

# TALK ABOUT

## LET'S TALK ABOUT...

TALK ABOUT is a way for Darling Downs and West Moreton PHN to ask you about your experience with healthcare in your community.

From 31 July until 11 September 2024 we want to TALK ABOUT what you think is working well and what you think could be done better to improve your healthcare experiences.

Let's TALK ABOUT the health needs of...

### DISABILITY & NEURODIVERSITY

#### DID YOU KNOW?



Across the PHN region, there are around **42,000** people with a profound or severe disability



More than **23,000** people are the primary carer of a person with a disability.



By 2025, it is anticipated there could be **26,000** people supported under the National Disability Insurance Scheme (NDIS).

#### Participants include people with

- Autism
- Intellectual disability and down syndrome
- Developmental delay
- Mental health and neurological disorder

#### The most needed services include



Home-based care



Community-based support



Support coordination

[CLICK HERE TO COMPLETE OUR SHORT SURVEY](#)

[ddwmpnh.com.au/talk-about](http://ddwmpnh.com.au/talk-about)

# TALK ABOUT

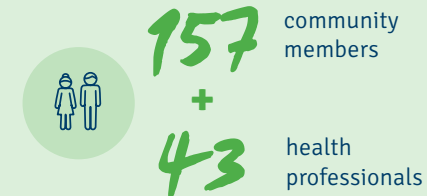
## WHAT WE HEARD

TALK ABOUT is a way for Darling Downs and West Moreton PHN to ask you about your experience with health care in your community.

From 31 July to 11 September 2024, you talked about **Disability and Neurodiversity**.

### This is WHAT WE HEARD...

The online survey captured feedback from 200 people ...



Kitchen table discussions captured stories from...



Overall, you rate your experience with these health services with a score of **5 out of 10**.

Health care professionals rate their experience with these health care services with a score of **6 out of 10**.

**46%** of people identifying as **neurodivergent** said their health professional treats them differently.

**47%** of people living with a **disability** said their health professionals treats them differently

#### What you thought worked well



##### You value services for how they...

- Supported your access to care, including managing your booking and wait lists.
- Provided bulk billing and free care.
- Communicated with your other health professionals to coordinate your care.
- Helped you understand your health care needs so you can make decisions about your care.

#### What you thought could be done better



##### You would like to see...

- More supports for individuals with specific needs and more tailored services.
- Education and training for healthcare providers, in relation to communication skills and updated knowledge of care needs.
- Increased access to services, including expanding telehealth options and reducing wait times for in-person consultations.
- Improved communication between care providers, including cultural sensitivity.

All consultation findings from our online survey and Kitchen Table Discussions will be distributed to external key stakeholders and inform future Primary Health Network decision making, targeted service delivery of programs and provide important updated information for our region's Health Needs Assessment.

Thank you to everyone who contributed to our survey! We look forward to hearing from you on our future topics.