

MODULE 5

Tackling Service and System Changes

Get Started



What we'll cover...

- 1 **Supporting service & systems-level change**
- 2 **Evidence-informed workplace strategies**
- 3 **Outcomes**

1

Supporting service & systems-level change

Service selection process

Service Selection



Considerations:

Readiness for change
Complexity of communication
Opportunities for growth



Top 5 recommendations for communication accessibility

1

Build staff capacity
Provide ongoing training in inclusive communication, establish disability champions, and engage students to build a skilled workforce.

2

Explore communication support needs early

Introduce triage questions to identify communication support needs early, establish clear support pathways, implement reasonable adjustments and improve interpreter access.

3

Enhance patient resources and environments

Develop Plain English, Easy Read, and visual materials, use signage and communication aids, and create quiet zones in high-pressure areas.

4

Embed inclusive communication in policy

Align practices with the [National Safety and Quality Health Service Standards](#), integrate inclusive strategies into policies, and promote Teach-Back and accessible communication.

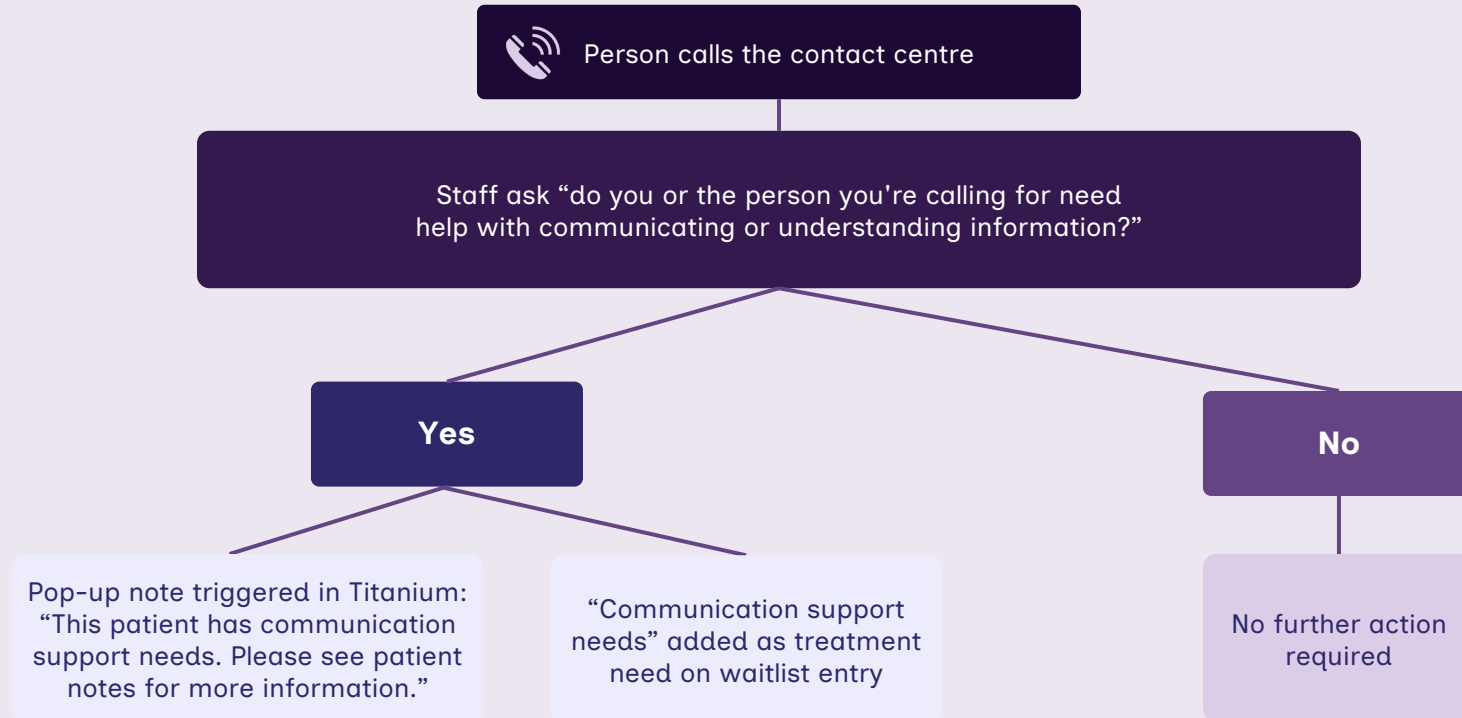
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Strengthen co-design and consumer engagement

Collaborate with consumers and staff to refine solutions, gather feedback, and drive innovation in communication accessibility.

Examples of service and systems change

Appendix 1: Oral Health Service: New contact centre process



Asking about Communication Support Needs

Questions to explore communication support needs:



How do you prefer to communicate?

e.g. talking, gestures, communication board/device

What helps you understand information?

e.g. support person, more time, written or visual information



Is there anything that makes you feel uncomfortable in the environment?

e.g. bright lights, loud noises, taste or feel of gels/solutions



Do you have a support person that comes to appointments with you?



Examples of service and systems change

In the Emergency Department, the project worked with healthcare workers and consumers with lived experience to co-design communication visuals that help consumers self-identify their communication support needs.



Do you need help communicating or understanding information?

I communicate by:

-  talking
-  writing or drawing
-  signs or gestures
-  communication board/device
-  ? something else

I need:

-  an interpreter
-  more time to think and answer questions
-  to write things down
-  pictures and visuals
-  a quiet space or sensory tools
-  easy to read information
-  my support person/carer
-  ? something else



South Western Sydney Local Health District



Do you need help to communicate?

Do you need help to understand?

Yes

Tell us how we can help you!

2

Evidence-Informed Strategies for Healthcare Workers and Teams in Supporting People with Communication Support Needs (PwCSN)

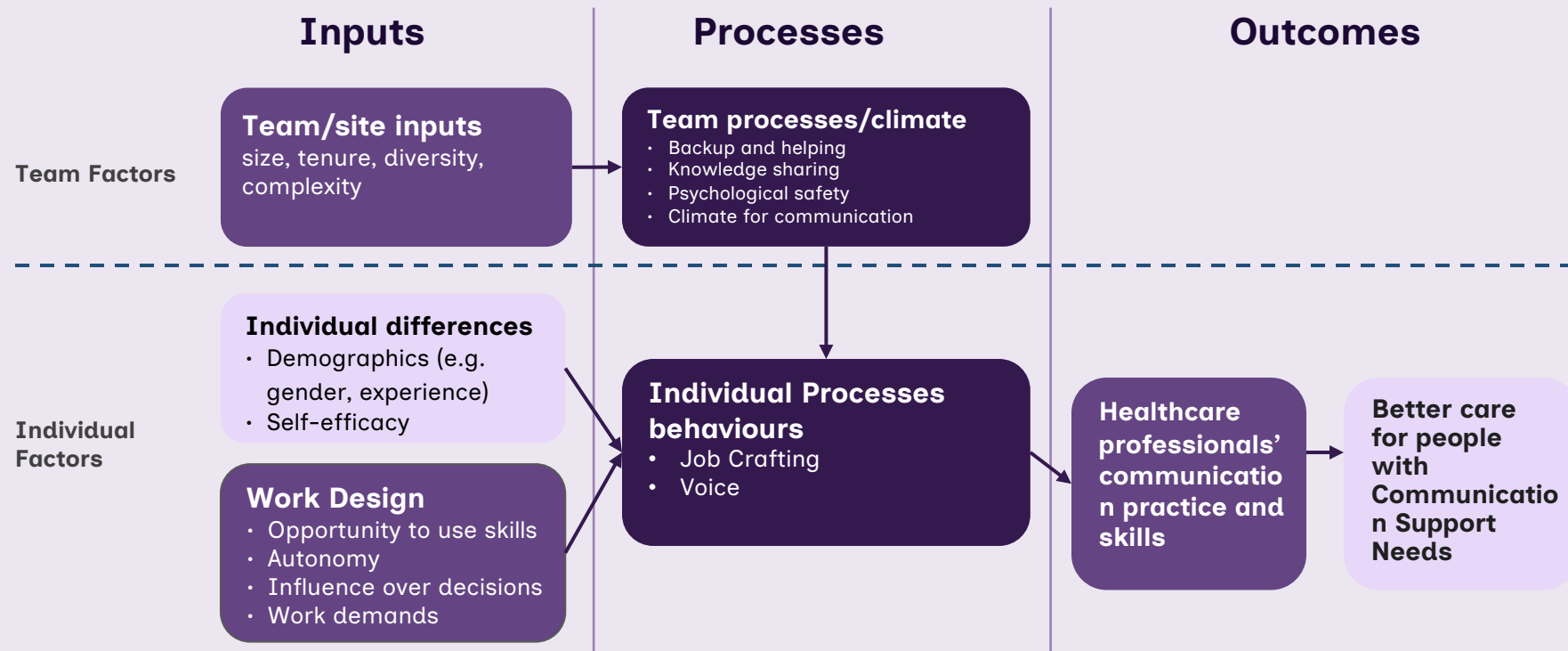
Evidence-Informed Strategies for Healthcare Workers and Teams

Research findings from the literature and pre- and post-intervention surveys on healthcare workers' experiences of work and the teams they work in.

Providing effective care for people with communication support needs is influenced by the work design of the healthcare professionals and the context and culture within which they work.



The work design model



Build a Psychologically Safe Communication Culture

Key Strategy

Fostering a psychologically safe communication culture allows the workers to feel comfortable to actively express their concerns and issues about supporting PwCSN

Expected Behaviours and Outcomes

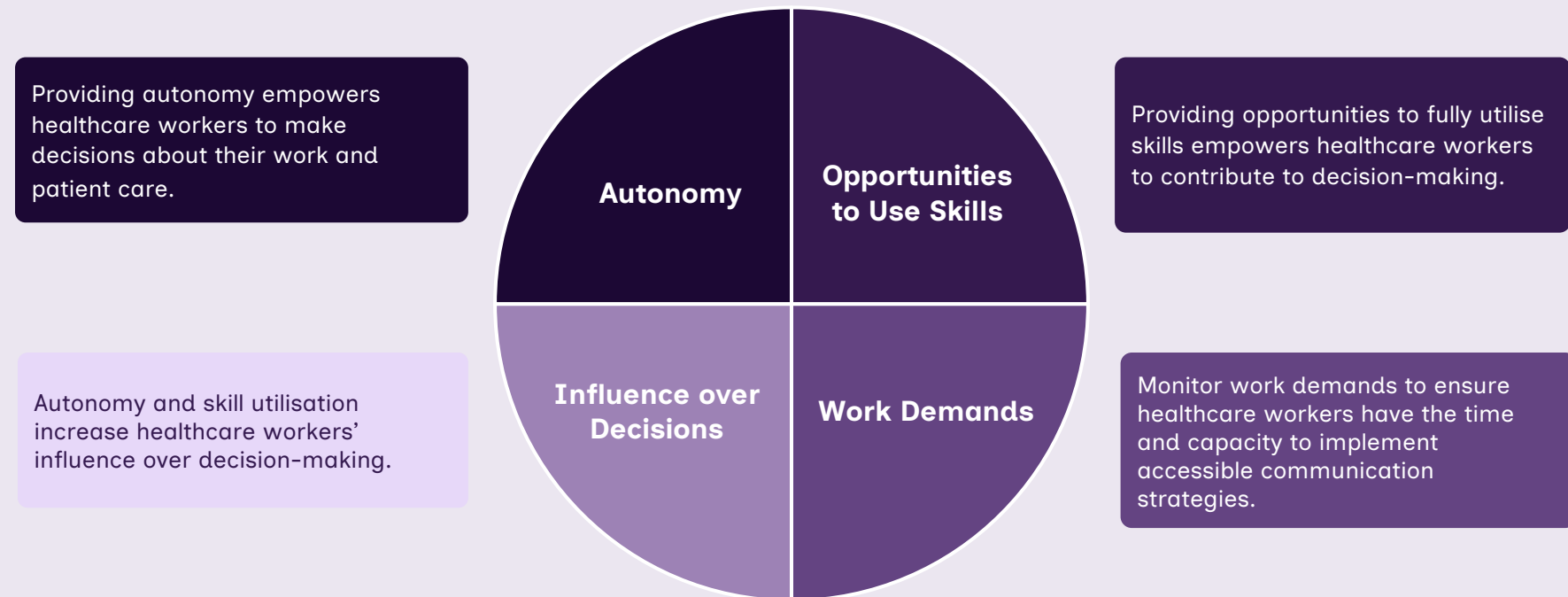
Expected Behaviours

- Speak up about communication concerns
- Raise concerns and issues affecting PwCSN
- Share knowledge and learn from colleagues

Outcomes

Collaborations and Support among Healthcare Professionals

Design Work that Enables Accessible Communication



3 Outcomes



Improving communication accessibility



Goal: Improving healthcare access for people with communication support needs.

Outcomes

Co-designed service improvements

Developed and implemented solutions tailored to service needs with consumers and healthcare staff.

Improved communication access

Introduced service-specific solutions, including triage processes, visual aids, and training programs.

Supported consumers and carers

Improved safety, care, and communication experiences in healthcare settings through co-designed solutions.

Driving systemic change

Embedded communication access principles in everyday practice and influencing local and statewide processes.

Enhanced staff capacity

Delivered targeted training to improve confidence and skills in inclusive communication.

Building future workforce capacity

Facilitated 24 “service level” student placements.



That's a wrap

You've completed Module 5:
Tackling Service and System Changes