

'Access for All' – EGHS Disability Strategy 2016 - 2020

PROGRESS KEY		not due to commence
		no progress/worsening
		some progress, but risk/delay
		progress on track
		complete

Rec #	Discussion points from consumers	Suggested action from group discussion	Management Comment/Status	Progress	Estimated Completion Date	Responsible Manager/Person
	ALL WAITING ROOMS AREAS					
1	Standardised waiting room furniture	Needs to be linked to existing policies e.g. purchasing, bariatric,	Create a policy or link to existing policy, outlining the short list choices of waiting room / reception furniture throughout the entire organization to order from		Aug 16	Stuart Kerr

Rec #	Discussion points from consumers	Suggested action from group discussion	Management Comment/Status	Progress	Estimated Completion Date	Responsible Manager/Person
2	Adequate seating for disable or elderly in all waiting rooms	Purchase high chairs, bariatric chairs, mixture with and without arms Chairs to be labelled "Priority Seating for seniors or those with a disability. Please move when requested"	Jane Smith (Periop)– chairs in place, agreed to sign Craig Newson (Med Imaging)– chairs in place, agreed to sign Debbi Schulz (CHC)– chairs in place, agreed to sign Stuart Kerr to create signs internally and implement.		Aug 16	Stuart Kerr
3	Designated space for priority seating in waiting rooms	Seating with easiest access, near rails, away from children's play areas or thoroughfare.	Department Managers acknowledge this and confirm action is in place		May 2016	All managers
4	Desk area for completing forms. Forms hard to complete with mobility aids, retrieving cards from wallets, dropping items on floor	Small wall facing desk and chair for consumers to complete paperwork and provide privacy in CHC and MI waiting rooms	Noted in the CHC Admin Review		Oct 2016	Debbie Schulz
			Review available space in MI waiting room and implement		Aug 16	Stuart Kerr
5	Public toilets and washbasins to be upgraded with more user friendly facilities	Toilets too low, rails needed, taps difficult to turn on, limited access or space with mobility aids	Request funding for upgrades		June 2016	Stuart Kerr
			If funding available, implement upgrades		Dec 2016	Stuart Kerr
6	Automated door do not stay open long enough for people with a mobility issue.	Automated door across the entire organisation need to be set on a longer time setting.	All automated doors will be reviewed, and timers adjusted accordingly		May 2016	Stuart Kerr

Rec #	Discussion points from consumers	Suggested action from group discussion	Management Comment/Status	Progress	Estimated Completion Date	Responsible Manager/Person
	Equipment					
7	Consumers unaware of the palliative care & post acute care loan system following discharge	Better promotion of this offer at time of discharge	Review what printed material is currently available and update as required		April 2016	Jane Bourman
8	Lack of knowledge on grants/funding available to those needing to purchase aid equipment	Promote available grants, referral service, assist with applications, list of alternatives/options	JB & DS – Review material on offer to consumers, update if necessary.		Ongoing	Jane Bourman Debbie Schulz
9	Consumers want quicker and easier access to hire equipment		Create flyer with what, where and how much to access aids		April 2016	Jane Bourman
	In home services					
10	Unsatisfied with home help/cleaning services	Feedback this on behalf of consumers to ARCC	Will report this back to HACC Alliance Meeting		June 2016	Jane Bourman
	Services					
11	Front of House staff to assist in completing forms and direction guidance. Undertake basic triage training, to improve levels of understanding individual needs e.g. Those with a physical or intellectual disability	Floating receptionists Volunteers / concierge Staff walk around to greet consumers, assess their needs e.g. a high chair to sit, directions, help completing forms, check on those waiting for extended periods of time, help out of chairs. Basic triage	CHC – Introducing new Intake System mid April, with a Customer Service focus		June 2016	Debbie Schulz

Rec #	Discussion points from consumers	Suggested action from group discussion	Management Comment/Status	Progress	Estimated Completion Date	Responsible Manager/Person
		training could be used in person or over the phone				
12	Request for Stoma Nurse to visit more regularly than once a week.		Stoma Nurse doing extra hours District Nurses also can carry out any extra duties in this area		April 2016	Jane Bourman
13	Request for stroke survivors support group to be established	Physio may consider integrating stroke survivors into one of their current programs	Increasing the use of the shared care planning model that will incorporate client goals at discharge. Health service team members will consider all other community based options suitable to meet client goals/needs as part of their discharge planning.		June 2017	Debbie Schulz
14	Public is unaware of all the visiting surgeons available through EGHS	More promotional activity around this. Surgeons also need to co-promote this. List of surgeons and their speciality on sign board out the front of CHC. GP's / Medical Centre need to promote	Update EGHS website to list visiting surgeons, frequency of visits and their field/speciality		June 2016	Jane Smith
			To raise at Clinical Consultative Committee		June 16	Jane Smith
			Reviewing CHC communication systems and specialist referral processes		June 2016	Debbie Schulz
15	Consumers needing a VIC Roads Driving Assessment through a registered OT need to travel to	EGHS OT undertake Post Graduate studies to become qualified assessor. BHS offers this service only to their	Costly training. Will investigate options		June 2017	Debbie Schulz

Rec #	Discussion points from consumers	Suggested action from group discussion	Management Comment/Status	Progress	Estimated Completion Date	Responsible Manager/Person
	Private OT in Ballarat or Horsham – very costly	registered patients. Ararat residents must seek a private VIC Roads registered OT				
16	Disability parking bays are limited near Patricia Hinchey Centre	More disability parking bays made available near Patricia Hinchey Centre	Assess disability parking bays available, needed and distance from Centre		Aug 16	Stuart Kerr
17	Better public transport options between health services. i.e. Medical Centre, pharmacy, hospital	Work with GPPCP, ARCC & Uniting Care for solutions.	Multi agency review, engage PCP			
18	Outlying residents that don't drive can't access their medications/pharmaceuticals	Consider existing transport resources e.g. school buses; postal services				
19	Outlying residents that don't drive are unable to attend appointments e.g. Dialysis	Community Cars are heavily booked, taxis are used sometimes but costly.	Flexible appointments to coincide with town trips Investigate at home care			
20	Investigate feasibility of increasing transport options for people with a mobility impairment in residential aged care facilities	Undertake feasibility study			Dec 16	Stuart Kerr
21	Provide 'best practice' Aged Care and Disability services to the community		Performance measure - minimal complaints recorded		Ongoing	CEO
22	Home based care: Meals of Wheels – Satisfaction Survey		Undertake community satisfaction survey to establish customer satisfaction levels		Sep 16	Stuart Kerr

Rec #	Discussion points from consumers	Suggested action from group discussion	Management Comment/Status	Progress	Estimated Completion Date	Responsible Manager/Person
	Infrastructure					
23	Some doors are too heavy to open while balancing with walking aids e.g. Medical Imaging change room	Needs updating/redesign	Review doors and determine which require improvement. <i>Stuart to review door system</i>		Sep 16	Stuart Kerr
			Alter if possible. Noted in Depart. Upgrade Plans		2020	Stuart Kerr
24	Elevator number buttons and signage for Floor Levels are confusing to visually impaired users	Signage outside and inside the elevator need to be altered so they are consistent with button order. Signs are to read in the same order as buttons e.g. Level 2 at the top	Update signs inside and outside the elevator with Floor Level details in large font and in consistent order as buttons		May 2016	Stuart Kerr
25	Reception desk too high at CHC for wheelchairs or gophers.	Existing low desk does not have a computer for staff to access client details	System redesign to utilise lower desk with access to a computer		June 2016	Debbie Schulz
26	Slopes, gradient too steep in car parks	To review	Under review. Noted, planning in progress for redevelopment. Seeking funding <i>Include consumers in process</i>		2020	Stuart Kerr
27	Slopes too steep in radiology and CT areas	To review	Under review. Noted, planning in progress for redevelopment. Seeking funding <i>Include consumers in process</i>		2020	Stuart Kerr Craig Newson
28	Lack of privacy in X-Ray area, door onto main thoroughfare	To review	Under review. Noted, planning in progress for redevelopment. Seeking funding		2020	Stuart Kerr Craig Newson

Rec #	Discussion points from consumers	Suggested action from group discussion	Management Comment/Status	Progress	Estimated Completion Date	Responsible Manager/Person
			<i>Include consumers in process</i>			
29	Gophers can't access CHC with diagonal sliding door entry	Alternative access, side entrance access	Noted and added for consideration in design process for building redevelopment - in progress. <i>Include consumers in process</i>	Confirm building redevelopment by June 2016	June 2018	Stuart Kerr Debbie Schulz
30	All EGHS signage and directions need reviewing.	Low signage, colour coding or lines to link pathways to departments. Simplify language e.g. Medical Imaging to X-ray or IPU to Ward etc Symbols also to be used.	First Impression Activity with consumers topic "Signage and Access"		June 2016	Anna Greene Stuart Kerr
31	Pathways through garden area need to be maintained and trimmed regularly	Pathways are narrow for passing people with walking aids near cafe	Problem area with birds. Under review to be added to Daily Garden Upkeep schedule.		May 2016	Stuart Kerr
32	Need new user friendly trolleys in DPU.	Recommend purchase x 6 Patient controlled electric/motorised to lower and raise beds.	Trial starting April 2016 Purchases to be made later in 2016	Trialling Continues	August 2016	Jane Smith
	Employment					
33	Support staff with a disability to apply for grants/assistance for aids/modifications as required to undertake their workplace duties	Promote and encourage options available to staff at Staff Orientation and/or Staff Briefing sessions	Offer options available for position held on case by case scenario		Ongoing	Ros Bloomfield
			Promote support in the EGHS Staff Handbook		May 2016	Ros Bloomfield

Rec #	Discussion points from consumers	Suggested action from group discussion	Management Comment/Status	Progress	Estimated Completion Date	Responsible Manager/Person
34	Position Descriptions to omit any potential discriminatory or academic language	PDs reviewed and language altered			Ongoing	Ros Bloomfield
35	Undertake supported employment programs and flexible work practices	Programs implemented			Ongoing	Ros Bloomfield
36	Develop effective working relationships with disability employment services	Networks on database			Ongoing	Ros Bloomfield
37	Promote flexible work options and practices as per EGHS Policies		References made in several policies e.g. Return to Work Maternity Leave Policy, Staff Health, Safety & Wellbeing Policy		Ongoing	Ros Bloomfield
	Community Participation					
38	Staff need to consider Access to All when hosting an event e.g. Access, signage, visual/audio facilities, location	Create a checklist/policy for any staff or outside organisation to follow when booking an event at EGHS. Questions to ask, things to consider. E.g. Anyone is mobility aids attending? Visual or Hearing Impairments? Promote checklist at Mandatory Ed to all staff.	Develop Event Checklist for all staff to use when hosting/booking an EGHS event. Completed checklist to be provided to with venue booking for consideration.		June 2016	Community Liaison
39	Main meeting areas need to consider users with disabilities for purchases of everyday usage items	E.g. Pyrenees House should have easy pour water jugs as opposed to bottles with difficult opening lids	Noted. Above checklist will highlight any specific needs to be accommodated. Needs by needs case action.	Ongoing	June 2016	Jenny Turner

Rec #	Discussion points from consumers	Suggested action from group discussion	Management Comment/Status	Progress	Estimated Completion Date	Responsible Manager/Person
			E.g. If you have any access requirements in order to participate fully at this event, please note them in the space below, and a conference organiser will contact you to discuss your requirements further.			
40	Signage for events being held should be at other entry points of the hospital	Sign board / LED display / under counter sign at reception desks of the event, time, location and arrow. Could be used to promote upcoming events as well	Promotional/advertising board in front reception area to promote upcoming EGHS related events/notices to the general public			Community Liaison
41	Ensure people with a disability are encouraged to join in the community participation processes		Increased participation by people with a disability		Ongoing	CEO
42	An annual celebration for International Day of People with Disability on December 3 rd		Events undertaken		Ongoing	Jacinta Harman
	Communication					
43	Ensure that all EGHS information and resources are 'Accessible to All'	Alternate formats available, simple English	All written publications and resources are reviewed by consumers		Ongoing	Manager Quality & Risk
44	Community events need to be promoted through multi-pronged approach to reach diverse community members	E.g. newspaper, radio, email, social media, flyers, texts, website etc. Consumers with	Noted and to be added to Communication Strategy		June 2016	Community Liaison

Rec #	Discussion points from consumers	Suggested action from group discussion	Management Comment/Status	Progress	Estimated Completion Date	Responsible Manager/Person
		disabilities may only access one form of media				
45	Website is hard to navigate	Consumers should be engaged to advise/feedback on website navigation	Website to be reviewed		June 2016	Community Liaison
46	Website needs magnification option	Apply tool	Follow up options for magnification tool with IT		June 2016	Community Liaison
47	Medical forms need to be adapted for visually impaired consumers.	Tick boxes should appear directly under related text, not aligned right of page separate from text making it difficult to follow under a magnifying tool.	Jo Summers to apply when formatting forms.		April 2016	Jo Summers
48	Investigate inclusion of Closed Captioning on patients TVs		Investigate possibility		May 2016	Stuart Kerr
49	Keep public notice areas and information pinned on doors clear and concise. Confusing at multi service areas such as CHC.	Too much information puts people off and hard to follow for visually impaired consumers	Noted, reviewed.		April 2016	Debbie Schulz
			To be re-reviewed in EGHS First Impression Activities with Consumer participation		Ongoing	Anna Greene
Strategic Planning						

Rec #	Discussion points from consumers	Suggested action from group discussion	Management Comment/Status	Progress	Estimated Completion Date	Responsible Manager/Person
50	Include 'Access to All' principles in drafting all new strategic plans or policies		All plans incorporate 'Access to All' principals		Ongoing	CEO
51	Allocate annual budget in case guests or participants at EGHS events need an Auslan interpreter		Funding available at all times		Ongoing	Tony Roberts