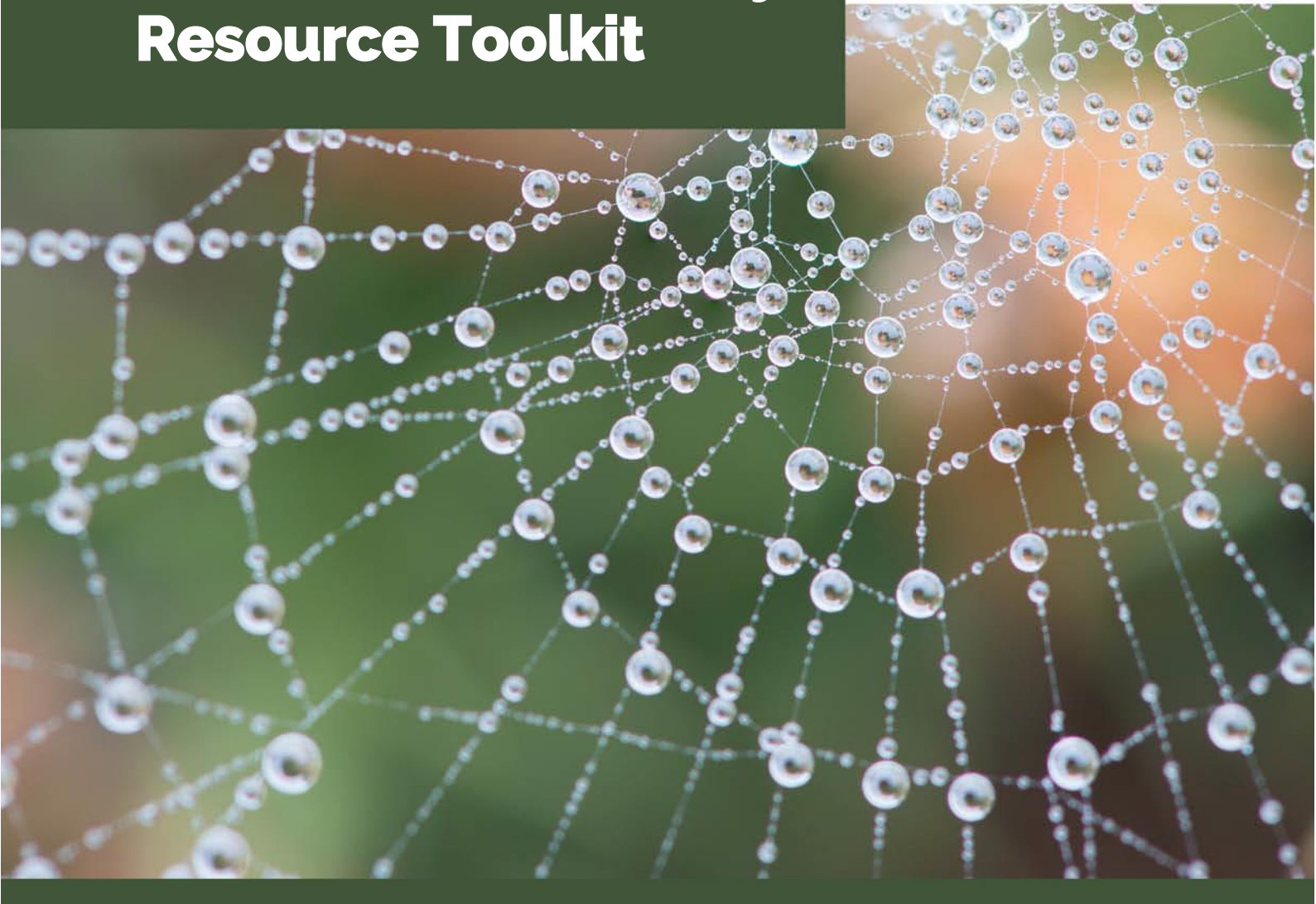


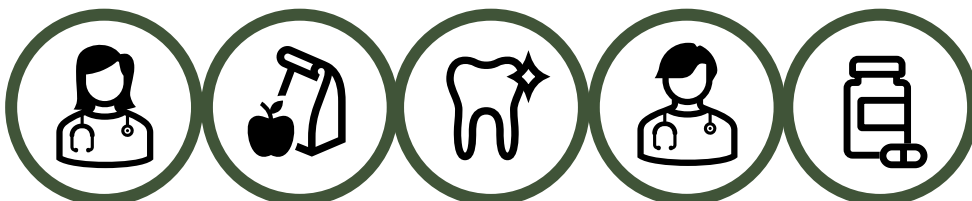
Primary Care Enhancement Program (PCEP)
Supporting People with an Intellectual
Disability to Access Health (SPIDAH)

Intellectual Disability Resource Toolkit



For Primary Health Care Clinics Reception

March 2024



All people working in primary health care clinics have a legal obligation to ensure that their service is accessible for all community members, including people with an intellectual disability, under the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).



Acknowledgement of Country

Western Victoria Primary Health Network acknowledges the traditional owners and custodians of the lands and waterways. We recognise their diversity, resilience, and the ongoing place that Aboriginal and Torres Strait Islander people hold in our communities. We pay our respects to the Elders, both past and present, and commit to working together in the spirit of mutual understanding, respect and reconciliation.

Acknowledgement of people with a disability and their supports

Western Victoria Primary Health Network acknowledges people with lived experience of a disability, inclusive of intellectual disability, as well as their families, carers, disability services and advocates. We recognise their strength, courage and unique perspective as a vital contribution to our work; to learn, grow and achieve better outcomes together.

We recognise that people with disabilities have the right to the enjoyment of the highest attainable standard of health without discrimination on the basis of disability; and have the same rights as every other Australian to have safe, effective and high-quality health care services that meet their needs.

Contents

About this Toolkit	4
About the PCEP SPIDAH Project.....	4
About the National Roadmap	4
Rights of Persons with Disabilities	5
Working with People with an Intellectual Disability	6
Key Resources at a Glance.....	7
Resources by Target Audience	8
Practice Managers, Receptionists and Administration	8
Health-Related Strategies and Plans	13
Health-Related Government Departments and Agencies	13
Health-Related Laws and Legislation	15
Further opportunities for Quality Improvement (PIP QI).....	16
For more information	16

This document was created by the Western Victoria Primary Health Network (WVPHN). If part or all of this document is replicated in any format, please acknowledge the source as Western Victoria Primary Health Network.

About this Toolkit

This 'Intellectual Disability Resource Toolkit for Primary Health Care Clinics' has been brought together by the [Primary Care Enhancement Program \(PCEP\) Supporting People with an Intellectual Disability to Access Health \(SPIDAH\) project](#) at the Western Victoria Primary Health Network (WVPHN). This toolkit aims to provide primary health care clinics with information and resources to support the delivery of high-quality care for people with an intellectual disability.

This toolkit contains two sections, resources by target audience and by subject matter. This approach aims to support primary health care professionals to easily find and access relevant resources for their work in primary health care clinics within the western Victoria region.

This version of the toolkit was developed in September 2022, approximate relevance of 3 years as up-to-date and recently published information is often preferred. Please note that the toolkit is non-exhaustive and resources available are not limited to those listed in this document.

About the PCEP SPIDAH Project

The PCEP SPIDAH project aims to improve how primary health care services are delivered to meet the needs of people with an intellectual disability. This project involves developing and piloting local models to contribute to the PCEP, as part of the [National Roadmap for Improving the Health of People with Intellectual Disability](#). The SPIDAH project is funded until 30 June 2024 by the Commonwealth Department of Health.

About the National Roadmap

The National Roadmap states that approximately 450,000 people, or 1.8 per cent of the Australian population, have intellectual disability.¹

Compared with the general population, people with intellectual disability experience:²

- more than twice the rate of avoidable deaths;
- twice the rate of emergency department and hospital admissions;
- substantially higher rates of physical and mental health conditions;
- significantly lower rates of preventative healthcare.

It is critical that collaborative action is taken to address these health inequities.



Primary health care professionals are vital leaders to uphold and ensure equitable access to health care services for all people, including people with an intellectual disability.

¹ Australian Institute of Health and Welfare (2003). Disability Prevalence and Trends. Available at: <https://www.aihw.gov.au/reports/dis/34/disability-prevalence-and-trends/formats>

² Trollor, J. & Small, J (2019). Health Inequality and People with Intellectual Disability – Research Summary

Rights of Persons with Disabilities



The [Australian Human Rights Commission Act 1986](#) articulates the Australian Human Rights Commission role and responsibilities. It gives effect to Australia's obligations under the following, including but not limited to:

- [Convention on the Rights of Persons with Disabilities](#)
- [Declaration on the Rights of Disabled Persons](#)

More information is available at the:

[Australian Human Rights Commission: Disability Rights](#)



Australia is a signatory to the United Nations (UN) Convention on the Rights of Persons with Disabilities. [Article 25 of the Convention states:](#)

'Parties recognize that persons with disabilities have the right to the enjoyment of the highest attainable standard of health without discrimination on the basis of disability...'

This includes that Parties shall take all appropriate measures to ensure access for persons with disabilities to health services that are gender-sensitive, including health-related rehabilitation. In particular, States Parties shall:

- Provide persons with disabilities with the same range, quality and standard of free or affordable health care and programmes as provided to other persons, including in the area of sexual and reproductive health and population-based public health programmes;
- Provide those health services needed by persons with disabilities specifically because of their disabilities, including early identification and intervention as appropriate, and services designed to minimize and prevent further disabilities, including among children and older persons;
- Provide these health services as close as possible to people's own communities, including in rural areas;
- Require health professionals to provide care of the same quality to persons with disabilities as to others, including on the basis of free and informed consent by, inter alia, raising awareness of the human rights, dignity, autonomy and needs of persons with disabilities through training and the promulgation of ethical standards for public and private health care;
- Prohibit discrimination against persons with disabilities in the provision of health insurance, and life insurance where such insurance is permitted by national law, which shall be provided in a fair and reasonable manner;
- Prevent discriminatory denial of health care or health services or food and fluids on the basis of disability.

Working with People with an Intellectual Disability

Broadly, there is a lack of data regarding the population of Australians with an intellectual disability.

In primary health care clinics, it is likely that professionals are supporting many community members with an intellectual disability however, this may not be well-recognised.

Primary health care professionals strive to deliver high-quality clinical care for all community members, and to support this there may need to be consideration of adaptations required to support equitable access, these changes are referred to as 'reasonable adjustments'.



Reasonable adjustments are small changes that can make a big difference to improve accessibility to your primary health care clinic.

When implemented effectively, reasonable adjustments remove barriers to support better access to equitable health care services.

Reasonable adjustments³:

- Include any form of assistance or adjustment that is necessary, possible and reasonable to reduce or eliminate barriers to access primary health care.
- Are personalised and should be tailored to meet individual requirements and circumstances.
- Need to be reviewed regularly to make sure they remain relevant and effective for the person, as well as manageable for the primary health care clinic.

5 practical examples of reasonable adjustments in primary health care clinics:

- Supporting patients who may require extra time to book a double-length appointment with the treating primary health care professional.
- Supporting patients who may have low literacy or are unable to read by calling them to remind them of upcoming appointments (as SMS reminders may not be suitable) and by providing assistance to complete relevant forms or paperwork.
- Supporting patients who may be uncomfortable, anxious or display behaviours in the waiting room by providing alternative places to wait, such as in their car or in a separate clinic room until their appointment time.
- Supporting patients who may have additional communication needs by providing visual aids, videos and examples to support explaining clinical information.
- Supporting patients who may be on the Disability Support Pension or with low socio-economic status by bulk-billing appointments, to reduce or remove out-of-pocket costs.

³ This information has been adapted from the following: <https://www.comcare.gov.au/about/forms-publications/documents/publications/claims/reasonable-adjustments-information-sheet.pdf>

Key Resources at a Glance

- [Disability Gateway](#)
- [Carer Gateway](#)
- [Centre for Developmental Disability Health \(CDDH\) Monash](#)
- [Council for Intellectual Disability \(CID\)](#)
- [Inclusion Australia](#)
- [Inclusion Melbourne](#)
- [National Disability Insurance Scheme \(NDIS\)](#)
- [National Roadmap for Improving the Health of People with Intellectual Disability](#)
 - [Video - How will the Roadmap help people with intellectual disability](#)
- [RACGP – Disability Guidelines](#)
- [Services Australia - Centrelink](#)
- [Services Australia – Health and Disability](#)
- [Victorian Advocacy League For Individuals With Disability \(VALID\)](#)
- [Victorian Advocacy Organisations List](#)
- [Victorian Dual Disability Service \(VDDS\) St Vincent's Hospital Melbourne](#)
- [Women with Disabilities Victoria](#)

Resources by Target Audience

Practice Managers, Receptionists and Administration



Practice Managers, Receptionists and Administration

Professional Associations

- [Australian Association of Practice Management \(AAPM\)](#)
- [Royal Australasian College of Medical Administrators \(RACMA\)](#)

Professional Development

- [e-Learning: For health professionals](#) (3DN) (Cost and registration required)
- [eLearns for Disability Confident Organisations - Australian Network on Disability \(and.org.au\)](#) (Cost required)

Resources for Information

- [Webpage: PIP QI Quality Improvement – Intellectual Disability Western Victoria Primary Health Network \(WVPHN\)](#)
 - Patient Profile – About me template
 - Patient Profile – Visual guide
- [Webinar: My Health Record for Medical Receptionists and Front Desk Staff](#) (My Health Record)
- [Webpage: My Health Record for healthcare providers](#) (Australian Digital Health Agency)
- [Webpage: Implementing My Health Record in your healthcare organisation](#) (Australian Digital Health Agency)
- [Podcast: Practice THAT!](#) – A podcast series for the Practice Manager that aims to support practice managers in their support of general practitioners (RACGP)
- [Podcast: Reception Insider](#) – Online podcast series for medical receptionists (RACGP)
- [Video: Guide for receptionists and administration](#) (7m43s) (UK resource)
- [Article: Welcoming a patient with Intellectual Disabilities into General Practice: Reasonable Adjustments in Primary Care](#) (UK resource)
- [Council for Intellectual Disability \(CID\)](#)
 - [Health resources](#)
 - [Resources for health professionals](#)
 - [Good Appointments, Better Health](#)
 - [Tailorable easy read appointment letter \(for receptionists\)](#)
 - [Sample easy read appointment letter \(pre-filled example\)](#)
 - [Tailorable Easy Read How to Find Us sheet](#)
- [Communication Access \(Scope\) – Communication Access Symbol](#)
- Communication Boards – paid resources, examples
 - [AAA Products – Access Ability Australia](#)
 - [Vidatak EZ Communication Boards | Assistive Technology Australia | ILC NSW \(at-aust.org\)](#)
 - [Health Care Communication Boards Advocate for Better Patient Care +| Say it with Symbols](#) (US resource)

Receptionist's reminders of reasonable adjustments

Reasonable adjustments are small changes that can make a big difference to improve accessibility to your primary health care clinic. When implemented effectively, reasonable adjustments remove barriers to support better access to equitable health care services.

Reasonable adjustments for reception staff to consider include, but are not limited to:

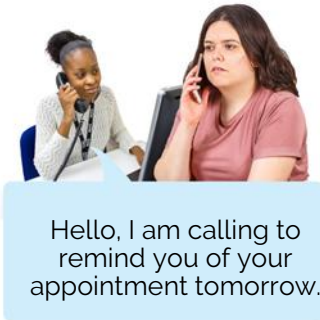


Booking appointments

Does the patient have a preference for:

- The time of day for the appointment
- The length of the appointment (ie. Double appointment)
- The provider of their health care (ie. Specific doctor)

Appointment reminders



Would the patient benefit from:

- An alternative contact person for appointment reminders
- An SMS reminder
- A phone call (ie. For patients who may be unable to read)
- The appointment information written down for them

Coming in for appointments



Would the patient benefit from:

- Notification if the provider is running late to reduce their waiting time in the clinic environment
- Assistance with forms when they come to the clinic
- Health Care Card / Medicare on file so no need to take this out at every appointment
- An alternative or quiet space to wait for the appointment

Communication (clinics may develop their own)



Would the patient benefit from:

- Social stories
- Information written in an easy read format
- Communication boards (examples linked [here](#) and [here](#))
- Visual cues to support clear communication

This page and the following page can be printed and used at reception desks to visually show patients which document type you are requesting from them.

Document types (visual)

This is a visual example of some cards commonly asked to be shown when attending appointments in primary health care clinics. This can be used as a visual aid to request this document from a patient.

Driver's licence



Medicare card



Services Australia

Health Care Card



DVA Health Care Card – Gold Card



Services Australia

Pensioner

Concession Card



DVA Pensioner

Concesion Card



Services Australia

Commonwealth

Seniors Health Card



DVA Commonwealth

Seniors Health Card



Health-Related Strategies and Plans

National

- [Australia's Long Term National Health Plan](#)
- [Australia's Primary Health Care 10 Year Plan 2022–2032](#)
- [National Aboriginal and Torres Strait Islander Health Plan 2021–2031](#)
- [National Medical Workforce Strategy 2021–2031](#)
- [National Preventive Health Strategy](#)
- [National Roadmap for Improving the Health of People with Intellectual Disability](#)
- [Stronger Rural Health Strategy](#)

- [Australia's Disability Strategy 2021-2031](#)
- [Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability](#)
- [Younger People in Residential Aged Care Strategy](#)

- [Australian Institute of Health and Welfare Report: People with disability in Australia 2022](#)

State

- [Victoria's 10-Year Mental Health Plan](#)
- [Victorian Suicide Prevention Framework 2016-2025](#)
- [Royal Commission into Victoria's Mental Health System](#)
- [Victorian Department of Health](#), including but not limited to:
 - [Health.vic](#)
 - [Better Health Channel](#)
 - [Mental health and wellbeing reform](#)

Health-Related Government Departments and Agencies

National Departments and Agencies

Departments

- [Department of Health and Aged Care](#)
- [Department of Social Services](#)

Agencies

- [Aged Care Quality and Safety Commission](#)
- [Australian Commission on Safety and Quality in Health Care](#)
- [Australian Digital Health Agency](#)
- [Australian Hearing Services \(Hearing Australia\)](#)
- [Australian Human Rights Commission](#)
- [Australian Institute of Health and Welfare](#)
- [Cancer Australia](#)
- [Independent Hospital Pricing Authority](#)
- [National Disability Insurance Scheme](#)
- [National Health and Medical Research Council](#)
- [National Health Funding Body](#)
- [National Mental Health Commission](#)
- [NDIS Quality and Safeguards Commission](#)
- [Services Australia](#)

State Departments and Agencies (Victoria)

Departments

- [Department of Health](#)
- [Department of Families, Fairness and Housing \(DFFH\)](#)
 - [Victorian Senior Practitioner](#)

Agencies

- [Ambulance Victoria](#)
- [Better Health Channel](#)
- [Bettercare Victoria](#)
- [Carer Card Victoria](#)
- [Carers Victoria](#)
- [Companion Card](#)
- [Disability Services Commissioner](#)
- [Emergency Management Victoria](#)
- [Family Safety Victoria](#)
- [Family Violence Reform Implementation Monitor](#)
- [Health Complaints Commissioner](#)
- [Health Translations Directory](#)
- [Independent Mental Health Advocacy](#)
- [Homes Victoria](#)
- [Housing Vic](#)
- [Independent Broad-based Anti-corruption Commission](#)
- [Medical Panels](#)
- [Mental Health Complaints Commissioner](#)
- [Mental Health Tribunal](#)
- [Public Advocate](#)
- [Public hospitals in Victoria](#)
- [Regional Development Victoria](#)
- [Regional Living Victoria](#)
- [Respect Victoria](#)
- [Safer Care Victoria](#)
- [Seniors Online](#)
- [Service providers \(Department of Families, Fairness and Housing\)](#)
- [Service Victoria](#)
- [Services \(Department of Families, Fairness and Housing\)](#)
- [State Emergency Service](#)
- [State Trustees Limited](#)
- [VicHealth](#)
- [Victoria Legal Aid](#)
- [Victorian courts and tribunals \(includes Supreme Court, County Court, Magistrates Court, Children's Court, Coroners Court, VCAT and VOCAT\)](#)
- [Victorian Disability Worker Commission](#)
- [Victorian Equal Opportunity and Human Rights Commission](#)
- [Victorian Health Building Authority](#)
- [Victorian Health Promotion Foundation](#)

Health-Related Laws and Legislation

National

- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Fair Work Act 2006
- Children, Youth and Families Act 2005
- Commonwealth Privacy Act 1988
- Crimes Act 1958 No. 6231 (Vic)
- Crimes Amendment (Protection of Children) Bill 2014 (Vic)
- Freedom of Information Act 1988
- Health Records Act 2001
- Health Services Act 1988 (section 141)
- Information Privacy Act 2000
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Privacy & Data Protection Act 2014
- Victims' Charter Act 2006
- Victorian Charter of Human Rights and Responsibilities
- Family Violence Protection Act 2008
- Family Violence Protection (Information Sharing and Risk Management) Regulations 2018
- Child Wellbeing and Safety Act 2005

State

- [Medical Treatment Planning and Decisions Act](#)
- [Equal Opportunity Act 2010](#)
- [Public Health and Wellbeing Act 2008](#)
- [Disability Act 2006](#)
- [Charter of Human Rights and Responsibilities Act 2006](#)

Further opportunities for Quality Improvement (PIP QI)

The Practice Facilitation (PF) team at Western Victoria Primary Health Network (WVPHN) can support general practice clinics in the participation of quality improvement activities using the Plan Do Study Act (PDSA) approach.

WVPHN has developed templates for the quality improvement (QI) activities, and for further information of these PDSA activities, please contact your Practice Facilitator.

QI focus: Improve recording for patients with an intellectual disability.

This PDSA aims to:

- Increase recording of patients with intellectual disabilities in practice clinical information system.
- Identify needs and gaps for managing health needs for patients with intellectual disability.

QI focus: Improving the care for patients with an intellectual disability.

This PDSA aims to provide:

- Better health outcomes for patients with an intellectual disability.
- Seamless coordination of care through general practice.

This will lead to a greater understanding of what patients with an intellectual disability need and provide a consistent recalling system with additional adjustments that may be required.

This activity will require the involvement of all staff to support positive change in the implementation of reasonable adjustments for patients on their health care journey as an end-to-end process to support greater inclusion.

Further details are available on the following webpage:

<https://practiceconnect.com.au/quality-improvement/intellectual-disability/>

For more information

For general practice clinics in the WVPHN region, please contact your Practice Manager who can liaise with your WVPHN Practice Facilitator.

View the webpage: <https://westvicphn.com.au/>

