

DRAFT v2.1 - For community consultation

North Metropolitan Health Service Disability Access and Inclusion Plan 2022-2027

Alternative formats

The information in this document is available in alternative formats on individual request. Please contact NMHS.SQGCE@health.wa.gov.au

Acknowledgement of country

The North Metropolitan Health Service (NMHS) acknowledges the Noongar people as the traditional owners and custodians of the land on which we work, and pays respect to their elders both past and present. NMHS acknowledges that the majority of its business is conducted on Whadjuk Noongar Boodjar, and a number of services are conducted state-wide. NMHS recognises, respects, and values Aboriginal cultures as we walk a new path together.

Acknowledgements

NMHS wishes to acknowledge everyone within NMHS and the community who has contributed to the development of this Disability Access and Inclusion Plan.

Electronic copies of this plan are available on the NMHS website at www.nmhs.health.wa.gov.au/Patient-Care/DAIP

Feedback

Any feedback or comments relating to this document can be sent to NMHS.SQGCE@health.wa.gov.au

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Introduction

North Metropolitan Health Services (NMHS) is committed to ensuring that people with disability can fully access the services, facilities and information that we provide. To achieve this we have developed a Disability Access and Inclusion Plan (DAIP) 2022-2027 to guide our efforts over the next five years.

NMHS adopts the social model to define disability which states that society excludes people with disability through physical barriers, digital barriers and barriers of attitudes and communication which hinders their equitable participation.

The Social Model of Disability



Removing these barriers will give people with disability more independence, choice and control.

Physical disability generally relates to disorders of the musculoskeletal, circulatory, respiratory and nervous systems. Sensory disability involves impairments in hearing and vision. Intellectual/psychiatric disorders relate to difficulties with thought processes, learning, communicating, remembering information and using it appropriately, making judgements and problem solving. They also include anxiety disorders, phobias or depression.

People may have more than one disability and may experience additional disadvantage due to factors such as being culturally and linguistically diverse or because they live in a remote area.

About North Metropolitan Health Service

NMHS provides hospital and community-based care to a population of 736,907 people within a catchment area of almost 1,000 square kilometres. It includes:

- Sir Charles Gairdner Osborne Park Health Care Group (SCGOPHCG), including Sir Charles Gairdner Hospital (SCGH) and Osborne Park Hospital (OPH)
- Women and Newborn Health Service (WNHS), including King Edward Memorial Hospital
- Mental Health, Public Health and Dental Services (MHPHDS), including Graylands Hospital, SCGH Mental Health Unit, Selby and Osborne Older Adult Lodges, and the Frankland Centre
- Joondalup Health Campus (JHC) which operates under a public-private partnership.

NMHS is also home to several state-wide services including BreastScreen WA, WA Cervical Cancer Prevention Program, Sexual Assault Resource Centre (SARC), State Head Injury Unit, DonateLife, Dental Health Services, Public Health Services, and a number of state-wide specialised Mental Health services.

The NMHS DAIP 2022-2027 aligns to NMHS values of Care, Respect, Integrity, Teamwork and Innovation and also the:

- NMHS Strategic Plan 2020-2025 and the strategic priority 'People-centred care'

- NMHS Workforce Diversity and Inclusion Strategy 2022-2025
- Sustainable Health Review, Strategy 4 'People-centred, equitable, seamless access'
- WA Work Health and Safety Act 2020
- National Safety and Quality Health Service (NSQHS) Standard 2: Partnering with Consumers

Development of NMHS DAIP

The process to develop a new DAIP was led by the NMHS DAIP Committee which has representatives from each area of NMHS, as well as consumer and carer representation. A review of progress against the existing NMHS DAIP (2017-2022) was undertaken to identify areas for improvement, as well as an analysis of data sources such as complaints, Care Opinion stories and Your Voice in Health staff survey results. A list of achievements against the NMHS DAIP 2017-2022 can be viewed in Appendix 1.

Community consultation was also undertaken with consumers, carers and staff. An electronic survey was used to collect feedback on barriers to access and strategies for improvement. People could also provide feedback over the phone or via email, and staff also had the option of providing group feedback using a 'Conversation Kit' resource. The survey was promoted extensively, including NMHS communication channels, website, social media and community networks. Twenty-nine people responded to the survey; two staff groups and one family also provided feedback. Responses were collated into ten themes that were used to develop the new plan (See the 'Disability access and inclusion at NMHS: Results of the community consultation' visual report at www.nmhs.health.wa.gov.au/Patient-Care/DAIP)

As a result of this review and consultation process it was identified that NMHS needs to improve the support provided to new and existing users of the National Disability Insurance Scheme (NDIS).

DAIP 2022-2027 outcomes and strategies

NMHS are committed to furthering the principles and objectives of the Disability Services Act (1993) by addressing the seven outcomes of the DAIP.

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

Strategies
Effectively communicate the range of NMHS information, services and supports available to people with disability
Improve wayfinding at NMHS sites
Improve accessible parking at NMHS sites
Ensure NMHS policies and procedures consider needs of people with disability and carers
Ensure NMHS agents and contractors provide services that are consistent with the NMHS DAIP 2022-2027

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

Strategies
Improve accessibility of NMHS buildings and facilities
Increase bathroom and toilet accessibility
Facilitate movement around NMHS sites for people with disability
Consult with consumers about existing, new and redevelopment works

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

Strategies
Provide materials in alternative formats on request
Incorporate easy read principles in NMHS printed materials

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

Strategies
Improve NMHS staff understanding of disability, access and inclusion
Improve staff communication skills in communicating with people with a disability
Provide support to new and existing NDIS users
Enhance integration of NMHS services to better meet needs of people with disability and carers
Review systems used to identify people with disability

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

Strategy
Ensure all complaint and feedback mechanisms are accessible
Increase awareness of complaint and feedback mechanisms for people with disability and carers
Monitor complaints and feedback provided by people with disability and carers and report on outcomes or changes made

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

Strategies
Engage people with disability and carers in NMHS consultation processes
Ensure people with disability and carers are involved in NMHS committees and advisory groups

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

Strategies
Review recruitment practices to ensure they are inclusive and accessible for people with disability
Improve support provided to NMHS staff with disability
Create strategies to attract more candidates with disability to NMHS
Foster a workplace culture that is inclusive and welcoming for people with disability
Monitor workforce statistics regarding employment and retention of people with disability within NMHS

Implementation and monitoring

A DAIP implementation plan with timelines and responsibilities will detail how NMHS sites/services (SCGOPHCG, WNHS and MHPHDS) will implement the strategies outlined above. NMHS-wide initiatives will also be undertaken by NMHS Safety, Quality, Governance

and Consumer Engagement and NMHS Workforce. The implementation of strategies at each site/service is the responsibility of the respective Executive Director.

Progress against the NMHS DAIP 2022-2027, including activity of NMHS contractors, will be monitored by the NMHS DAIP Committee. NMHS will review and update implementation plans bi-annually and the NMHS DAIP will be reviewed after five years

Reporting

NMHS will submit an annual report to the Office of Disability Services each financial year. This report will also be tabled at North Executive Team (NET) and NET Safety, Quality and Consumer Engagement sub-committee. Key achievements will also be highlighted in the NMHS Annual Report.

Communicating the DAIP

The NMHS DAIP 2022-2027 will be made available on the NMHS website and intranet. Printed copies will be available, as well as alternative formats on request. A communications plan will be developed to inform staff, consumers, carers and contractors about our DAIP strategies, progress and achievements. Disability access and inclusion at NMHS will be acknowledged and celebrated each year on International Day of People with Disability (1 December).

Appendix 1: NMHS Disability Access and Inclusion Plan 2017-2022 Achievements

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

- The 'Standing Strong' project at Sir Charles Gairdner Hospital (SCGH) supports Aboriginal patients requiring an amputation and features an animated video and booklet
- During Covid-19 SCGH created a virtual clinic for interpreting services, including access to Auslan interpreters
- Occupational Therapy at Osborne Park Hospital (OPH) has five hearing amplifiers for inpatient use
- Joondalup Health Campus implemented the ACROD Parking Program initiative to heighten awareness of the appropriate use of accessible bays for disabled people
- NMHS has a 'Visiting Assistance Animals' guide to help patients and visitors plan their visit to a hospital with an assistance animal.

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of NMHS

- Universal Accessible Toilets (UATs) installed at E, C and G Blocks (SCGH)
- Accredited Changing Places facility installed in E Block (SCGH)
- New lifts at King Edward Memorial Hospital (KEMH)
- BreastScreen WA mobile screening units installed hydraulic lifts for wheelchair users
- Mental Health Service buildings in Wanneroo and Butler have been custom designed to incorporate disability access e.g. ramps, lifts, parking and bathrooms
- A purpose-built Therapy Hub and Therapy Garden at OPH provides an ideal space for people undertaking rehabilitation

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

- The Special Needs Dental Clinic at Dental Health Services developed 'Maggie goes to the dentist', a 'Social Story' tool for patients with Autism Spectrum Disorder to reduce their anxiety as they learn how they should behave in the dentist setting
- The Sexual Assault & Resource Centre (SARC) has an easy read information pack about accessing SARC services for those who struggle with reading or cognition

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

- A new NMHS intranet page was created to inform employees of relevant events and training related to disability, and to outline what NMHS provides for employees and consumers
- A DAIP eLearning package was developed for staff
- A Diversity Dialogue event was held in August 2019 at SCGH where staff were invited to a panel discussion with health consumers to learn more about how having a disability impacts their care

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

- At NMHS all complaints, contacts and compliments received by people with disability are managed by the Consumer Liaison Service at each site/service

- Complaints can be made to NMHS via letter, feedback form, email, website, telephone or in person
- NMHS subscribes to Care Opinion an anonymous online platform which allows patients, carers and family members to share their experience with a health service. Care Opinion has an accessible website and people have the option to tell their story with visual aids or verbally to a Care Opinion staff member

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

- Consultation with people with disability is being undertaken with the Women and Newborn Health Service (WNHS) relocation project from King Edward Memorial Hospital to Queen Elizabeth II Medical Campus.

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

- The NMHS Workforce Diversity and Inclusion Strategy 2022-2025 includes a range of strategies to attract and retain people with disability
- In 2022 a diversity survey was sent to all staff to ascertain social and cultural backgrounds of employees, including disability and access needs
- Resources and online information support hiring managers with the recruitment of people with disability