



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

Disability Access and Inclusion Plan (DAIP) Progress Report

2019 - 2020

South Metropolitan Health Service

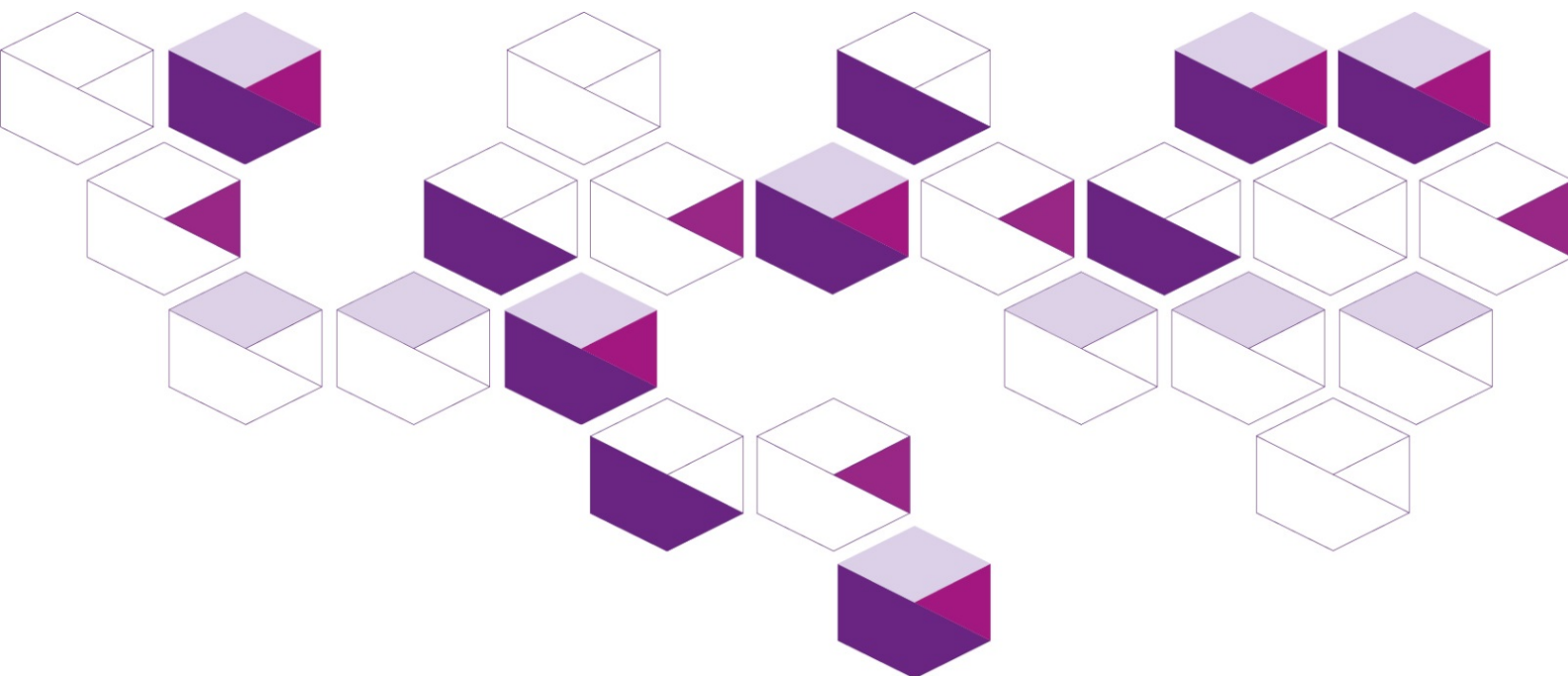


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Disability Access and Inclusion Plan (DAIP) Progress Report 2019-2020

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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 (including Murray District)
- Murray District Hospital

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

(Please note PHC are not included in this report as they submit a DAIP progress report as part of Ramsay Health Care).

SMHS community services include:

- 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
- Avivo: Live Life Incorporated
- Hills Enterprises Proprietary Limited trading as TLCU
- Orthopaedic Appliances Proprietary Limited
- Orthopaedic Prosthetic Solutions
- Peel Health Campus
- Radiation Oncology – GenesisCare
- St John of God Murdoch Community Hospice

SMHS 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.

Did SMHS commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

International Day of People with Disability

SMHS and the Western Australian (WA) Disability Health Network co-hosted an event at Fiona Stanley Hospital to celebrate International Day of People with Disability on Tuesday 3rd December 2019.

Over 100 people attended the event in person and via teleconference, including clinical and non-clinical staff from SMHS, the WA Department of Health and other government agencies. Also attending were representatives from the Health Consumers Council WA, Carers WA, Bizlink, the Ability Centre, Rebound WA and Superfins, plus many consumers and community members.

The 2019 event was opened by SMHS Chief Executive Paul Forden and facilitated by SMHS Executive Director Safety, Quality and Consumer Engagement Dr Maxine Wardrop. Event presenters included:

- Department of Health Director General, Dr David Russell-Weisz
- Department of Communities Executive Director Inclusion, Mr Ben O'Rourke
- Guest speakers who shared their unique stories of living with disability:
 - Madison Heady (One decision at a time)
 - Martin Duff (Working together to improve access and inclusion)
 - Shane O'Keefe (Adjusting to change and leading a full life)
 - Ian Murray (Raising a son with a disability).

Event evaluations were resoundingly positive, with the majority of respondents reporting that the most enjoyable aspect was listening to the personal experiences of the guest speakers. Attendees described the event as informative, interesting, insightful, rewarding, worthwhile and important.

The event brought together a broad range of stakeholders with the common goal of improving the health journey for and the outcomes of people with disability. Hosting this IDPwD celebration afforded key agencies including SMHS, Disability Health Network, Department of Communities, National Disability Insurance Agency and the Health and Disability Services Complaints Office an opportunity to network and hear what is going on in the disability access and inclusion space across government agencies.

It also provided a forum for the voices of people with a disability to be heard directly on issues affecting them and their own health and healthcare in general. Health service staff expressed that hearing personal experiences from people with disability prompted them to reflect on their own practice with learnings that will emerge, linger and provide impetus for change for years to come.

Fremantle Hospital Open Day

Fremantle Hospital celebrated its rich heritage and present day services with the community through behind-the-scenes tours and expo on 18 December 2019. The open day included tours of the museum and operating theatres and interactive displays covering a range of topics from rehabilitation and aged care, cognitive impairment to mental health and the patient journey.

SMHS Board, Area Executive and Fiona Stanley Fremantle Hospital Group Executive members, staff and volunteers greeted attendees and were available to answer questions about the hospital and the health service. The event, attended by more than 200 people was accessible to all members of the community including people with disability. Feedback regarding the day from all involved was overwhelmingly positive.

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.

Did SMHS commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

Novel Coronavirus (COVID 19) clinic

As part of the response for managing COVID 19, clinics have been established at Fiona Stanley Hospital and Rockingham General Hospital. The purpose of the clinics is to provide testing of patients with of symptoms of COVID 19 and divert these patients presenting to Emergency Departments.

The clinics are easily accessible and well signposted ensuring all members of the community including people with disability that may be infected with the virus have access to testing, information and support.

RkPG inpatient and outpatient mental health units signage.

It is imperative that signage is clear and easy to read to assist people with intellectual, cognitive and sensory disabilities access to the facilities and services they require.

Signage to the RkPG inpatient and outpatient mental health units has recently been reviewed and improved; meeting Australian standards they provide clear information and direction to the units.

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.

Did SMHS commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

Health information materials for people with disability

An objective of the SMHS Consumer and Carer Engagement Strategy is to review patient/consumer literature to ensure its accessibility to all members of the community using SMHS services, including those with disability.

A number of health documents presented in different formats, are now available to patients with disability and the staff caring for them. The resources are can be accessed via links to the Health

Consumers Council WA website on the FSH, FH and RkPG internet and the SMHS intranet sites. The booklets provide essential information to assist people with disability navigate the health system, prepare for a hospital admission including outlining their rights, where to go for help and key considerations across the entire hospital journey.

The resources were developed as a result of a project partnership between the Health Consumers Council WA and People with Disability WA in collaboration with a working group of people with disability. Other resources produced include videos on:

- Advocacy in the health system
- Where to go when accessing health care
- Ideas for better health care
- Health care rights
- Medical Records

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.

Did SMHS commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

SMHS Patient Experience Strategy

The SMHS Patient Experience Strategy (the Strategy) has been developed to provide the structure for SMHS to achieve consistent improvement in the patient experience and the delivery of compassionate care. A specific goal of the Strategy is to ensure equity of access to quality care for all patients.

Extensive stakeholder engagement was conducted during the development of the Strategy to ensure that the focus areas were reflective of the patient priorities and needs in the delivery of care. Numerous workshops were held in collaboration with various consumer and carer representatives including people with disability.

Clear themes regarding what creates a positive patient experience emerged from these workshops and involved the broad areas of communication, teamwork and respect. At the workshop held with consumers and carers living with physical, sensory and intellectual disability, participants expressed a strong desire for health care staff to really listen to what they say without preconceived assumptions or judgements and to see them as a person beyond just a condition. The valuable information collected at these workshops has been used to define the experience we want for our patients and identify path that will be adopted to achieve this goal.

Diversity dialogue forum for people with disability

On Tuesday 30 July 2019, SMHS in partnership with Health Consumers Council WA and People with Disability WA hosted a diversity dialogue forum at FSH as part of the Empowering Health Consumers project.

The forum involved discussion on the topic of “delivering safe, quality care for people with disability” with a panel of consumers and community members living with disability who shared their experiences and outlined some of the barriers they face in healthcare delivery.

The discussion provided an opportunity for health staff to gain a better understanding of the specific issues relevant to people with disability when accessing and receiving health care and reflect on what they can do to provide more inclusive, compassionate and respectful care.

Coordination of medical care

People with disability and complex care needs, their families and carers often require support and guidance to navigate the health system. Staff working in partnership with the patient and their family is critical to understanding how the service can best meet their health requirements and provide safe, effective and efficient care.

A recent patient admission as outlined in the case study below demonstrates SMHS commitment to providing individualised care and the difference person centred care makes to patients and their families' lives.

For mother Ann, arranging medical check-ups and procedures for her son living with disability can be complicated and difficult. Alan's disability means he needs to be under a general anaesthetic to allow clinicians to perform most medical assessments. When Alan was scheduled for a dental examination under general anaesthetic at Fremantle Hospital (FH), Ann asked if an eye and ear examination could be conducted at the same time.

Through careful coordination of Alan's appointments and dedication of FH staff including waitlist, dental, ENT (ear, nose and throat), audiology, ophthalmology, x-ray, theatres and anaesthetic specialities, Alan underwent all examinations under one general anaesthetic. The commitment of teams to work together for Alan ensured he avoided four separate hospital admissions and the risks associated with multiple anaesthetics.

Alan's mother wrote to the hospital to express her gratitude and thank all the staff involved for the exceptional care they provided.

"I can only imagine the complexity of the whole coordination, but throughout the process I only received a "can do, or at least try" attitude from staff," Ann said.

"It was such a relief to finally get Alan assessed so we can help him have the best quality of life possible"

"Alan was treated with dignity and respect and staff were very caring of myself and Alan's support worker.

5. Complaints and safeguarding

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

Did SMHS commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

Patient feedback processes

There are multiple ways SMHS patients with disability and their families can provide feedback or make complaints. In 2019/2020 an online feedback form was developed to enhance the way

feedback can be provided. This is located on the FSH and FH websites and is accessed by one click of the “Send Feedback” button at the top of the webpages.

Other ways feedback can be provided include:

- Care Opinion, an online social media platform for members of the public to anonymously share their story regarding their experience in receiving care from SMHS services. The website is in accordance with accessibility guidelines (size, font, colour), can be shown in a range of languages and also provides the option for authors to share their story using pictures to describe their experience.
- Feedback forms. These are available throughout SMHS services. FSH also has paediatric and adolescent versions of these forms.
- Direct contact via telephone or in person with FSFHG Patient and Family Liaison Service or RkPG Consumer Liaison Officer.
- By post, email or internet (online feedback form)

Information is available on the SMHS, FSH, Fremantle Hospital and Health Service and RkPG internet sites outlining the various ways consumers can provide feedback. These sites also have contact details for external advocacy and support agencies including Health and Disability Services Complaints Office (HaDSCO) and Health Consumers Council WA.

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.

Did SMHS commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

Community representative at the SMHS Disability Advisory Network

Engaging with people with “lived experience” is critical to determining potential solutions and initiatives to increase employment opportunities for people with disability in SMHS. In September 2019, a member of the community was invited to attend the SMHS Disability Advisory Network (DAN) to provide feedback and share her daughter’s (a 21 year old woman with Down Syndrome) unpaid work experience. From the discussion, it was evident the positive impact work experience had on her daughter and the value her work was to the team. However it was also very clear the barriers she encountered when looking to gain ongoing paid employment and the confusion and frustration these created.

The rigorous conversation assisted DAN members to understand the obstacles that people with disability face when obtaining and maintaining employment. This information is being used to inform and guide the development of initiatives to improve employment opportunities in SMHS for people with disability.

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.

Did SMHS commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

SMHS Reasonable Adjustment Guidelines

The recently endorsed SMHS Reasonable Adjustment Guidelines provides information and direction to managers, supervisors and employees when workplace adjustments are necessary to enable an employee with a disability to carry out their duties effectively.

A reasonable adjustment may be required following the disclosure of disability by a prospective employee or by an employee during the course of employment. The implementation of the guidelines provides SMHS the opportunity to minimise the difficulties a person with a disability may experience in the workplace, maximising their ability to perform the role, whilst ensuring safety.

SMHS Equity, Diversity and Inclusion Plan

The SMHS Equity, Diversity and Inclusion Plan (the Plan) was developed with input from key stakeholders and demonstrates SMHS commitment to meeting the requirements of section 145(2)(a)-(h) of the Equal opportunity Act 1984. The Plan will operate from July 2020 to June 2023 as an overarching framework for the implementation of health service wide initiatives.

The Plan recognises that certain groups of the population have experienced and continue to experience discrimination in society and focuses on initiatives that will enhance employment opportunities in SMHS for these individuals, including those with disability.

Action plan to increase the representation of people with disability employed in SMHS

SMHS has conducted a gap analysis against the 2020-2025 Action Plan for People with Disability in WA Public Sector Employment released by the Public Sector Commission. The findings of the gap analysis will form the basis of a SMHS plan aimed at increasing the number of people with disability employed in the health service by the end of 2025.

Recruitment of staff member with disability to participate in the FSFHG Disability Access and Inclusion Committee (DAIC)

Recognising the value of the unique perspective a staff member with disability could contribute to the discussion of access and inclusion, an Expression of Interest was advertised within the organisation to recruit a suitable applicant to become a member of the FSFHG DAIC.

The successful applicant joined the committee in October 2019 sharing her experience in health and expertise in issues affecting Aboriginal health and living with disability.

Agents and contractors

The Disability Services Act 1993 requires practicable measures to implement DAIPs through agents and contractors. Engaging key agents and contractors about the SMHS DAIP helps to make sure that services delivered to the public on the organisation's behalf share the values and reputation associated with our commitment to access and inclusion. This can often help encourage awareness and activity across the private and community sectors.

Agents and contractors can include non-government and not-for-profit organisations and businesses that undertake work on behalf of the organisation. Public authorities are responsible for determining which of their agents and contractors have a role in the DAIP. Often this is based on the importance of the service, its level of public interaction or level of risk management. Employees employed by a public authority under a contract should not be considered as contractors for this report.

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

Significant DAIP activities driven or led by SMHS agents and contractors in 2019-20 are described below:

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

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

Avivo has developed and implemented a consumer engagement strategy with the purpose of supporting people with lived experience to provide feedback and have active involvement in improving the quality of care in various aspects of the customer journey.

Avivo has a strong network of ‘experts by experience’; people with lived experience that are involved in various aspects of operational and strategic activities including:

- Co-facilitating training workshops on the organisation’s Vision and Values
- Participation in recruitment workshops
- Supporting and planning Avivo events and various other workshops

Outcome 5 – People with disability have the same opportunities as other people to make complaints.

Avivo’s feedback procedures have recently been reviewed with improvements in the forms provided to customers, their families and staff to use. The information is available on their website, intranet and can be provided in other formats when requested.

St John of God Murdoch Community Hospice actively supports the employment of people with disability. Assistance is provided to access the application and interview process. Formal links with disability service providers ensure a smooth transition into the workplace and provides ongoing support during the period of employment.

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

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