

# Disability support and services at the new Royal Adelaide Hospital



Designed in accordance with the *Disability Discrimination Act*, the new Royal Adelaide Hospital (RAH) incorporates a number of features to ensure those with a disability can navigate and access the hospital's facilities.

## WAYFINDING

The hospital design incorporates a combination of sensory aids and visual tools to assist people navigate their way into and around the facility. Hospital staff and volunteers will also be available to help patients and visitors find where they need to go.

### Wayfinding kiosks



Interactive touch screen kiosks are located in the main entrance areas on level 2 (Emergency Department), level 3 (main entrance) and car park lift lobbies, providing visitors with visual directions. The wayfinding kiosks are wheelchair accessible.

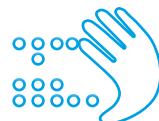
### Hearing loop



Hearing loops and microphones are installed in all reception and information areas, allowing hearing aid wearers to hear the speaker's voice with less distortion.

A hearing loop is a sound system which produces a wireless signal that is picked up by hearing aids and overcomes distance and background noise. Signage will indicate where a hearing loop is available.

### Visual impairment assistance



All lifts throughout the hospital feature braille buttons and audible level announcements.

Tactile ground surface indicators are in place to guide patients and visitors to the hospital's main reception on level 3.

There are various intersections of walkways where abutting pavements have contrasting colours and surfaces so a person with vision impairment can best navigate their way into and throughout the building.

All grates and earthquake joints throughout the hospital, including the external paved areas, have been designed to ensure a trip free environment. Where there are obstructions in footpaths, kerbs have been provided to assist a person with vision impairment and encourage shore lining. Building facades have been designed without obstructions to facilitate shore lining.

## INPATIENT SUPPORT



### General inpatient room features

- > In each general inpatient room, lifting tracks have been installed to mechanically lift and turn patients where necessary.
- > The rooms are at least 18 square metres in size, with 36 of the rooms even larger, at 21 square metres, to accommodate patients with a disability.
- > Hand rails are installed in all general inpatient rooms and run from the bedside through to the ensuite to minimise falls risks and assist those with disabilities.
- > Trolley showers will be available on each level to assist with bathing.

## ACCESSIBILITY



### Disabled car parking

There are 50 car park spaces dedicated to those who hold a Disability Parking Permit at the new RAH, which is a significant increase to the 24 disabled parking spaces at the old RAH. The spaces at the new RAH are conveniently located close to the main entrance and central public lift wells.

In addition to the disabled parking spaces, there are also a number of free, short term (15 minute) patient pick-up and drop-off areas which are centrally located on levels 2 and 3.



### Public transport

The hospital is easily accessible by public transport including bus, tram and train. All trams and trains, and most buses are disability accessible.

For further information on accessible services, visit [www.adelaidemetro.com.au](http://www.adelaidemetro.com.au) or phone the Adelaide Metro InfoLine on **1300 311 108**, 7am to 8pm, 7 days a week. If you are deaf, or have a hearing or speech impairment, you can contact the Adelaide Metro InfoLine through the National Relay Service. TTY users can also contact the direct TTY line on **133 677**.



### Accessible toilets

Accessible toilets are available on all floors of the hospital and are identified by signage.



### Adult changing facility

Discussions with disability groups have highlighted the importance of having a dedicated adult changing facility to further support those with a disability and their carers.

A dedicated adult change facility will be included as part of the transition to the new RAH.

In the interim, there are two rooms on level 3 in the outpatient area that have ceiling mounted lifting capability, which visitors can request to use for adult changing if required. Please ask at the main enquiries desk.



### Assistance animals

A toileting room for assistance animals is currently being reviewed as part of the transition to the new RAH.