

Easy Read Version

**Metro North Health
Disability Services
Action Plan
2024 – 2029**

**Metro North
Health**



**Queensland
Government**

How to contact us



Email: MetroNorth-Disability@health.qld.gov.au

Phone: 0457 074 752

Website: <https://metronorth.health.qld.gov.au/about-us/people-with-disability>



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Metro North Health thanks the people with disability who helped to write this summary.

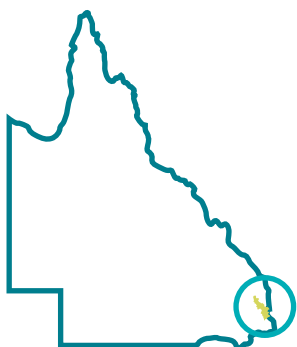
About this book



We are Metro North Health.

We give public healthcare in:

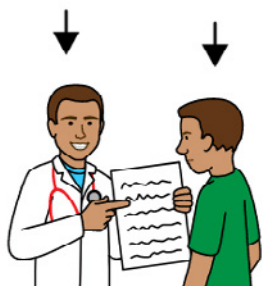
- Royal Brisbane and Women's Hospital
- STARS
- Prince Charles Hospital
- Redcliffe Hospital
- Caboolture Hospital
- Kilcoy Hospital
- the community.



We wrote the Disability Services Action Plan with help from people with disability.

The plan is about:

- how we give healthcare to people with disability
- how we help people with disability to work for us.



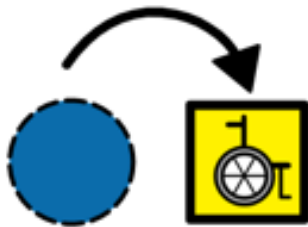
The plan is for our patients and for our workers.

For our workers

This part of the Disability Services Action Plan is about how we help people with disability to work at Metro North Health.

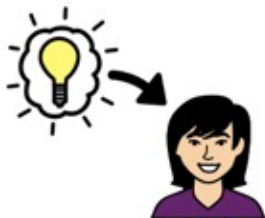


We want to make it easy for people with disability to work for us.



We will make changes at work to help people with disability. For example, we could:

- buy special equipment to help a person do their job
- make sure other workers know how to work with people with disability.



We will help people with disability learn how to do their job.



We will make sure that people with disability feel safe at work.



We will make sure that the people with disability like their work.

For our patients

This part of the Disability Services Action Plan is about how we help patients.



We will provide good healthcare to all patients.



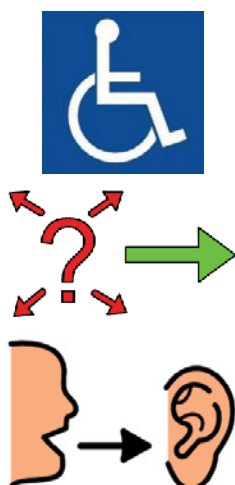
We will use helpful tools to provide healthcare for people with disability. For example, we could use pictures to explain your healthcare.



We will provide information that is easy to understand.

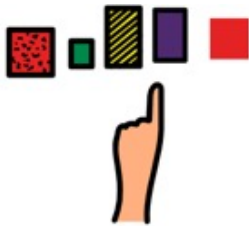
We will provide information about:

- quiet places where you can relax
- disability parking
- how to get to your appointment
- how to find your appointment
- telephone and internet appointments
- places where adults can change their clothes
- how to give feedback.





We will help you to understand your healthcare.



We will help you to make decisions about your healthcare.



We will employ a disability support person to help with your care.



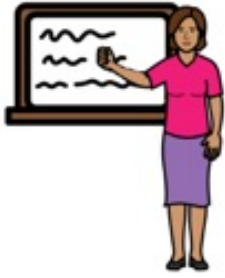
We will have buildings that are easy for you to use.



We will treat you with respect. We will look after you.



We will give you good healthcare that meets your needs.



We will provide disability training for our staff.



We will ask you about your disability and support needs.



We will only ask you about things we need to know to help us look after you.



We will ask you to tell us what you think about our healthcare.



We will do research to make our healthcare better.

Please tell us what you think



Please tell us what you think about your healthcare.

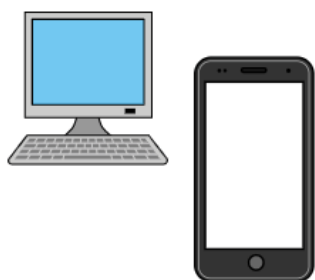


Please tell us if you liked something we did.



Please tell us if you didn't like something at Metro North Health.

How to contact us



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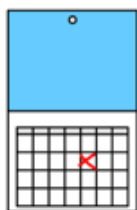
Website: <https://metronorth.health.qld.gov.au/about-us/people-with-disability>



We will do what we say in the Disability Services Action Plan



We promise that we will do what is in the Disability Services Action Plan.



We will check every year to make sure we are keeping our promise.



After 2 years we will get feedback from people with disability and change our plan to make it better.

How we made the Disability Services Action Plan



We made this plan by talking to people with disabilities, their carers, and healthcare staff.

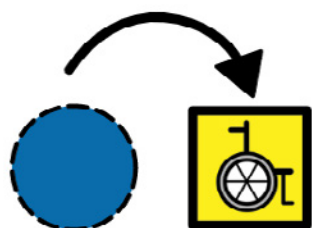


We looked at different reports to help us make this plan. The reports were written by the:

- United Nations
- Australian Government
- Queensland Government
- Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability 2019–2023.

5 ideas that helped us make the Disability Services Action Plan

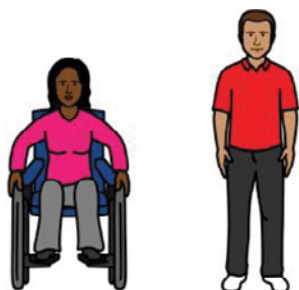
1. Adjustment



Adjustment means making changes so that things are easier for people with disability. For example, adjustment might mean having special parking or getting a support worker.

We will use adjustment to help our workers and patients.

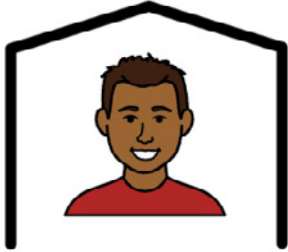
2. Compassion



Compassion means trying to understand what things are like for people with disability.

We will use compassion to help our workers and our patients. We will treat you with respect.

3. Human rights



Human rights are the things that everyone should be able to have. For example, human rights include the right to feel safe and the right to have healthcare.

We will make sure that we respect your human rights.

4. Co-design



Co-design means talking to a lot of people to make decisions. For example, co-design might include talking to people with disability and their supporters.

We will use co-design to make sure that people with disability help to make decisions about how we provide healthcare.

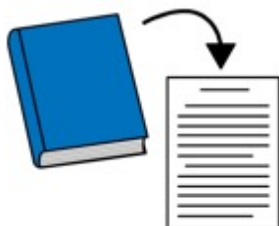
5. Universal design



Universal design means that things are designed to be used by everyone. For example, a building with universal design should be easy for everyone to use.

We will use universal design for all new buildings.

Where to get more information



This book is a summary of our Disability Services Action Plan.



The full plan is on the Metro North Health website.



You can talk to your doctor, or to your nurse, or to another healthcare worker.

You can ask to talk to our disability program team.



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