

## WEST MORETON HEALTH DISABILITY SERVICE PLAN 2026–2029 (DRAFT)

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| <b>Our purpose</b> | Creating healthier communities, through connected, compassionate care — Where people living with disability, including children and young people, experience equitable access to healthcare, reasonable adjustments, genuine inclusion, and improved health outcomes. |
| <b>Our vision</b>  | West Moreton, where everyone's health matters.                                                                                                                                                                                                                        |
| <b>Our values</b>  | Connect. Respect. Excel.                                                                                                                                                                                                                                              |

**Acknowledgement of Traditional Owners**

West Moreton Health acknowledges the Jagera, Yuggera, and Ugarapul peoples, Traditional Custodians of the land. We recognise their continuing connection to land, waters and community and we pay our respect to Elders past and present, and those who follow their path.

**Service that is community-led**

West Moreton is a community of communities. It is diverse, growing, and deeply connected. With a population projected to double by 2046, increasing numbers of people living with disability will access and rely on our health services. The health and wellbeing of people living with disability is central to who we are and what we do. As a major health service, West Moreton Health has an important role in reducing barriers to care, improving access and inclusion, and supporting better health outcomes for people living with disability, in line with state disability priorities, human rights legislation and our commitment to equitable healthcare. This includes people with physical, intellectual and developmental disability, and those with complex communication or behavioural support needs. West Moreton Health understands disability through the lens of the social model of disability, recognising that it is the interaction between a person's impairment and the attitudinal, environmental, and systemic barriers they encounter that creates disadvantage. Our role is to reduce those barriers.

West Moreton Health 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 living with disability experience poorer health outcomes compared to people without disability and are underrepresented in our workforce. Some groups, including people with intellectual and developmental disability, face additional barriers to accessing healthcare and support. This plan sets out our commitments to change that, as a health service and as an employer.

West Moreton Health is committed to ensuring every child and young person is seen, heard, and feels safe through creating inclusive environments where their voices are valued, their needs are understood, and their safety is everyone's responsibility. This commitment is central to our work with children and young people living with disability across the West Moreton Health region. We acknowledge that the language of disability is evolving. This plan uses person-first language as its default while recognising that individual preferences vary, and that respectful conversation with each person about their preferences remains our standard.

**Our principles**

These principles reflect the commitments of the West Moreton Health Strategic Plan 2025–29 and are embedded in how we will approach every action under this plan.

**Co-design:** We do things with people living with disability, not to them or for them. People living with disability, their families, carers, and supporters shape the design and delivery of our services.

**Human rights:** We will promote, protect, and respect the human rights of people living with disability in everything we do. This includes supporting choice, autonomy, supported decision-making and the use of least restrictive practices, consistent with the United Nations Convention on the Rights of Persons with Disabilities and the Human Rights Act 2019.

**Cultural and systems change:** We will grow inclusion from within, removing barriers embedded in our structures, systems, and attitudes, and building a culture that recognises the value and contribution of people living with disability.

**Measurement of outcomes and impact:** We set clear commitments and measure whether we meet them. This includes monitoring access, experience and outcomes for people living with disability. Accountability to people living with disability and to our community is not optional.

**Opportunities**

The evolving disability and health landscape presents significant opportunities for West Moreton Health to improve outcomes and experiences for people living with disability. These include strengthening disability confidence across our workforce, improving care coordination and service navigation, expanding accessible communication and digital solutions, leveraging partnerships across health and community sectors, embedding lived experience in service design and improvement, and strengthening workforce capability in disability-inclusive practice. Together, these opportunities support more equitable, inclusive and person-centred healthcare.

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This plan supports the West Moreton Health Strategic Plan 2025–29 and the Queensland Health Disability Service Plan 2025-2028. It helps make care fairer, removes barriers, and builds a workforce that is confident and ready to support people living with disability. Across our three strategic pillars and five enabling commitments, this plan turns our values into real action, for people living with disability in our region, and for the staff living with disability who work with us.

### What we heard

Consultation and engagement undertaken to inform this plan highlighted that many barriers experienced by people living with disability arise not from disability itself, but from the way services, systems, environments and information are designed and delivered. Consumers, carers, community members and staff consistently identified challenges relating to navigation, communication, accessibility, workforce capability and coordinated care. Stakeholders described a need for services that are easier to find, easier to understand, easier to use and easier to trust. These insights have informed the priorities and commitments outlined in this plan

| Pillars/priorities<br>What we are doing                                                                                                                                                                                                                                                                                      | How we will do it                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | How we will know we made it                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <b>With our communities</b><br>We are working with our communities and partners to promote the health and wellbeing of people living with disability through prevention, early intervention, accessible information, and inclusive community partnerships.<br><br><i>(Strategic Plan: With communities, for communities)</i> | <ul style="list-style-type: none"> <li>Work with service partners, NDIS providers, and advisory councils to address modifiable causes of ill health through targeted health promotion and to support uptake and use of the Julian's Key Health Passport and other tools.</li> <li>Prioritise access to oral health care for eligible children, young people, and adults with an intellectual disability through health promotion, prevention, and early intervention services.</li> <li>Support improved mental health, alcohol, and other drug responses for people with intellectual or developmental disability and other neurodevelopmental disorders, recognising the impact of diagnostic overshadowing, communication difference and complex support needs.</li> <li>Strengthen early intervention for children and young people living with disability, developmental delay, or complex social, emotional, and behavioural needs through transdisciplinary practice. Consistency with our commitment to ensuring every child and young person is seen, heard, and feels safe.</li> <li>Ensure health information for people living with disability, their families, and carers is accessible, plain language, and available in multiple formats including Easy English and translated resources.</li> </ul> | <ul style="list-style-type: none"> <li>Improve access to evidence-informed mental health assessment and treatment for people with intellectual and developmental disability.</li> <li>Increase in health promotion activities addressing modifiable causes of ill health for people living with disability, carers, and support workers.</li> <li>Increase in oral health promotion and services for eligible children, young people, and adults with an intellectual disability.</li> <li>Increase in transdisciplinary practice supporting early intervention for children and young people living with disability.</li> <li>Increase in accessible health information available in multiple formats.</li> <li>Resources that enable delivery of responsive care are developed and accessible for people, young people and children to be able to participate in their care.</li> </ul> |
| <b>Reducing barriers, improving care</b><br>We are making healthcare easy, connected, and safe no matter who you are, where you live, or what your background.<br><br><i>(Strategic Plan: Reducing barriers, improving care)</i>                                                                                             | <ul style="list-style-type: none"> <li>Improve health outcomes for priority populations living with disability, including First Nations people (in alignment with the West Moreton Health First Nations Health Equity Strategy 2025–28), refugees, and people in custody, through equitable, culturally safe services.</li> <li>Improve service navigation, care coordination and continuity of care for people living with disability through connected (referral) pathways across healthcare, disability, community and social support services. Particular focus will be placed on transitions between services, reducing fragmentation and improving access to support for people with complex needs.</li> <li>Promote and integrate the Julian's Key Health Passport and other tools across clinical settings.</li> <li>Ensure facilities and infrastructure planning are accessible and inclusive.</li> <li>Reduced use of restrictive practices.</li> <li>Ensure people living with disability are represented on consumer and community advisory councils.</li> </ul>                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>Improved availability, access, and uptake of services for diverse and priority communities including First Nations people.</li> <li>Improved consumer experience relating to navigating services and accessing coordinated care</li> <li>Improvement in regional patient access points for people living with disability in rural areas.</li> <li>Increased educational focus through engagement and integration of Julian's Key Health Passport.</li> <li>Progress toward reducing restrictive practices through procedural changes.</li> <li>Improved patient-reported experience measures for people living with disability.</li> </ul>                                                                                                                                                                                                         |

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|                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>Embed supported decision-making principles into clinical assessment, consent processes and care planning.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p><b>Our people</b><br/>Everyone plays a role in building a disability-confident, inclusive workplace. One where people living with disability are employed, valued, supported, and empowered.</p> <p><i>(Strategic Plan: Great people, great work)</i></p> | <ul style="list-style-type: none"> <li>Increase employment of people living with disability, including First Nations people, through inclusive recruitment and targeted employment pathways.</li> <li>Build workforce disability confidence through the See Me. Hear Me. Respect Me. campaign, with a focus on communication accessibility, supported decision-making, reasonable adjustments, inclusive practice and person-centred care.</li> <li>Deliver disability-specific training for staff covering priority areas: restrictive practices; oral and mental health for people with intellectual disability; domestic and family violence; older adults living with disability; and occupational violence prevention; and targeted delivery for the High Security Inpatient Service, Secure Mental Health Rehabilitation Unit, and forensic services.</li> <li>Strengthen partnerships with education and training providers to ensure disability-specific professional development is available and relevant to the workforce.</li> <li>Continue to provide reasonable adjustments for employees living with disability, including training modules for employees with learning disabilities.</li> </ul> | <ul style="list-style-type: none"> <li>Increase in people living with disability employed by West Moreton Health.</li> <li>Workforce diversity increasingly reflects the West Moreton population.</li> <li>Improved employee engagement scores for staff living with disability.</li> <li>Professional development programs inclusive of all priority disability training areas.</li> <li>Improved performance against key work, health, and safety metrics.</li> <li>Increased and strengthened formal training partnerships with education providers for disability-specific workforce development.</li> <li>increased disability awareness training incorporated into local WM LOL platform.</li> </ul> |
| <p><b>Strengthening our systems</b> We champion evidence-based practice, digital innovation, and connected systems to deliver safe, sustainable and coordinated care for people living with disability.</p> <p><i>(Strategic Plan: Enablers)</i></p>         | <ul style="list-style-type: none"> <li>Implement accessible, person-centred telehealth and virtual health service models for children, young people, and adults living with disability, ensuring digital tools meet accessibility and inclusion requirements.</li> <li>Strengthen the use of research, evidence and disability-related data to inform service design, identify inequities, monitor outcomes and support continuous improvement.</li> <li>Embed disability-inclusive considerations within emergency preparedness, business continuity and disaster response planning to support equitable access to information, services and care during emergencies and disruptive events.</li> <li>Work with partners, consumers and disability service providers to improve system integration, strengthen referral pathways and support more coordinated and accessible services.</li> </ul>                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Accessible, inclusive telehealth and virtual health service models for people living with disability.</li> <li>Research and data informing equitable, disability-responsive service delivery.</li> <li>Improved identification and recording of disability data to support equitable service planning, reporting and outcomes measurement.</li> <li>Disability-inclusive disaster and emergency risk reduction practices embedded across West Moreton Health.</li> <li>Community accountability mechanisms involving people living with disability in reviewing progress.</li> </ul>                                                                                |

## Monitoring, evaluation and learning

West Moreton Health will report bi-annually on the Disability Services Plan 2026–29 to the Executive Leadership Committee, consistent with the West Moreton Health Strategic Plan 2025–29 commitment to governance and accountability. Progress will be shared with relevant advisory councils and key stakeholders, and people living with disability will be involved in reviewing our progress throughout the life of this plan.