

Queensland Department of Health Disability Services Plan

2017-2018 Annual Report

This is the first annual report under the Department's [Disability Services Plan 2017-2020](#). This year we focused our efforts on the rollout of the National Disability Insurance Scheme (NDIS) and enhancements to our policies, processes and systems to better support Queenslanders with a disability. Action items in our plan have also contributed to the whole-of-government's disability services plan, [All Abilities Queensland](#).



* Responsibility of the Department of Education

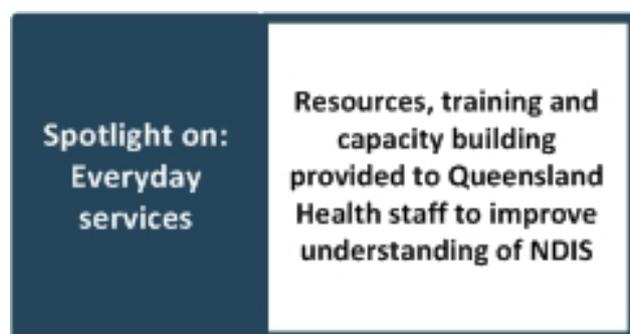


Focus Area

National Disability Insurance Scheme

In 2017-2018, the transition to of the NDIS operating environment was a key focus area for the Department.

The NDIS is a once-in-a-lifetime opportunity to make sure that Queenslanders with a disability, along with their families and carers, get the level of support that they need to live fulfilling lives as active members of our community.



As at March 2018, over 15,000 Queenslanders had entered the scheme. Of these, over 9,000 had transitioned from State funded services.

In 2017-2018, the Department worked hard to strengthen relationships between stakeholders such as the Hospital and Health Services (HHSs), other Queensland Government Departments, the Commonwealth Government, the National Disability Insurance Agency (NDIA) and non-government stakeholders. Maintaining strong working relationships will assist the transition to the new scheme for NDIS clients.

We have assisted potential participants to access the NDIS by providing accurate and timely information about their conditions to allow them to approach the NDIA with confidence. We have also worked with the Department of Communities, Disability Services and Seniors to match records so that the most accurate data is available.

We coordinate our NDIS work via the Queensland Health NDIS Steering Committee. The Steering Committee provides leadership, oversight and guidance on health-related issues, risks and opportunities that arise during Queensland's transition to the NDIS. In 2017-2018, the Steering Committee:

- discussed how to best support Queensland Health clients to transition to the NDIS in a timely way
- delivered strong state-wide governance and reporting
- monitored, and worked to resolve, on the ground challenges and issues as they arose.



Action items

| | |
|----|-----------------------------|
| 47 | ACTION ITEMS |
| 9 | COMPLETED |
| 32 | ON TRACK |
| 6 | OPPORTUNITY FOR IMPROVEMENT |
| 0 | REQUIRES ATTENTION |

Our Plan includes 47 action items across the four whole-of-government priority areas for action for all government agencies. In 2017-2018, all action items had commenced, nine were completed, 32 were on track and six had opportunities for improvement.

Completed action items

In 2017-2018, nine action items were completed, highlights include:

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|--|---|
| Spotlight on: Communities for all | Appropriate access for Queenslanders with a disability included in the detailed design of Queensland Health facilities |
|--|---|

- The needs of people with a disability and their carers were considered when developing new health legislation – such as the *Health (Drugs and Poisons) (Cannabis and Other Matters) Amendment Regulation 2018* (QLD) and the *Mental Health Act 2016* (QLD).

- Information was included in face-to-face cultural capability training regarding Aboriginal and Torres Strait Islander people with a disability and the services to link to.
- Health Service Directive – Hospital Car Parking Provisions commenced, providing policy direction to HHSs regarding provision of affordable and accessible car parking.
- Non-government organisations that have service agreements with the Department reviewed and reported on their provision of accessible services, including against the National Standards for Disability Services and the Human Services Quality Standards.
- Non-government organisations providing direct client services and funded by the Department accessed interpreter services through a centrally coordinated interpreter booking service.



On track action items

In 2017-2018, 32 action items were on track. The high number of items in this grouping indicates that many of our actions are ongoing and are spread across the three years of our Plan. Highlights include:

- Key public health documents were reviewed, with moves made to improve accessibility and comply with publishing standards and policies.
- The Queensland Health Editorial Style Guide 2018 included guidance around inclusive language and accessible formats.
- As at 30 April 2018, 240 Nurse Navigator positions have been funded across 16 HHSs.
- QFinder (an online resource used within 13 HEALTH to direct callers to services in their local area) included details of hearing loops, accessible buildings, tactile ground sensor indicators, accessible parking, accessible toilets and accessible telephones.
- Procurement processes were undertaken for a new whole-of-government standing offer arrangement for language services (interpreting and translating).
- Three cultural awareness micro-videos were under development – one on interpreters.
- The Department's Diversity and Inclusion Action Plan identified people with a disability as a priority group. The Plan also includes the development of resources and tools to enhance diversity and inclusion within the Department.
- Policy reviews were undertaken to ensure inclusive language used.
- NDIS information sessions were provided to Departmental and HHS staff.
- The NDIS unique identifier is now included in Queensland Health information systems, with additional work being undertaken to develop automatic data transfer with the NDIA.
- An eLearning webinar, being implemented under the *Queensland Sexual Health Strategy 2016-2021*, focused on sexual health education to young people with disabilities.

Spotlight on: Employment

The Department worked with Job Access and Vision Australia to deliver a program that provides temporary employment opportunities to people with vision impairment.



Opportunity for improvement action items

In 2017-2018, six action items had opportunities for improvement. While we recognise that these items were not fully explored during this first year, we are committed to seeing them through to completion before the end of the Plan. These items include:

- Continuing to encourage HHSs to develop Disability Services Plans.
- Committing to developing a Queensland Health consumer engagement strategy.
- Investigating and developing options for disability awareness training.
- Disseminating information to Departmental staff regarding choosing accessible venues.
- Improving application and appointment process for Queensland Department of Health boards, steering committees and advisory bodies to ensure accessibility for Queenslanders with a disability.

**Spotlight on:
Leadership
and
participation**

**Raising awareness in
HHSs around improving
waste amenities in
restrooms in public
hospitals**



Looking forward to 2018-2019

Year two of our Disability Services Plan, 2018-2019, will see a continuation of many of the action items from year one. For example, the Department will continue to encourage HHSs to develop Disability Services Plans and will progressively implement public health documents in accessible formats.

Additionally, as we improve our understanding of the NDIS and as we move towards full implementation of the scheme, we want to ensure that our health system continues to provide appropriate health supports for Queenslanders with a disability. We need to enhance services, increase capacity and plan appropriately for all Queenslanders that require support. We need to make sure that service gaps are filled and that Queenslanders with a disability are not disadvantaged by the introduction of the new Scheme.

Our Disability Services Plan will be reviewed and updated to reflect the changing environment and lessons learned.

We have made progress in year one, but more work needs to be done to achieve real improvements across the Department. We look forward to working with government and non-government stakeholders to make this happen.

