

'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	Standardized 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 Feb 17 – S. Kerr to investigate possible policy to include furniture standards Jan 18 – part of Capital Development project estimated completion date of June 19		June 2019	Stuart Kerr Debbie O'Brien
2	Adequate seating for disabled 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 Debbie Schulz (CHC)– chairs in place Unfortunately this had been closed. We have re-opened this action, signs have been designed and ordered, furniture is going to be reviewed. Stuart Kerr to create signs internally and implement. July 18 – on to do list		July 2018	Stuart Kerr Debbie O'Brien
					July 2018	
					June 2019	

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			Signs have arrived and will be displayed in waiting rooms – Oct 18 Jan 18 – part of Capital Development project estimated completion date of Nov 18			
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	5.2 If funding available, implement upgrades. Oct 17 Oct 17 - Incorporated into capital development of CHC Jan 18 – part of Capital Development project estimated completion date of June 19		June 2019	Stuart Kerr Debbie O'Brien
Services						
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. -Will need to be roadside, Stuart to speak to Council May 2018 – Deb O'Brien Spoke with Council – No success. We are continuing to monitor and assist recipients / consumers entering the CHC during construction . Oct 17 - To be included in the Integrated CHC Development Project		June 2019	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			

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	Infrastructure					
23	Some doors are too heavy to open while balancing with walking aids e.g. Medical Imaging change room	Needs updating/redesign	23.2 Alter if possible. Noted in Depart. Upgrade Plans Under review		2020	Stuart Kerr
26	Slopes, gradient too steep in car parks	To review	Under review. Noted, planning in progress for redevelopment. Seeking funding		2020	Stuart Kerr
27	Slopes too steep in radiology and CT areas	To review	Under review. Noted, planning in progress for redevelopment. Jan 18 - Plans have been developed to eliminate the slope. Meetings have commenced major funding stakeholders Concept plans have been completed and broken into stages. These stages have been costed also.		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 Include consumers in process Jan 18 - Plans have been developed. Meetings have commenced major funding stakeholders Concept plans have been completed and broken into stages. These stages have been costed also.		2020	Stuart Kerr Craig Newson
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" Jan 18 - Meeting with Mario Santilli / Stuart Kerr has been scheduled to discuss signage – Jan 17 Stuart meet with Nicki and Kerrie (Front reception) in May and temp signs are currently been printed for a trial. Stuart to arrange for temp. signs to go up once he has received them.		December 2018	Stuart Kerr

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			Currently are trialling new design temporary signs in conjunction with front reception.			
	Community Participation					
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	Feb 2017 – investigating suitable signage for front reception Oct 2017 – Support Services reviewing LED options available on the market.		June 2018	Community Liaison
	Communication					
48	Investigate inclusion of Closed Captioning on patients TVs		Investigate possibility Jan 18 - Further investigations to be made with IT Department IT Department advised this should be able to be done with a remote control – maintenance to test TV's in the inpatient unit.		Dec 18	Stuart Kerr