

Improving Hospitals for People with Hidden Disabilities

SPEAK Project

Co-design Report

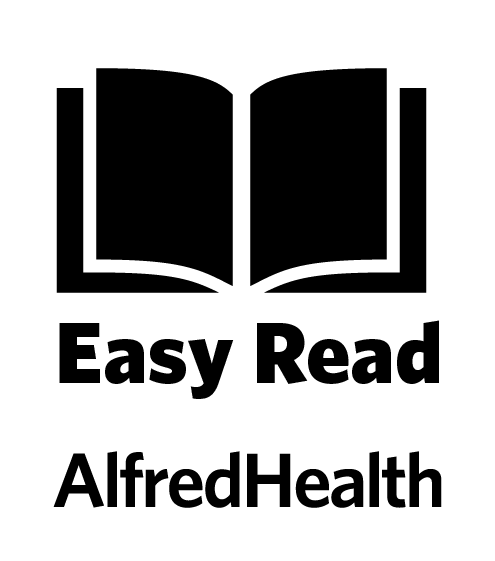
November 2022

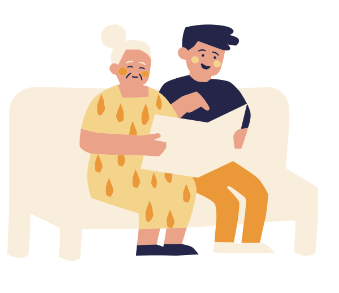


Alfred Health respectfully acknowledges the Traditional Custodians of this land, the people of the Kulin Nations

We pay our respect to their Elders, past and present

We acknowledge and uphold their continuing connection to land and waterways





You are reading this document in Easy Read.

This booklet is designed as a co-read guide for supported reading.

We encourage supporters to read along with people with disabilities to assist with understanding.

**Improving Hospitals for People with Hidden Disability**





**The SPEAK Project** is improving hospitals for people with disability.

Alfred Health and South West Healthcare are working together to deliver the SPEAK Project

**What is this document?**





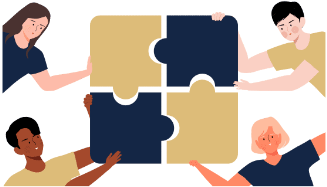
This document is a summary of **the report** called:

* Improving hospitals for people with hidden disability

**The report** is about how we can improve hospitals for people with disability.

**The report** is written by SPEAK Project team.

**How was the report made?**







We used **Co-design** to make the report

**Co-design** is a way to share decisions together

We did co-design with

* 41 people with disability
* 12 support people

We will say **people with disability** for short

We asked **people with disability**

* What it was like going to hospitals
* How to improve hospitals

**What it was like going to hospitals?**





We asked people with disabilities what it was like going to hospitals

People with disabilities said they had a **hard** time in hospital







People with disabilities did not feel respected in hospitals

People with disabilities felt stressed in hospital environments

People with disabilities felt hospitals were not fair and equal







Hospitals sometimes ignore carers and families

Staff are not sure how to support people with disabilities

Hospitals do not train staff to support people with disabilities

**How to improve hospitals?**



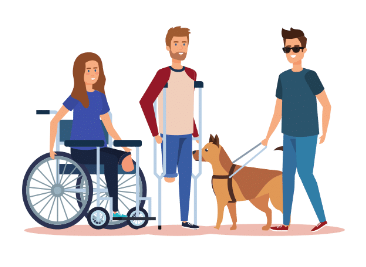


We asked people with disabilities how to improve hospitals

People with disabilities told us ideas about making hospital better







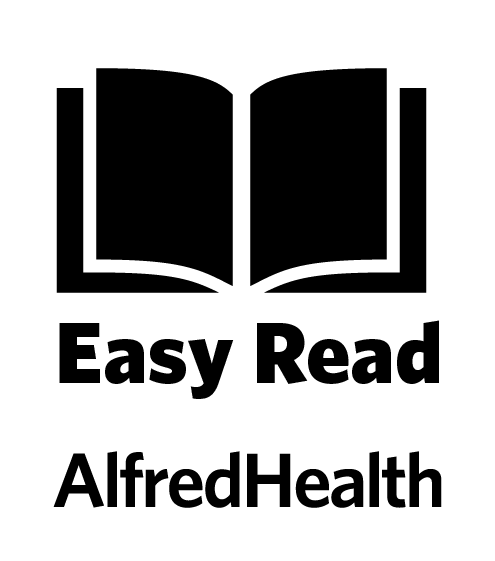
Hospitals should have **specialist staff** to support people with disabilities

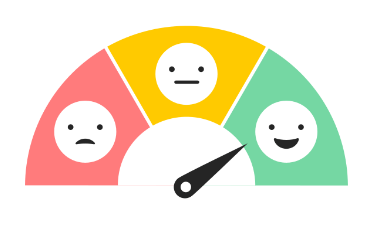
**Specialist staff** are people who understand disability and the hospital

All hospital staff should be trained on how to support people with disabilities

People with disabilities should train hospitals on how to support people with disabilities







Hospitals should add support information to the medical records of people with disabilities

Hospitals should have important information in Easy English

Hospitals should make it easy to give feedback