



Government of **Western Australia**
South Metropolitan Health Service

Disability Access and Inclusion Plan (DAIP) Progress Report

2022 - 2023

South Metropolitan Health Service

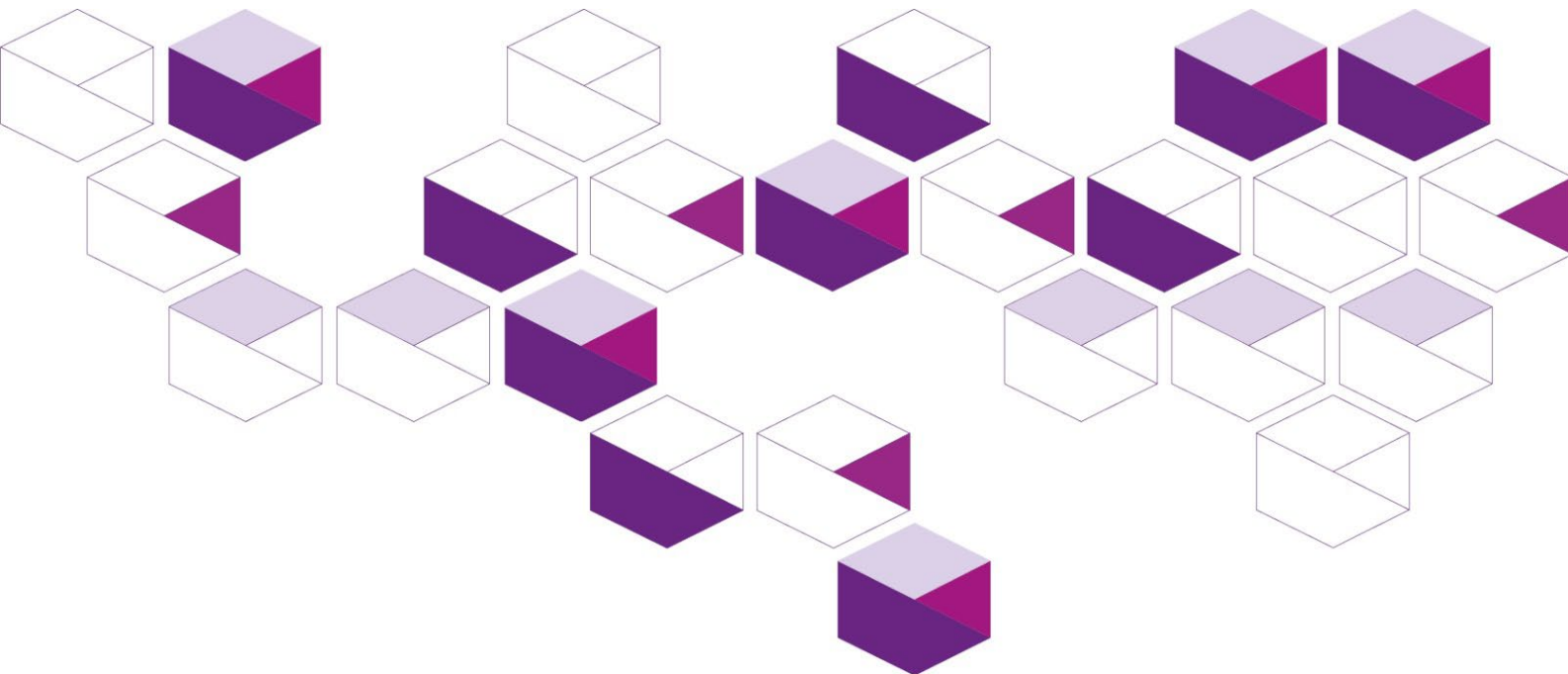


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Background

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The South Metropolitan Health Service (SMHS) delivers healthcare via hospital and community-based services. Nearly a quarter of the State's population reside in the SMHS catchment area which spans nine Local Government Councils. SMHS hospital services include:

Fiona Stanley Fremantle Hospital Group (FSFHG)

- Fiona Stanley Hospital (FSH) – 783 bed tertiary hospital
- Fremantle Hospital (FH) – 300 bed specialist hospital

Rockingham Peel Group (RkPG)

- Rockingham General Hospital (RGH) – 242 bed general hospital
- Murray District Hospital (MDH) – 15 inpatient beds

Peel Health Campus (PHC) as part of Ramsay Health Care – 193 bed public and private hospital. Please note PHC submit their DAIP progress report as part of Ramsay Health Care.

SMHS community services:

- Complex Needs Coordination Team (CoNeCT)
- Rehabilitation in the Home (RITH)
- Community Physiotherapy Service (CPS)

Providers contracted by SMHS who provide updates on their contribution towards disability access and inclusion are as follows:

- At Home Care Proprietary Limited
- St John of God Murdoch Community Hospice
- Orthopaedic Appliances Proprietary Limited
- Hills Enterprises Proprietary Limited trading as TLCU
- Radiation Oncology – GenesisCare
- Icon Cancer Centre

Outcomes against the SMHS Disability Access and Inclusion Plan

The following section outlines SMHS progress against each of the seven desired outcomes for the 2022 - 2023 period.

Outcome 1. General services and events

People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Rockingham General Hospital concierge service

The Rockingham General Hospital concierge service now provides an increased number of mobility devices for patients and visitors on arrival at the hospital. This has included the purchase of new powered wheelchairs for transporting patients and visitors around the hospital.

SMHS site based Disability Access and Inclusion Committee DAIP implementation plans

The FSFHG Disability Access and Inclusion Committee and RkPG Disability Access and Inclusion Group have developed implementation plans to deliver SMHS DAIP 2022-2027 strategies to ensure people with disability have access to services and events organised at each site. This includes:

- reviewing processes and policies used during the creation or development of health services to ensure they consider the additional access needs of people with disability
- ensuring processes are in place for site based event organisers to receive Creating Accessible Events information during the event planning stage.

Outcome 2. Buildings and facilities

People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

Rockingham General Hospital

The following activities relate to access improvements undertaken across the hospital site.

Outpatient clinic

Rockingham General Hospital recently acquired a vacant GP clinic next to the hospital, converting this space into a new outpatient clinic area for Allied Health and Endocrinology (known as the Woodbridge Clinic). A working party to oversee the refurbishment identified that the disabled toilet within the facility did not meet Australian standards. Consultation was undertaken with Engineering staff, who subsequently upgraded the disabled toilet to be compliant with standards, including the installation of an automatic door. The working party also reviewed clinic spaces to ensure existing rooms were accessible, designating an alternative clinic bay for use by patients who may have difficulty accessing some of the smaller clinic rooms. Footpath and pram/wheelchair access to the clinic was reviewed for accessibility, leading to the replacement of path sections.

Access to toilets

Mechanisms to improve the entrance to accessible toilets include the replacement of electric door openers and installation of additional sensors.

Fiona Stanley Hospital ACROD parking

Access to ACROD bays within certain car parks across the FSH site has been highlighted as a concern by patients attending the hospital, particularly at busy times of the day. Whilst FSH complies with the required number of ACROD bays across the site, a utilisation audit was completed in response to feedback provided by consumers with disability. Audit findings indicated underutilisation of ACROD bays in one car park. The hospital Disability Access and Inclusion Committee reviewed the findings and agreed to re allocate underutilised bays to car parks with higher demand. This work is in the final stages.

Outcome 3. Information and Communication

People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

Converting documents to easy read format

The SMHS Disability Access Network (DAN) identified the need to support staff to provide relevant health information in alternative formats.

The DAN is undertaking a market sounding of potential service providers to convert identified patient information to easy read format. The goal is to develop a standing offer that will allow SMHS services and hospitals to independently engage these services where required.

Rockingham Peel Group processes to review consumer information

As part of the development of printed consumer information for use across Rockingham Peel Group, it is a requirement that all new forms and patient information handouts are reviewed by members of the Rockingham Peel Group Consumer Advisory Committee prior to final print approval and roll out. The Committee includes a range of consumer and carer representatives, including those with disabilities. The Committee provide feedback on accessibility, content, and formatting of consumer information, taking into consideration the needs of people with disability.

Outcome 4. Quality of service

People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

Rockingham Peel Group and the Ready to Go Home project workshop

The Ready to Go Home (RTGH) project is a three-year partnership project between National Disability Services (NDS) WA, Department of Health (DoH) WA and RkPG. The goals of the project are to:

- decrease long stay patient discharge delays for people with disability
- improve the transition experience for people with disability from hospital to community settings.

A health and disability connect: exploring collaborative solutions workshop for support and service coordinators working in the disability sector to explore collaborative solutions to the project goals in the Rockingham area was facilitated by RkPG for the RTGH project in June 2022.

Rockingham General Hospital: Hospital Stay Guidelines

The Disability Network Hospital Stay Guidelines are now available throughout outpatient and inpatient areas at Rockingham General Hospital.

Rockingham General Hospital: NDIS

An NDIS project officer has been recruited to improve education and access to support services for patients with disability. This has included the development and roll out of an education strategy for all staff.

Fiona Stanley Fremantle Hospital Group Cognitive Care staff information

An internal hubpage of information to support staff caring for consumers with cognitive impairment was launched in November 2022. The page features resources for staff, and for staff to provide to patients, with the goal of providing the right support at the right time to ensure that patients with cognitive impairment feel comfortable and safe in hospital.

Fiona Stanley Hospital Hidden Disabilities Sunflower project

FSH are trailing a project to enable people with non-visible disabilities to access the support they need whilst receiving healthcare. The use of the globally recognised Hidden Disabilities Sunflower logo acts as a prompt for someone to choose to let people around them know they have a non-visible disability, and that they may need additional support.

The Sunflower is recognised across a broad range of Australian and International sectors - ranging from retail, financial services, transport including airlines and airports, travel and tourism as well as universities, schools and shopping centres.

Fiona Stanley Fremantle Hospital Group NDIS linkage team

The FSFHG NDIS linkage team includes 4 staff members who are experts at understanding the NDIS pathways to support hospital discharge.

The multidisciplinary team works closely with clinical staff to facilitate timely discharge for medically ready NDIS patients effectively decreasing length of stay for patients and delays to discharge.

They achieve this by:

- Supporting clinical teams to determine which patients may be eligible for the NDIS and to understand who would benefit from these supports for a safe discharge
- Supporting staff to complete the NDIS Access Request Form or Change in Circumstances Form
- Facilitating the booking of NDIS planning meetings in a timely manner
- Supporting staff to complete documentation to inform NDIS planning meetings
- Following up submissions to the NDIS to ensure rapid and timely responses
- Guiding staff in the implementation of the approved plan to engage service providers and support coordinators to ensure a smooth and coordinated discharge processes
- Providing targeted education and training related to NDIS processes in clinical areas.

Outcome 5. Complaints and safeguarding

DAIP Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.

Patient feedback processes

The processes available to SMHS consumers with disability and their families to provide feedback or make complaints are firmly embedded across the organisation. The following examples demonstrate the response to feedback received:

- FSH received feedback from people with disability who had experienced difficulty accessing toilets designed for people with disability on the main concourse. In response to this feedback, FSH completed works to change the manual access doors to automated doors. A wheelchair friendly disability toilet has been upgraded to include a push button door feature. Positive feedback has been received from a consumer, who noted the independence these facilities afforded them.



Outcome 6. Consultation and engagement

People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

SMHS Put it to the People disability access consumer survey

A consumer survey inviting people with disability, their families and carers to comment on their experiences with SMHS services was launched to coincide with International Day of People with Disability in December 2022, via the SMHS online community engagement platform: Put it to the People. The survey closed March 31st 2023 and results will be used to inform work to improve the accessibility and inclusiveness of health services and the broader community for people with disability.

Survey link: [Do you live with a disability, or care for someone who does? | Put it to the People \(health.wa.gov.au\)](https://www.health.wa.gov.au/put-it-to-the-people/)

Outcome 7. Employment, people, and culture

People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

South Metropolitan Health Service service agreement with BIZLINK

SMHS engaged in a partnership with BIZLINK, a Perth not-for-profit organisation who provide disability employment support services and connect people with disabilities with employers.

Having engaged employees through BIZLINK at Fiona Stanley Hospital (FSH) via Serco, this service agreement helps SMHS facilitate opportunities for people with all types of disabilities, barriers and backgrounds to secure and maintain employment within the organisation.

Disability awareness training

The first face to face disability awareness training for managers and colleagues of employees with disability was held in March 2023. Training will be scheduled over the next twelve months to include multi-site meetings for easier access.

Reasonable adjustment

SMHS is committed to ensuring that people with disability have the same opportunities to obtain and maintain employment with a public authority.

In support of this, and to assist managers, supervisors and employees, SMHS have developed the SMHS Reasonable Adjustment Guidelines. The Reasonable Adjustment Guidelines provide information and guidance to managers, supervisors and employees in relation to the principle and implementation of 'Reasonable Adjustment' at all stages of the employee lifecycle.

A series of guides have been developed to further support staff, including:

- Reasonable adjustment in recruitment guide
- Reasonable adjustment in the workplace guide.

Agents and Contractors

The *Disability Services Act 1993* requires authorities take practicable measures to implement DAIPs through agents and contractors. Engaging key agents and contractors about the DAIP helps to make sure that services delivered to the public on the organisation's behalf share the values and reputation associated with SMHS' commitment to access and inclusion. The following methods are used by SMHS Contract Management to support the SMHS DAIP:

- Informing agents and contractors about the DAIP through contracts or agreements
- Requiring agents and contractors to implement a DAIP or have access and inclusion policies and procedures
- Requiring an annual report on DAIP related activities
- Providing training or resources

Actions by contractors consistent with DAIP outcome areas:

DAIP Outcome	Example of actions	At Home Care Pty Ltd	St John of God Murdoch Community Hospice	Orthopaedic appliances	Hills	Genesis	Icon Cancer Centre
1. People with disability have the same opportunities as other people to access services and events.	Ensured contracting and procurement staff were aware of DAIP responsibilities		☒	☒	☒	☒	
	Ensured events organised and or promoted were accessible for people with disability	☒	☒		☒	☒	
	Other actions implemented (please describe):						Icon Cancer Centre Rockingham is approved by the WA Health Licencing and Regulatory

DAIP Outcome	Example of actions	At Home Care Pty Ltd	St John of God Murdoch Community Hospice	Orthopaedic appliances	Hills	Genesis	Icon Cancer Centre
the same level and quality of service from staff as other people receive.	and improve skills to provide a good service to people with disability.						
	Staff was provided with training to assist with customer service.	☒	☒		☒	☒	☒
	Accessibility information is regularly reviewed and readily available to staff.	☒	☒		☒	☒	
5. People with disability have the same opportunities as other people to make complaints.	Accept complaints in a variety of formats such as by telephone, email, written or in person.	☒	☒	☒	☒	☒	☒
	Have grievance mechanism processes available to meet the needs of people with disability.	☒	☒		☒	☒	☒
	Ensured that complaints policy and procedure are accessible for people with disability.	☒	☒		☒	☒	
6. People with disability have the same opportunities as other people to participate in any public consultation.	Making sure the consultation process is held in an accessible venue	☒	☒	☒	☒	☒	
	Ensure information is available in alternative formats (if required) including Auslan interpreters.		☒	☒	☒	☒	

DAIP Outcome	Example of actions	At Home Care Pty Ltd	St John of God Murdoch Community Hospice	Orthopaedic appliances	Hills	Genesis	Icon Cancer Centre
	Not applicable						<input checked="" type="checkbox"/>
7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.	Providing job related information in alternative formats upon request.		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Holding the interview in an accessible venue.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Continue to improve the attraction, recruitment and retention of employees with disability.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

This document can be made available in alternative formats on request.

South Metropolitan Health Service

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