



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

Disability Access and Inclusion Plan (DAIP) Progress Report

2018 - 2019

South Metropolitan Health Service



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Disability Access and Inclusion Plan (DAIP) Progress Report 2018-2019

Name of public authority: South Metropolitan Health Service

Type of public authority: State public authority

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The South Metropolitan Health Service (SMHS) delivers hospital and community based services to nearly a quarter of the State's population within nine local government areas.

SMHS comprises of:

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 (including Murray district Hospital)
- Murray District Hospital

Peel Health Campus (PHC) as part of Ramsay Health Care – 193 bed public and private hospital.

Agents contracted by SMHS to provide DAIP reports are as follows:

- At Home Care Proprietary Limited
- Hills Enterprises Proprietary Limited trading as TLCU
- Avivo Live Life Incorporated
- Orthopaedic Appliances Proprietary Limited
- Peel Health Campus
- St John of God Murdoch Community Hospice
- Orthotic Prosthetic Solutions

About your Disability Access Inclusion Plan

Which part of your organisation leads the implementation of your DAIP, and how this aligns best for your organisation's structure and objectives? (Pick the category that best describes, along with a brief reason)

Corporate Services	
Service delivery	
Office of Director General/Chief Executive Officer – the SMHS Chief Executive through the SMHS Area Executive Group oversees the DAIP implementation with information and advice regarding priorities, risks and area wide issues provided by the SMHS Disability Advisory Network (DAN). All SMHS sites have a Disability Access and Inclusion Plan Committee which ensure implementation of the plan according to local needs and requirements. The Chairs of these committees are members of the SMHS DAN.	✓
Infrastructure Planning	
Policy	
Other	

In 2018-19, which of the following mechanisms helped your organisation respond to new and existing access and inclusion issues? (Please tick single or multiple options)

DAIP Implementation plan	✓
Internal working group or committee	✓
External working group or committee	✓
Community feedback and/or co-design mechanisms	✓
Other	

In 2018-19, which strategy or strategies were adopted within your organisation to raise awareness of your DAIP and/or general access and inclusion? (Please tick single or multiple options)

All new staff receive a copy of the DAIP	
Workshops/seminars/training/events	✓
DAIP is referenced in internal policies and procedures	✓
DAIP planning is integrated into other organisational commitments	✓
Other – A SMHS Disability Access and Inclusion Plan intranet page is available to all staff outlining the purpose and a link to the plan, a link to the WA Health Disability Access and Inclusion Policy and other resources	✓

In 2018-19, did your organisation plan activities in your DAIP that were not implemented? (Please tick a single option)

Yes	
No	✓

The [State Disability Plan](#) will be the 10-year vision driven by the aspirations of people with disability. It will build and expand upon current initiatives to ensure people with disability are empowered to participate in full civic life in their local communities.

From your organisation's experiences in implementing your DAIP, please advise of any actions, ideas or key priority areas that you want to see included in the State Disability Plan. You may also have insights into creating positive change around that action/idea and the players (organisations, departments etc) that might be involved to create that change.

1. More effective communication and integration between government agencies

Establish connections between Health, Disability and Community Services to identify areas of collaborative work to facilitate the support of people with disability as they transition between health care services and the community.

2. Support for government agencies to meet people with disability workforce targets

Develop partnerships between various government agencies including Health, Disability and Community Services and the Public Sector Commission. Establishing links and connections with key stakeholders will facilitate communication, collaboration and cooperation as agencies work to implement and embed processes designed to ensure workforce capability and attract and retain employees with disability.

3. Interim accommodation for people with disability in Murdoch health precinct

Disability and Community Services and Health consider providing interim housing for people with disability while they are waiting for modifications to their home following discharge from State Rehabilitation Service. This accommodation could also be utilised by rural patients with disability attending outpatient appointments for follow up care.

Reporting your DAIP activities

1. General services and events

DAIP Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Ensuring all people can access your organisations public events and general services is fundamental to good customer service.

For this Outcome, how many new activities were commenced in 2018-19?

Three

For this Outcome, how many activities were progressed (but not new) in 2018-19?

Three

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 1.

1. Rockingham General Hospital (RGH) and Fiona Stanley Hospital (FSH) Community Open Days

On 17 November 2018 at RGH and on 19 May 2019 at FSH, members of the public had an opportunity to go behind the scenes, learn about the hosting hospitals and engage with staff and local service providers at a health expo. The events were planned in line with State Government Access Guidelines for information, services and facilities. Courtesy buggies were also in use across FSH on the day to assist in the movement of visitors across the large campus. The events were very successful with hundreds of members of the community taking the opportunity to participate including people with disability.

2. Establishment of the South Metropolitan Health Service NDIS Reference Group

In July 2018, the SMHS NDIS Reference Group (SMHS NDIS RG) was established to provide advice and guidance in the policy and planning of disability reform in SMHS; specifically where that reform has an impact on health and community services to its clients. The SMHS NDIS RG membership includes representatives from key clinical areas, contract management, communications, safety and quality and finance.

The monthly meetings have provided a forum for the discussion of issues facing SMHS in the implementation of the NDIS. The reference group has also identified systemic issues and risks in WA Health impeding the successful implementation of the scheme and recommended mitigation strategies to the NDIS in WA Health Reference Group.

3. Fiona Wood Public Lecture Series at FSH

In September 2018, SMHS launched the Fiona Wood Lecture Series. This free lecture series covers a range of health topics and provides the community the opportunity to listen to our leading healthcare professionals as they share their expert knowledge. The lecture series are promoted in alignment with State Government Access Guidelines. Presentations included:

- Professor Fiona Wood: 'Motivation – the secret ingredient in health?'
- Dr Nikki Stamp : 'Have a heart for your heart'
- Mr Anthony Collier and Mr Steve Batson: 'Demystifying mental health: causes, treatment and recovery'

The lectures were very popular with hundreds of members of the community attending, including people with disability. Recordings of the lectures are available in different formats including audio and transcription format.



2. Buildings and facilities

DAIP Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

This outcome area is about how your organisation has ensured and safeguarded accessibility in the planning, design, and improvement of built infrastructure.

For this Outcome, how many new activities were commenced in 2018-19?

Five

For this Outcome, how many activities were progressed (but not new) in 2018-19?

One

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 2.

1. Installation of hearing loops at RGH

Hearing loop systems can provide people wearing hearing aids or cochlear implant processors improved reception and quality of sound, they also can assist in reducing background noise. Hearing loops are being installed in four key locations across RGH including main reception, outpatients, day therapy unit reception and preadmission reception. A further six areas will have hearing loops installed in 2019/2020.

2. Installation of automatic external doors along corridor to mental health unit at RGH

Following an audit conducted by the RGH Community Advisory Council, the external doors along the mental health unit corridor were automated as auditors determined the doors were too heavy for a person with a disability to open. However after a number of problems with doors caused by staff or visitors forcing the door either open or closed and not waiting for the opener to drive, the doors are being opened daily and left open so that there is clear access from the path into the building. This issue is undergoing further review to assess the suitability and practicality of this interim process in the medium to long term.

3. Signage project Fremantle Hospital (FH)

A project was initiated in FH to improve and update its signage. A working group included staff, volunteers, consumers and facility management. All signage now meets the required standards with regards to size, colours and font. All disabled toilets are now identified as left hand or right hand transfer and all public toilets signage includes braille.

3. Information and Communication

DAIP Outcome 3: 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.

Good practice in this area involves considering your target audience: language and terminology; format; location and sensory access for physical signage; technology and customer service delivery.

For this Outcome, how many new activities were commenced in 2018-19?

Three

For this Outcome, how many activities were progressed (but not new) in 2018-19?

Nil

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 3.

1. Community Link Booth at FSH

At the end of 2018, a Community Link Booth was installed near the main entrance to FSH. The booth, a collaboration between Connect Groups, the Health Consumers Council WA and Fiona Stanley Hospital, is a one-stop-shop for patients, families and carers to connect with community-based services and organisations. The first of its kind, the booth is manned by volunteers who assist individuals, families and carers who require emotional and physical support upon discharge from the hospital, access information and resources about their condition and locate local support groups.



2. Effective communication strategies

Effective communication is critical to the delivery of safe and quality patient care. There are many patients who have difficulty understanding or communicating important information. In recognition of this, a suite of communication resources and strategies were uploaded onto the SMHS intranet Disability Access and Inclusion Plan page that staff can access to overcome some communication difficulties.

4. Quality of service

DAIP Outcome 4: 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.

This outcome area involves the safeguards and initiatives which ensure that your services and processes are consistent, inclusive or readily adjust to people's needs.

For this Outcome, how many new activities were commenced in 2018-19?

Three

For this Outcome, how many activities were progressed (but not new) in 2018-19?

Two

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 4.

1. International Day of People with Disability event co-hosted with the WA Health Disability Health Network.

More than 80 people recognised and celebrated International Day of People with Disability at an event hosted by SMHS and the Disability Health Network at FSH on 3 December 2018. The event was an opportunity to talk about how the health service can break down physical and cultural barriers to ensure people with disability have equal access. Attendees were given insight into how we can collectively empower people with disability and embrace inclusiveness and equality by keynote speakers and passionate advocates Ms Jocelyn Franciscus, Mr Crispin Roberts and Dr Rachel Skoss.

The event was attended by SMHS staff, consumers, members of the public and representatives from WA Health and other government agencies. The presentations received positive feedback, with attendees describing the event as educational, uplifting and informative.



2. Spinal Outreach Service at FSH

The Spinal Outreach Service (SOS) at FSH was officially launched on 11 September 2018 to provide support to people with spinal cord injury living in Western Australia. The SOS provides expert knowledge and advice, early intervention and education to people with a spinal cord injury, their families, carers and local community service providers. The service utilises Telehealth (telephone, email and video call) as the primary means for communication between the service, clients and service providers.

The service has two phases:

- Community Rehabilitation Program (CRP)

The SOS team supports people being discharged from the State Rehabilitation Service following a spinal cord injury. They work closely with the Rehabilitation in the Home and other services to assist with the transition from hospital into the community. The client is followed up by the SOS team throughout the first year post discharge, the aim of this phase is to promote independence and provide advice and education to the person, their family and service providers as required.

- Consultation and advisory service

SOS provides consultation and support for those already living in the community. Clients, their families, carers or service providers can contact SOS at any time for advice, thus supporting the person to maintain their functional independence and self-management in the community.

The service has already received approximately 400 referrals.

3. Autism awareness training

Following a concern raised by a patient's mother regarding staff awareness on how to effectively treat and manage patients with autism, an education package was developed titled 'Supporting a person with autism in the hospital environment'. The package provides an overview of autism including understanding behaviour and ways to support the patient during their hospital journey. Evaluation of the education sessions was positive.

5. Complaints and safeguarding

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

Equitable complaints mechanisms can effectively receive and address complaints from all members of the community and play a fundamental role in making sure that services meet the needs of intended consumers.

For this Outcome, how many new activities were commenced in 2018-19?

One

For this Outcome, how many activities were progressed (but not new) in 2018-19?

Nil

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 5.

1. National Disability Insurance Scheme (NDIS) Escalation Procedure

In March 2019, following a number of situations where significant delays occurred in patients with disability accessing services, the WA Health NDIS Escalation Procedure was developed. The purpose of the escalation procedure is to safeguard patients, linking them into the scheme when all other avenues and normal processes have failed to resolve the issues. Cases are escalated to NDIS if they meet the following criteria:

- Significant risk to the safety of the participant/potential participant and/or staff. For example change in circumstance impacting on support requirements including loss of housing supports
- Delays in discharge or bed blocking
- Situational crisis resulting in Emergency Department presentation
- Risk of a young person moving to an aged care facility

6. Consultation and engagement

DAIP Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Good consultation and engagement strategies consider the ways in which all people are encouraged and supported to engage or participate with information, strategies or decision-making processes of an organisation. This in turn can provide public authorities with more inclusive outcomes and potentially awareness of different perspectives.

For this Outcome, how many new activities were commenced in 2018-19?

Two

For this Outcome, how many activities were progressed (but not new) in 2018-19?

One

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 6.

1. Recruitment of staff member with disability to participate in the SMHS Disability Advisory Network

Recognising the value of the unique perspective a staff member with disability could contribute to the SMHS Disability Advisory Network, an Expression of Interest was advertised within the organisation to recruit a suitable applicant to become a member to work with the network to identify priority areas of focus and develop initiatives that will improve the accessibility and inclusion of services in SMHS.

The successful applicant has a wealth of experience in health and expertise in issues affecting Aboriginal health and living with disability.

2. South Metropolitan Health Service Consumer and Carer Engagement Strategy

In July 2018, the SMHS Consumer and Carer Engagement Strategy was endorsed. The goals of the strategy are:

- Further improve the quality, accessibility and inclusiveness of services necessary to meet the health needs of all the community
- Embed the involvement of consumers and carers in the planning, delivery and evaluation of service
- Increase the consistency in the application of engagement strategies across SMHS

Acknowledging the barriers and difficulties vulnerable patient groups experience in accessing quality health services, the strategy will focus on people with disability and Aboriginal consumers during its first phase of implementation. Providing these patients with a voice is essential to SMHS delivering equitable, safe and quality health care to the community.

7. Employment, people and culture

DAIP Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

This outcome is focused on your organisation's activity in directly employing people with disability; including considering the environment, culture and processes which support the maintenance of employment.

For this Outcome, how many new activities were commenced in 2018-19?

Four

For this Outcome, how many activities were progressed (but not new) in 2018-19?

One

Please describe a maximum of four activities your organisation implemented in 2018-19 (whether successful or not) related to DAIP Outcome 7.

1. National Disability Recruitment Coordinator (NDRC) – 2018/2019 Partnership

The NDRC is funded by the Australian Commonwealth Government as a Job Access program and aims to help larger employers access the skills and talents of people with disability. Fiona Stanley

Fremantle Hospitals Group (FSFHG) applied to partner with the NDRC and was accepted onto their program in July 2018 for a 12 month period. The NDRC has undertaken a review of SMHS recruitment processes, provided feedback and identified useful resources available to improve processes. This feedback will be incorporated in the revision of recruitment processes.

2. Disability Awareness education

The NDRC also presented a sample Disability Access and Inclusion Awareness Training session to some of the Human Resources Consultants at FH and FSH. The session received a mixed evaluation and further work is to be undertaken to assess the training needs.

Agents and contractors

The Disability Services Act 1993 requires practicable measures to implement DAIPs through agents and contractors.

Agents and contractors can include non-government and not-for-profit organisations and businesses that undertake work on behalf of SMHS.

The following methods are used to support the SMHS DAIP? (Please tick single or multiple options)

Inform agents and contractors about the DAIP through contracts or agreements	✓
Require agents and contractors to implement a DAIP or have access and inclusion policies and procedures	
Require an annual report on DAIP related activities	✓
Provide training or resources	
We have no identified agents and contractors	
Other Click or tap here to enter text.	

Please provide a description of any significant DAIP activities driven or led by your organisation’s agents and contractors in 2018-19.

Avivo Live Life Incorporated have initiated the following activities to make their service more accessible and inclusive to people with disability:

Outcome 3 – People with disability receive information in a format that will enable them to access information as readily as other people are able to access it.

- Avivo’s website was reviewed late 2018 and work is currently underway to update the site. An external website developer that specialises in accessibility and inclusive design has been engaged and it is anticipated that the new website will go live by 30 June 2019.

Outcome 4 – People with disability receive the same level and quality of service from staff as other people receive.

- Avivo have established a network of “experts by experience” who meet bi-monthly and are involved in various aspects of operational and strategic activities

Outcome 7 – People with disability have the same opportunities as other people to obtain and maintain employment.

- Avivo is currently involved in the Disability Employment Initiative. The project is focused on identifying how the organisation can better support people with disability to work at Avivo and increase the number of people with disability employed by the service.

**How many of your agents or contractors were considered to have a role in your DAIP?
(please tick one box)**

0	<input type="checkbox"/>
1-20	<input checked="" type="checkbox"/>
21-50	<input type="checkbox"/>
51 plus	<input type="checkbox"/>

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

South Metropolitan Health Service

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