



Queensland Health

Disability Service Plan

2011–2014



Queensland Health
Disability Service Plan
2011–2014

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Queensland Government, Brisbane

Message from the Director-General

It is with much pleasure that I present the health *Disability Service Plan 2011–2014* for Queensland.

Queenslanders overall have very good health when compared to other countries. However, recent declines in the amount of physical activity, poor nutrition, an increase in obesity, as well as continuing high levels of smoking and alcohol misuse require urgent action to ensure the health system in Queensland remains sustainable for the long-term.

We know that people with a disability, in particular, are likely to have poorer health than the rest of the community and in 2007–2008, for example, almost half (46 per cent) of people aged 15 to 64 years with a severe or profound disability reported poor or fair health, compared with 5 per cent of those without a disability.¹ It is for this reason that I am committed to improving the health of people with a disability in Queensland.

On 22 September 2011, the Queensland Government released *Absolutely everybody: enabling Queenslanders with a disability (Absolutely everybody)*. This is a 10-year plan establishing a vision for an inclusive Queensland where people with a disability are enabled to lead valued and fulfilling lives.

Absolutely everybody seeks to improve access, participation, and deliver integrated services across government for people with a disability. The *Disability Service Plan* reflects our commitment to *Absolutely everybody* and recognises that people are diverse and require different health responses to meet individual needs.

Health care in Queensland is currently undergoing significant change. I aim to help deliver a universally accessible, more responsive and locally controlled health system that is sustainable for future generations of Queenslanders.

From 1 July 2012, 17 Local Health and Hospital Networks (LHHNs) will be established as statutory bodies responsible for the delivery of public sector health services in Queensland. There will also be 11 Medicare Locals progressively established across the State by the Australian Government. Each LHHN will be independently and locally controlled by an expertise-based governing council consisting of professionally skilled members, including people with knowledge of health consumer and community issues.

These reforms recognise that consumer and community engagement is integral to the delivery of patient centred, timely, accessible, safe and quality health services. Under the new arrangements, LHHNs are required to develop consumer and community engagement strategies that make explicit how individual LHHNs will engage health consumers and communities in health service planning, design, delivery and evaluation. We understand that better engagement with the people who use public health services, including people with a disability, their families and carers, will result in a more responsive, integrated health system that delivers better health outcomes for all Queenslanders.

Throughout the health reform process, we will continue to address the barriers and challenges for people with disabilities so they are able to achieve the best possible health and wellbeing outcomes throughout their lives.

It is with great enthusiasm and commitment that I lead the delivery of Queensland's health *Disability Service Plan 2011–2014*.

Dr Tony O'Connell

Director-General, Queensland Health

¹ Australian Institute of Health and Welfare, *Health of Australians with a disability: health status and risk factors*, AIHW bulletin no. 83. Cat. No. AUS 132. AIHW, 2010.

About Disability Service Plans

Purpose of Disability Service Plans

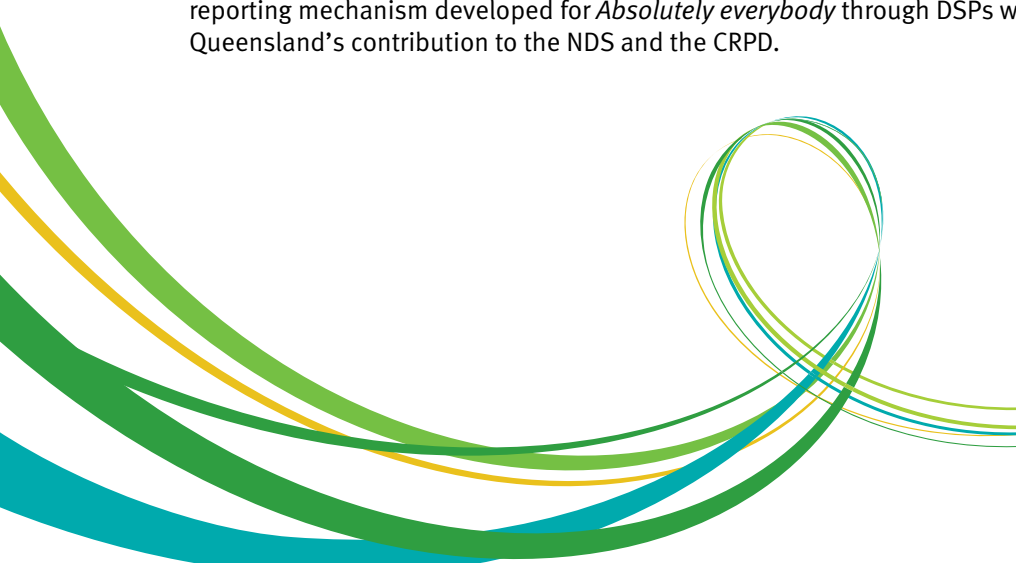
The *Disability Services Act 2006* provides a strong foundation for promoting the rights of Queenslanders with a disability, increasing their wellbeing and encouraging their participation in community life. An important feature of this legislation is that it requires all Queensland Government departments to develop and implement Disability Service Plans (DSPs). The purpose of DSPs is to ensure each department has regard to the Act's human rights and service delivery principles, and the government's policies for people with a disability. They aim to improve access to services across government for people with a disability, including more coordinated responses. DSPs were first implemented across government from July 2007.

In 2010, the Queensland Government determined that *Absolutely everybody: enabling Queenslanders with a disability* would drive the policy direction of future DSPs. *Absolutely everybody* articulates a vision for 2021: Queensland is inclusive of its citizens, and Queenslanders with a disability are enabled to lead valued and fulfilling lives. There are ten key priorities and supporting strategies to achieve this vision. It is supported by the *Absolutely everybody: whole-of-government action plan 2011–2014*, which sets out the commitments across government and the responsibilities of lead and supporting agencies to deliver on those commitments. DSPs outline departments' commitments under the whole-of-government action plan, and are the mechanism through which departments will report on progress in achieving their commitments. Both the whole-of-government action plan and the DSPs will be developed in three-year tranches over the life of *Absolutely everybody*, with a final year for consolidation.

Linkages between Absolutely everybody, the National Disability Strategy and the Convention on the Rights of Persons with Disabilities

Absolutely everybody aims to improve access and participation across the entire service system including in education, employment, health care, arts, cultural, recreation and sporting pursuits, the built environment, public and private spaces and in the delivery of disability services. It provides a mechanism for delivering on our obligations and commitments under the *Convention on the Rights of Persons with Disabilities* (CRPD) ratified by Australia on 17 July 2008, and the *National Disability Strategy (NDS)* agreed to by the Council of Australian Governments on 13 February 2011. By ratifying the CRPD, Australia has joined other countries in a global effort to promote the equal and active participation of all people with a disability in all aspects of community life.

The NDS, which commits all Australian governments to work towards an inclusive society, will help ensure that the principles underpinning the CRPD are incorporated into policies and programs affecting people with a disability, their families and carers. It outlines six priority areas: inclusive and accessible communities; rights protection, justice and legislation; economic security; personal and community support; learning and skills; and health and wellbeing. *Absolutely everybody* aligns with the CRPD and NDS and as relevant, will translate the policy areas in the NDS into action for Queensland. The reporting mechanism developed for *Absolutely everybody* through DSPs will form the basis of reports on Queensland's contribution to the NDS and the CRPD.



Absolutely everybody: enabling Queenslanders with a disability

Absolutely everybody sets out ten priority areas to guide all service providers in achieving the vision of an inclusive Queensland, where Queenslanders with a disability are enabled to lead valued and fulfilling lives.

Each priority is of equal value and includes a goal that the Queensland Government aims to achieve by 2021. Some actions will be achieved quickly, while others will take more time.

The ten priority areas are:

1. Rights and responsibilities
2. Inclusive communities
3. Accessible information, places and spaces
4. Healthy lives
5. Technology and innovation
6. Life-long learning
7. Valued roles in the community and in employment
8. Strong natural networks
9. Responsive and effective disability support system
10. Partnerships

We are the lead agency responsible for **Priority 4. Healthy lives** and have a supporting role for five of the other priority areas. The actions in this *Disability Service Plan* aim to provide equitable and accessible quality healthcare across Queensland, and ensure that Queenslanders with a disability, their families and carers experience the same access and benefit from quality, safe health care as all Queenslanders.

Monitoring our performance

The Department of Communities is the lead agency responsible for monitoring and reporting on the implementation of DSPs across the state government. The department provides annual performance information to assist the Department of Communities to report on this requirement of the *Disability Services Act 2006*. Our annual report will contain information on key departmental priorities and initiatives.

As a result of ongoing developments due to health reform, the health *Disability Service Plan 2011–2014* for Queensland will be reviewed regularly and amendments made as necessary. The three year plan will allow for regular reviews to be undertaken, enabling us to revise, update and include additional action items throughout the life of the Plan.

Other languages and formats

The Queensland Government is committed to providing accessible services to Queenslanders from culturally and linguistically diverse backgrounds. If you need an interpreter, please contact the Translating and Interpreting Services (TIS National) on 131 450.

Alternative formats (including large print and Braille) can be made available on request. If you would like another format, please contact us on the contact details below.

Contacts

Copies of the Plan are available from

Health Policy Priorities

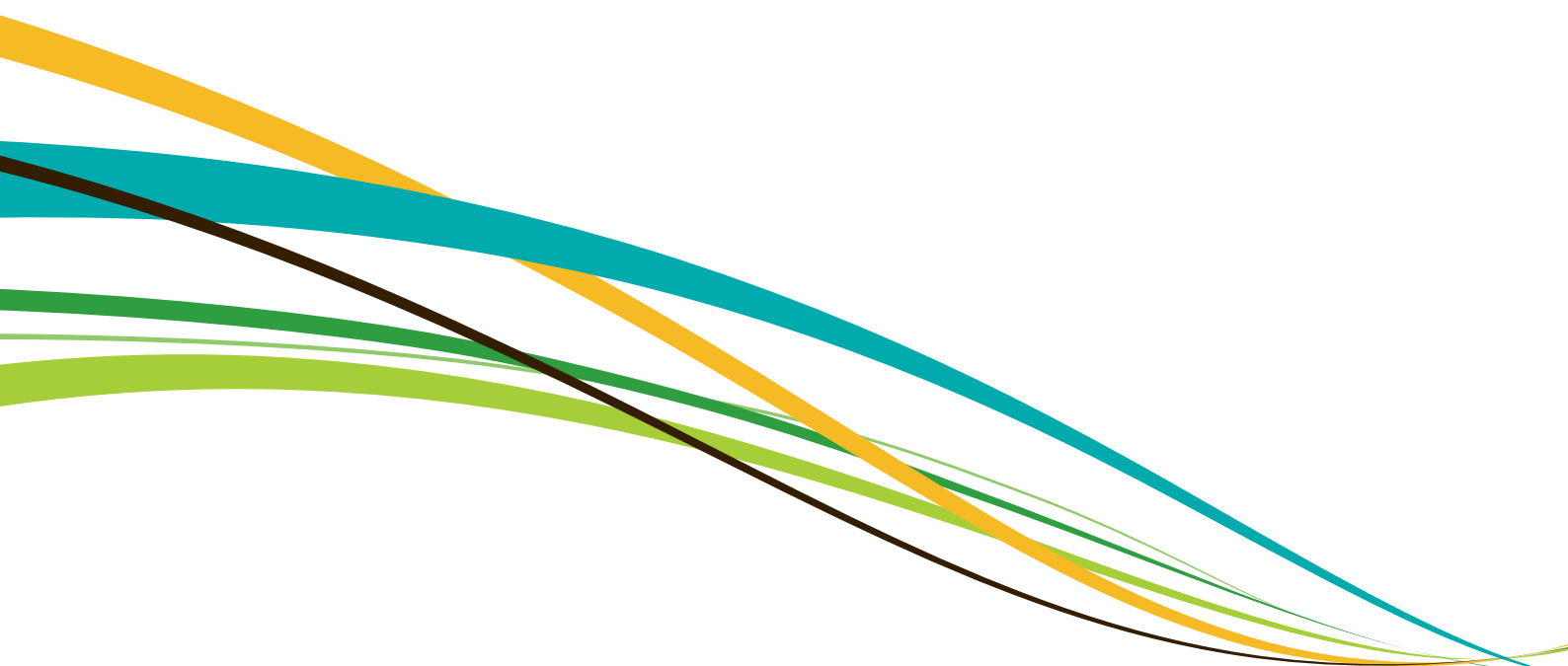
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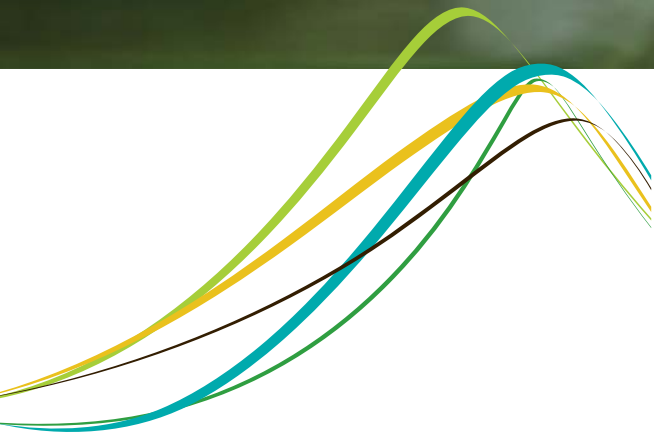
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Our Plan

ABSOLUTELY EVERYBODY PRIORITY 1: Rights and responsibilities

Queenslanders with a disability have every opportunity to participate fully in the economic, civic and social life of the community, enabled by all Queenslanders and sectors to exercise their rights and responsibilities.

Performance indicators

- Human rights and fundamental freedoms are promoted, protected and fulfilled
- Access to advocacy is improved
- Access to and responsiveness by the justice system is effective

ABSOLUTELY EVERYBODY THEME 1.1: Promote rights

Strategy 1.1.1: Raise awareness of and commitment to the rights of people with disability.

Ref no.	Actions	By when	Responsible area
1.1.1.3	Consider gender perspectives during the development, monitoring and evaluation of government policies, programs and services so that actions taken by government reflect the needs of both women and men with a disability.	December 2014	Queensland Health and LHHNs
1.1.1.4	Respect the rights of people with a disability by ensuring that all reception areas within public hospitals have accessible disability counters.	June 2014	Queensland Health and LHHNs

Strategy 1.1.2: Build the capacity of all sectors and services to be respectful and responsive to people with diverse abilities.

1.1.2.2	Recognise multiple disadvantages experienced by people with a disability on the basis of age, gender, cultural background, sexual orientation, socio-economic background and geographic location.	Ongoing	Queensland Health
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ABSOLUTELY EVERYBODY THEME 1.2: Protect rights

Strategy 1.2.2: Improve support for people with an intellectual disability or cognitive impairment who are in or at risk of entering the criminal justice system, and on leaving.

Ref no.	Actions	By when	Responsible area
1.2.2.5	Conduct a screening trial at selected Magistrates Courts to identify people with intellectual, cognitive or mental health impairment and link these people to any appropriate and available support services.	June 2013	Queensland Health
1.2.2.6	Facilitate early identification and enhanced sharing of information in relation to people with intellectual or cognitive impairment.	June 2013	Queensland Health

ABSOLUTELY EVERYBODY THEME 1.3: Enable rights and responsibilities to be exercised

Strategy 1.3.2: Improve access to communication support and assistive technologies that enable people to exercise and safeguard their rights.

Ref no.	Actions	By when	Responsible area
1.3.2.2	Increase the participation of people with a disability from diverse backgrounds in government reference and consumer advisory groups.	June 2014	Queensland Health and LHHNs

ABSOLUTELY EVERYBODY PRIORITY 2: Inclusive communities

Queenslanders with a disability are welcomed and included in all aspects of the community, and have their contributions recognised, valued and supported.

Performance indicators

- Capabilities and contributions are recognised, respected and valued
- Inclusion and participation in the community is enabled

ABSOLUTELY EVERYBODY THEME 2.2: Build community capacity

STRATEGY 2.2.1: Provide information and resources to further support access and inclusion through the Disability Online www.qld.gov.au/disability.

Ref no.	Actions	By when	Responsible area
2.2.1.1	Expand the breadth and depth of the Disability Online www.qld.gov.au/disability to include information on inclusion, access, anti-discrimination, relevant legislation, disability services, technology innovations, aids, equipment and assistive technology, networking opportunities and community engagement that has expansive coverage and relevance across Queensland.	June 2014	Queensland Health

ABSOLUTELY EVERYBODY THEME 2.3: Increase opportunities to participate

STRATEGY 2.3.1: Provide timely access to affordable aids, equipment and technologies (suited to an individual's needs) that support participation in the community.

Ref no.	Actions	By when	Responsible area
2.3.1.1	Improve access to aids, equipment and assistive technologies through working collaboratively to streamline processes across agencies and governments.	June 2013	LHHNs, Medical Aids Subsidy Scheme
2.3.1.2	Review service provision practice for accessing aids and equipment to address issues of affordability, consistency, safety and statewide availability.	June 2014	LHHNs, Medical Aids Subsidy Scheme

ABSOLUTELY EVERYBODY PRIORITY 4: Healthy lives

Queenslanders with a disability have improved access to health care and health outcomes consistent with the rest of the population.

Performance indicators

- People with a disability experience a high standard of health

ABSOLUTELY EVERYBODY THEME 4.1: Improve access to health care

Strategy 4.1.1: Close the health gap for people with a disability by increasing access to quality health services, including health screening, dental care, therapy and rehabilitation.

Ref no.	Actions	By when	Responsible area
4.1.1.1	Improve the provision of sub-acute health and transition care services (including rehabilitation) by establishing additional places in areas of need, in conjunction with Local Health and Hospital Networks.	June 2014	Queensland Health
4.1.1.2	Develop a sub-acute framework and a rehabilitation strategy, to meet the health care needs of all Queenslanders including those people living with a disability.	June 2012	Queensland Health
4.1.1.3	Continue to liaise with other service providers such as the private sector, non-government organisations and other government departments to better meet the needs of children or adults with disabilities (e.g. acquired brain injury) in Queensland.	June 2014	Queensland Health

Strategy 4.1.2: Facilitate effective and timely service responses to people with acquired disabilities, including foetal alcohol spectrum disorder and acquired brain injury.

Ref no.	Actions	By when	Responsible area
4.1.2.2	Partner with key stakeholders to develop a Neonatal Abstinence Syndrome Pathway.	June 2012	Queensland Health
4.1.2.3	Continue operation of the Universal Post-natal Contact Services, which aim to improve maternity care services for mother and their babies, including screening for risk factors.	June 2014	Queensland Health
4.1.2.4	Through the Personal Health Record (PHR) that every parent receives at the birth of their child, encourage parents to attend child health clinics and/or GPs. The PHR also provides information to parents on child development milestones to assist with early identification of disability.	June 2014	Queensland Health



ABSOLUTELY EVERYBODY THEME 4.2: Skill health professionals

Strategy 4.2.1: Improve health professionals' skills, knowledge and experience to meet the needs of people with a disability, including people from culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Islander peoples.

Ref no.	Actions	By when	Responsible area
4.2.1.1	Provide doctors, hospital staff and other health professionals with family-friendly information resources on disability supports and services for use in their work with families of children with a disability, to improve their access to specialist disability services.	December 2012	LHHNs
4.2.1.2	Through the Queensland Clinical Workforce Strategy 2011-2026, ensure the clinical health workforce is skilled, prepared and better able to respond to the needs of people with a disability from culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Islander backgrounds.	June 2014	Queensland Health
4.2.1.3	Continue to offer 'Managing cultural diversity in mental health' training for future Local Health and Hospital Networks' mental health clinicians, including training in working with interpreters.	June 2014	Queensland Health

ABSOLUTELY EVERYBODY THEME 4.3: Continue health promotion and prevention

Strategy 4.3.1: Present health promotion and prevention strategies and health care information in a range of formats that are culturally relevant and inclusive of people with a disability from diverse backgrounds.

Ref no.	Actions	By when	Responsible area
4.3.1.1	Continue to partner with relevant non-government organisations to raise awareness of available bowel cancer screening services for people with a disability and to promote the use of the Comprehensive Health Assessment Program (CHAP) tool by GPs to identify people with a disability that require assistance.	June 2014	Queensland Health
4.3.1.2	Continue to partner with community disability organisations to promote the use of breast cancer screening and other resource kits for women with a range of disabilities including sensory, psychological, intellectual and physical disabilities.	June 2014	Queensland Health
4.3.1.3	Use symbolised communication instructions and questionnaire to allow people with complex communication needs to comment on the suitability and ease of use of their communication devices and the quality of Medical Aids Subsidy Scheme (MASS) service provision.	June 2014	LHHNs Medical Aids Subsidy Scheme

ABSOLUTELY EVERYBODY THEME 4.4: Improve coordination, referral and transition pathways

Strategy 4.4.1: Facilitate approaches to share health care information across agencies and other jurisdictions to improve and streamline service coordination and referral.

Ref no.	Actions	By when	Responsible area
4.4.1.1	Continue to participate in strategic relationships with government and non-government agencies. Encourage Local Health and Hospital Networks (LHHNs) to form relationships with new 'entities' such as Medicare Locals and refine relationships with the new LHHNs.	June 2014	Queensland Health
4.4.1.2	Continue to work with the Department of Communities and the Australian Government in various national fora to ensure service continuity between the disability and aged care systems.	June 2014	Queensland Health
4.4.1.3	Continue to actively partner with the Department of Communities to strengthen services for people with a disability and to work towards improving access to aids and equipment as part of the national framework of reform measures.	June 2014	LHHNs
4.4.1.4	Continued implementation and progressive review of the 'Guiding protocol for referral and assessment of younger people with a disability to the Aged Care Assessment Program in Queensland' (2010).	December 2013	Queensland Health with Department of Communities

Strategy 4.4.2: Use the review points of national health care and partnerships agreements to strengthen responses to people with a disability.

Ref no.	Actions	By when	Responsible area
4.4.2.1	Continue to work with the Department of Communities to review and contribute to a range of national agreements and reforms such as, the National Disability Agreement priority 'More consistent access to aids and equipment', the National Disability Insurance Scheme, and the National Disability Strategy.	June 2014	Queensland Health
4.4.2.2	Continue to undertake a range of strategies to upskill and train the Indigenous maternal and child health workforce on the promotion of healthy pregnancies, postnatal care, postnatal depression and the prevention and early intervention of child health and safety issues.	June 2014	Queensland Health

Strategy 4.4.3: Explore alternative community-based support models for people with a disability residing in health care or residential aged care facilities.

Ref no.	Actions	By when	Responsible area
4.4.3.1	Develop a planned approach to working with people who reside in health facilities and indicate a desire to move to community living.	June 2014	Queensland Health and LHHNs
4.4.3.2	Continue to support younger people with a disability living in residential aged care facilities with alternative living arrangements as they become available.	Ongoing	Queensland Health

ABSOLUTELY EVERYBODY THEME 4.5: Responsive health programs

Strategy 4.5.1: Enable representation of and by people with a disability, family members or carers in health advisory and health consumer bodies.

Ref no.	Actions	By when	Responsible area
4.5.1.1	Local Health and Hospital Networks (LHHN) will develop and publish a consumer and community engagement strategy to promote consultation. People living with a disability and their carers will be considered in the development of this engagement strategy.	June 2014	Queensland Health and LHHNs
4.5.1.2	Corporate office and divisional programs continue to include people with a disability and carers on advisory groups and forums such as the Queensland Health Disability Service Plan.	June 2014	Queensland Health
4.5.1.3	Continue to include representation of, and by, people with a disability in clinical advisory and expert committees/panels e.g. Department of Communities, non-government organisations, domiciliary services, carers and consumers.	June 2014	Queensland Health

Strategy 4.5.2: Support the involvement of informal and supported decision-makers or advocates in preventative, diagnostic and treatment programs.

Ref no.	Actions	By when	Responsible area
4.5.2.1	Continue to acknowledge and promote staff awareness and understanding of the role of advocacy in supporting safe, quality preventative, diagnostic and treatment healthcare for patients, their families and carers.	June 2014	Queensland Health and LHHNs
4.5.2.2	Develop protocols relating to informed consent for people with a disability such as outlined in the Breastscreen Queensland Policy Protocol and Procedure Manual, the Queensland Bowel Cancer Screening Program Policy Manual, and the Queensland Cervical Screening Program Policy and Procedure for registered nurse Pap smear providers.	June 2014	Queensland Health

ABSOLUTELY EVERYBODY PRIORITY 5: Technology and innovation

Queenslanders with a disability have improved access to mainstream and assistive technologies to enable their participation, independence and connectedness at home, and in educational, training, work and community settings.

Performance indicators

- People with a disability are able to access to mainstream and assistive technology
- Technology improves wellbeing, participation and inclusion

ABSOLUTELY EVERYBODY THEME 5.1: Promote digital equity

Strategy 5.1.1: Optimise developments in broadband and digital technologies to improve the range of services, products and applications available to people with diverse abilities.

Ref no.	Actions	By when	Responsible area
5.1.1.4	Continue to support the use of telehealth technology to deliver services to people with a disability as appropriate.	June 2014	Queensland Health
5.1.1.5	Continue to provide a high quality and accessible interpreter service, including expanding the use of video remote interpreting as a service option across the state for the provision of sign language interpreters in areas where local interpreters are not available.	June 2014	Queensland Health and LHHNs

ABSOLUTELY EVERYBODY THEME 5.2: Improve technology literacy, access and availability

Strategy 5.2.2: Increase the availability of accessible mainstream and assistive technologies in public places and services such as libraries, education and training facilities, and Queensland and local government services and agencies.

Ref no.	Actions	By when	Responsible area
5.2.2.1	Increase the availability of accessible Information and communication facilities in libraries, customer services centres other public facilities and services.	June 2014	Queensland Health and LHHNs

ABSOLUTELY EVERYBODY PRIORITY 7: Valued roles in the community and in employment

Queenslanders with a disability are enabled to pursue life goals and assume roles as active citizens and workers.

Performance indicators

- People with a disability have equitable opportunity to gain a living and contribute to the community in valued roles

ABSOLUTELY EVERYBODY THEME 7.1: Increase employment opportunities

Strategy 7.1.1: Increase recruitment, retention and career opportunities for people with a disability in the public sector through setting targets and specific strategies to address the additional barriers for Aboriginal and Torres Strait Islander peoples and women with a disability

Ref no.	Actions	By when	Responsible area
7.1.1.1	<p>Establish recruitment, retention and career advancement for people with a disability as a priority for government through:</p> <ul style="list-style-type: none">• targeting areas of growth in the public sector workforce for inclusion of people with a disability• leveraging existing employment programs to increase workforce participation for women, Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse backgrounds• establishing employment targets across the public sector for people with a disability.	Ongoing	Queensland Health

ABSOLUTELY EVERYBODY PRIORITY 10: Partnerships

That action and collaboration across all sectors and levels of government, business and community enables Queenslanders with a disability to participate, contribute and enjoy a sense of belonging and welcome.

Performance indicators

- Partnerships contribute to the plan's goals
- Queensland Compact principles will be reflected in how the government and community sector work together

Strategy 10.3: Partnering with the Australian Government and with other state and territory governments to deliver national reforms that will improve outcomes for Queenslanders with a disability.

Ref no.	Actions	By when	Responsible area
10.3.1	<p>Negotiate for the inclusion of strategies consistent with <i>Absolutely everybody</i> and the National Disability Strategy at the review points of National Agreements and National Partnerships Agreements identified in the National Disability Strategy.</p>	Ongoing	Queensland Health and LHHNs



Queensland Health

Disability Service Plan

2011–2014