

# Enhancing Paediatric Occupational Therapy and Speech Pathology services for children with Autism & Intellectual Disabilities: Consumer Voices Driving Innovation using the WFOT QUEST Framework



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# Introduction



# Customer Engagement is the key



# Why QUEST



# Why QUEST?



- measures, evaluates, and demonstrates the value of therapy services.
- provides standardised, evidence-based quality indicators to enhance accountability, improve health outcomes, and optimise resources across all practice settings.
- provides a structured, evidence-based way to evaluate the quality of our services.
- focused on seven core dimensions of quality
- enabled identification of structure, process, and outcome indicators—allowing for a clear mapping between feedback and action.



# Method

- Focus groups conducted annually from 2023 to 2025
- a combination of face to face groups, one on one interviews, online and paper-based surveys distributed via QR codes in our clinics, newsletters, and email campaigns.
- questions aligned with QUEST indicators and analysed using qualitative content analysis.
- feedback was reviewed by our leadership team and directly informed action planning and service improvements



# Comparative Results (2023 – 2025)



# Comparative Satisfaction



- 2023: ~5/5 reported 'Always' satisfied
- 2024: 12/14 (86%) reported 'Always'
- 2025: 14/15 (93%) reported 'Always'
  
- Trend: Increasing satisfaction and appropriateness over time.

# Barriers to participation (Accessibility)

- 2023: Travel, anxiety, behaviour
- 2024: School timing, solo parenting
- 2025: School conflicts, clinician changes, funding equity
  
- Actions: Improved scheduling, 1:1 AHA use, transparent communication



# Communication



- Rated 'Very' or 'Extremely' clear in all years
- Reflects strong process quality via person-centredness
- SMS, bi-yearly call trials introduced

# Landscaping Project: A Highlight of Client-Driven Practice





# Project Background

## **Objective:**

Create a safe, inclusive, and therapeutic outdoor environment

## **Key Focus:**

Sensory-friendly design

Accessibility for all

Privacy and comfort



# Sensory-Focused Plant Selection

## **Plants Chosen:**

Different colours (visual stimulation)

Unique textures (tactile engagement)

Varied scents in spring (olfactory engagement)

## **Inclusive Input:**

Landscaper with personal sensory experience



# Accessible Planter Boxes

## **Wheelchair-Friendly:**

Measured to accommodate wheelchairs along the front

## **Inclusive Gardening:**

Allows everyone to participate comfortably

## **Gate Access:**

Ensures smooth entry to garden areas



# Path & Perimeter

## **Wider Pathways:**

Enough space for two people to walk side by side or for a staff member to assist a student/client

## **Wheelchair Access:**

Sufficient turning radius and smooth surface



# Viburnum Hedge for Privacy

## **New Hedge Addition:**

Viburnum hedge at rear

## **Purpose:**

Lush green environment

Improved privacy from side street

**Timeline:** 6–12 months for full growth



# Inclusive Soccer Goal

**Purpose:**

Facilitates outdoor assessment, physical activity, and play

**Design:**

Stable, safe, and suitable for users of varying abilities

**Benefits:**

Promotes social interaction, motor skill development, and inclusive fun

*Built by the Talking Matters woodworking/technical skills group*



# Innovation

Inclusive, sensory-rich environment

Accessibility and safety enhancements

Ongoing commitment to well-being

# Impact of the landscaping project



# Customer feedback



- Clients and families responded very positively:
- “Loving the new garden space”
- “Best help for my child’s needs”
- “Staff and space are amazing”
  
- QUEST alignment:  
Structure (environment),  
Process (accessibility),  
Outcome (satisfaction)

# Take Home Message



# Take Home Messages

- Our journey with the QUEST framework and consumer focus groups has allowed us to embed evidence-based, client-driven quality improvement into our everyday practice.
- The consistent rise in satisfaction, reduction of access barriers, and client praise for specific projects like the landscaping upgrade demonstrate that meaningful, structured engagement can lead to tangible change.

**Thank you!**

