

# Disability Service Plan

Queensland Department of Health  
2022 to 2024



Easy English



**Queensland**  
Government

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
  
- we write what the hard word means.

## You can get help with this book



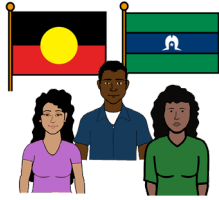
You can get someone to help you

- read this book
  
- know what this book is about
  
- find more information.



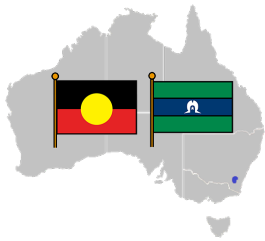
We will write contact information at the end of this book.

# We acknowledge First Nations people



**Acknowledge** means we understand the importance of **First Nations people's**

- culture
- language
- history.



First Nations people are the Aboriginal and Torres Strait Islander people.

# About this book



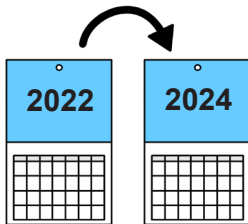
This book is from Queensland Health.

This book is about our **disability service plan**.



Our disability service plan is about how we will help people with disability to get healthcare.

We call it **the plan**.



The plan is from 2022 to 2024.



The plan has 7 areas.

# 1. We will be inclusive



**Inclusive** means everyone

- can be part of something



- feels important.

We want people from **diverse groups** to work with us.

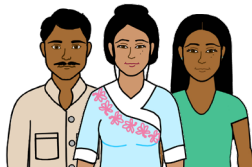


Diverse groups might mean

- First Nations people



- people with disability

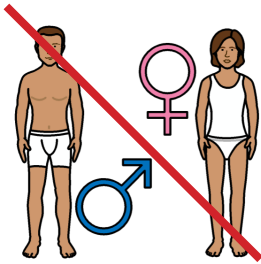


- people from different cultures.

We also want to support people of all **gender identities**.



Gender identity means who you are as a person.



Gender identity is **not only** about if your body is male or female.



Your gender identity can be

- man



- woman



- something else.

You might also have different **pronouns**.

Pronouns are words you want us to say when we talk about you.

For example



- he and him

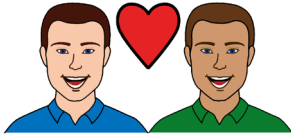


- she and her

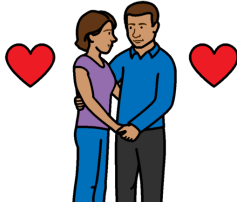


- they and them.

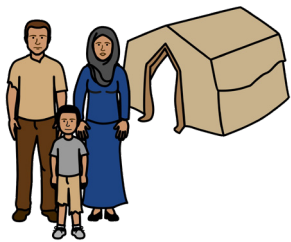
## Who we want to include



**Sexuality** means who you are attracted to.



We want to support people of any sexuality.



We also want to support **refugees**.

Refugees are people who

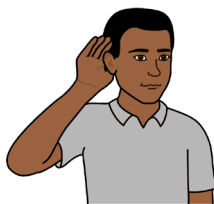
- are **not** safe in their home country

**and**

- move to another country to be safe.



We will ask people from diverse groups what they think about our work.



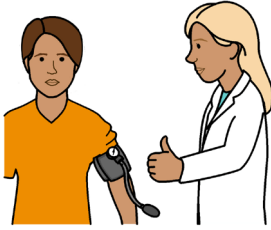
We will listen to what people from diverse groups tell us.



## 2. We will train our staff



We will make sure our staff know how to work with people with disability.



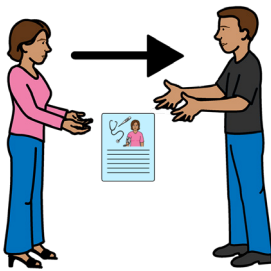
We will also give people with disability good healthcare.

We will make sure that people in Queensland can get a **health passport** if they want to.

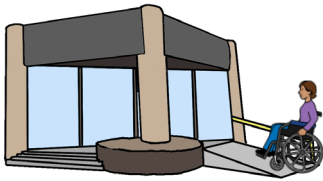


Health passports are a way for people to

- keep their health information together
- share their important health information.



### 3. We will be accessible



**Accessible** places are easy for everyone to

- go to



- use.

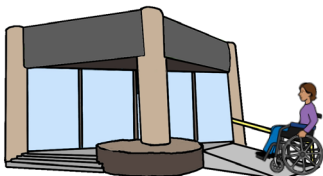


Accessible also means

- you can get information in different ways



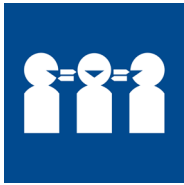
- everyone can understand the information.



We will make sure people with disability can use our buildings.



We will also make sure our information is in lots of different languages.



We will make sure we have **interpreters** for people with disability.



Interpreters

- speak your language



- help you say what is happening to you.

We will help people who use **assistive technology**.



Assistive technology means things that help people with disability.



For example, a machine that reads what you type out loud.

## 4. We will respect people with disability

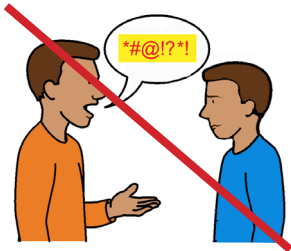


**Respect** means we will

- use good manners



- listen to you



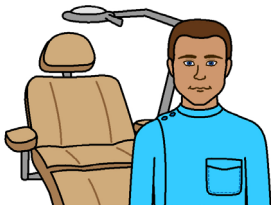
- **not** hurt you.

We want people with disability to feel safe in **healthcare settings**.



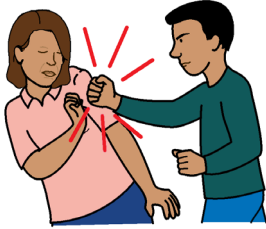
Healthcare settings could mean

- a hospital



- a dentist clinic.

We want our staff to understand how to help people with disability who experience **violence**.



Violence is when someone

- hurts you



- says they will hurt you or someone else



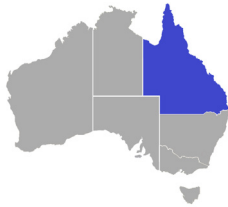
- makes you feel you are **not** safe.

## 5. We will do research



**Research** means we will

- look for information
- learn more about how we can support people with disability.

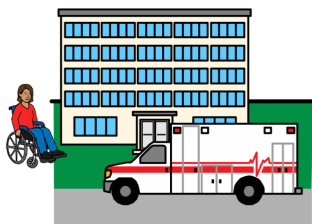


We want to make sure we know how many people in Queensland have a disability.



We also want to know about the **experiences** of people with disability in healthcare.

Experiences are things that happen to you.



For example, a bad experience might be going to a hospital that a wheelchair **cannot** enter.



## 6. We will always try to do better

We will work with people with disability.



We will help people with intellectual disability

- have healthy mouths



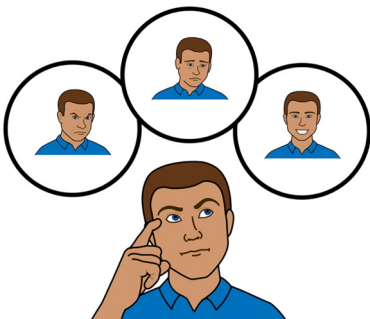
- have healthy teeth.



We want our staff to know how to better help people with intellectual disability who have mental illness.

Mental illness is a problem that can change the way you

- think

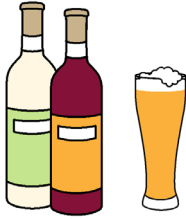


- feel

- act.



We want to make sure people do **not** have to stay in hospital for a long time.



We also want to help people with intellectual disability who have problems with

- alcohol
- other drugs.

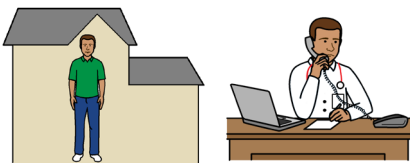


We want to make it easier for people with disability to use **telehealth**.



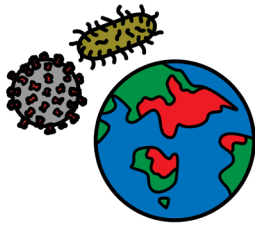
Telehealth is when you

- talk to your doctor on a phone or computer
- are **not** in the same room as your doctor.





## 7. We will be ready for disasters

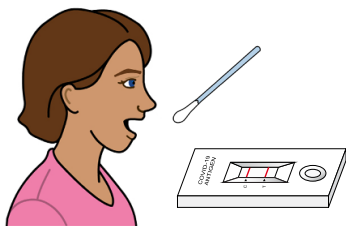


**Disasters** could mean

- a virus like COVID-19
- floods
- other dangerous events.



We will think about what people with disability will need if there is a disaster.



For example, we will think about how people with disability can

- get COVID tests
- get medicine
- stay safe.

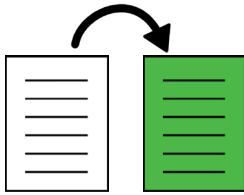


## We will do what we say in the plan



Each year we will

- check if we reach our goals



- change our plan to get better.



Each year we will also write a report to tell you what we have done.

## More information



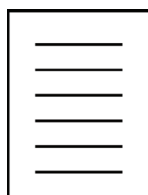
For more information contact  
Queensland Health.



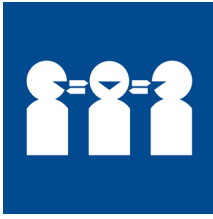
Call            13 74 68



Website    [health.qld.gov.au](http://health.qld.gov.au)



You can read the full plan on our website.



### **If you do not speak English**

Use the free Translating and Interpreting Service or TIS.



Call 131 450

Give the TIS officer the phone number you want to call.



### **If you need help to speak or listen**

The National Relay Service can help you make a phone call.



Call 1800 555 660



Website <https://bit.ly/nrs-helpdesk>

Give the relay officer the phone number you want to call.

# Notes

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