

Department of Health

DISABILITY

Service Plan 2025-2028



Easy Read Version



Queensland
Government

What is in this plan

Acknowledgement of Country 3

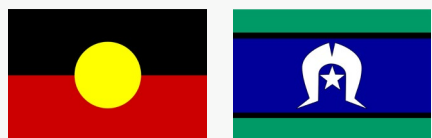
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Acknowledgement of Country



We acknowledge Aboriginal and Torres Strait Islander peoples as the First Nations peoples of Queensland.

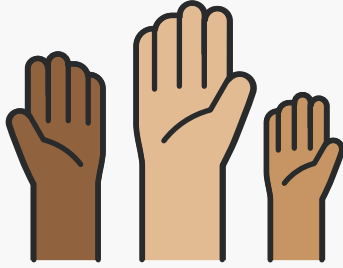


Acknowledge means we understand the importance of their:

- culture
- language
- history.



We pay our respects to First Nations
Elders past and present.



We will work with First Nations
peoples when we plan our services.

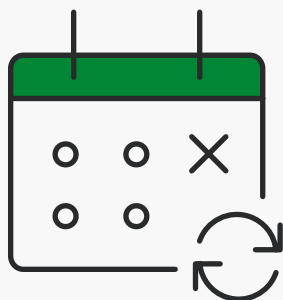
About our Easy Read Disability Service Plan



This Easy Read Disability Service Plan is from the Queensland Department of Health. We call it our plan.



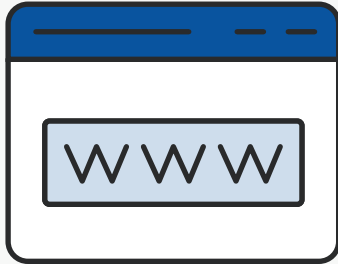
Our plan says how we will make sure all people with disability get good health services.



Our plan goes from 2025 to 2028.



This is a summary of our original plan. Summary means we only include our most important ideas.



You can find our original plan on our website.

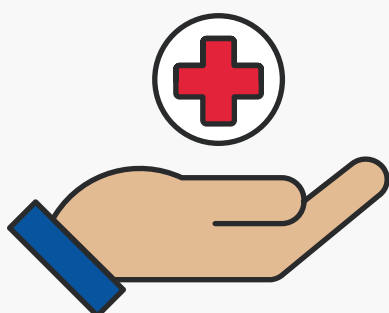


You can find our contact information on page 23 at the end of this plan.

What our plan says

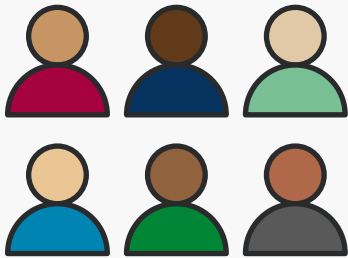


Our plan has 7 priority areas. Priority areas are the most important things. We call them areas.

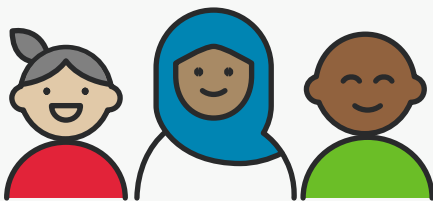


Each area has actions. Actions means the things we will do to give people with disability good health services.

Inclusion



Inclusion means everyone is welcome and can take part.



We want people with disability to work for us. This includes:

- First Nations peoples
- people from different cultural and language backgrounds
- people from the LGBTQIA+ community.



LGBTQIA+ means what some people feel and understand about who they are. For example, their gender or sexuality.

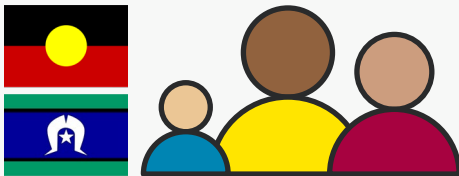
Some of the things we will do in this area



We will have more people with disability work for us.



We will ask people with disability how we can make our services better for them.



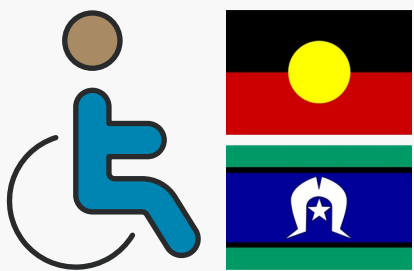
We will hire more First Nations peoples. This will help our services meet the cultural needs of First Nations peoples, their carers, families and communities.

Improving capability

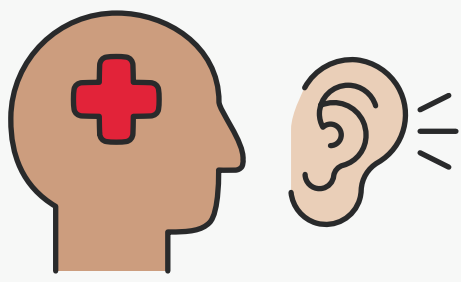


Capability means how well we give services to people with disability.

Some of the things we will do in this area



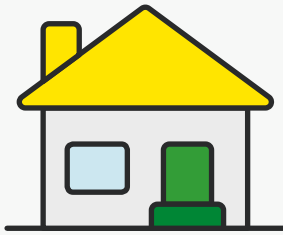
We will train our staff about the best ways to give health services to all people with disability, including First Nations peoples.



We will support our staff to give inclusive mental health services for people who are deaf or hard of hearing.



We will make workplace adjustments for people with disability.



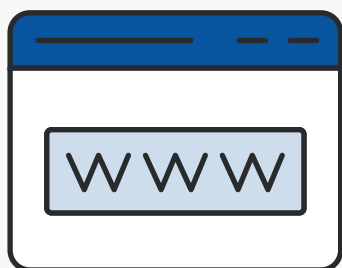
Workplace adjustments are changes we make to help staff with disability do their jobs. For example, working from home if it's easier.

Accessibility



Accessibility means everyone can use our services and understand our information.

Some of the things we will do in this area



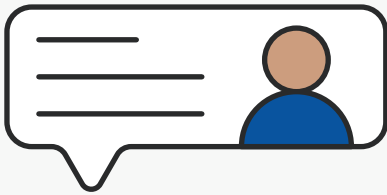
We will put health information for people with disability in one place on the Queensland Government website.



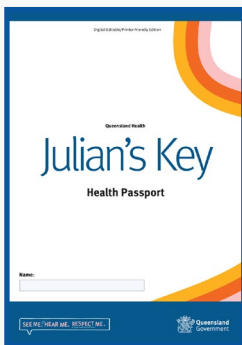
We will have health information in different languages.



We will ask doctors and other staff to use more online health services.



We will ask the Australian Government to include Julian's Key Health Passport in My Health Records.



Julian's Key Health Passport is a document people with disability use to tell health workers how they communicate.



For example, if someone does not speak or uses a communication board.

Safety, rights and respect



We will make sure people with disability are safe and treated with respect when they use our services.



Respect means we use good manners and listen to what you say.

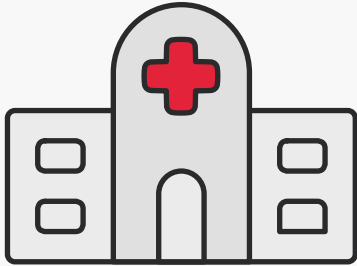


We will make sure people with disability get their human rights.



Human rights laws say everyone must be treated the same.

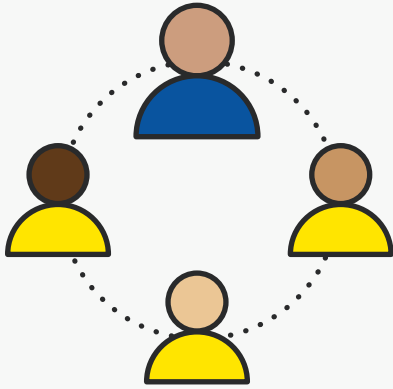
Some of the things we will do in this area



We will make sure people with disability do not have to stay in hospital for longer than they need.



We will train our staff to use restrictive practices less often. Restrictive practices means we have to stop a person from hurting themselves or others.



We will communicate clearly with people who have intellectual or cognitive disability.



Intellectual or cognitive disability means you find it hard to understand or learn things.

Evidence, research and data



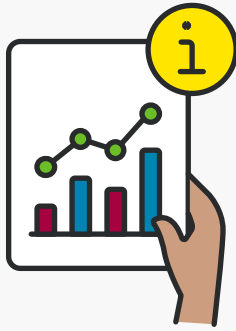
Health services for people with disability will be based on evidence, research and data.

Evidence and research means we find out the best way to do things. Data is information.

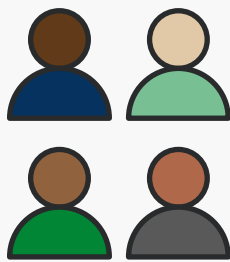


Some of the things we will do in this area

We will learn how to give better health services to women with disability.



We will share our data with other government groups to help us plan services for people with disability.

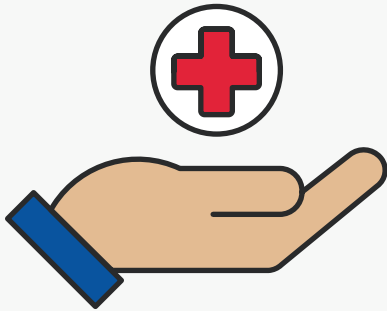


We will work with experts to improve preventive health services for people with intellectual disability.



Preventive health means how we keep people well and stop them getting sick.

Improved service delivery



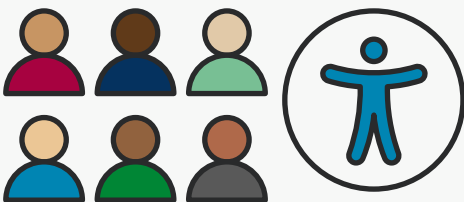
Service delivery means the way we give health services.

We want to remove barriers for people with disability who need health services.

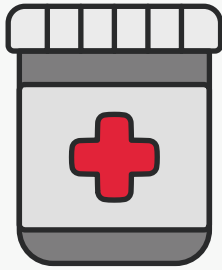


Barriers are things that stop you getting the services you need.

Some of the things we will do in this area



We will make sure everyone can get immunisation services.



Immunisation is when you get medicine that helps you stop getting diseases, like measles or the flu.



We will work with the Queensland and Australian governments to support the health needs of older people with disability.

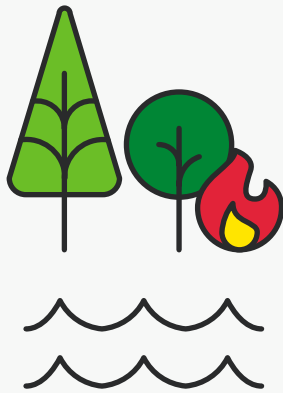


We will help people with disability use their assistive technology when they get health services.



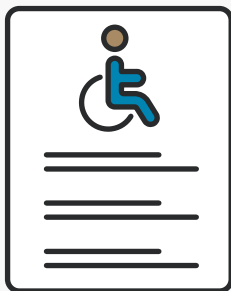
Assistive technology means things that can help people with disability, like communication boards.

Disaster preparedness

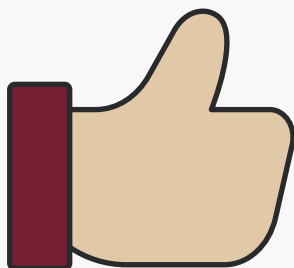


Disaster means something bad happens. For example, a bush fire or a flood. Preparedness means we plan what to do when there is a disaster.

Some of the things we will do in this area



We will make sure we have good health and safety information for people with disability when there is a disaster.



We will make sure people with disability know where to get information when there is a disaster.

How we will check if our plan is working

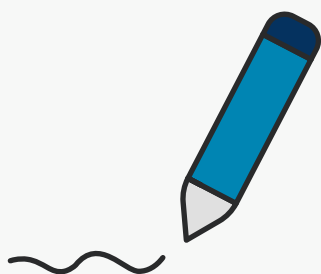


We will do a review of our plan each year. For example, we will ask health and disability groups how well our plan is working.



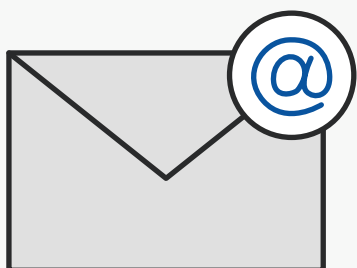
We will write a report each year that says what we have done in our plan.

Contact information



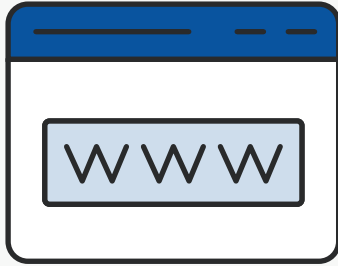
Write to us

Disability Reform, System Policy and
Planning Division
Department of Health
Queensland Health
GPO Box 48, Brisbane QLD 4001.



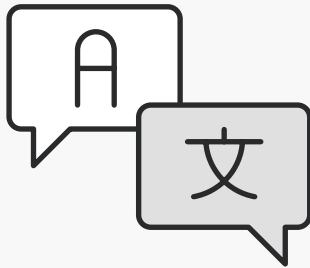
Email us

disabilitypolicy@health.qld.gov.au



Visit our website

Visit our [Department of Health Disability Service Plan website](#)



Use the Translating and Interpreting Service (TIS)

Call 131 450



Use the National Relay Service (NRS)

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