

## Overview

The Communication for Safe Care (C4SC) project has been collecting data in SWSLHD Oral Health service related to communication support needs (any communication disability or difficulty).

The contact centre has been asking every consumer 'do you or anyone you're calling for need help with communicating or understanding information?'

## Summary of data

<b>Time period for this report</b>	8 weeks (5th August - 27th September)
<b>Number of consumers who called the SWS Oral Health contact centre for an appointment</b>	Total = 7,866 (Average per week = 983.3)
<b>Number of consumers who were asked if they have communication support needs</b>	Total = 7,862 (99.9% of consumers who called)* (Average per week = 982.8)
<b>Number of consumers who reported communication support needs</b>	Total = 1,464 (18.6% of those who were asked) (Average per week = 183)

Consumers who called the SWS OH contact centre

**7,866**

Consumers who reported communication support needs

**18.6%**

Consumers who reported a communication support need that isn't a language interpreter

**9.4%\*\***

## Communication support needs and reasonable adjustments identified\*\*\*

Psychosocial Disability (Anxiety)	Sensory disability (Hearing, vision)	Cognitive impairment	Support person	Interpreter (language)
25	47	32	65	756
Specific diagnosis (ASD, ADHD)	Simple communication adjustment (speaking slowly)	Literacy (reading, writing)	Speech or language difficulty	Interpreter (AUSLAN)
61	44	3	24	1
Alternative communication	CALD ****			
0	679			

## Findings

*There are a high number of consumers that require a language interpreter.*

*There are a high number of consumers that will bring a support person to the appointment.*

*There are a number of consumers that have a sensory disability, a specific diagnosis that impacts communication, or require simple adjustments to communicate (such as speaking slowly or allowing more time).*

*No consumers identified as needing an alternative communication method to communicate, such as a communication board or a text to speech device. However, this may be because they were not directly asked if they use one, or they did not identify what their communication support need is.*

## Considerations

1. \* *There were four callers over the 8-week period that were not asked whether they had communication support needs. This is either because the contact centre staff did not ask the question, or the caller did not answer it.*
2. \*\* *9.4% represents the percentage of consumers that identified a communication support need or reasonable adjustment that was not a language interpreter. This data may be inaccurate due to some consumers not disclosing what they needed as a result of having a language barrier (such as an interpreter), as well as consideration point 6.*
3. \*\*\* *One consumer may have identified more than one communication support need or reasonable adjustment. For example, a consumer who is hard of hearing may also require a support person to be present with them for their appointment. The numbers reflected in this section are the number of times that the particular field was identified or requested, not the number of consumers.*
4. \*\*\*\* *This data is captured to illustrate how many consumers **may** have communication support needs due to being of CALD backgrounds, for e.g differences in use of body language and interactions or needing simple adjustments to understand, but is not reflective of a total number of people with communication support needs.*
5. *Consumers that are from CALD backgrounds may or may not have required a language interpreter. Data relating to consumers that do require a language interpreter was reported separately.*
6. *These results rely on data that was collected from the contact centre over an 8-week period. During this time, of the 1,464 consumers that identified as having communication support needs, 368 consumers had nothing entered into the open text box by the contact centre staff. This means no data was collected regarding what their communication support need is and what reasonable adjustment they may require.*
7. *This data has been captured as part of the C4SC project, which has been identifying and implementing various solutions across four different health services in NSW. This 8-week data collection was one part of the wider project and was not the primary aim of the project.*