

Developing targeted staff education and training by understanding disability awareness at Austin Health

Disability Liaison Officer Program
PANDDA Conference, 2023



Austin
HEALTH

Austin Health, Victoria



Three campuses:

- Austin Hospital,
- Heidelberg Repatriation Hospital
- Royal Talbot Repatriation Hospital

Austin Hospital:

- 16 acute wards with over 560 beds
- Emergency Department with 42 cubicles, 6 bed children's unit and 23 bed short stay unit

Home to a number of statewide services:

- Spinal Cord Service – 26 beds
- Liver transplant unit
- Respiratory Support Services



Disability Liaison Officer Program

Goal:

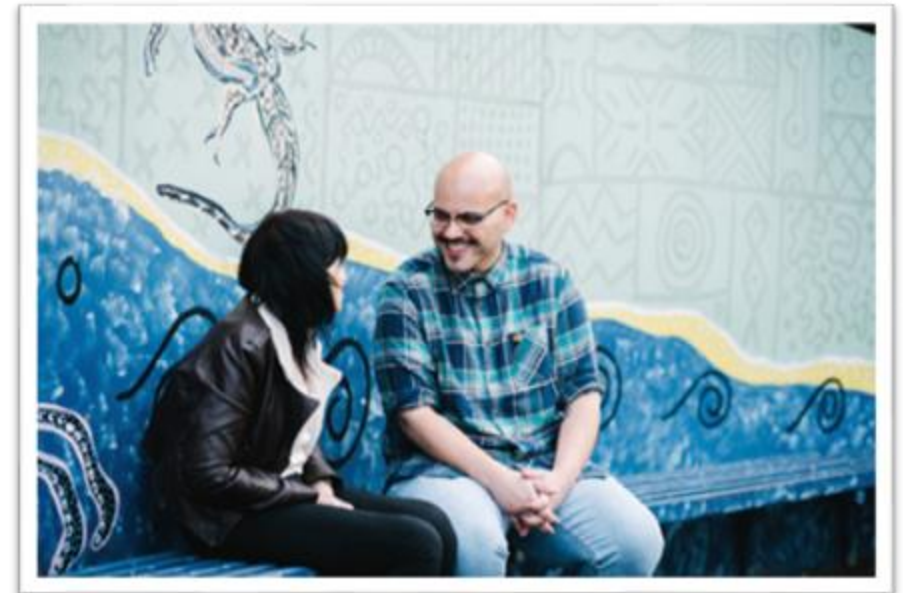
People with disability have the support, resources and assurance they need to safely access health services, with a focus on COVID-19 assessment and treatment

Objectives:

Dedicated support available for people with disability to access COVID-19 assessment and treatment

Ensuring systems and supports are in place to enable people with disability to access the health services they require

Barriers to health service accessibility are systematically addressed



The DLO Team

Bec Jamwal (she/her)

- Works directly with patients as well as supporting DLO research projects

Brynn Lewin (she/her)

- Oversees the DLO Program

Ebony Stewart (she/her)

- Works directly to assist people with disability as inpatients and outpatients to gain better access to healthcare

Gillean Hilton (she/her)

- Coordinating DLO's across the Victorian Sector and leading the improvement initiatives at Austin Health

Kristen Morris (she/her)

- Coordinating DLO's across the Victorian Sector and leading the improvement initiatives at Austin Health

Sam Lieberman (he/him)

- Specialises in strategic direction and staff disability awareness education



Background



Priority areas, strategies and commitments

Priority Area 1 **Inclusive**

We create an inclusive culture by ensuring representation of people with disability.



Strategies

- Increase the visibility, voice and representation of staff and consumers with disability
- Increase the number of people with disability across the workforce
- Deliver disability education and training to build workforce awareness, knowledge and capabilities



Commitments

Austin Health will establish the Disability Inclusion Committee to govern the Disability Action Plan. It will work in close partnership with the Disability Liaison Officer Program to implement key strategies of the plan.

By increasing the voice of people with disability, we will challenge outmoded attitudes and ensure our care is inclusive. Greater representation of people with lived experience will enable us to influence the planning, design and evaluation of care.

The Disability Inclusion Committee will also support the implementation of Austin Health's first workforce Diversity and Inclusion Plan.





Aim

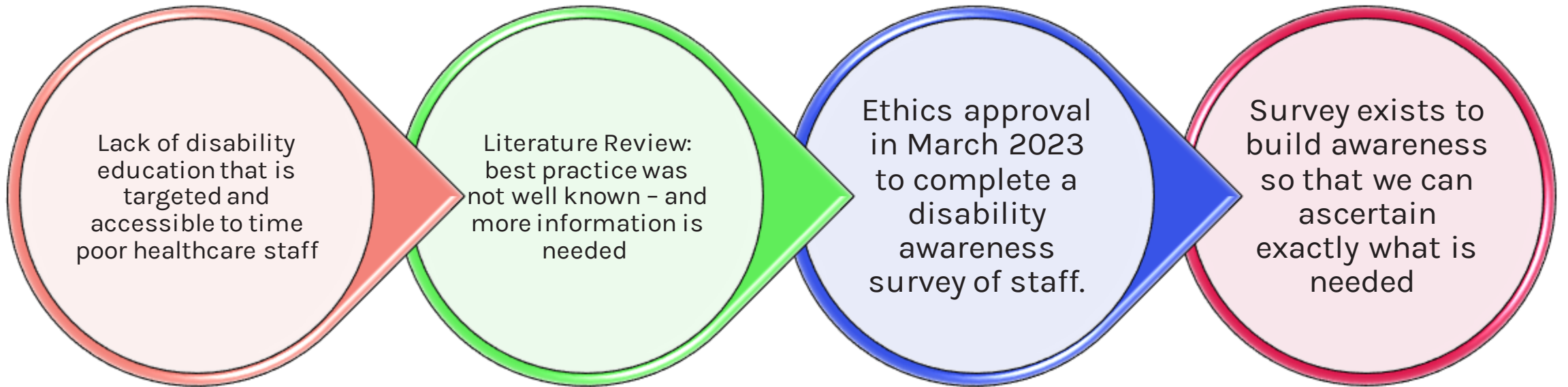
To explore staff's current knowledge and awareness about interacting with people with disability, both as consumers of healthcare and as members of our workforce

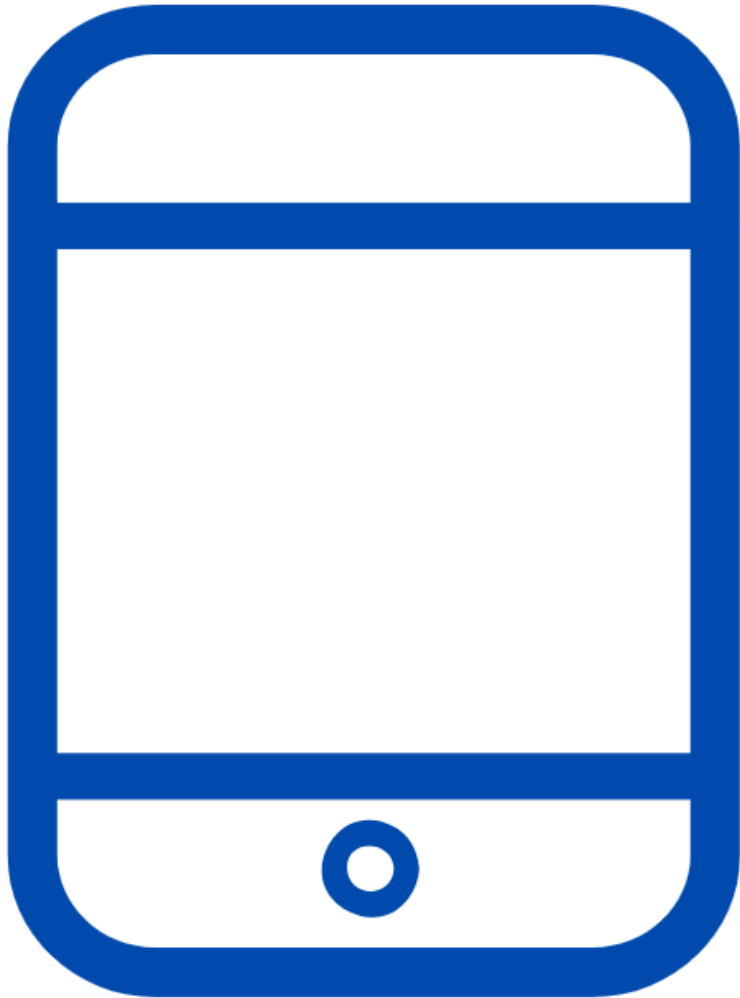
Purpose

To develop appropriate, focused education, we first need to understand the existing level of disability awareness amongst Austin Health staff and how this shapes the care they provide.



Development: how we got to this point?





Methodology

DLO attending wards and completing with staff on the spot

- Verbal consent
- Completed on iPad
- Survey time is approx. 3 minutes

Also advertised on Austin Health intranet and emailed to staff via line managers.



Examples of survey questions

4. I think people with disability engage with Austin Health, whether as patients, visitors, or staff

Regularly

Sometimes

Rarely

I feel confident undertaking my usual duties when working with, supporting or providing care to a person with

	Not Confident	Neutral	Confident
Intellectual Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sensory Processing Disorders (Autism)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual, Speech or Hearing Impairments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Psychosocial Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Results – what this is telling us so far?

3. My usual role regularly engages with people with disability

[More Details](#)

 Insights

 Agree	97
 Neutral	32
 Disagree	15



4. I think people with disability engage with Austin Health, whether as patients, visitors, or staff

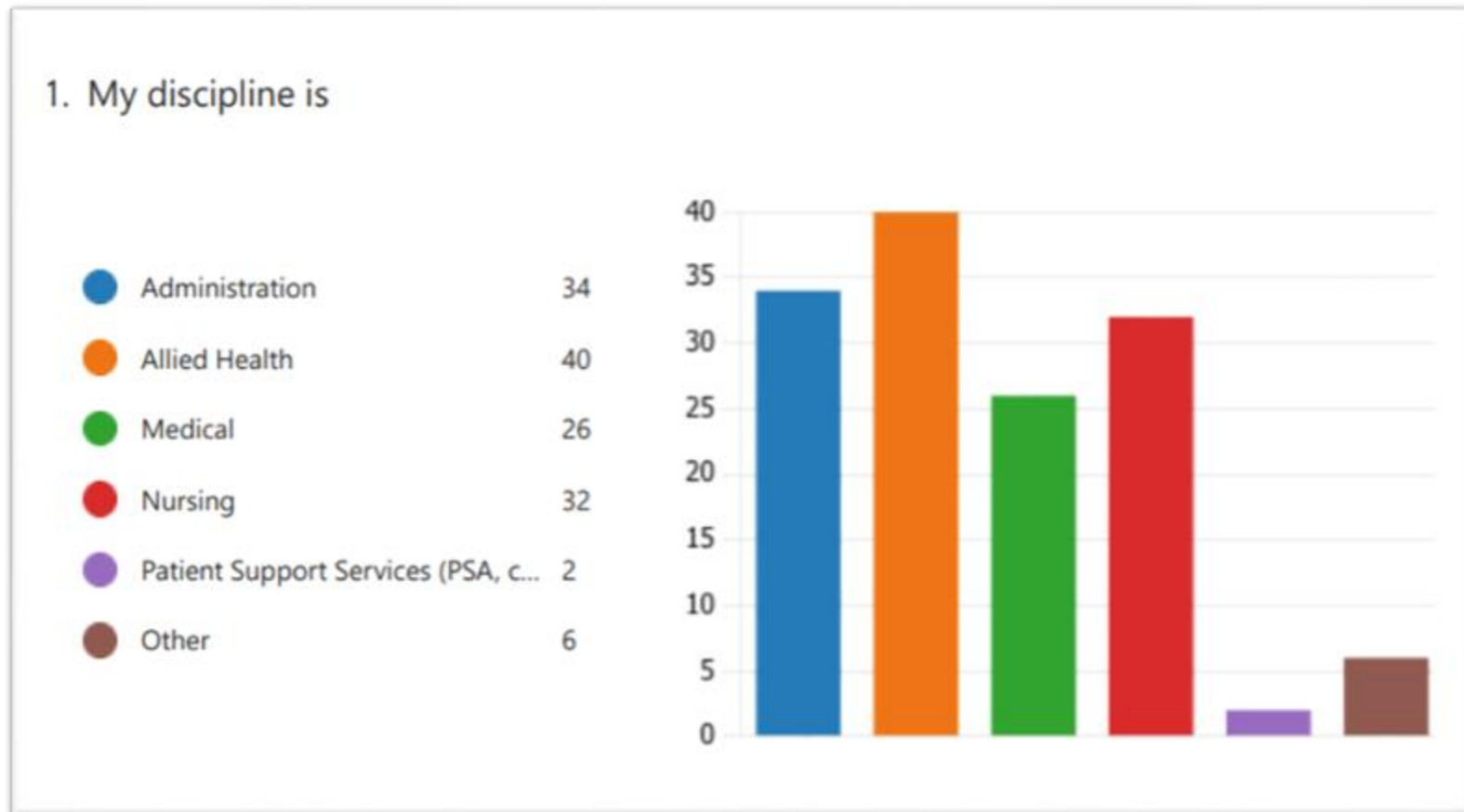
[More Details](#)

 Regularly	113
 Sometimes	31
 Rarely	0

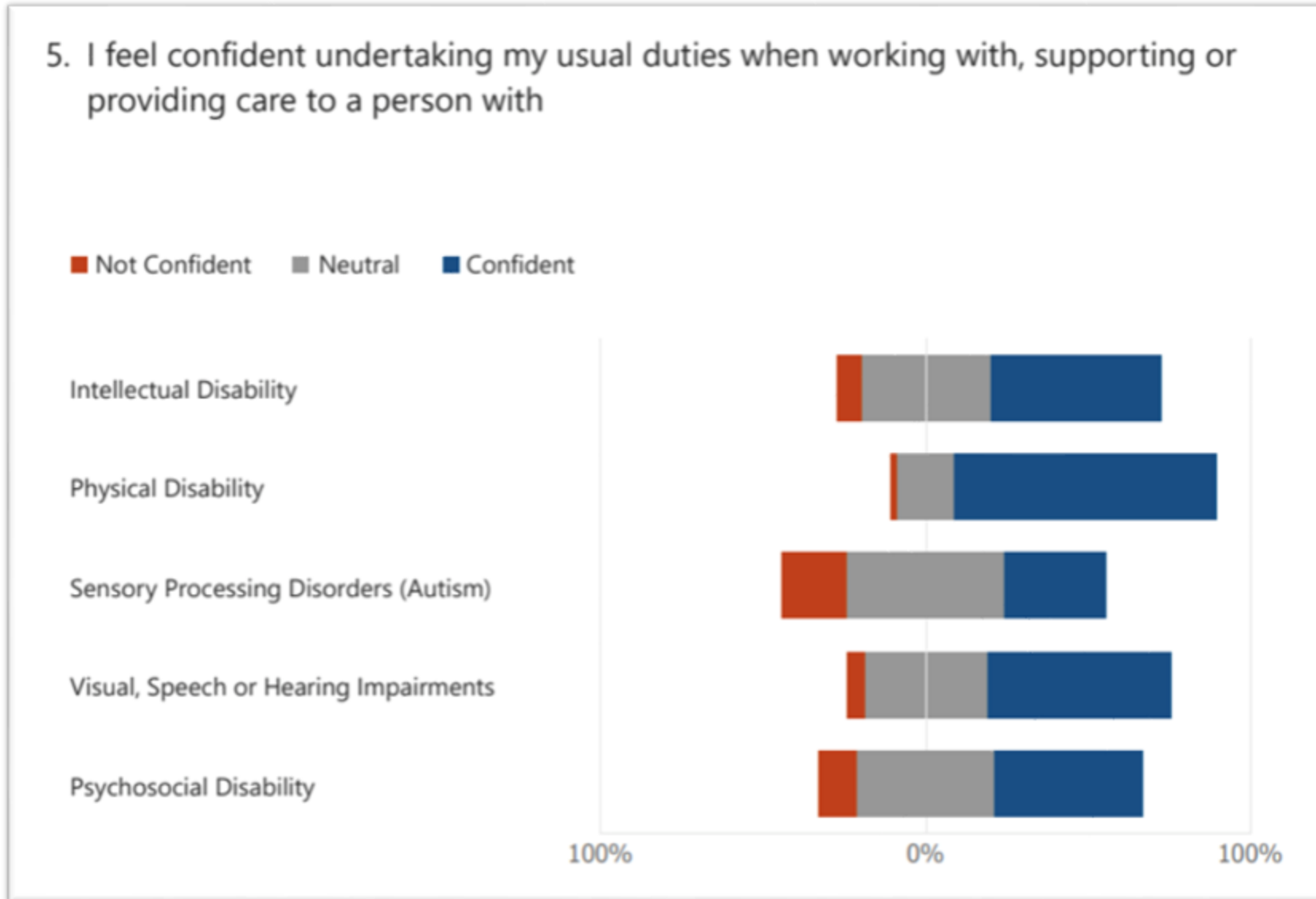


Results – what this is telling us so far?

Completion n=144 (18/9/23)



Results – what this is telling us so far?



Results – what this is telling us so far?

6. I feel confident engaging in conversations with people about their disability

[More Details](#)

 Insights

 Agree	78
 Neutral	52
 Disagree	13



Results (Preliminary)

Austin Initiatives and Resources



- 65% hadn't heard of the Autism Care Plan
- 38% hadn't heard of the Disability Action Plan.
- 44% hadn't heard that sensory aides were available
- 56% were not aware that Autism Awareness education existed on the internal Austin web page

All respondents indicated they would like to know more about disability related initiatives/resources.





DLO contacts

Email: disabilityliaison@austin.org.au

Twitter: @AustinHealthDLO

