

# Digital health platforms for people with disability



**Easy Read**

# About this information

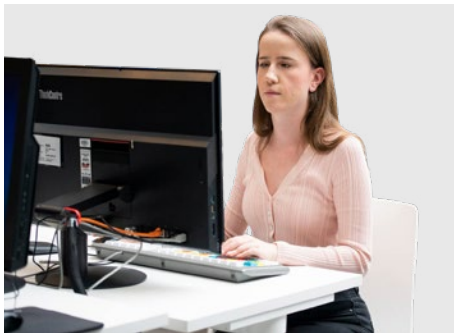


**People with Disability Australia** made this information.

We say **PWDA** for short.



PWDA supports people with disability to get their rights.



PWDA looked into how people with disability use **digital health platforms**.



**Digital health platforms** are online sites that can keep information about your health.

Some digital health platforms are



- **My Health Record**

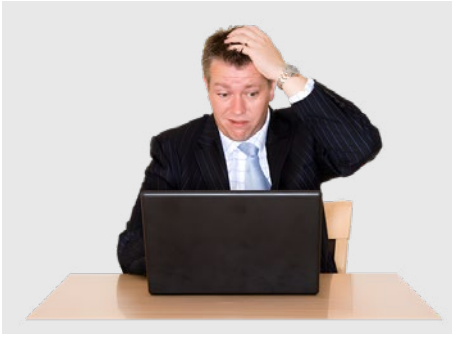
- **my health app.**



**My Health Record** is a website where you can keep and look at your health information.



**my health app** is a phone app you can use to look and edit your My Health Record.



We looked at why people with disability find digital health platforms hard to use.



This information says what we found out.

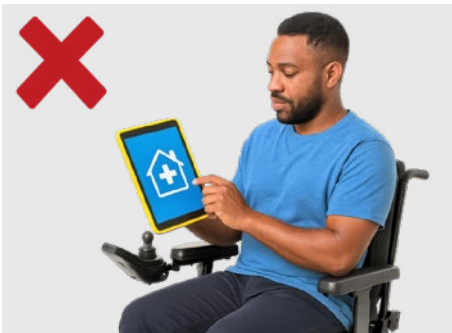
## What we found out



It is often hard for people with disability to get **accessible** online health information.



**Accessible** means all people with disability can get and use their health information.



A lot of the digital health platforms are not made in an accessible way.



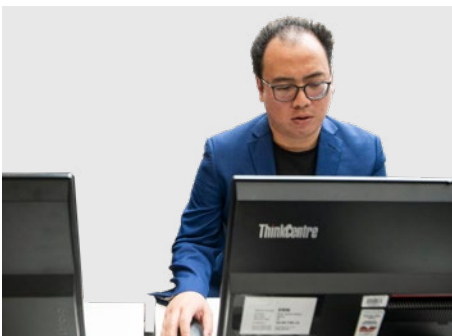
Lots of people feel digital health platforms might not keep information in a safe way.



People worry their health information might not be kept **private**.



**Private** means only you can see the information.



People with disability can find it hard to use digital health platforms.

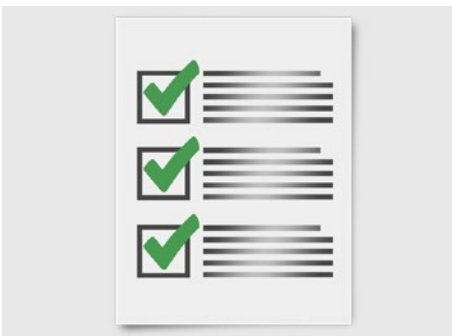


It can be harder for people with disability who live far away from big cities.

# Our recommendations



We have **recommendations** for how to make digital health platforms better for people with disability.



**Recommendations** are things we think should happen.

## Recommendation 1



The **Australian Digital Health Agency** looks after digital health platforms in Australia.

We will say the **Agency** for short.



The Agency should work with people with disability when they make digital health platforms.



## Recommendation 2



There should be more people with disability who work at the Agency.



The Agency should show the community that it can support people with disability.



This might mean they show pictures of people with disability on their social media or website.



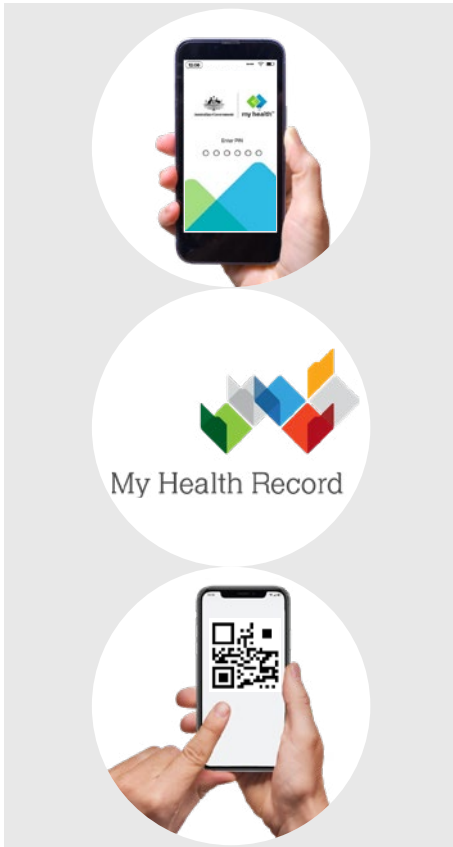
This will help people with disability know the Agency can support them.



It will make sure the Agency listens to people with disability.



## Recommendation 3



The Agency needs to check things like

- my health app
- My Health Record
- **Electronic prescriptions.**



**Electronic prescriptions** are what the doctor sends you online so you can get your medication.



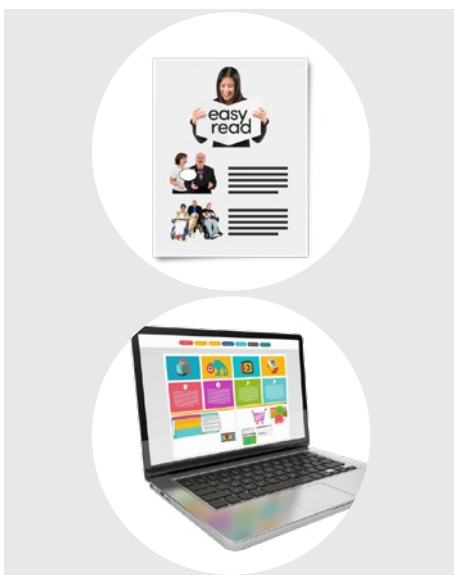
The Agency needs to make sure **all** people with disability can use these online services.



This might be people who

- Are deaf
- Have trouble hearing
- Have trouble seeing
- Are blind.

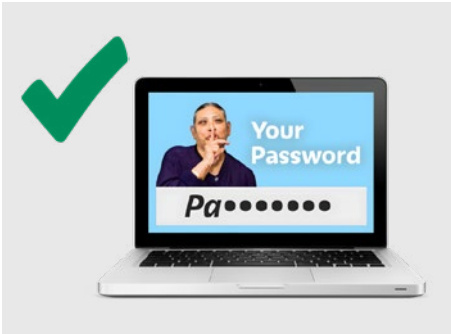
## Recommendation 4



The Agency needs to change my health app and My Health Record so they have

- Words that are easier to read
- More pictures.

## Recommendation 5



The Agency needs to make sure all digital health platforms keep information safe.

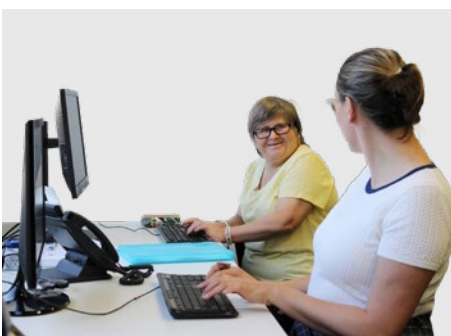


It needs to tell people with disability in a clear way how they keep information safe.

## Recommendation 6



The Agency should work with medical and health staff.



This will help the Agency learn how people with disability use digital health platforms.

## Recommendation 7



The Agency should make clear information about how to use digital health platforms.



It should work with people with disability to make this information.

## Recommendation 8



The Agency should make sure people in places far away from cities can use digital health platforms.



It can work with other Government services to do this.



This might be Government services like Centrelink and NDIS.

## Recommendation 9

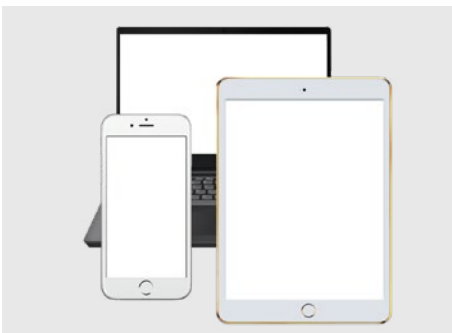


The Agency should work to make sure all digital health platforms are accessible.



It can work with online services and Government services to do this.

## Recommendation 10



Some people with disability do not have phones or computers.



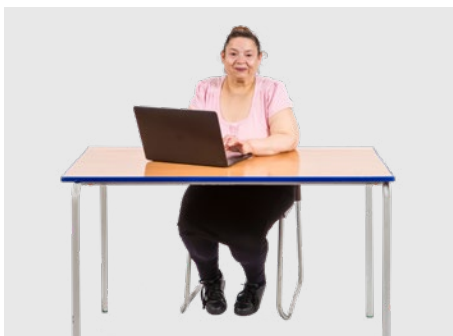
This means they can not go online to use digital health platforms if they want to.



The Agency should work with places like community centres to support these people.



People could go to the community centre for support to use a computer.



This will help them be able to use digital health platforms.

## More information

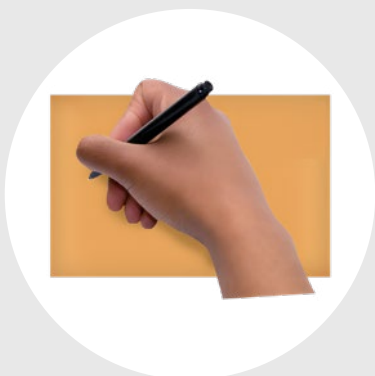


For more information about our recommendations you can

- Call us on **1800 422 015**



- Send us an email to **[pwd@pwd.org.au](mailto:pwd@pwd.org.au)**



- Send us a letter to  
**PO BOX 666**  
**Strawberry Hills NSW 2012.**

Council for Intellectual Disability made this document Easy Read. **CID** for short.  
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