

SWSLHD Oral Health Service

Goal

Improving healthcare access for people with communication support needs.

Solution

A new triage process that identifies communication support needs.

Outcomes

- ✔ **Co-designing service improvements** – Developed and implemented solutions tailored to SWSLHD Oral Health Service needs with consumers and healthcare staff.
- ✔ **Enhancing communication support** – Introduced a triage question to identify patients' communication needs early and ensured reasonable adjustments are recognised and accommodated.
- ✔ **Building staff capacity** – Delivered targeted communication training and supported staff to develop resources specific to their service.
- ✔ **Driving systemic change** – Raised awareness, engaged staff, and influenced policies to embed communication accessibility in oral health practices.

Data captured

“Do you or the person you are calling for need help with communicating or understanding information?”



9.4%

consumers identified as having communication support needs.

Feedback

“The screening question has brought awareness to all staff regarding the importance of identifying communication support needs so that we can now make reasonable adjustments and modifications to improve our service delivery”

Healthcare Worker