

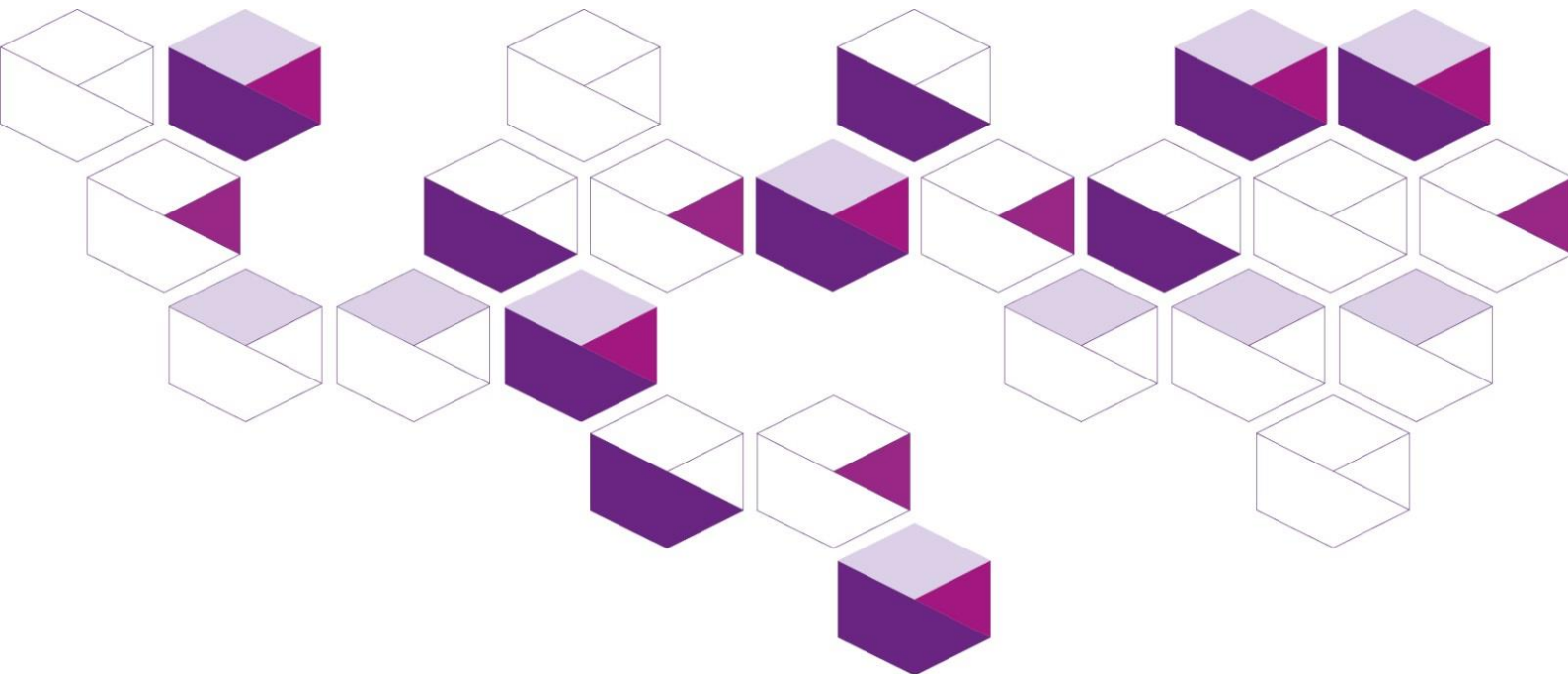


Government of **Western Australia**  
**South Metropolitan Health Service**

# Disability Access and Inclusion Plan (DAIP) Progress Report

## 2023 - 2024

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
- Serco ASPAC (Asia Pacific)
- Ensign
- Alpha Carers
- Drake Australia

# Outcomes against the SMHS Disability Access and Inclusion Plan

The following section outlines SMHS progress against each of the seven desired outcomes for the 2023 - 2024 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.**

### Fiona Wood Lecture Series

The Fiona Wood Lecture Series provides members of the community the opportunity to hear about a range of health topics presented by leading healthcare professionals from across SMHS. The events are held in Lecture Theatre 1 at Fiona Stanley Hospital which is easily accessible to people with disability, they are also recorded and available via the SMHS internet page. In September 2023, Professor of Mental Health and Consultant Psychiatrist, Professor Wai Chen and Psychiatry Specialist Registrar Dr Kiri Von Klier presented 'an introduction to neurodiversity in young people'. The lecture highlighted some of the challenges associated with deficit hyperactivity disorder, often referred to as ADHD, and autism.

The lecture, which also explored how these disorders manifest differently in young males and females was well attended by members of the community who had the opportunity to ask the leading specialists questions and participate in the conversation. The presentation recording has also been listened to almost 500 times ensuring important information about how mental health specialists work with patients and families to overcome challenges and help those living with neurodiversity, and their families and carers to thrive is shared widely.

## 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.**

### Wayfinding audits

RGH conducted wayfinding audits between November 2023 and January 2024. Audit recommendations were tabled and endorsed at The Executive Committee, and the hospital is currently working with engineering services to improve internal and external signage.

### Automatic door

A new automatic door has been installed at the entrance to Day Therapy Unit and Women's Outpatient Centre in RGH.

### Access to toilets

Access to public toilets at FSH has been improved with the installation of automatic door openers on six toilets identified during an audit as requiring improvements.

## 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.**

### Disability Health Profile Form

The Disability Health Profile form is now in use across FSFHG and RkPG. This form allows people with disability to complete the form at home to convey their disability related needs and bring it with them on admission or presentation to hospital. The form has been barcoded for statewide incorporation into the summary section of the Digital Medical Record to allow easy access to the information for both inpatient and outpatient clinicians once uploaded.

### Easy Read documents

The FSFHG Cognitive Care Coordinator has attended training at Developmental Disability Western Australia (DDWA) to learn how to convert patient handouts to Easy Read.

## 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.**

### Hospital Stay Guidelines and Disability Health Profile Form

The Hospital Stay Guidelines are resources that inform people with disability and their support networks, disability service providers and hospital staff of their respective roles and responsibilities throughout a person's stay in hospital. The goal of the guidelines is to improve the hospital experience for people with disability and empower people to have more say in their healthcare. The guidelines also contain the Disability health Profile (DHP) form, which captures key information relating to a person's disability that can assist hospital staff in understanding a person's needs and requirements.

The FSFHG Disability Access and Inclusion Committee (DAIC) promoted the Hospital Stay Guidelines and the DHP form during the Fiona Wood Public Lecture on Neurodiversity in September 2023. The promotional opportunity for these resources was supported by the Disability Health Network Co-Leads and the Staff with Disability and Allies Network (SDAN) founder Kat Johns. RkPG promoted the Hospital Stay Guidelines, DHP form, and the SDAN during Grand Round education in May 2023 and at their International Day of People with Disability stall in November 2023.

The Hospital Stay Guidelines and DHP form continue to be promoted across Emergency Department and outpatient clinics through posters in waiting areas. These posters have QR codes directing patients to the Hospital Stay Guidelines, including the Easy Read version.

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### **Disability staff information**

FSFHG and RkPG have established new intranet hub pages for information regarding disability. The intent is to make information, resources and links related to SMHS DAIP and disability more generally easily accessible, to enhance the quality of care provided to patients with disability.

### **Dementia Change Champions**

Twenty staff from across SMHS attended a two-day training course hosted by Alzheimer's WA to become Dementia Change Champions. The training focussed on equipping the Dementia Change Champions with resources to implement and better address the care required for patients living with dementia, while advocating best practice patient care.

### **Hidden Disabilities Sunflower project**

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.

FSFHG has joined the global initiative to become a Hidden Disability Sunflower friendly organisation and launched the program on 1st December 2023 with a display on the concourses at both FSH and FH. 564 staff and 173 volunteers have already completed the Hidden Disability Sunflower training modules that aim to help staff know how to support people wearing the sunflower print, with hidden disabilities such as autism, ADHD, visual and hearing impairments accessing services. On completion of the training, staff receive a 'proud to support the sunflower' badge or lanyard to wear so people with a hidden disability know they can receive a little extra support if needed to navigate the hospital or their care.

Sunflower posters have been placed in the ED waiting rooms at FSH and in all outpatient clinical areas and entrances across FSFHG.



### **Access to care workshop**

In July 2023, FSFHG convened a multidisciplinary workshop which included a carer representative that was focused on the following strategies to deliver outcome four:

1. Review systems used to identify patients with disability.
2. Ensure systems are in place to consider and accommodate a person's disability during shared decision making and goal setting.
3. People with disability are provided with clinical care in accordance with agreed goal of care.
4. Measures are in place to evaluate the safety and quality of care provided to people with disability and identify areas for improvement.
5. Staff are provided with the education and training required to deliver safe, high-quality healthcare to people with disability.

The aim of the workshop was to create greater understanding of the challenges and opportunities related to the delivery of the above strategies. The identified opportunities to improve the level and quality of care provided to people with disability were discussed at length and prioritised. The identified priorities have been used by the FSFHG DAIC to inform the implementation of strategies under Outcome 4 of the SMHS DAIP 2022-2027.

### **NDIS Linkage team**

The NDIS linkage team, established in 2020, continues to support clinical teams across FSFHG to manage NDIS processes, ensuring patients with disability are discharged in a timely manner with the necessary supports established.

## Mandatory DAIP e-learning module

A new online RkPG corporate induction package for staff has been developed in conjunction with Education, Safety, Quality and Risk and includes the DAIP module as part of mandatory e-learning. This package promotes disability access and inclusion across RkPG and includes information on the Disability Health Profile Form and Hospital Stay Guidelines.

## Hearing Amplifiers

Two hearing amplifiers have been purchased and are available for use by clinicians through the RkPG Occupational Therapy Department to assist communication with patients with hearing difficulties. Additional amplifiers are being purchased for the RGH Emergency Department Care Coordination team.

## Cognitive Impairment Identifier

The Cognitive Impairment Identifier and Sunflower Tool was rolled out across the inpatient units at RGH in September 2023, to coincide with Dementia Awareness Month. These aim to improve patient care by improving identification of patients with delirium, cognitive impairment or dementia and improve communication between staff and patients.

**New cognitive care initiatives help staff provide exceptional care to RGH patients**

**Sep 23**  
**15**

To coincide with Dementia Awareness Month in September, Rockingham General Hospital (RGH) has introduced new initiatives to improve care of patients with delirium and dementia.

The cognitive care initiatives on the Aged Care and Rehabilitation Unit (ACRU) and Moordibirdup wards include implementing Cognitive Impairment Identifiers and the use of the Sunflower tool.

Cognitive Impairment Identifiers are signs used to alert staff when a patient has delirium, cognitive impairment or dementia which enables better communication between staff and patients.

Sunflower tools have also been introduced as a way of personalising care for patients through short questions displayed on a sunflower picture that allows staff to better understand their patients' interests, needs and preferences.

Over 80 clinical and non-clinical staff have upskilled in communicating with patients who have a cognitive impairment.

ACRU patient Sally recently commented on how greatly the Sunflower tool has enhanced her hospital stay.

"It has been really great to chat with the staff," Sally said.

"I find it very encouraging and supportive."

Staff have also commented that knowing patient's likes and dislikes has helped to ensure that they cater to patient's needs more efficiently and they are able to engage in meaningful conversations with ease.



## 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.**

### Carers Corners

Following feedback presented to the FSFHG DAIC, the Carer's Corner in a clinical area was enhanced with replacement chairs and improved access to information in the Carer's Corner. Ongoing reviews of the Carer's Corners across FSFHG has been added to the DAIC audit schedule to ensure the quality of these areas are maintained.

### Review of consumer feedback

Consumer feedback from the RkPG Consumer Liaison Service is now tabled at the Disability Access and Inclusion Plan Action Group meeting on a biannual basis. Members review and



discuss feedback and identify areas for improvement in relation to access and inclusion to health care for people with disability.

## 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.**

### Wayfinding audits

Four representatives from the Disability Access and Inclusion Plan Action Group and the RkPG Consumer Advisory Committee participated in wayfinding audits across RGH. Using their lived experience, they were able to provide valuable input and suggestions on ways the hospital could improve their wayfinding and access to services.

### Consumer feedback project

SMHS in collaboration with Development Disability WA held a focus group with people with intellectual disability to understand some of the barriers to providing feedback about the care they have received from health services. The barriers participants identified included being too afraid to speak up, lack of confidence and not feeling like people will listen.

The two-hour workshop explored these issues in depth and members of the group had the opportunity to identify what could be done to make providing feedback easier for people with intellectual disability. The suggestions from this workshop have been combined with other engagement sessions held with consumers to support improvement in consumer feedback processes across all SMHS sites.

## 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.**

### Reasonable adjustment

The SMHS Reasonable Adjustment in Recruitment Guide has been reviewed and updated to better inform managers of improved practices related to assessing the inherent requirements of roles, including advertising and managing bias.

### Recruitment advertising templates

SMHS reviewed recruitment advertising templates and attachments, including the SMHS Working with Us document (attached to all job advertisements) to ensure more detailed guidance is provided to candidates related to the requesting of reasonable adjustments. Recruitment adverts now include more inclusive language and encourage candidates from across various diversity groups (including people with disability) to apply for work with SMHS.

### Disability Awareness Training

SMHS updated and relaunched the face-to-face Disability Awareness Training for managers and colleagues of employees with disability in February 2024. The recruitment, assessment and appointment training for recruiting managers has also been updated, expanding upon past training with improved sections on reasonable adjustment, assessing on the inherent requirements of the role, and unconscious bias.

## **SMHS Partnership with EDGE Employment Services**

SMHS entered into a second DES Provider service agreement, this time with EDGE Employment Services (based upon our earlier work developing a service agreement framework in 2022/23). Along with the current agreement with BIZLINK, these service agreements help SMHS facilitate opportunities for people with all types of disabilities, barriers and backgrounds to secure and maintain employment within the organisation.

SMHS has increased recruitment advertising to people with disability by directly promoting job opportunities through DES Providers.

## **SMHS Diversity and Inclusiveness in Recruitment Internal Audit**

A diversity and inclusiveness in recruitment internal audit scoping document has been drafted, aiming to add an audit to the SMHS internal audit plan. The audit will focus on diversity and inclusiveness recruitment assessing the effectiveness of policies, strategies, processes and controls over the attraction, and recruitment of staff to support the achievement of diversity and inclusiveness.

## **Fostering neurodiversity webinar**

Altius, SMHS Employee Assistance Program provider held an online webinar on embracing neurodiversity in the workplace. The webinar aimed to uncover the role neurodiversity plays in modern organisations, while addressing the challenges of understanding, integrating and adapting to neurodiverse talents.

# 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	GenesisCare	Icon Cancer Centre	Ensign	Alpha Carers	Serco	Drake
1. People with disability have the same opportunities as other people to <b>access services and events.</b>	Ensured contracting and procurement staff were aware of DAIP responsibilities		☒	☒	☒	☒		☒	☒		☒
	Ensured events organised and or promoted were accessible for people with disability	☒	☒		☒	☒		☒	☒	☒	☒
2. People with disability have the same opportunities as other people to <b>access buildings</b>	When carrying out work on public buildings or facilities we ensure public access is not obstructed		☒		☒	☒	☒	☒	☒	☒	☒
	Ensured entry and exit ways remain obstruction free	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒
	Ensured the correct signage was displayed when work was being		☒		☒	☒	☒	☒	☒	☒	☒

DAIP Outcome	Example of actions	At Home Care Pty Ltd	St John of God Murdoch Community Hospice	Orthopaedic appliances	Hills	GenesisCare	Icon Cancer Centre	Ensign	Alpha Carers	Serco	Drake
<b>and other facilities</b>	undertaken										
3. People with disability receive information in a format that will enable them to <b>access information</b> as readily as other people are able to access it	Comply with the State Government Access Guidelines for Information, Services and Facilities to ensure information is delivered in an accessible format.		☒	☒	☒	☒		☒	☒		☒
	Ensured information was made available in alternative formats upon request.	☒	☒		☒	☒	☒	☒	☒	☒	☒
	Reviewed our website to ensure it was accessible		☒		☒	☒		☒	☒		☒
4. People with disability receive the <b>same level and quality of service</b> from staff as other people receive.	Improved staff awareness of disability and access issues 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	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.	☒	☒		☒	☒	☒	☒	☒		☒

DAIP Outcome	Example of actions	At Home Care Pty Ltd	St John of God Murdoch Community Hospice	Orthopaedic appliances	Hills	GenesisCare	Icon Cancer Centre	Ensign	Alpha Carers	Serco	Drake
<b>make complaints.</b>	Ensured that complaints policy and procedure are accessible for people with disability.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
6. People with disability have the same opportunities as other people to <b>participate in any public consultation</b>	Making sure the consultation process is held 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"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Ensure information is available in alternative formats (if required) including Auslan interpreters.		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Not applicable						<input checked="" type="checkbox"/>				
7. People with disability have the same opportunities as other people to <b>obtain and maintain employment</b> 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"/>	<input checked="" type="checkbox"/>	<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"/>	<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"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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

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