



# Improving access and equity for consumers with communication support needs

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This is an accessible poster

## Communication for Safe Care Project



- Aims to improve healthcare access for Australians with communication support needs, estimated at **1.2 million people**
- Uses **co-design** methodology involving consumers with lived experience and healthcare workers to identify barriers to accessing healthcare for consumers with communication support needs
- Worked with a health service in SWSLHD to implement the identified solution: **developing a process to identify people with communication support needs**
- Added a new question to the **triage** process to capture data

Consumers who called the service were asked:



**Do you or the person you are calling for need help communicating or understanding information?**

## Results



- Data was collected over a **4 week** period
- **4015** consumers called the service
- **748** consumers responded yes to needing help communicating or understanding information
- **339** consumers were able to identify reasonable adjustments to improve their access and equity in healthcare

**Number of consumers triaged for communication support needs**

**4012**

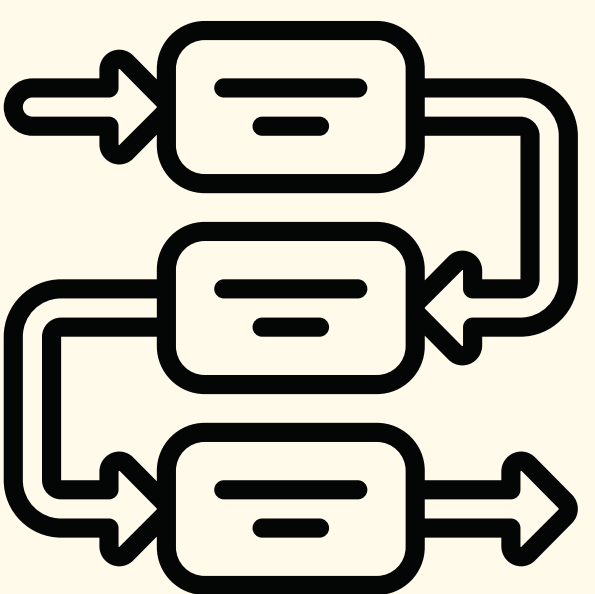
**Consumers with communication support needs = 748**

**18.6%**

## Identified communication support needs:

Psychosocial Disability (Anxiety)	Sensory disability (Hearing, vision)	Cognitive impairment	Support person	Interpreter (language, AUSLAN)
9	20	12	30	286
Specific diagnosis	Simple adjustment (speaking slowly)	Alternative communication	Speech or language difficulty	Literacy (reading, writing)
16	20	3	5	1

## Method



**Data collection:** site observations, interviews with consumers and healthcare workers, and surveys

**Identifying issues:** use of jargon, attitudes towards disabilities, time for effective communication, availability of accessible resources, and non-accessible environments.

**Developing solutions:** workshops with consumers, healthcare workers, and leaders

**Implementing solutions:** introduce a new measure to identify people with communication support needs

**Training and support:** to support new process and raise awareness of communication support needs.

## Learnings



**1 in 5** consumers need help communicating or understanding information

The identification of communication support needs provides an opportunity to **plan for, understand and implement** reasonable adjustments to improve access and equity in healthcare for consumers with communication support needs.

## Accessibility Checker

✔ Colour contrast ✔ Readability ✔ Alternative text ✔ Conversion available ✔ Font, spacing, alignment, format

