

Metro North Health

Disability Services Action Plan

2024 – 2029

Actions summary



INCLUSION | ACCESSIBILITY | SAFETY, RIGHTS AND RESPECT | EVIDENCE, RESEARCH AND DATA | IMPROVED SERVICE DELIVERY



This initiative is supported by the Aboriginal and Torres Strait Islander Leadership Team, Metro North Health

Metro North
Health



Queensland
Government

1. INCLUSION

Goal Statement: Metro North Health aims to create a diverse and inclusive workplace that provides equal opportunities and supports and harnesses the unique talents and perspectives of employees with disabilities.

1.1 Target Area: Workforce | What we heard: That people with disabilities need to feel safe and supported in the workplace with increased employment opportunities that support their progression and career development

Actions		Responsible Owner	
1.1.1	Include people with disability as a priority group in the Metro North Diversity, Equity and Inclusion plan.	People & Culture	
1.1.2	Engage and promote an independent recruitment audit completed by National Disability Recruitment Coordinator to examine current Metro North recruitment strategies for people with disabilities and implement recommendations.	People & Culture	
1.1.3	Develop and implement Adjustment training package.	People & Culture	
1.1.4	Implement lived experience roles into all Metro North directorates.	Metro North Disability Advisory Team in collaboration with Directorates	
1.1.5	Creation of an Education2Employment University pathway to employment, with focus on persons with disability. (2.4 Metro North Strategic Workforce Plan 2020 – 2025)	People & Culture in collaboration with Directorates	
1.1.6	Promote careers in health through collaboration with High Schools, Vocational Education and Training (VET) and Universities to attract all people with disability including Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse people. (2.3, 2.4, 2.6 Metro North Strategic Workforce Plan 2020 – 2025).	People & Culture in collaboration with Directorates	
Key Performance Indicators		Due	Responsible Owner
KPI 1	Metro North to meet employment targets of 3-5% by 2026 and aspire to meet employment target of 6-8% by 2029.	Annually	People & Culture
KPI 2	Completion of a National Disability Recruitment Coordinator recruitment audit.	June 2025	People & Culture
KPI 3	Implementation of National Disability Recruitment Coordinator audit recommendations.	June 2029	People & Culture in collaboration with Directorates
KPI 4	Metro North Health to utilise Department of Child Safety, Seniors and Disability Services ‘Employee Assistance Funding’ to support adjustment to facilitate staff employment.	June 2027	People & Culture in collaboration with Directorates
KPI 5	Directorates to employ at least one Disability Lived Experience role.	June 2029	Directorates
KPI 6	Achieve 85% staff retention rate of people with disabilities 12 months from commencement.	Annually	People & Culture
KPI 7	Implementation of a Metro North Disability intranet page for staff with disabilities.	June 2024	People & Culture in collaboration with Metro North Disability Advisory Team

2. ACCESSIBILITY

Goal Statement: To embed a culture of innovative practice, fostering co-design methodologies, to improve healthcare service provision and accessibility for all people with disabilities and their supporters.

2.1 Target Area: Assistive Technology | What we heard: People with disabilities want new and innovative ways to engage in healthcare that better suits their individual needs.

Actions		Responsible Owner	
2.1.1	Ensure Metro North facility signage is accessible and appropriate for people with disabilities aligning with Qld Health Way Finding Guidelines.	Metro North Sustainable Assets and Infrastructure in collaboration with Directorates	
2.1.2	Implement easy to use and efficient navigation or way finding systems in Metro North facilities.	Metro North Sustainable Assets and Infrastructure in collaboration with Directorates	
2.1.3	People with a disability will be offered alternative communication and appointment methods such as telehealth or attending via telehealth from a facility closer to their home, when receiving communication or attending appointments within Metro North.	Directorates	
2.1.4	Long range systems (LRS) (pager/buzzer) will be implemented across all Metro North facility emergency departments and outpatient settings to support people with disabilities to access low stimulus environments while waiting for appointments or treatment.	Metro North Disability Advisory Team in collaboration with Directorates	
2.1.5	New patient facing publications/information are developed utilising co-design methodology as well as published in multiple media formats and languages e.g. Easy English, video.	Metro North Engage in collaboration with Directorates	
Key Performance Indicators		Due	Responsible owner
KPI 1	Undertake an audit of current health facility signage, provide recommendations and take action to ensure compliance to accessibility requirements.	June 2025	Metro North Sustainable Assets and Infrastructure in collaboration with Directorates
KPI 2	Metro North will explore alternative navigation or way finding systems to support people with disabilities and their supporters to get around health facilities (such as Bindi Maps).	June 2025	Metro North Sustainable Assets and Infrastructure

Key Performance Indicators	Due	Responsible owner
KPI 3 Procurement of Long Range Systems for Metro North and development of implementation plan across Metro North facilities.	June 2024	Metro North Disability Advisory Team
KPI 4 Implementation of Long Range Systems in emergency departments and outpatient settings across all Metro North facilities.	December 2024	Directorates
KPI 5 Increasing number of patients with a disability accessing Telehealth services annually.	Annually	Telehealth in collaboration with Virtual Care Team

2.2 Target Area: Language and Communication | What we heard: People with disabilities need information that is accessible and easy to read to better understand and access health information

Actions			Responsible Owner
2.2.1	Develop a Metro North Disability internet page for people with disabilities to better access Metro North health services that will include (but not limited to): Adult changing facility locations, Parking / transport options, Telehealth and other accessible options, Accessible Feedback / compliments / complaints, Links to way to go platforms etc		Metro North Disability Advisory Team
2.2.2	New and reviewed patient facing publications/information are developed utilising co-design methodology.		Directorates in collaboration with Metro North Engage
2.2.3	Promotion and utilisation of Public Sector Commission “Inclusive communications and campaigns” guidelines to ensure Metro North staff are aware and utilising accessible information templates to publish health information.		Metro North Communications
2.2.4	Metro North staff signature blocks are fully accessible to people with disabilities.		Metro North Communications
2.2.5	Where people with a disability have communication aids such as Julian’s Key, these will be utilised and incorporated into their treatment and care by Metro North Health staff.		Directorates
Key Performance Indicators		Due	Responsible owner
KPI 1	Develop, publish and monitor access to the Metro North Disability Internet website.	June 2024	Metro North Disability Advisory Team
KPI 2	Update Metro North staff signature blocks to comply with Digital Accessibility Standards.	December 2024	Metro North Communications
KPI 3	Implementation and development of a communication guideline for all patient facing information.	June 2025	Metro North Communications
KPI 4	All new or reviewed publications for people with disabilities involved co-design as per NSOHS Standard 2: Partnering with Consumers.	Annually	Chair Standard 2 Committee, Directorates

2.3 Target Area: Infrastructure | What we heard: That health centres/facilities need to be physically accessible and inclusive environments for all people with disabilities.

Actions		Responsible Owner	
2.3.1	All Metro North facilities will have an accessible adult changing place which is eligible for accreditation through Changing Places Transforming Lives and includes clear and easily identifiable signage to support access.	Metro North Sustainable Assets and Infrastructure	
2.3.2	Metro North building design and infrastructure is compliant with legislative requirements to ensure they are accessible and inclusive health facilities.	Metro North Sustainable Assets and Infrastructure	
2.3.3	Metro North has an effective process to manage, and where necessary, escalate and address concerns regarding infrastructure accessibility for, and inclusion of people with disabilities.	Metro North Sustainable Assets and Infrastructure in collaboration with Directorates	
2.3.4	All infrastructure design committees embed co-design methodologies in planning and development stages of new and existing health infrastructure.	Metro North Sustainable Assets and Infrastructure	
2.3.5	Each facility within Metro North will design and implement a robust room that supports safe care using minimal restrictive practices for people with complex and challenging behaviours.	Metro North Sustainable Assets and Infrastructure	
Key Performance Indicators		Due	Responsible owner
KPI 1	Metro North will develop a procedure for accessible adult changing places to support their standardised use.	June 2024	Metro North Disability Advisory Team
KPI 2	Each Metro North facility with an adult changing places facility provides clear and accessible signage.	Annually	Directorates in collaboration with Metro North Sustainable Assets and Infrastructure
KPI 3	A Metro North priority escalation pathway is developed and implemented to provide clear reporting and resolution of inaccessible environments within Metro North facilities.	June 2025	Metro North Sustainable Assets and Infrastructure in collaboration with Directorate Facility Manager
KPI 4	All Metro North Sustainable Assets and Infrastructure planning and development committees include a person with disability and /or carer representative.	June 2024	Metro North Sustainable Assets and Infrastructure
KPI 5	Each Metro North facility contains a robust room for provision of safe care using minimal restrictive practices for people with complex needs and challenging behaviours.	June 2029	Directorates in collaboration with Metro North Sustainable Assets and Infrastructure
KPI 6	Metro North Sustainable Assets and Infrastructure will allocate funding annually to address existing facility refurbishments to align with accessible legislative requirements.	Annually	Metro North Sustainable Assets and Infrastructure

3. SAFETY, RIGHTS AND RESPECT.

Goal Statement: Create a culture of safety for all people with disabilities within our health care services that ensure rights are upheld and are always treated with respect.

3.1 Target Area: Safety | What we heard: That people with disabilities are vulnerable to stigma and discrimination within our health care settings

Actions		Responsible Owner	
3.1.1.	All Metro North staff will attend requisite Disability Awareness training.	Metro North Disability Advisory Team	
3.1.2.	Metro North orientation will promote inclusion of people with disability through inclusion of stories from people with a lived experience such as an employee, consumer and / or supporter.	People & Culture	
3.1.3.	Metro North staff working with people who have disabilities and complex and challenging behaviours will attend specialised training to facilitate improved knowledge and expertise in caring for and supporting these people.	Metro North Behavioural Emergency Response Team	
3.1.4.	With respect to the use of least restrictive practices in health care, Metro North will develop, implement and evaluate best practice using contemporary standards through awareness raising, implementing new practices, evaluation and monitoring. (As per Standard 5.34 of the NSQHS).	Directorates in collaboration with Metro North Clinical Governance and Behavioural Emergency Response Team	
3.1.5.	Maintain and develop connections with external agencies to ensure the safety of people with disabilities during disaster planning and execution.	Emergency Management and Business Continuity	
Key Performance Indicators		Due	Responsible owner
KPI 1	85% of Metro North staff will complete requisite disability awareness training.	June 2026	People and Culture
KPI 2	Inclusion of disability promotion material in Metro North orientation.	December 2024	Metro North Disability Advisory Team in collaboration with People & Culture
KPI 3	All Metro North staff working with people who have disabilities and complex and challenging behaviours will attend specialised training.	June 2024	Behavioural Emergency Response Team
KPI 4	Define best practice and contemporary standards for least restrictive practices in health care, for people who have disabilities with complex and challenging behaviours.	June 2027	Behavioural Emergency Response Team in collaboration with Metro North Clinical Governance
KPI 5	Develop and implement a reporting, documenting, and monitoring process for the use of restrictive practices.	December 2024	Metro North Clinical Governance

3.2 Target Area: Rights | What we heard: That people with disabilities want services that respect their rights to equal health care and assist them in supportive decision making

Actions		Responsible Owner	
3.2.1	Metro North employs disabilities rights advisors to support and advise people with disability on healthcare rights whilst in hospital.	Directorates	
3.2.2	Metro North staff understand and apply supportive decision-making frameworks to ensure the rights of people with disabilities are upheld with respect to decision making.	Metro North QCAT team in collaboration with directorates	
3.2.3	Metro North supports and promotes the inclusion of families, carers and supporters in the treatment and care of people with disabilities with their consent.	Metro North Disability Advisory Team in collaboration with Metro North Communications and Directorates	
Key Performance Indicators		Due	Responsible owner
KPI 1	Each Directorate to engage a disability rights advisor to advise people with disabilities on their healthcare rights.	June 2028	Directorates
KPI 2	Development and implementation of a training package and tool kit to support staff in applying supportive decision-making frameworks.	June 2025	Metro North QCAT team
KPI 3	Design and display promotional materials, targeted at people with disabilities and their supporters, to promote supporter inclusion in the treatment and care of people with disabilities with consent.	June 2026	Metro North Design in collaboration with Metro North Disability Advisory Team and Directorates

3.3 Target Area: Respect | What we heard: That people with disability want to be respected and accepted for who they are and what they can offer.

Actions			Responsible Owner
3.3.1	Metro North celebrate people with disabilities through promoting key events across the organisation.		People & Culture
3.3. 2	Staff and Consumer Disability Awareness Profiles are displayed throughout Metro North to raise awareness and support for people with disabilities within our health settings.		People & Culture in collaboration with Metro North Disability Advisory Team and Metro North Communications
3.3. 3	Metro North embeds culture change through the implementation of the Restorative Frameworks.		People & Culture in collaboration with Directorates
Key Performance Indicators		Due	Responsible owner
KPI 1	Metro North celebrates and promotes key disability events for the following: Neurodiversity Celebration Week, Global Accessibility Awareness Week, World Mental Health Day, International Day of Persons with Disabilities.	Annually	People & Culture
KPI 2	Develop profiles of staff and consumers with disabilities to participate in social media and visual displays showcasing inclusion and respect for people with disabilities.	December 2025	People & Culture in collaboration with Metro North Disability Advisory Team and Metro North Communications
KPI 3	Metro North to complete feasibility project to scope Metro North wide implementation of Restorative Frameworks.	June 2029	People & Culture in collaboration with Directorates

4. EVIDENCE, RESEARCH AND DATA

Goal Statement: Metro North will ensure that health care practices across our health settings are clear, consistent, and transparent ensuring that only meaningful and relevant information is collected to support confidential engagement in healthcare and is evidenced based to improve the overall experiences of all people with disabilities, and their supporters.

4.1 Target Area: Data Collection | What we heard: People with disabilities want data collected about them to be accurate, meaningful, and useful that supports easier access to health services.

Actions		Responsible Owner	
4.1.1	Metro North records patient and supporter disability status utilising hospital information systems and sensitive enquiry.	Metro North Information Technology in collaboration with Directorates and Metro North Disability Advisory Team	
4.1.2	Metro North reports data trends and undertakes analysis to support improved service delivery.	Metro North Disability Advisory Team	
4.1.3	Metro North offers an accessible feedback portal for people with disabilities and or their supporters to provide compliments or complaints.	Metro North Disability Advisory Team	
Key Performance Indicators		Due	Responsible owner
KPI 1	Identify current hospital information systems able to support the collection of patient and supporter disability status.	June 2024	Metro North Information Technology in collaboration with Digital Metro North
KPI 2	Define a disability identifying question for staff to record patient and or supporter disability status on presentation to health facilities.	June 2024	Metro North Disability Advisory Team
KPI 3	Implement the recording of patient and or supporter disability status in the identified hospital information system and offer staff education on sensitive enquiry.	June 2025	Metro North Information Technology in collaboration with Directorates and Metro North Disability Advisory Team
KPI 4	Annually review the disability status data trends to inform and support improved service delivery.	Annually	Metro North Disability Advisory Team
KPI 5	Compliments and or complaints are being received via the accessible feedback portal from people with disabilities and or supporters.	Annually	Metro North Disability Advisory Team

4.2 Target Area: Research | What we heard: People with disabilities would like research to be inclusive and utilised to inform best practice within Metro North.

Actions		Responsible Owner
4.2.1	All Metro North research projects that are disability focused will involve a co-design methodology to ensure ethical research practices are adhered to.	Metro North Research
4.2.2	Metro North allocates annual funded research grants in the area of disability to encourage and support research in the disability field.	Metro North Disability Advisory Team in collaboration with funding partners

Actions		Responsible Owner	
4.2.3	Metro North creates partnerships with tertiary institutions, non government organisations or research funding bodies to expand clinician capacity to undertake research to improve health outcomes for people with disabilities.	Metro North Disability Advisory Team in collaboration with Directorates	
Key Performance Indicators		Due	Responsible owner
KPI 1	All Metro North research projects that are disability focused will involve a co-design methodology.	June 2025	Metro North Research in collaboration with Metro North Human Research Ethics Committees
KPI 2	Metro North allocates at least one annual funding grant to encourage and support improved health outcomes for people with disabilities.	January 2026	Metro North Disability Advisory Team

5. IMPROVED SERVICE DELIVERY

Goal Statement: Metro North will ensure that people with disabilities are able to access timely and proficient health care that is coordinated and accessible to meet their individual needs.

5.1 Target Area: Improved Clinical Care | What we heard: That people with disabilities have unique and complex needs that are not always adequately met through the health care system and require a coordinated approach to care provision.

Actions		Responsible Owner	
5.1.1	Metro North offer disability support services through a disability focused clinical position to provide services such as: Coordination of outpatient appointments, Application of adjustment, Complex care needs advice, Referral services, Strengthen and expand existing sector relationships to streamline/improve service delivery across services.	Directorates in collaboration with Metro North Disability Advisory Team	
5.1.2	Metro North offer a highly specialised complex care clinic for people with severe and profound disabilities to receive holistic health care services that meet their needs.	Metro North Disability Advisory Team in collaboration with RBWH/TPCH and Chief Medical Officer	
5.1.3	Metro North applies principles of adjustment for all people who have disabilities who are receiving care, and their supporters.	Metro North Disability Advisory Team in collaboration with Directorates	
Key Performance Indicators		Due	Responsible owner
KPI 1	Implementation of a disability focused clinical position that provides disability specific co-ordination services with patients with disabilities and or carers.	June 2027	Directorates
KPI 2	Metro North to plan and scope the implementation and development of a Metro North specialised complex care clinic for people with disabilities.	June 2027	Metro North Disability Advisory Team in collaboration with RBWH/TPCH and Chief Medical Officer
KPI 3	Develop and implement a Metro North Adjustments Guideline for application with patients who have disabilities and their supporters.	December 2024	Metro North Disability Advisory Team in collaboration with Directorates



“Human rights for people with disabilities entail a commitment to inclusivity, equality, and the removal of barriers that might impede their full enjoyment of these fundamental rights.”

To view the complete Metro North Disability Services Action Plan 2024–2029 please scan the QR code or visit www.metronorth.health.qld.gov.au

