



# Improving Hospitals for People with Hidden Disabilities

## SPEAK Project Co-design Report

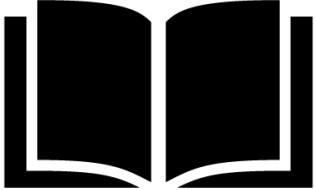
November 2022



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



**Easy Read**  
**AlfredHealth**

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



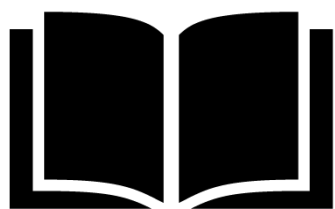
All hospital staff should be trained on how to support people with disabilities



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



**Easy Read**

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Hospitals should have important information in Easy English



Hospitals should make it easy to give feedback