode of inpatient care or who are on approved leave from an inpatient unit. The policy sets out the treating team's responsibilities in relation to advice, information sharing, and documentation to ensure continuity of care and safety are maintained during the transfer process.

NSW Health and Ageing Disability and Home Care (ADHC) offer different services to people with mental illness and intellectual disability. NSW Health provides episodic health care while ADHC provides community support programs, and directly operates and funds non-government organisations to provide accommodation facilities for people with intellectual disability. These services are not mental health specific. NSW Health and ADHC have developed a Memorandum of Understanding (PD2011_001) to improve access and quality of service delivery for people with intellectual disability and mental illness. Guidelines to the MOU outline processes and procedures to support clinical practice and emphasise the collaborative approach that should be taken between the two agencies in the provision of services to consumers.

In addition to the standard procedures outlined in this document, planning for transfer of care for consumers with intellectual disability and mental illness are likely to require additional support from a range of services including mental health. It is important to:

- include the key worker from accommodation services, disability service and/or the consumer's guardian or advocate in the transfer of care planning process
- transfer of care planning (including contingency and relapse response planning) needs to consider the specific needs of a consumer with intellectual disabilities, particularly in circumstances requiring readmission
- identify relapse prevention needs to differentiate between behaviours related to the intellectual disability and the re-emergence of mental health symptoms.

Consider whether joint case management is necessary.

Service Framework: to improve the health care of people with intellectual disability

ISBN: 9781741877373, Published 01 June 2012

The Service Framework is based on a tiered model of care and has been developed by NSW Health and the Department of Family and Community Services – Ageing, Disability and Home Care in collaboration with the NSW Council for Intellectual Disability.

The Service Framework aims to reduce health inequalities for children, adolescents and adults with intellectual disability and is NSW Health’s response to:

- promote a broader understanding of the health needs of people with intellectual disability and their right to effective services and care
- improve the quality, range, consistency, accessibility and integration of services necessary to meet the health needs of people with intellectual disability.


Oral Health Fee for Service Scheme (OHFFSS)

Document Number PD2008_065, Published 24 Nov 2008

Oral Health Fee for Service Scheme (OHFFSS) Policy Directive provides for episodic and general treatment and allocation of dentures to eligible NSW residents through a procurement scheme with private oral health practitioners. The private oral health practitioners are required to be registered with their local Area Health Service. Access to the OHFFSS is based on the Priority Oral Health Program, which triages eligible NSW residents based on their clinical health needs, with special consideration for oral health in a child or adult requiring attention, or significant developmental or acquired disability.