

Priority	Strategy	Progress/Achievements
<p>1 Support people with disability and communities to be well-informed and confident about what the NDIS means for them.</p>	<p>1.1 Provide information, in partnership with the NDIA, to people with disability, families, carers, service providers, government and community about the NDIS.</p>	<p>The Department of Health has developed an NDIS communication strategy to support information sharing and consultation across Queensland Health and with key partners.</p> <p>An accessible online information portal has been developed to provide up-to-date information on the introduction and transition to the NDIS in Queensland, the impact of the NDIS on the Queensland public health system and the interface between Queensland Health and the NDIS.</p> <p>People who are currently receiving disability supports from Queensland Health (i.e. “existing” clients) to inform them that they have been identified as potential NDIS participants, what this means for their health and disability supports and that the NDIA will be contacting them.</p> <p>Queensland Health has developed draft facts sheets in relation to Health and NDIS interface for staff and general public and these will be placed on QH NDIS internet site when finalised.</p> <p>The Townsville Hospital and Health Service is currently following up with NDIA around posters to be placed in Outpatient Departments and Community Health Centres to increase “new” patient awareness of the NDIS and that they may be eligible.</p> <p>All relevant clinical Hospital and Health staff are being encouraged to be ready to discuss NDIS with patients they feel will be eligible and will assist them to apply or access NDIA and Local Area Coordinator assistance as required when the NDIS comes to their area.</p>

<p>2 Support people with disability, families and carers to exercise choice and take up opportunities.</p>	<p>2.1 Develop resources and deliver workshops across the state to build the capacity of people with disability, families and carers to participate in planning and exercise control over their disability.</p>	<p>The Queensland Health internet site includes updated resources regarding the NDIS and links to NDIA and Department of Communities, Child Safety and Disability Services website, which provides information and resources in a variety of accessible formats about the NDIS.</p> <p>The Step up To Enable People and Communities (STEPS) Program is a Queensland-wide information and skills program hosted by the Metro South Hospital and Health Service. STEPS conducts training in mixed groups such as service providers, people with disability and families/carers and includes face-to-face, teleconference, website and videoconferencing. There are now 34 STEPS skills program sites across Queensland.</p>
<p>3 Support non-government disability service providers to operate in a competitive market-based environment.</p>	<p>3.2 Develop and deliver resources to build capacity and improve skills, knowledge, competency and cultural capability of service providers to deliver services and support that aligns with the NDIS environment including in rural and remote communities.</p>	<p>Facilitation with the Department of Communities, Child Safety and Disability Services to progress non-government organisation provider activities.</p> <p>Ongoing work between Department of Health, Mental Health Unit and non-government organisations to ensure continuity of services provided to clients of NGOs (NDIS eligible and NDIS non-eligible), once the NDIS has been rolled-out across Queensland.</p>
<p>4 Develop a skilled and strong workforce.</p>	<p>4.1 Implement a Queensland workforce strategy, including an Aboriginal and Torres Strait Islander workforce strategy, that builds the skills of existing and new workers and attracts, recruits and retains staff including people with disability.</p>	<p>A policy simplification project commenced in 2013 to review human resource policies and ensure Queensland Health complies with legislative provisions (e.g. <i>Anti-Discrimination Act 1991</i>), accessible and free from discriminatory language.</p> <p>A total of 46 human resource policies were reviewed and republished. The review process included consideration of the Queensland Health Disability Service Plan.</p> <p>Particular focus is placed on human resource policies that aim to provide genuine choice, improve access and participation in employment for existing employees with a disability, and persons with a disability seeking employment with the department.</p>

		<p>The Metro South Hospital and Health Service Acquired Brain Injury Outpatient Service has produced a suite of multi-media training tools for use by Queensland Health, other Government, non-Government organisations, universities, carers groups and others. These tools are designed around clients with acquired brain injury and their life experiences and are reviewed by people with acquired brain injury, families and community stakeholders. The training tools are intended to provide information and education to health workers—improving support to people with an acquired brain injury.</p>
<p>5 Prepare Queensland Government departments to transition disability funding and services to the NDIA.</p>	<p>5.1 Develop a clear understanding of disability funding and services currently provided across the Queensland Government to inform transition planning for the NDIS.</p>	<p>Since the commencement of the Metro North Strategic Network to address the actions of the Joint Action Plan (a joint initiative of the Department of Communities, Child Safety and Disability Services, Hospital and Health Services across Queensland through Queensland Health, and the Department of Housing and Public Works), residents at the Jacana acquired brain injury unit have been assessed and a care plan developed for potential future community care. During the past 12 months this has resulted in:</p> <ul style="list-style-type: none"> <li>- nine Jacana ABI clients discharged into community packaged care</li> <li>- four Halwyn Centre clients (one permanent resident and three long-term respite clients) discharged with a community support package.</li> </ul> <p>Suitable clients are progressed to the Joint Action Plan working party to provide clients with a collaborative and appropriate non-institutional care plan to improve patient outcomes.</p>
<p>6 Enhance mainstream services and facilities to enable genuine choice and participation in areas including education, employment, health, justice services and housing.</p>	<p>6.4 Improve the capacity and accessibility of health services, including preventative services and health promotion to people with disability.</p>	<p>In 2016, the Statewide adult brain injury health service plan (draft) and the Statewide adult spinal cord injury health service plan (draft) will be introduced to support individuals with disability as a result of those injuries.</p> <p>The Statewide adult brain injury health service plan (draft) will provide service directions and a networked statewide service model to guide and enhance brain injury rehabilitation services over the next ten years. This project is expected to be completed by the end of April 2016.</p>

		<p>Over the next ten years the Statewide adult spinal cord injury health service plan (draft) will provide service directions to enhance the delivery of services that provide care for a patient with a spinal cord injury from the time of acute injury through rehabilitation, community reintegration, health monitoring and life-long health care provision.</p>
		<p>The West Moreton Hospital and Health Service has installed additional specialised equipment Planning is also underway to install specialised equipment at four additional Hospital and Health Services to improve patient access to services.</p>
		<p>The Metro South Hospital and Health Service has established a committee to identify and eliminate systemic barriers that impact access to healthcare for people with disability such as accessibility to facilities, adjustable examination tables, bariatric lifts, weighing scales and scanning equipment, and includes the installation of assistive equipment in oral health facilities.</p>
		<p>The Princess Alexandra Hospital Emergency Department project was undertaken to identify issues experienced by people with intellectual disability during their visit to the emergency department, and how access to appropriate and integrated care within the emergency department can be improved. Recommendations have resulted in solutions being implemented at staged intervals and will be further reviewed and improved.</p>
		<p>The “We're Listening” Research Partnership has commenced to investigate health service barriers and enablers that affect people with intellectual disability and/or acquired brain injuries when navigating the health system. This study will contribute to quality improvement activities for health services working with this population. The issues identified from this project will be considered within workforce training plans, policies and procedures.</p>

7 Promote genuine participation in the community.	7.3 Provide government and public information in diverse languages and accessible formats, including formats that best meet the needs of Aboriginal and Torres Strait Islander people.	<p>Hospital and Health Services across Queensland encourage a client feedback model, which allows people to lodge complaints and feedback via multiple formats including the internet, hard copy forms, face-to-face, and by email or telephone, as well as providing contact details for client liaison officers. Clients may access the feedback model through their Hospital and Health Service web page or a Liaison Officer.</p> <p>Clients may also provide feedback through the Health Ombudsman.</p>
	7.5 Promote and provide access to communication and assistive technologies that are appropriate and affordable.	<p>Across Queensland Hospital and Health, staff continue to be trained in the use of language cards, the access and use of Auslan interpreter services, Makaton and Key Word signing, and the increased use of iPads assists as an additional portable and accessible communication aid. Interpreter services are also widely available in addition to communication boards as well as other avenues of communication being investigated.</p>
		<p>Geriatric And Rehabilitation Service (GARS) units routinely use augmentative and assistive communication devices for clients, while a business case to replace a 'Light Writer' communication device is being progressed by the speech pathology team in the Darling Downs Hospital and Health Service.</p>

<b>Other Actions</b>	
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<p><b>Other</b></p> <p>General Practice Liaison Officers continue to work with HHSs and primary care sector to improve the exchange of information, cooperation, efficiency, and quality of communication between hospitals and general practice in relation to patients and services provided by the hospital.</p>	<p>\$2 Million has been allocated recurrently for the employment of General Practice Liaison Officers (GPLOs) at 20 of the largest hospitals across Queensland. Following recurrent funding in the 2015-16 Hospital and Health Service Agreements, Hospital and Health Services are responsible for, and currently undertaking, permanent recruitment.</p>