



WMH Disability Services Plan

2023-2026

June 2023

Division: Strategy Governance and Engagement

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Approved by: WMH Executive Leadership Committee

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About West Moreton Health

Situated west of Brisbane, West Moreton Health (WMH) services a population of over 325,490 people. With its population projected to surge to approximately 587,600 by 2036, an increase of 80%, WMH is the fastest growing region in Queensland.

West Moreton's demographics are diverse and include metropolitan and small rural community settings. WMH covers a region of 9,521km and extends from Ipswich in the east, to Boonah in the south, north to Esk and west to Gatton. (Figure 4).

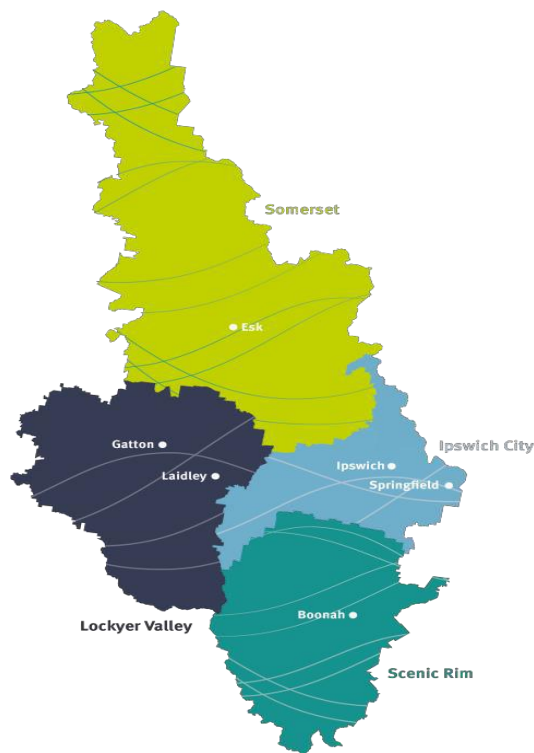


Figure 1: WMH Region

WMH continues to undergo significant transformation, designed to support the delivery of organisational goals and good governance under the authority of the Hospital and Health Board and Chief Executive. With a budget of over \$730 million and over 3,800 staff, WMH is one of the largest employers in the region.

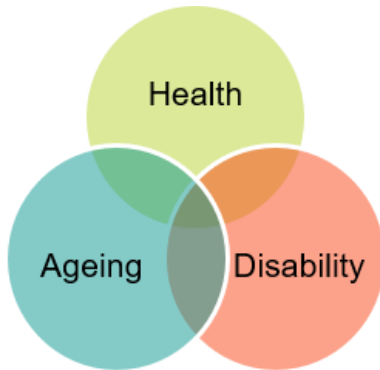
WMH delivers health services across the continuum of care, including preventative and primary healthcare services; clinical support services, ambulatory services; acute care; sub-acute care; oral health; and mental health and specialised services.

WMH also provides Aboriginal and Torres Strait Islander Health Services, school-based primary oral healthcare services, community mental health services for all age groups and services for alcohol and other drug illnesses. Additionally, WMH delivers primary health care services to a large proportion of Queensland's prison population.

About disability and our community

The Social Model of Disability describes disability as a result from “the interaction between persons with impairments and attitudinal and environmental barriers hindering full and effective participation in society on an equal basis with others”¹. These impairments may relate to physical impairments and challenges in carrying out usual daily activities².

There is a complex interrelationship between health, ageing, and disability.



Long-term health conditions may promote disability (for example, physical restrictions experienced as a result of long-term lung conditions such as Chronic Obstructive Pulmonary Disease) and are also more likely to develop in older age

Physical and cognitive functioning is more likely to decline in older age, resulting in disability

Systemic barriers (such as attitudinal and environmental barriers noted above) reduce inclusivity of healthcare and other sectors for people with disability, which is associated with poorer health outcomes.

People with disability experience disproportionately poorer health.

People with disability are also at greater exposure to risk factors than Australians without disability, as shown below.



Self-assessed health rated as:

“Excellent or very good”

24% of people with disability

65% of people without disability



Overweight or obese

72% of people with disability

55% of people without disability

“Fair or poor”

42% of people with disability

7% of people without disability



High blood pressure

54% of people with disability

27% of people without disability



Self-reported level of psychological distress rated as “high or very high”

32% of people with disability

8% of people without disability



Daily smoking

18% of people with disability

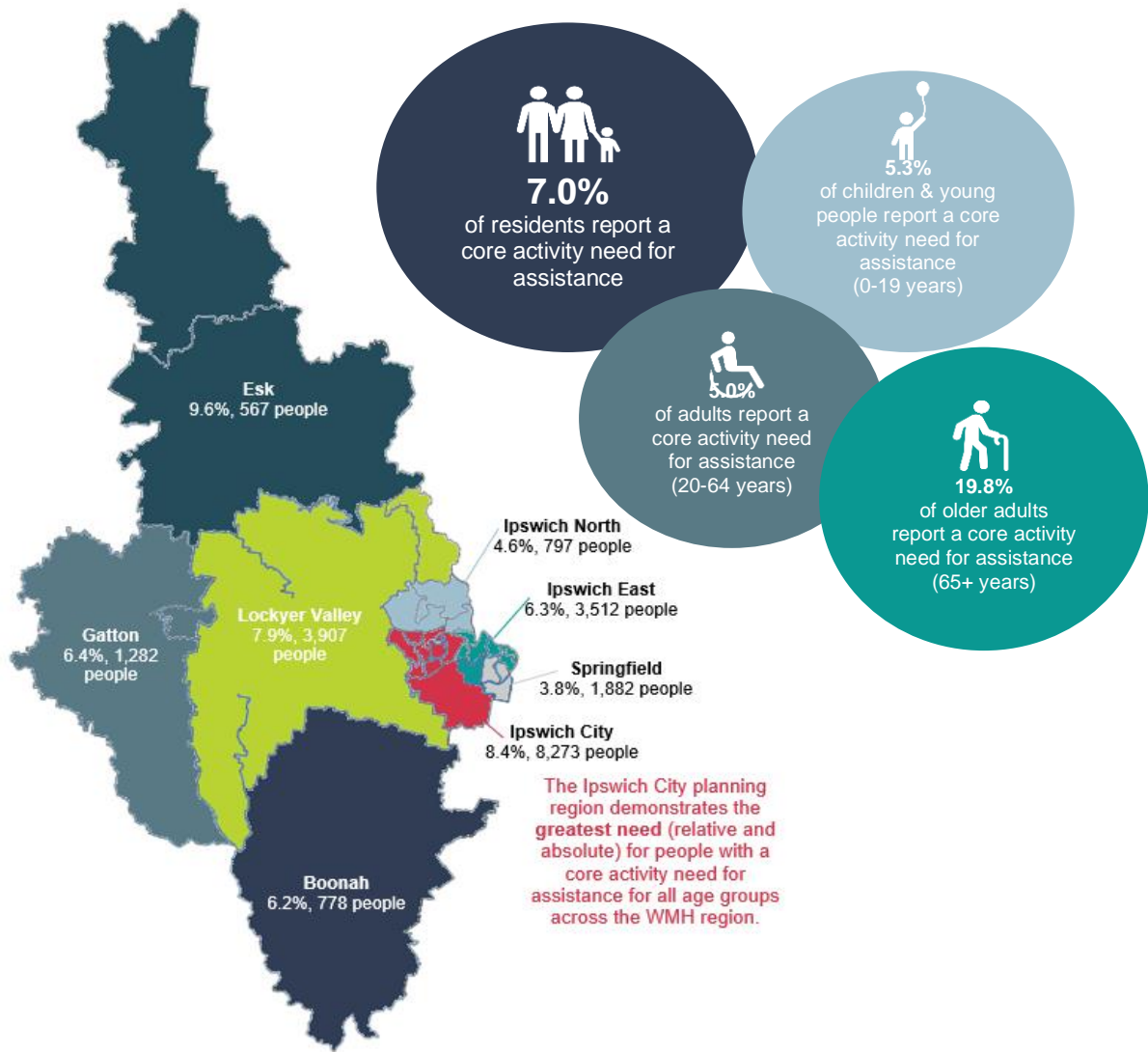
12% of people without disability

Source: Australian Institute of Health and Welfare. (2022). People with disability in Australia in brief. <https://www.aihw.gov.au/>
West Moreton Health’s planning regions consist of multiple Statistical Area Level 2s (SA2’s).

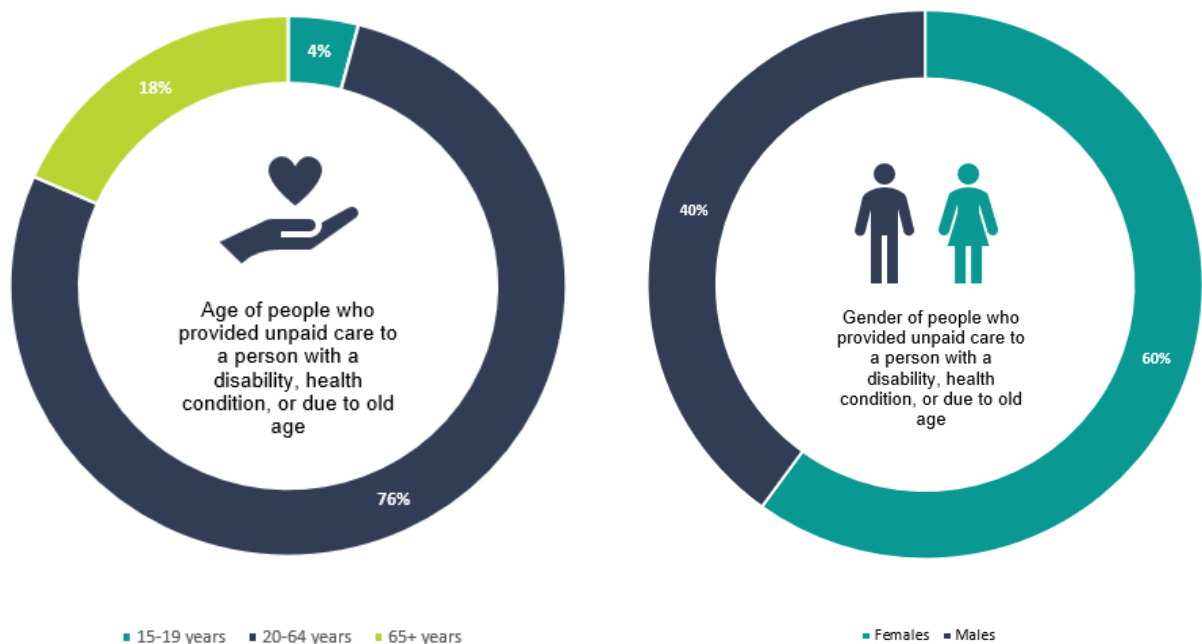
¹ Commonwealth of Australia, Department of Social Services. (2021). *Australia’s Disability Strategy 2021-2031*, <https://www.disabilitygateway.gov.au/sites/default/files/documents/2021-11/1786-australias-disability.pdf>, p. 5.

² Australian Institute of Health & Welfare. (2022). *Disability: Overview*. <https://www.aihw.gov.au/reports-data/health-conditions-disability-deaths/disability/overview>

Approximately 39,000 people within the WMH region report a need for assistance with core activities.



An estimated 31,000 people in the WMH region provided unpaid care to a person with disability.



About Disability Service Plans (DSPs)

Purpose of DSPs

The [Disability Services Act \(Qld\) 2006](#) provides a foundation for promoting the rights of Queenslanders with disability, increasing their wellbeing, and encouraging their participation in community life. This legislation requires all Queensland Government departments to develop and implement a Disability Service Plan. The purpose of Disability Service Plans is to ensure each department has a clear action plan and regard to the Act's human rights and service delivery principles, and the government's policies for people with disability.

While it is not a requirement for Hospital and Health Services to have a discrete Disability Service Plan, WMH is committed to developing and implementing a localised plan to support children and adults with disability in our region.

Context

[All Abilities Queensland: Opportunities for All \(state disability plan 2017-2020\)](#) set a vision of "Opportunities for all Queenslanders" and five priority areas for action. This plan recently demonstrated the significant investment and achievements undertaken by various Queensland Government departments, agencies, and non-government organisations and businesses in the [All Abilities Queensland: Opportunities for All State Disability Plan Final Progress Report](#).

The WMH Disability Service Plan 2023 – 26 aligns with, and will contribute to, Queensland's commitments under the [Queensland's Disability Plan 2022 – 27 Together, a better Queensland, Australia's Disability Strategy 2021 – 2031](#). It considers the significant operating environment of the National Disability Insurance Scheme (NDIS), fully implemented in 2019 (outlined in the [Bilateral Agreement between the Commonwealth and Queensland - transition to a NDIS](#)). It also builds upon actions that the Queensland Government will take to support transition and ensure mainstream services are responsive and accessible to Queenslanders with disability, their family, and carers.

Importantly, these disability service plans contribute to meeting the Queensland Government's obligations under the [United Nations Convention on the Rights of Persons with Disabilities](#) (the Convention). The Convention, ratified by Australia on 17 July 2008, obligates all governments in Australia to work towards promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disability and to promote respect for their inherent dignity.

In April 2022, [Queenslanders with Disability Network](#) (QDN), [Health Consumers Queensland](#) (HCQ), and Queensland Health partnered to bring together key disability, and government and non-government stakeholders, including people with disability, for a deep dive into the COVID-19 response for Queenslanders with disability.

The deep dive identified learnings for Queensland Health from the COVID-19 pandemic response and opportunities to improve the mainstream health response for people with disability. This informed the development of the [Queensland Health Disability Service Plan 2022-2024](#) which will be monitored and reported on annually, with reporting to be coordinated by the Disability and Multicultural Health Unit. Updates on implementation progress will be shared with the Health Disability Interface Advisory Group and other key stakeholders throughout the life of the plan.

Inclusion commitment

Queensland Health is committed to improving healthcare for Queenslanders with disability and establishing health equity for people with disability in access to services and health outcomes.

Human rights commitment

Queensland Health is committed to respecting, protecting and promoting the human rights of people with disability in their interaction with the health system.

The Department of Queensland Health priority areas and actions include:

- Inclusion
- Improving capability
- Accessibility
- Safety, rights, and respect
- Disaster preparedness
- Evidence, research, and data
- Improved service delivery
- Monitoring and reporting

WMH Planning

The development of the WMH Disability Service Plan 2023 – 26 provides an opportunity to understand the health and service needs of people with disability more deeply within our region. In addition, it enables the development of achievable and measurable actions to progress towards a more inclusive community, and to improve health and wellbeing outcomes for people with disability.

The WMH Disability Service Plan 2023 – 26 will be the first plan to be built upon the [WMH Local Area Needs Assessment](#), and the first five years of the National Disability Insurance Scheme (NDIS) rollout.

The WMH Disability Service Plan 2023 – 26 aligns with, and will directly contribute to *the Queensland Health Disability Service Plan 2022-2024* and will be monitored and reported on annually to the Disability and Multicultural Health Unit, within the Department of Queensland Health.

WMH commitment

WMH is committed to providing safe, quality, compassionate care for our communities, ensuring care is person-centred, safe, integrated, and accessible now and into the future. People with disability experience disproportionately poor health outcomes compared to people without disability and are underrepresented in the workforce. The WMH Disability Service Plan 2023 – 26 seeks to identify actions to enhance the accessibility and inclusivity of our services for people with disability, and as an employer of people with disability in our region. The Plan forms part of our commitment to delivering on our strategic priorities of:

- Strengthening our communities
- Safe, quality care, now and into the future
- Caring for our people.

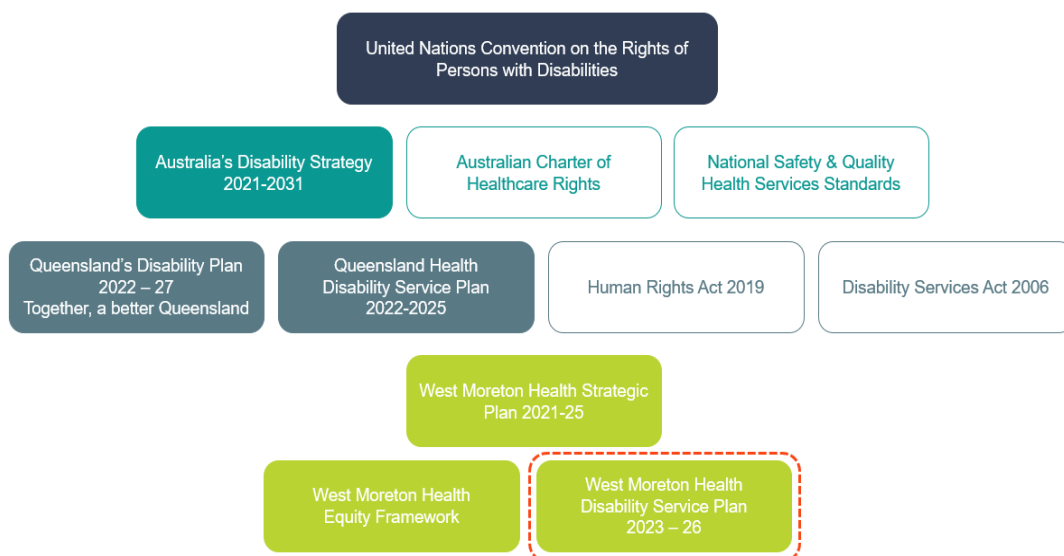


Figure 1. Contextual environment of the WMH Disability Service Plan 2023 - 26

Our Actions

Strengthen our communities								
Strategic Actions	Priority Areas	DSP Actions	Timeframes			Responsible		
			Y1	Y2	Y3			
Enhance the health of our communities by focusing on health promotion and disease prevention	Australian and Queensland Govt Outcome Areas: <i>Health and Wellbeing</i> In collaboration with our service partners: <ul style="list-style-type: none"> address modifiable causes of ill health for children and adults with disability, encourage disease prevention and promote healthy lifestyles improve the oral health of children and adults with an intellectual disability improve the mental health of children and adults with intellectual disability, developmental disability, and other neuro developmental disorders. (Includes assistance with alcohol and other drugs). 	QH Priorities Areas: <i>Inclusion, Improving capability,</i> <ul style="list-style-type: none"> Work collaboratively with our service partners, NDIS providers, and advisory councils to address modifiable causes of ill health through health promotion to people with disability, their carers and support workers and improve health care for children and adults with disability through facilitating and promoting the uptake and use of Health Passports: <ul style="list-style-type: none"> Health Passport developed for people with disability Child Health Passport developed for young people in care. Explore options to include details of reasonable adjustments on referral and intake forms (e.g., may include communication, equipment, lighting, noise levels). Prioritise access to oral health care for eligible children and adults with an intellectual disability through oral health care promotion to formal/informal carers and support workers; prevention and early intervention oral health care services to eligible children and adults with an intellectual disability. Manage oral health priority access lists by implementing workforce models which support clinical staff operating at top of scope and partnering with allied health care providers to expand access oral health clinics for adults and children with disability. Co-design a model of service to support improved mental health, alcohol, and other drug responses for people with intellectual or developmental disability and other neurodevelopmental disorders and provide professional development for clinicians' keen to perform capacity assessments. Support Queensland Health's alignment of Specialist Mental Health, Intellectual Disability Services (SMHIDS) and Mental Health, Alcohol and Other Drugs Services (MHAODS) to improve mental health services for people with an intellectual disability, developmental disability, and other neuro developmental disorders. Increase transdisciplinary practice for children and young people. Integrate ways to support early intervention therapies for children with disability, developmental delay, or complex social, emotional, and behavioural needs. 				Chief Operating Officer		
				✓	✓			
Success Measures						Projected Outcomes		
<ul style="list-style-type: none"> Increase in health promotion addressing modifiable causes of ill health for people with disability, their carers and support workers. Increase in the use of Health Passports for children and adults with disability. Increase in oral health care promotion for people with intellectual disability. Increase in oral health care services for eligible children and adults with intellectual disability. A service model which supports improved mental health, alcohol, and other drug responses for people with intellectual or developmental disability and other neurodevelopmental disorders. Increase in transdisciplinary practice to support early intervention therapies for children with disability, developmental delay, and complex social, emotional, and behavioural needs. 						<ul style="list-style-type: none"> Better health outcomes for people with disability through focusing on health promotion and disease prevention. Improved oral health care for children and adults with an intellectual disability. Improved mental health care for children and adults with intellectual disability, developmental disability, and other neuro developmental disorders. (Includes assistance with alcohol and other drugs). 		

Strengthen our communities

Strategic Actions	Priority Areas	DSP Actions	Timeframes			Responsible	
			Y1	Y2	Y3		
Remove systemic barriers to equitable healthcare through advocacy, collaboration, and co-design	<i>Australian and Queensland Govt Outcome Areas: Health and Wellbeing</i>	<p>Drive health reform through collaborations and co-design of safe, equitable, and quality care for our most vulnerable populations, including:</p> <ul style="list-style-type: none"> children and adults with disability First Nations People with disability refugees with disability (particularly those not eligible for the NDIS) prisoners with disability. 	<p><i>QH Priorities Areas: Inclusion, Improving capability</i></p> <ul style="list-style-type: none"> Partner with the <i>WMH First Nations Community Advisory Council</i> to improve health outcomes for First Nations people with disability through the WMH First Nations Health Equity Strategy and the implementation of the WMH First Nations Health Equity Implementation Plan. This includes building equitable and culturally safe services for First Nations people with disability and developing targeted strategies for isolated or hard to reach community members with disability. Work collaboratively with WMH Corrective Services and WMH Advisory Councils, to improve health outcomes for prisoners with disability through access to equitable, safe, culturally appropriate, and timely services across all WMH correctional facilities by: <ul style="list-style-type: none"> the delivery of actions developed under the Queensland Prisoner Health and Wellbeing Strategy 2020–2025 promoting and facilitating uptake of the Prisoner Health Record by prisoners with disability reviewing nurse navigator pathways for referrals to prison health services modifying intake processes for youth justice services and adult prison services to include disability screening where appropriate. Work in partnership with the <i>Refuge Health Network Queensland</i> and WMH Advisory Councils to improve health outcomes for refugees with disability through access to equitable and culturally safe services through the delivery of actions under the Queensland Health Refugee Health and Wellbeing Policy and Action Plan (2022-2027) (PDF 4589 kB). Work collaboratively with the NDIS and WMH disability service partners to improve the delivery and promotion of: <ul style="list-style-type: none"> practical training for carers of people with disability within the community early intervention services such as EACH early childhood services WMH Nurse Navigators, NDIS discharge planner and liaison officer services and the role they play in assisting people to access the services they need within their local area. Nurse Navigation is a health service that provides navigation across the lifespan to those individuals who have complex medical conditions. Please see the attached link for more information on various specialist nurse navigators including, nurse practitioners and how to refer. Link: Nurse navigation, nurse practitioner and midwife navigation service referrals West Moreton Health_ Referral Template: West Moreton Health referral template - generic (v10 062020) Ensure people with disability are represented on WMH consumer and community advisory councils including: <ul style="list-style-type: none"> <i>Consumer and Community Advisory Council</i> <i>First Nations Community Advisory Council</i> <i>Youth Advisory Council</i>. 	✓	✓	✓	Chief Operating Officer
				<p style="text-align: center;">Success Measures</p> <ul style="list-style-type: none"> Implementation of the WMH First Nations Health Equity Strategy. Implementation of Queensland Health's Queensland Prisoner Health and Wellbeing Strategy 2020–2025. Implementation of Queensland Health's Refugee Health and Wellbeing Policy and Action Plan (2022-2027) 			

Safe, quality care, now and into the future

Strategic Actions	Priority Areas	DSP Actions	Timeframes			Responsible		
			Y1	Y2	Y3			
Enable safe, quality, compassionate care for our communities	Australian and Queensland Govt Outcome Areas: Health and Wellbeing: Community Attitudes	Work collaboratively with NDIS and disability service partners to: <ul style="list-style-type: none"> • reduce unnecessary hospital stays for medically and mentally well patients with disability • promote inclusive and accessible health services • develop disability inclusive disaster risk reduction practices, particularly for people with intellectual disability • ensure WMH facilities are not only accessible, but inclusive of the needs of people with disability. 	QH Priority Areas: Inclusion, Improving capability, Accessibility	<ul style="list-style-type: none"> • Work collaboratively with our partners, consumers, and advisory councils to promote initiatives focussing on improving access to health services for our most vulnerable populations including children and adults with disability. • Work collaboratively with NDIS liaison officers and NDIS discharge planners to safely support the discharge of medically and mentally well patients with disability from hospital into the community in line with the NDIA commitment and timeframes. • Work collaboratively with Queensland Emergency Services and our services partners to establish disability inclusive disaster risk reduction practices, including person-centred approaches to emergency preparedness for people with intellectual disability. • Ensure WMH Master Plans adhere with all Australian and Queensland Government legislative requirements for providing accessible and inclusive facilities and services for children and adults with disability. • Work with government departments and stakeholders to develop appropriate system-wide treatment and support for people on Forensic Orders (Disability) under the Mental Health Act (2016). 		✓	✓	Chief Strategy Officer
					Success Measures			
<ul style="list-style-type: none"> • Reduction in the number of unnecessary hospital stays for medically well patients with disability in line with the NDIA commitment to faster hospital discharge for NDIS participants. • Disaster and emergency risk reduction practices which are inclusive of the needs of people with disability in line with Queensland's Disability Inclusive Disaster Risk Reduction initiative. • Master planned facilities and services which are accessible to, and inclusive of people with disability. 				<ul style="list-style-type: none"> • Safe, compassionate, inclusive, and accessible care for children and adults with disability. • Inclusive disaster and emergency risk reduction practices. • Safe, inclusive, and accessible facilities and services. 				
Strategic Actions	Priority Areas	DSP Actions	Timeframes			Responsible		
			Y1	Y2	Y3			
Shape a sustainable health service	Australian and Queensland Govt Outcome Areas: Health and Wellbeing: Community Attitudes	<ul style="list-style-type: none"> • Transform our services through research and translate evidence into patient care and health service delivery to better support continuous improvement of services for people with disability. • Drive digital transformation to enable more care closer to home and improve services to people with disability. • Leverage digital technology to enhance patient outcomes, reduce inefficiencies, and improve access to safe, high quality health care for people with disability. 	QH Priority Areas: Inclusion, Improving capability, evidence, research and data	<ul style="list-style-type: none"> • Advocate for better access to national research and data to inform service design and better support continuous improvement in preventative health care for children and adults with intellectual disability. • Deliver on the WMH Research Strategy 2021-2025 to inform service delivery priorities of equitable access to healthcare, mental health, including the underlying causes of mental illness, and digitally driven healthcare and service redesign. • Implement the WMH Digital Service Development Plan (pending), in line with Queensland's Digital Health 2031 - A digital vision for Queensland's health system to support person-centred, disability friendly technology for children and adults with disability. • Implement telehealth and virtual health service models which are person centred, inclusive and accessible for children and adults with disability, in line with the Queensland Health, Telehealth Strategy 2021-2026. 		✓	✓	Chief Medical Officer
					Success Measures			
<ul style="list-style-type: none"> • Access to research which informs service delivery priorities of equitable access to healthcare, mental health, including the underlying causes of mental illness, and digitally driven healthcare and service redesign. • Person-centred, disability friendly technology which is inclusive and accessible for children and adults with disability, in line with Queensland Health's Digital Health 2031 - A digital vision for Queensland's health system. (WMH Digital Service Development Plan (pending)). • Telehealth and virtual health service models which are person centred, inclusive and accessible for children and adults with disability, in line with the Queensland Health Telehealth Strategy 2021-2026. 				<ul style="list-style-type: none"> • Safe, equitable, quality care for children and adults with disability. • Virtual care technology which provides more care closer to home. • Telehealth services enabling more patients to be treated at home, or at their closest health facility. 				

Care for our people								
Strategic Actions	Priority Areas	DSP Actions	Timeframes			Responsible		
			Y1	Y2	Y3			
Foster a culture where our people thrive and know they are valued	<i>Australian and Queensland Govt Outcome areas: Employment and Financial Security</i>	<i>QH priority areas Inclusion, Improving capability, Safety Rights and Respect</i>	<ul style="list-style-type: none"> Co-design and promote recruitment and HR practices to attract and retain people with disability. Promote capability development for employees with disability. 	<ul style="list-style-type: none"> Increase the number of individuals with disability, including First Nations people with disability employed by WMH Services. Facilitate participation in #everyonesaleader capability development framework for employees with disability. Provide training for staff on how to work with colleagues with disability and/or communication difficulties, where appropriate. 	✓	✓	✓	Chief Operating Officer
			<ul style="list-style-type: none"> Grow the capability of our workforce through ongoing participation in training to assist people with disability. 	<ul style="list-style-type: none"> Continuously improve training and development for employees: <ul style="list-style-type: none"> working with people with disability in emergency department settings working with adults, children and young people with communication difficulties. 	✓	✓	✓	
			<ul style="list-style-type: none"> Facilitate ongoing training for our workforce in key priority areas including working with people with disability at risk of domestic and family violence, abuse, and neglect. 	<ul style="list-style-type: none"> In line with Queensland Health's review of staff training programs, confirm compulsory and/or voluntary training is provided to staff working with people with disability. Priority practice and training areas include: <ul style="list-style-type: none"> Restrictive practices Oral and mental health services for people with intellectual disability Domestic and family violence for children and adults with disability Understanding the care and support needs of older people with disability Occupational Violence Prevention (OVP). 	—	✓	✓	
			<ul style="list-style-type: none"> Implement best practice occupational violence prevention training to promote staff safety and well-being. 	<ul style="list-style-type: none"> Implement a bespoke OVP strategy and training module for WMH High Security Inpatient Service and Secure Mental Health Rehabilitation Unit. Develop an OVP training program tailored to the unique needs of forensic services (including prisons). Continue to provide reasonable adjustments for employees with disabilities, including training modules developed for employees with learning disabilities. 	—	✓	✓	
Success Measures						Projected Outcomes		
<ul style="list-style-type: none"> Increase in the number of individuals with disability, including First Nations people with disability employed by WMH Services. Increase the number of employees with disability participating in the WMH #everyonesaleader capability development framework. In line with Queensland Health's priorities ensure WMH professional development programs are inclusive of training on: <ul style="list-style-type: none"> restrictive practices oral and mental health care for people with intellectual disability recognising and assisting children and adults with disability at risk of abuse, and domestic and family violence. understanding the care and support needs of older people with disability Occupational Violence Prevention. Continue to implement reasonable adjustments for employees with disability where appropriate, and training modules for employees with learning disabilities. 						<ul style="list-style-type: none"> Safe, supportive, and inclusive workplaces for employees and consumers with disability. 		

Monitoring and reporting

WMH will report bi-annually on the Disability Services Plan 2023 – 26 to the Executive Leadership Committee and provide input, where appropriate, on progress under the Queensland Health Disability Plan 2023-2026.