PROGRESS FROM 2007 to 2010

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

Armadale Health Service (AHS):
- Armadale Health Service maintains and updates an intranet site for staff to access that carries information and a checklist on how to ensure events provide equitable access to people with disabilities. Staff are also reminded at each induction program about their responsibilities regarding access issues.

Bentley Health Service (BHS):
- Reference to the Disability Access and Inclusion Plan in the Operational Business Plan
- Consumer representative and member of the Consumer Advisory Group on the Disability Access and Inclusion Plan Committee
- Advertisements placed in various media inviting comment
- All events organised during this period considered access for people with disabilities in the planning and implementation
- Accessible Events checklist available to all staff
- Use of the complaints mechanisms for the site are monitored to ensure access is available
- Complaints regarding disability access and inclusion are responded to with consultation with the Disability Coordinator.

Child and Adolescent Community Health (CACH):
- A CACH Disability Access and Inclusion Policy has been developed and disseminated to staff.
- The ‘Creating Accessible Events Checklist’ link is included on the CACH intranet for staff to use when planning community events.
- The ‘State Government Access Guidelines for Information, Services and Facilities’ link is included on the CACH intranet.
- A disability resource file has been produced and placed at 20 of the main CACH sites across the metropolitan area. The file contains resources for staff to assist in providing an accessible service to people with disabilities, their carers and families.

NMAHS Mental Health Program:
- Established a Disability Access Group with Terms of Reference addressing the needs of 41 service sites and determine appropriate accountabilities for carriage of local required disability access issues.

Osborne Park Hospital (OPH):
- Public events e.g. Christmas events at OPH are planned using the events checklist to ensure access.
• All points of physical access to OPH have been assessed by access consultants, and appropriate recommendations documented, and incorporated into the OPH / DoH DAIP.
• Public events at OPH are planned using the events checklist to ensure access.

Pathwest:
• An improved, more prominent Disability access related message has been inserted on the back of the Pathwest Request Form.

Rockingham Peel Group:
• Rockingham General Hospital has undergone a $115 million capital redevelopment. The redevelopment has been designed to meet the needs of people with disabilities.
• Equipment requirements have also been addressed. Where appropriate signage in the redevelopment includes Braille for the visually impaired.
• Information provided to staff in relation to the needs of people with disabilities via Corporate Induction and ongoing training.
• Consumer and patient satisfaction surveys, feedback and complaints continually monitored and reviewed, ensuring the needs of people with disabilities are met.

Department of Health (Royal Street):
• The WA Health WA Health Disability Access and Inclusion Policy was reviewed and distributed to all staff.
• An audio loop was installed in the theatrette at the Department of Health (DoH) at Royal Street East Perth to assist people with hearing difficulties if such assistance is required.

Swan Kalamunda Health Service:
• Disability Access and Inclusion committee formed.
• Information provided to staff in relation to the needs of people with disabilities via Corporate Induction and ongoing training.
• Consumer and patient satisfaction surveys, feedback and complaints continually monitored and reviewed, ensuring the needs of people with disabilities are met.

WA Country Health Service (WACHS):
• Audits performed in some regions.
• Recent circular of the newly released Operational Directive OD 0271/10 – Disability Access and Inclusion Policy.
• WACHS and the regional Wheatbelt intranet site provide a link to the Accessible Events checklist.
• Mention of DAIP and link in the WACHS Employee Induction Handbook but not in the Area Office Orientation Handbook (compiled 2007).
• On WACHS Internet site, patients with disabilities have access to their rights and responsibilities with notation that such information can be made available in alternate formats. This notation is also made on policy and other documentation.
• Access provided to Patient First Program on Intranet.
Outcome 2:
People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.

Armadale Health Service:
- Regular audits were completed by Security re appropriate use of disability access bays.
- Disability access bay ‘unavailable’ feedback forms trialled – limited feedback provided so discontinued.
- Review of number of disability access bays was conducted as per new standards – number exceeds requirements.
- Additional seating was provided for patients /visitors to Specialists areas in Galliers.
- Mini audits conducted of specific locations on site regarding Access – includes toilets, drinking fountains public phones etc.

Bentley Health Service:
- Completion of the Access Audit by external auditor
- Modification of some reception areas
- Australia Post letter box moved to meet disability access standards
- Development of Ward 9 undertaken in consultation with the Disability Coordinator
- Liaison with clinical areas to discuss interface with other risk areas (eg: mental health) to develop suitable solutions to conflicting requirements
- Disability access to buildings and other facilities is considered in the development of services.

Child and Adolescent Community Health:
- Accessible CACH facilities have been identified. Community centre staff have been informed of these facilities and are encouraged to refer clients with access needs to the nearest accessible facility, or to offer a home visit if there are no facilities which meet the clients needs.
- A register of barriers that can be managed by staff at identified accessible CACH sites with suggested methods of overcoming/minimising the effects of existing barriers has been circulated to staff and is being used for clients as appropriate.
- A visual fire alarm has been installed in one of the offices of the WA School of Nursing building. The visual alarm was installed for a staff member who has a hearing impairment and sometimes works on weekends when there are no other staff to inform her that the fire alarm has been activated.

NMAHS Mental Health Program:
- Added "Access Audit Progress Review" as standing agenda item to the Committee" to monitor progress of the review conducted in 2007.
- Requested all programs to review information provided to consumers to ensure it includes public transport and is in an appropriate format to meet the needs of people with a disability.
Osborne Park Hospital:

- Accredited access consultants have completed a detailed Disability Access Audit (Stage one) of OPH.
- Access needs have been prioritised.
- OPH parking requirements are being reviewed for accessible parking bays. One complaint received re accessible parking.
- OPH carpark modified to improve access for people using walking frames and wheelchairs.
- Signage has been reviewed and improved throughout OPH to meet required standards.
- Accessible parking bays now indicated on OPH electronic campus map.
- Accredited access consultants have completed detailed Disability Access Audits and reports, covering of all blocks of OPH.
- Recommendations re access needs have been prioritised across the site, according to DoH Risk Matrix.
- High priority items are awaiting funding to organise indicative costings and business plans.
- Two new fire doors have been installed in ward 4 with improved lever style door handles and linked to automatic fire release.
- Accessible toilet door locks and signage re their operation, have been installed on sliding doors to OPH toilets, following feedback from a community client.
- External access/pathways etc to Osborne Clinic and Lodge are currently being quoted for access improvements.
- Addressed high risk recommendations from OPH Disability Access Audit - these included:
  - lowering door push button control for birthing suite, and entrance to ward 4, to meet Australian Standards
  - providing appropriate seating in corridors and ward entrance, for rest purposes.
  - main walkway ramp repaired
  - overgrown vegetation removed from other ramps and paths
  - railing and tactile ground surface indicators (TGSIs) installed at Therapy Block courtyard steps
  - Pathology service for public relocated to theatre block to allow ease of access (previously located in a demountable building with ramp, and no accessible toilet facilities)
  - toilet door locks (for public toilets) in F block, replaced with easy-to-operate latch and clear signposting in response to client feedback
  - new signage (meeting Aust Standards) continued to be installed throughout the hospital - including clear numbering of car parks, for ease of recognition
  - signage installed to assist after-hours access to F Block, in response to staff feedback re visitors and patients frequently requiring assistance and direction re access
  - consumer representative on OPH Disability Services Reference Group created linkages with community disability groups, to provide an improved avenue for community input and feedback
  - OPH gained ability to issue parking infringements - and also restructured car-parking - to provide increased number of parking bays for visitors,
with improved proximity to the buildings. Note - OPH exceeds the Australian/NZ Standards requirement, of 3-4 % (of total car parking bays), accessible car parking bays
- OPH Osborne café added an accessible timber decking area under the trees to improve circulation space for mobility aids and to improve aesthetics
- increased information on disability on the OPH intranet site to include resources and information on disability access for OPH staff. - OPH Disability Plan put on OPH intranet.

- Access at OPH was reviewed and reported on. Most high priority recommendations have now been addressed. Medium priority items are now being assessed. Action items are being incorporated into the DAIP.
- Tactile indicators were installed on selected pathways at OPH, for people with visual disabilities.
- Braille signage in theatre block has been lowered to improve their accessibility to wheelchair users.

Pathwest:
- A self opening swing door has been fitted at the basement entrance to J block at Nedlands, adjacent to the State Mortuary.

Rockingham Peel Group:
- Car park facilities have been upgraded as part of the redevelopment to improve access for disabled people.
- Where appropriate, building and facility redevelopment is planned to comply with relevant acts, codes and policies.

Department of Health (Royal Street):
- Verbal announcements of floor levels have been installed in the elevators at 189 Royal Street East Perth.
- Control panels in elevators at Royal Street East Perth have been refitted to comply with Australian Standards buildings regulations.
- The following office accommodation was completely refitted to comply with the Australian Building Standards, which are in accordance with disability access regulations:
  - Health Information Network, multilevel accommodation at 67 Walters Drive, Osborne Park
  - Mental Health Services, multilevel accommodation at 81 St George’s terrace Perth
  - Office for the Pharmaceutical Services Branch at189 Royal Street East Perth.
- All new office leases and refurbishments ensure appropriate access and signage in accordance with the DAIP.
- High visibility strips were added to all staircases at DoH (189 Royal Street, East Perth) to meet Australian Standards AS AS1428. 1992 - Design for access mobility, visually impaired and enhanced additional requirements building facilities.

Swan Kalamunda Health Service:
• Building and facility audits conducted with recommendations made, these will be implemented in line with funding availability.
• All future building and facilities work must comply with relevant acts, codes and policies.

WA Country Health Service:
• Development of the DAIP Audit Tool for WACHS Sites and Facilities to be used in conjunction with the revised process document.

Outcome 3:
People with disabilities 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.

Armadale Health Service:
• Accessible Information Prompt cards – distribution to staff at orientation and other meetings continues.
• Electronic Feedback Form is now available on internet.
• Audit of pamphlets occurred to determine if they include a statement regarding ‘availability in an alternative format’ – most did not comply and are being referred to DoH for amendment.
• Signs were added to pamphlet holders informing patients and visitors that the information can be provided in an alternative format upon request.
• Accessible Information Checklist added to Disability Access Webpage.

Bentley Health Service:
• Disabilities standards imbedded into the BHS Forms Committee to ensure correct standards are being met in the all written information.
• Review and development of site signage to meet disability standards completed.
• All new staff receive information regarding the DAIP at orientation.
• Ongoing information regarding appropriate minimum requirements for information is provided.

Child and Adolescent Community Health:
• All publications produced by CACH include a statement “This document can be made available in alternative formats on request”.
• All new CACH staff receive a reference card for inclusion on their ID badge, outlining the process of obtaining information in other formats.
• A statement for CACH staff to consider the needs of people with disabilities in the development of publications is included in the relevant policies and procedures pertaining to CACH staff.

NMAHS Mental Health Program:
Developed, in collaboration with the DoH and DSC an auditing tool for the review of pamphlets/publications to assess against DAI minimum requirements.

Osborne Park Hospital:
- Following review of availability of hearing impaired telephones, more telephones purchased and staff informed.
- New televisions have been installed in the OPH wards – with a larger screens and improved sound quality, which will assist patients with vision and hearing disabilities.
- An OPH website upgrade is currently in the planning stage. Improvements will be made in line with world standards (Web Content Accessibility Guidelines - WCAG 2.0) and in cooperation with DoH and the WA Public Sector wide initiative on website accessibility, currently being planned.

Rockingham Peel Group:
- A process has been developed to ensure that all written information for the public produced by the Health Service meets Disability Standards.
- Information Management Committee has governance over Consumer publications to ensure format and availability is in line with Disability Services Commission guidelines and the WA Health Communication Policy.

Department of Health (Royal Street):
- WA Health has incorporated, into a website template, the common user elements documented by the Public Sector Commission with regard to usability and accessibility.
- The WA Health Communication Style Guide was revised to ensure that it meets the State Government Disability Access and Inclusion Guidelines.
- An accessible written information check list has been developed to be used by staff when preparing workforce policies and operational circulars.
- The WA Health Delivering information According to Disability Access Regulations Policy was developed.

Swan Kalamunda Health Service:
- Consumer publications now strictly governed to ensure format and availability is in line with Disability Services Commission guidelines and the WA Health Communication Policy.
- DAIP posted on website and available on request.

WA Country Health Service:
- Information supplied and issued includes appropriate wording.
- State Government Access Guidelines for Information, Services and Facilities are available on the WACHS Intranet.
- Conducted review of WACHS Intranet to ensure compliance with W3C Web Content Accessibility.

Outcome 4:
People with disabilities 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.
Armadale Health Service:
- Self directed e-learning package and questionaries regarding disability access and inclusion available for staff to improve their awareness of access and inclusion.
- Disability Access Committee (DAC) representative has presented education regarding the DAC and DAIP sessions to middle management and Quality Improvement meetings to improve their awareness of access and inclusion.
- Updated information has been provided for new employees handbook regarding disability access – this was referred to the AHS Education and Staff Development Unit to amend orientation documents so that all new staff are aware of access and inclusion.

Bentley Health Service:
- The requirements of people with disabilities are made known to staff and ongoing monitoring of services is undertaken.
- Disabilities orientation is imbedded into the Organisation orientation processes.

Child and Adolescent Community Health:
- CACH provide disability access and inclusion information to new staff during Orientation, including the CACH Disability Access and Inclusion Policy, on an ongoing basis.
- A DVD recording of a Westlink session on disability access and inclusion is available for CACH staff to borrow.
- The current Disability Services Commission Training Package about Disability Access and Inclusion Plans is available for staff to borrow.
- The Disability Services Commission DVD ‘You Can Make a Difference’ is included in the Child and Adolescent Health Service staff orientation and is available for staff to borrow.
- An E-learning module on providing disability access and inclusion has been produced by CACH and is completed by all staff at induction, and other staff complete as required.

NMAHS Mental Health Program:
- Established a system for complaints relating to access/inclusion to be tabled at committee meetings.
- Added "Complaints/Compliments" as standing agenda item to DAIP to facilitate the tabling and discussion of complaints/compliments and suggestions received, and respond to identified needs.

Osborne Park Hospital:
- "Bed Signs" introduced as an option for inpatients with hearing or vision impairments. Nursing staff educated in their use.
- Education, Disability competitions and a regular 'disability' related article in the OPH Northern Lights publications and information boards.
- OPH Disability Service Coordinator attended education on the DAIP.
- "Better Hearing Kits" purchased by OPH for use in all reception areas.
- OPH policies on "Interpreter Services", "Animals Visiting Inpatients" and "Publications and Printed Information" were reviewed.
A disability awareness fund raising barbeque was held at OPH in conjunction with the OPH Social Club and Occupational Therapy staff – to raise staff awareness re disability and International Disability Day, and to fund raise for a disability group.

OPH induction day for new staff includes a section on disability, showing a DVD on disability to raise staff disability awareness. Staff are also made aware that OPH have a community representative with a mobility disability on the OPH Community Advisory Council and the OPH DAIP Reference Group.

OPH DAIP Coordinators regularly attend the DoH DAIP reference group and liaise with other health services DAIP Coordinators, DoH DAIP Coordinator, and DSC re DAIPs.

OPH policies on "Publications and Printed information policy", was reviewed and references "WA Healthy WA Communication Style Guide". DoH DAIP policy also reviewed to ensure that OPH policy aligns.

Increased staff and public awareness of disability through a poster and educational display at OPH, for International Day for People with Disabilities.

A telephone headset amplifier has been purchased for patient use.

**Rockingham Peel Group:**

- Staff receive education regarding the Disability Standard during the Corporate Induction Program, including the need to identify different communication requirements e.g. provision of an interpreter.
- Consumer and patient satisfaction surveys, feedback and complaints continually monitored and reviewed, ensuring the needs of people with disabilities are met.

**Department of Health (Royal Street):**

- The Sexual Health and Blood borne Virus Program (SHBBVP) funds the (Sexuality Education Counselling and Consultancy Agency to provide education and training programs to health care professionals, staff, carers, and families of people with disabilities in the areas of human relationships and sexuality. The program aims to enhance the health and well being of people with disabilities and educate the wider community, and providing a consultancy service to agencies, health and human service professionals, and carers, families and work colleagues.
- As part of the SHBBVP contract management process, all non-government agencies are required to provide information related to access for people with disabilities as part of the due diligence checklist.
- It is a condition of employment that DOH employees have knowledge of disability services. All staff members are given opportunities to attend seminars and information sessions on providing services to people with disabilities.
- The **WA HIV/AIDS Action Plan 2006-2008** and the **WA Sexually Transmitted Infections Action Plan 2006-2008** recognise that people with a disability have particular education, prevention, treatment and care needs and that disability workers, carers, and families require appropriate training and support.
- Employees of the Environmental Health Directorate have regular opportunities to gain knowledge about disability services and the need to provide services and facilities specific to the needs of people with disabilities.
- A consultancy service is provided to contractors to enable them to meet DAIP requirements in service provision.
• Department of Health (Royal Street) have participated with other area health services in the development of a disability access ELearning module for staff.

Swan Kalamunda Health Service:
• Consumer and patient satisfaction surveys, feedback and complaints continually monitored and reviewed, ensuring their needs are met.
• DAIP E-learning package under development.

WA Country Health Service:
• Reference made to DAIP and link provided in the WACHS Employee Induction Handbook (compiled 2007).

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

Armadale Health Service:
• Compliment and complaint forms monitored monthly and issues around disability access provided to committee to respond to action.
• AHS CAC patient interview questions form revised & implemented with questions re access & Patient First.
• Patient satisfaction surveys reviewed to identify any issues regarding access and inclusion.

Bentley Health Service:
• Complaints and Grievance Officers are supported by the Disability Coordinator.
• Complaints can be made by a range of means to improve access for people with disabilities.

Child and Adolescent Community Health:
• The CACH Complaints and Compliments feedback form is available in alternative formats upon request.
• The CAHS complaints system supports CACH and PMH in all complaints management processes. Complaints can be made in writing, provided verbally or transcribed to accommodate the needs of all health service consumers.

Osborne Park Hospital:
• Complaint mechanisms (verbal or written complaints via any staff member, suggestion boxes, Quality Coordinator etc.) accessible to all.
• OPH has advertised for community feedback on the six disability outcomes, in conjunction with the DoH DAIP Reference group, via newspaper and radio advertisements, global OPH email, Holii, internet and direct liaison with key disability groups. Feedback was incorporated into the OPH / DoH DAIP – Implementation Plan.
• Complaint mechanisms include relevant complaints being regularly reviewed by the OPH Community Advisory Council, who has a community representative
with a mobility disability. This gentleman also is a representative on the OPH DAIP reference group.

**Rockingham Peel Group:**
- Complaint process leaflets are readily available and accessible at key access points.
- Staff are aware of the need to identify different communication requirements of the person during the complaints process e.g. provision of an interpreter.
- The Consumer Liaison Officer is available on request to attend Wards on a daily basis thus increasing access to this service.
- Complaints are managed in line with WA Complaints Management Policy. Complaints from or regarding people with disabilities are recorded and monitored to ensure non-exclusivity and principles of natural justice.

**Department of Health (Royal Street):**
- People with disabilities have the same opportunities as other people to make complaints to the relevant public authority - complaints can be lodged via written correspondence, telephone, in person or an alternative medium.

**Swan Kalamunda Health Service:**
- Complaints are managed in line with WA Complaints Management Policy. Complaints from or regarding people with disabilities are recorded and monitored to ensure non-exclusivity and principles of natural justice.

**WA Country Health Service:**
- Promotion of ‘Patient First’ program. Can be accessed on WACHS Intranet/Internet

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

**Armadale Health Service:**
- The AHS Community Advisory Council and others were invited to participate in public consultation and walk through of the temporary Emergency Department and redeveloped Emergency Department to provide input and advice on disability access.

**Bentley Health Service:**
- The Disability Access and Inclusion Committee meets regularly and includes consumer representation.
- All media releases are undertaken with consideration of the standards required to meet the needs of people with disabilities.
- All surveys of consumers include questions relating to access and inclusion.

**Child and Adolescent Community Health:**
- The parenting magazine ‘Welcome to Your New Baby’ includes a survey for parents to complete. As the magazine is available in alternative formats on
request, people with disabilities have not been excluded from providing feedback on the magazine’s content.

- The CACH Continuous Quality Improvement Activity Form includes the statement “Please consider including people with disabilities in your quality activity – they could be asked to comment or participate” to prompt staff to include disability access and inclusion in their planning for Continuous Quality Improvement activities.
- Client satisfaction surveys for clients who have received services from Child Health Nurses requests feedback from people with disabilities about the accessibility of the parking and toilet facilities, and the willingness of the staff to assist with their disability need.

NMAHS Mental Health Program:
- Added "DoH Feedback" as an agenda item to the Disability Access & Inclusion Committee to table relevant issues/feedback from DoH consultation that require adding to the DAIP on actions that cannot be implemented immediately.
- Reviewed the SCGH, OPH, SHS, and Mercy DAIPs to ensure consistency with the NMA MHS DAIP and duplication is minimised.

Osborne Park Hospital:
- Consumer representatives with a disability took part in the recent Access Audit at OPH.
- Consumer representatives with a disability are members of the OPH Disability Services Reference Group (DSRG) and provide a link to community disability groups.
- Two consumer representatives with a disability are members of the OPH DAIP Reference Group and provide a link to community disability groups.
- All OPH publications include the caption offering versions in alternative formats on request.
- Two consumer representatives with a disability are members of the OPH DAIP Reference Group and provide a link to community disability groups.
- All OPH publications include the caption offering versions in alternative formats on request.

Rockingham Peel Group:
- The Community Advisory Committee Terms of Reference identify the need for disability representation on this group. The membership includes a representative with a disability.

Department of Health (Royal Street):
- In 2008-09 the public consultations held by Office of Public Health Genomics were purposely held at The Niche, a facility designed for access and use by people with disabilities. Information materials for these events were provided in multiple formats including visual, tactile and orally presented materials. Transport was provided for people with disabilities who were unable to drive.

Swan Kalamunda Health Service:
- All facilities used for public consultation have suitable access for people with disabilities with interpreters provided as requested.
• Midland Health Campus consultation process includes participation from people with disabilities.

**WA Country Health Service:**
• Informed community of consultation process.