

Metro South Health

Disability Plan 2016-2018

Plain English Version

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Who is Metro South Health?

Metro South Health runs free, public health services in:

- Brisbane South
- Logan
- Scenic Rim
- Redlands

Our health services include:

- hospitals
- dental clinics
- mental health services
- community health centres



What are we doing?

Metro South Health is making a Disability Service Plan. Our plan will do two things:

- 1) it will improve our services for people with disabilities and their families and carers
- 2) it will get us ready for the National Disability Insurance Scheme (NDIS)

This document is a plain English version of our plan. It gives some short examples of what Metro South Health is doing. You can read the full version for more details.

Why are we writing a Disability Plan?

- 1) **We want to provide excellent care for people with disabilities and their families and carers.**
- 2) **People with disabilities have unique and individual needs that we need to consider.**

For example:

- people who are deaf need interpreters for appointments
- people with intellectual disabilities may need longer appointments to understand their treatment
- people with mobility impairments might have difficulty transferring from their chairs to medical equipment

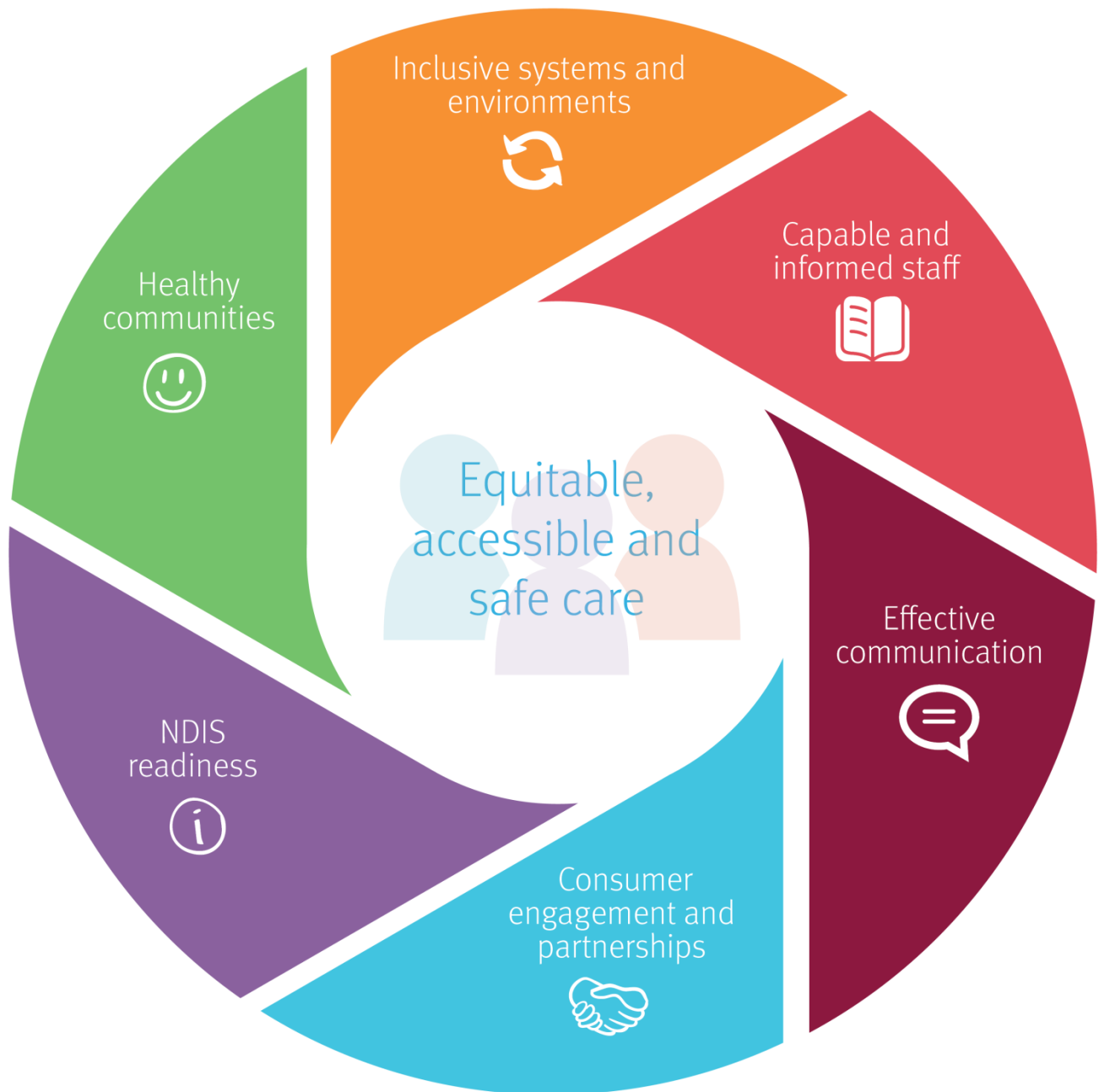
- 3) **Metro South Health needs to plan for changes to disability care services.**

These changes include:

- [National Disability Insurance Scheme](#)
- [National Disability Strategy 2010 - 2020](#)
- [Queensland Disability Plan 2014 - 2019](#)
- [Queensland Health Disability Service Plan 2014 - 2016](#)

What is in our plan?

Our plan will help us make improvements in these six areas:



In the next few pages we will explain what these areas mean.

Chapter 1 - Inclusive systems and environments



What does this mean?

Everyone is different and has different needs. We recognise that people with disabilities each have personal needs and preferences. We want our services to make changes to suit people's different needs.

What will we do?

We will show leadership

Metro South Health wants to improve services for people with disabilities. We have two committees which will help make changes. Managers from our services are on these committees. People with disabilities are also on these committees to help us make the right changes. Our committees include the:

- Disability Action Committee
- Deaf and Hearing Impaired Working Group

We will improve our services

A Disability Nurse Navigator will start at Logan Hospital in 2016. Our Nurse Navigator will help people with disabilities to get health services and to understand their health and treatments.

Other work will improve mental health care for people who are deaf and for people who have an intellectual disability. We are also starting having some patient appointments over the phone or internet so people don't have to travel to us – we call this telehealth.

We will improve our patient records

In order to improve our services we need to know if patients have a disability. This means we have to make changes to our medical records and computer systems. This information help us to plan services and give a better service for people with disability.

Chapter 2 - NDIS Readiness



What does this mean?

The National Disability Insurance Scheme (NDIS) is a big change to disability services. The NDIS starts in Brisbane and Logan in July 2018. Our health services need to get ready to work with the NDIS.

What will we do?

We will teach our workers about the NDIS

In 2016 we will start teaching our workers in spine and brain injury services about the NDIS. Some of our staff will also become 'NDIS Champions'. Our NDIS Champions will help our other workers with the NDIS. In 2017 and 2018 we will provide NDIS training to more workers and more often.

We will help people with disabilities to learn about the NDIS

Many people who come to our health services have disabilities. Our workers need to help people to get information about the NDIS. We will make sure that NDIS information is in our buildings, on our websites, and in our newsletters. Our staff will have had training so that they can help.

We will work closely with the NDIS

The NDIS is a big change and needs help from health services. Metro South Health will work with the NDIS and other services to start working in our area. We will make agreements with the NDIS to help us to work together. If we notice problems we will tell the NDIS and help fix them.

Chapter 3 - Capable and informed staff



What does this mean?

We want our workers to provide good services for people with disabilities. We will help our workers to do this by giving them training, support and useful tools.

What will we do?

We will make a disability training plan

We will work with people with disabilities, carers, advocates and our staff to develop a disability training plan. We already know that good communication is an important issue for people with all types of disabilities so we have started working with this.

We will become more aware of disability issues

We want people with disability to help train our workers. We think that it is important for our workers to hear the stories of people with disability. We will also support Disability Action Week and promote disability awareness.

We will improve mental health training

Some of our services need special training such as our Mental Health and Addiction Services. We have two services which help our mental health services to work with people who are deaf or hard of hearing, and people with intellectual disability. We will continue to do this.

Chapter 4 - Healthy Communities



What does this mean?

Prevention and regular check-ups are important for everyone's health. Metro South Health will support people with disability to improve their health.

What will we do?

Promote our health services

Many of our services help people to stay healthy. These services include our dental services, BreastScreen and Quit smoking services. We want to make sure that people with disability and their carers know that they can use these services. Our workers will come out to disability community events to encourage people to use our services. We will also work with other services to promote regular health checks (CHAP - Comprehensive Health Assessment Program).

Support people who live in supported accommodation

We will help supported accommodation services to serve healthy meals. We will also work with Micah Projects to provide education workshops for people who live in supported accommodation about health topics.

Open Day Tours

We know that coming to hospitals, dentists and clinics can make some people feel nervous or stressed. We want our services to provide tours for people with disabilities. These tours help people learn about our services and feel more comfortable to come for appointments.

Chapter 5 - Consumer Engagement and Partnerships



What does this mean?

Health services work best when we listen to our patients and our communities. We will make sure that we ask people with disabilities for advice and we will work with our communities when we make important changes.

What will we do?

- **We will send disability organisations information about our services**

We know that many people with disabilities need the health services we provide. When we send out information about our services, we will make sure that it is sent to disability organisations. We will find ways that we can improve our media and marketing so that it gets to people with disability.

- **We will include people with disabilities on committees**

Metro South Health has many committees which help us to make decisions. We invite people from the community to be on these committees. We want the people on our committees to come from many different backgrounds – including people with disabilities and their families and carers. We will work to improve this.

- **We will ask people with disabilities for advice**

When we make decisions about our services we ask our communities for advice. When we do this, we will invite people with disabilities and their families, carers and support workers to tell us what they think.



What does this mean?

Health information can be hard to understand. We want to make sure that we communicate as clearly as possible.

What will we do?

- **We will make sure that people get interpreters when they need them**

Many problems in health care are caused by communication problems. It is very important that people can use free interpreters when they need them. Many people who are deaf speak Auslan – Australian sign language.

- **We will write health information in plain English**

Good health information should be easy to understand. Health information often uses difficult language. We will help our workers to write clear and simple information. For example: we want to write fact sheets for people with disability and carers about common health problems like constipation, seizures, swallowing or breathing problems.

- **We will improve access to communication devices**

Technology can help people to communicate. We want to improve how we use technology such as Patient Passport apps. Patient Passports tell health workers how to care for a person with disability. We will also check if our hospitals can provide people with devices such as: phones with volume control, hearing loops and communication boards.