

# HEALTH CONSUMERS QUEENSLAND FORUM

## The Evolution of Engagement



**2018 ANNUAL FORUM**  
THE EVOLUTION  
OF ENGAGEMENT  
**14-15 JUNE BRISBANE**



ROYAL INTERNATIONAL CONVENTION CENTRE, BRISBANE

Sharon Boyce, Chair, Queensland Disability Advisory Council and Regional Chair, South West Regional Disability Advisory Council

# Disability Awareness Training Session...

- ▣ Importance of sharing knowledge/understanding/ listening/ communicating with people with disability



# Central to this is:

- ▣ Creating a real understanding of Individuals lives through Disability Awareness Training
- ▣ Having a thorough knowledge of policy and how it relates to employment
- ▣ Being fair and equitable and giving somebody a go
- ▣ Understanding the value of employment to an individual

# Celebrating My Journey...

- ▣ Educator/ academic/ consultant
- ▣ Discovering Disability & Diversity
- ▣ University Student – PHD- Inclusion at USQ
- ▣ University Lecturer
- ▣ Chair of the Queensland Disability Advisory Council – Chair of RDAC
- ▣ Early Childhood/Primary/secondary Educator
- ▣ Workplace/Carer Inclusion Trainer
- ▣ Teacher Professional Development
- ▣ Auditor
- ▣ Facilitator 'Leaders for Tomorrow' program



# We all have a role...

- ▣ Employers and Employees
- ▣ People with a disability
- ▣ Families and Friends
- ▣ Disability Services staff
- ▣ Service providers
- ▣ Advocates
- ▣ Carers
- ▣ Support workers
- ▣ Many more...



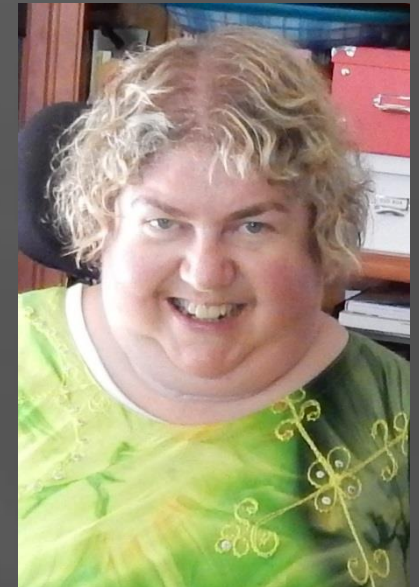
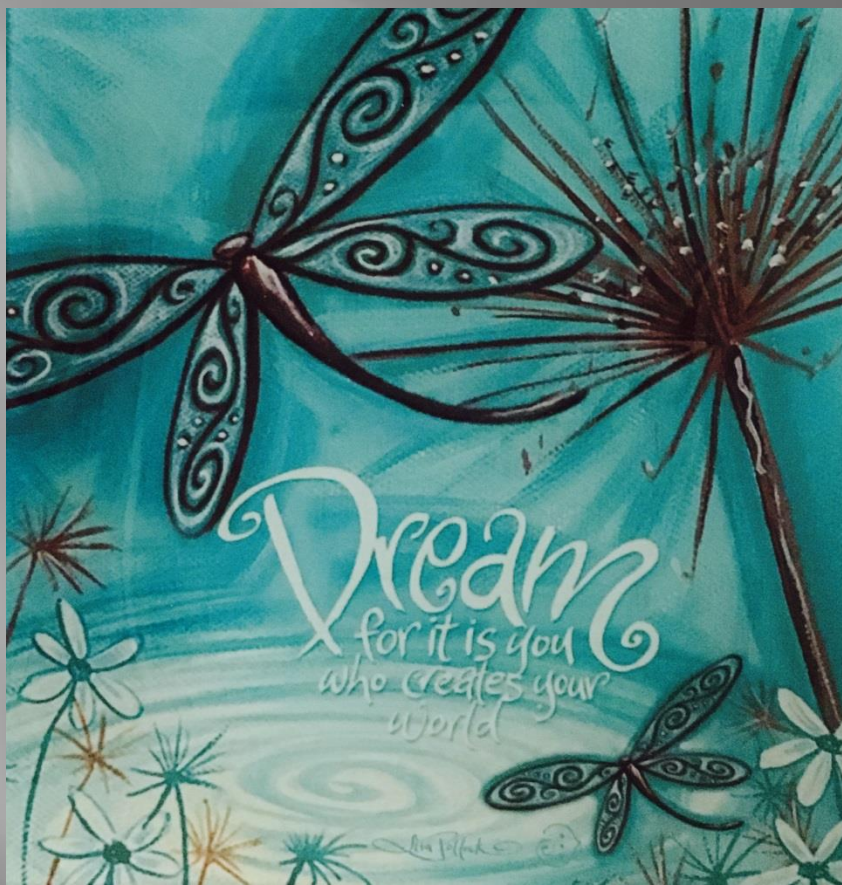


# Meaningful Communication:-

- ▣ Lets the patient know what is happening
- ▣ Makes an individual feel valued
- ▣ Increases a persons self worth
- ▣ Breaks down barriers
- ▣ Takes away fear
- ▣ Should be a right for all
- ▣ Creates a strong, diverse community
- ▣ Supports safe clinical practice

# Central to this is:

- ▣ Creating a real understanding of Individuals lives through Disability Awareness Training
- ▣ Having a thorough knowledge of policy and how it relates to health
- ▣ Being fair and equitable and giving somebody a go
- ▣ Understanding the value of shared approach to healthcare to an individual



My life – roles /organisations/ disability- health interface

Importance of understanding disability physical and hidden my own lack of knowledge kids opinions  
2 year health rollercoaster shapes why here today



# Best Practice

- ▣ Importance of communication tracheostomy – no speech.
- ▣ Fear
- ▣ wrong info passed on
- ▣ Handovers/changeovers so important.

# Discovering DisAbility & Diversity – part of my dream...Importance of Disability Awareness Training to break down stigma and pre- conceived ideas and attitudes about employment...



- Invited to over 3000 different schools, organisations and centres across Australia
- Worked with over 300 000 adults and children

# Different not Deficient



- ▣ Giftedness - Blind Autistic Girl/ Classical Singer – Look for Gifts not Deficiencies!!
- ▣ Raising the Bar - expect the best!!
- ▣ Pastoral Attitude
- ▣ Having a voice
- ▣ Equity - disabled learners capable of being treated as exceptional and excellent
- ▣ Building capability, changing perceptions
- ▣ We all have choices on our journey!!



# Challenge our Perceptions

- ▣ What do we see when we look at the outside of somebody? Don't judge what we think they are capable of. Don't put limits on individuals.



# Active Experience to create change...

- ▣ Our hands-on experiential professional development workshop session allows all participants to explore this diversity and difference and then relate it to their own lives, work situations, family situations and overall attitudes and understanding of disability and difference. A real focus of hidden disability is explored. I want people to understand autism and issues like dyslexia. We can make a difference.





# Discovering Disability & Diversity

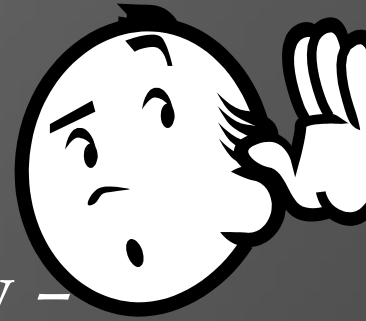
- ▣ These sessions highlight how the program has resulted in real change towards inclusion of people with a disability or people who are from diverse backgrounds – Once understanding and knowledge is explored real change starts to take place



# What's your Dream



# Disability – The Personal and The Professional



- ▣ Real understanding and empathy the key – focus on experiential understanding and the real stories in our workshops.
- ▣ Listening to the person and their family.
- ▣ Importance of family support – my own care.
- ▣ Issues of aging parents wanting the best care and security for their children
- ▣ More simplified forms and support services overall.
- ▣ Real need – real support.



# We are all Unique



# My Awards...Inclusion is central to these...

- ▣ Queensland Disability Action Week Award in 2003
- ▣ Human Rights Award for Individuals (2008), for work with community in disability and diversity awareness.
- ▣ Runner up in the Queensland Regional Achievement Awards 2011
- ▣ Queensland Regional Achievement and Community Service Award in 2012.



# Our journey – Our role in our lives... Look for Opportunities... Networks...



# Break Down the Barriers

- ▣ Create Real Change...