

# Diversity Health Newsletter

## October 2024 - January 2025



### DISABILITY INCLUSION WEEK 2024

Disability Inclusion Week was held at Sydney Hospital and Sydney Eye Hospital from 18 – 22 November. Disability Inclusion Week at SSEH focussed on educating clinical staff about ensuring that patients with physical, developmental, or intellectual disabilities receive equitable healthcare throughout their healthcare journey at SSEH. Some of the week's highlights included a roaming Education Trolley, whereby staff could answer a few short quiz questions and win prizes. Staff also had the opportunity to participate in the interactive experience with Vision Australia to experience a person's eyesight with different eye conditions, such as glaucoma.

If you did not have an opportunity to participate in the Disability Awareness Week quiz, click [here](#) to have a go. Once completed, contact Yael via email [yael@rottanburg.nsw.gov.au](mailto:yael@rottanburg.nsw.gov.au).

### Disability Inclusion Exhibition

SSEH also hosted a photographic exhibition, *Through My Eyes*. The exhibition was a collaboration between the Black Dog Institute and artists with disabilities. It aimed to bring to light the challenges and discrimination that people with disabilities experience in their daily lives. Dr Diane McDonald, from the Black Dog Institute, facilitated a conversation with two artists, Karen Peacock and Melinda Montgomery, who shared their personal stories and experiences in the healthcare system as people with disabilities.

### Key take-home messages

- ❖ **Do not assume you know what is best for a patient with a disability – ask what they need**
- ❖ **Every person is an individual and they know best what they need**
- ❖ **Think flexibly about how to meet the patient's needs**
- ❖ **Ensure there is enough physical space in public waiting areas for those in a wheelchair**

(L-R) Melinda Montgomery (artist and consumer), Dr Diane McDonald (Black Dog Institute) and Karen Peacock (artist and consumer).



Artwork by artist, Karen Peacock.



### Reasonable Adjustments in a healthcare setting

For health care services to be accessible and safe for people with a disability, adjustments need to be made. In practice, 'reasonable adjustment' means removing barriers for people with disabilities to ensure they have the same access to healthcare services as other people.

To read more about 'reasonable adjustments' and other ways healthcare staff can provide patient-centred care for a patient with a disability, click on the cartoon or scan the QR code on the next page.

#### Some examples of 'reasonable adjustments'

- adjusting communication methods by considering the patient's communication needs
- addressing the patient's ability to cope with different environments, changes in routines, unfamiliar procedures, and unfamiliar staff
- allowing extra time to provide the support that is required



### Admission2Discharge (A2D) Together tool

The Admission2Discharge (A2D) Together tool was developed to improve the hospital experiences of people with a cognitive disability, their carers, families, and disability support staff. The tool was designed to reduce communication errors and improve the hospital experience for patients with an intellectual, cognitive, or psychosocial disability.

#### When used appropriately the A2D Together tool helps to

- ✓ inform staff how a patient likes to be supported
- ✓ inform staff how they communicate
- ✓ provide the opportunity to explain behavioural triggers
- ✓ prevent family/carers from having to repeat handover information

## Watch a video on the A2D in action!

### **Admission to Discharge Together tool in action!** Starring our very own Deputy Director of Nursing, George Bayeh!

Watch this short video (7 minutes) to see how effective the A2D Together tool is in providing patient-centred care throughout the patient's journey! Click on the image below or scan the QR code to watch it.



**ABORIGINAL HEALTH**

## What does an Aboriginal person look like?

### **Landcare NSW states**

*Aboriginal people come in all shapes, sizes and colours. Don't be confused when fair skinned, blue eyed and blonde-haired people identify as Aboriginal – the explanation is a simple case of genetics i.e. dominant and recessive genes (just like blue eyes/brown eyes).*

*Think of Aboriginal identity as being like a cup of tea or coffee – no matter how much milk you put in and change its colour, it's still tea or coffee! Being Aboriginal is not the colour of your skin or eyes or how broad your nose is. It is a spiritual feeling, an identity you know in your heart.*

Landcare NSW (2020) *Aboriginal Protocols: Tips and Facts* <https://landcarensw.org.au/wp-content/uploads/2020/07/RUN-G2.7-Aboriginal-Protocols-Tips-Facts.pdf>

To learn more about Aboriginal Protocols, click on the image below or scan the QR code.



**We must not assume that just because a person does not 'look' Aboriginal, they do not identify as such.**

**Do not forget to ask every patient if they identify as an Aboriginal or a Torres Strait Islander!**

If a patient identifies as an Aboriginal or Torres Strait Islander, we can:

- ❖ refer them to the Aboriginal Hospital Liaison Officer (Aunty Linda)
- ❖ provide culturally appropriate care
- ❖ refer them to appropriate services after discharge

*These simple actions can help 'Close the Gap' for Aboriginal people in healthcare.*

**If you have not completed the HETI Module *Asking the Question* and search for: *Asking the question***

**To learn a simple way to ask a patient if they are Aboriginal or Torres Strait Islander watch the video by clicking on the image or scanning the QR code.**



## COMMUNICATING WITH OUR PATIENTS

The NSW Ministry of Health recently released the NSW Health Accessible Communications Policy. Accessible communication means making sure all people understand the information NSW Health is sharing. This can be people with disability, who have low literacy, low health literacy or specific communication needs. Aboriginal people and communities.

To read the Policy click on the image below or scan the QR code.





## PRIDE WEEK 2025

### Pride Celebrations 2025

**Monday 24 February – Friday 28 February 2025**

<b>Mon 24 &amp; Tues 25 February</b>	Catch the Diversity Health Education Trolley at your ward or departments huddle, answer some Pride-themed quiz questions, and win a prize.
<b>Thursday 27 February</b>	Showcase your baking skills in the SSEH's annual Pride Bake-off competition. Details to follow!
<b>Friday 28 February</b>	Pride Rainbow Scrub Friday!
<b>Throughout the week</b>	Wear the Pride ribbon (supplied by your manager)



## A TASTE OF HARMONY

Hand Therapist, Tammy Roberts, grew up in South Africa.

*I have a diverse background and have been fortunate to grow up surrounded by multiple cultural influences. I was born in Thailand and grew up in Africa with Irish and British roots. I regard myself as South African since this is where I spent most of my life, and I still view this beautiful country as home. The “Melkert” or Milk Tart is a traditional South African sweet tart that is a nostalgic treat for me that I will always associate with family trips in the African Bush.*

To access the recipe on the image or scan the QR code below.



## DO YOU NEED MORE INFORMATION, OR WOULD YOU LIKE TO MAKE A CONTRIBUTION TO THIS NEWSLETTER?

If you would like more information about any resources in this newsletter, or would like to book a training session, please contact Yael Rottanburg, the Diversity Health Coordinator via email at [yael.rottanburg@health.nsw.gov.au](mailto:yael.rottanburg@health.nsw.gov.au) or call her on extension 27409. If you would like to contribute to the next quarterly newsletter regarding Diversity Health information, related projects or achievements in your ward/department, please email the details to [yael.rottanburg@health.nsw.gov.au](mailto:yael.rottanburg@health.nsw.gov.au) by Thursday 6 March 2025.