



South West HHS Disability Action Plan 2024-2027

This action plan builds on the SWHHS Disability Strategy 2024-2027 in delivering eight actions across four priority areas over the next three years.

It embeds disability considerations across the health service while identifying targeted actions in key areas to drive change. The plan also builds on existing programs and measures that have sought to improve the accessibility and inclusion of people with disability, and establishes new and meaningful actions.

This action plan will be realised through the same consultative and collaborative approach demonstrated throughout the development of the disability strategy.

Actions will be delivered under the leadership of South West Hospital and Health Service and in consultation with stakeholders who have lived experience of disability.

Our disability strategy priorities

1 Inclusion

Creating a diverse health service that offers equal opportunities and embeds inclusive behaviours to create safe, respectful and inclusive environments for employees and patients with disabilities.

2 Accessibility

Ensuring health services and information are easily accessible, and provided in new and innovative ways that encourage people with disability to fully engage in healthcare that meets their needs.

3 Improved service delivery

Ensuring healthcare across all divisions is accessible, person centred and high quality, and meets the needs of people with disability.

4 Rights and respect

Fostering a culture where the rights and choices of people with disability are upheld and respected.

PRIORITY 1 – Inclusion

FOCUS – Create a diverse health service that offers equal opportunities and embeds inclusive behaviours to create safe, respectful, and inclusive environments for employees and patients with disabilities.

No	Strategies	Commitments
Action 1 – Acknowledge the lived experience of people with disability, consulting widely for the implementation of this strategy, and committing to co-designing any policies or processes that impact their lives		
1.1	Include people with disability as a priority group in the co-design of SWHHS strategies and policies.	<ul style="list-style-type: none"> Establish a South West Disability Advisory Group to inform the SWHHS Disability Service Plan. Use a co-design approach when reviewing the SWHHS Consumer and Community Engagement Strategy 2022–2026, SWHHS Clinician and Employee Engagement Strategy 2022–2026, and other relevant operational documents to ensure they include a disability perspective.
1.2	Include people with disability in consumer engagement advertisements for the HHS.	<ul style="list-style-type: none"> Utilise SWHHS communications to share stories about people with disabilities living in the South West.
Action 2 – Increase employment of people with disability, and support employees with disability to participate fully in the workplace		
2.1	Identify and implement opportunities to support staff with disability.	<ul style="list-style-type: none"> Promote the right for staff with disability to request <u>flexible working arrangements</u>. Encourage staff with disability to boost their leadership skills through courses such as the <u>Queenlanders with Disability Emerging Leaders Program</u>. Follow the Queensland Department of Health Reasonable Adjustment Policy – G3 (QH-POL-210).
Action 3 – Increase the capability of the workforce to meet the needs of people with disability through education and training		
3.1	Provide opportunities for staff to better understand the needs of people with disability, including how to support colleagues with disability.	<ul style="list-style-type: none"> Provide practical training for SWHHS staff working with people with disability (options include <u>Check-up Access for All training</u>, <u>PANDDA Every Nurse’s Business</u>, <u>ID Health Education by 3DN</u>). Ensure training raises awareness of the need to provide culturally sensitive care for First Nations people with disability, for those from culturally and linguistically diverse (CALD) backgrounds, and for members of the LGBTQI+ community. Implement ‘See me, Hear me, Respect me’ campaign across SWHHS.
What success looks like		<ul style="list-style-type: none"> ✓ SWHHS actively promotes valued roles for people with disability. ✓ SWHHS uses person-centred approaches that includes the active involvement of people with disability, families, carers and advocates when reviewing policies, practices, procedures and service provision. ✓ Staff understand and respect colleagues and patients with disability and provide quality healthcare and a supportive work culture. ✓ Disability awareness training is made available for staff to complete. ✓ Employee’s with disability will be well supported in their roles within the SWHHS workforce.



Our goal is to provide high-quality healthcare and employment opportunities that are inclusive, accessible and responsive, and meet the unique needs of people with disability.

PRIORITY 2 – Accessibility

FOCUS – Ensure health services and information are easily accessible, and provided in new and innovative ways that encourage people with disability to fully engage in healthcare that meets their needs.

No	Strategies	Commitments
Action 4 – Ensure people with disability are offered flexibility, and have access to alternative arrangements		
4.1	Allow for flexible appointment arrangements and communications.	<ul style="list-style-type: none"> • Provide alternative communications and appointment methods (e.g. telehealth). • Incorporate flexible appointment approaches and promote attendance. This may include home visits, or appointments elsewhere in the community if patients are uncomfortable in the hospital environment.
Action 5 – Ensure SWHHS facilities are fully and easily accessible, and welcoming to people with disability		
5.1	Ensure all SWHHS facilities are easily accessible and offer adjustments to reduce patient stress.	<ul style="list-style-type: none"> • New facilities in the SWHHS to include accessible adult change facilities and low stimulus/calming environments for patients to access during admission or when waiting for appointments. Consideration is given to these infrastructure recommendations when facilities are planning/undergoing building upgrades. • Ensure SWHHS building design and infrastructure is compliant with disability standards and guidelines with a particular focus on Australian Standards AS 1428. • Investigate how to establish within S4HANA an appropriate channel to escalate and address issues with infrastructure accessibility in SWHHS facilities.
5.2	Offer a safe and secure environment for employees, patients and visitors with disability.	<ul style="list-style-type: none"> • Improve signage within SWHHS facilities to give clear directions to the location of health services, clinicians and specialists within hospitals and clinics e.g. directions to Aboriginal Health Worker's office.
Action 6 – Provide information that is clear, accessible and meets the unique language and communication needs of people with disability		
6.1	Provide information in appropriate and supportive formats so people can make informed decisions.	<ul style="list-style-type: none"> • Encourage use of health passports such as Julian's Key to improve communication between people who may have difficulty communicating in a hospital setting and their healthcare providers. • Incorporate relevant communication aides into the treatment/care of patients with disability. • Develop a SWHHS-specific internet page for people with disability to better access HHS health services e.g. details on parking, adult change room facilities. • Use formats such as plain language and Easy Read resources to better communicate health issues and care. Ensure these are culturally appropriate for First Nations people and those from CALD communities. • Utilise the Public Sector Commission 'Inclusive communications and campaigns' guidelines to ensure staff are using accessible information templates to publish health information.
What success looks like		<ul style="list-style-type: none"> ✓ SWHHS implements flexible healthcare approaches and meets the unique needs of people with disability. ✓ SWHHS provides information in a range of accessible formats. ✓ New and existing infrastructure in the SWHHS meets all legislative requirements.

PRIORITY 3 – Improved service delivery

FOCUS – Healthcare across all divisions is accessible, high quality and person centred to meet the needs of people with disability.

No	Strategies	Commitments
Action 7 – Better meet the complex healthcare needs of people with disability by improving the quality of care		
7.1	Ensure comprehensive care processes are person-centred and incorporate reasonable adjustment needs.	<ul style="list-style-type: none"> • Implement the Department of Health Reasonable Adjustment Guideline. • Encourage voluntary patient registration to support people with disability registering with a GP. • Explore options to include reasonable adjustments on referral forms and PFM to alert receiving clinicians about reasonable adjustments for patients ahead of time. • Create better linkages, and more effective communication and coordination between healthcare professionals/aged care/disability support providers to identify and implement ways of improving continuity and integration of care, and health pathways.
What success looks like		<ul style="list-style-type: none"> ✓ SWHHS collaborates with other healthcare providers in planning service delivery. ✓ Reasonable adjustments are identified and communicated amongst SWHHS clinicians to ensure a positive patient experience.

PRIORITY 4 – Rights and respect

FOCUS – Foster a culture where the rights and choices of people with disability are upheld and respected.

No	Strategies	Commitments
Action 8 – Raise awareness of the barriers people with disability face, fostering a deeper understanding of their unique needs and experiences		
8.1	Improve the accessibility of information.	<ul style="list-style-type: none">• Celebrate special occasions for people with disability within the SWHHS e.g. International Day of People with Disability (3rd Dec).• Encourage participation in disability training for all SWHHS staff (as per First Nations Cultural Capability Training).• Include families, carers and supporters in the treatment and care of patients with disability.
8.2	Analyse consumer feedback to monitor and respond to issues affecting patients with disability.	<ul style="list-style-type: none">• Analyse Riskman data relating to disability to inform areas of need/improvement.• Ensure SWHHS data collection includes disability information.
What success looks like		<ul style="list-style-type: none">✓ Disability data from patients accessing SWHHS services is collected and reviewed.✓ The SWHHS and its staff treat patients and their families with dignity and respect.✓ SWHHS seeks input from people with disability, their families and carers to ensure healthcare services are fair, equitable and transparent.

Consultation

We offer grateful thanks to the many stakeholders who gave their time and shared their experiences. Their contributions will guide meaningful and achievable improvements for our patients, their families and carers, and for our staff.

We heard from:

- People with disability, their family, carers and friends
- Support workers
- Parents of children with disability
- Staff members with disability
- Local community disability service providers
- First Nations representatives and advocates

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