Paediatric Health Services Planning for the National Disability Insurance Scheme

Phase 1 completion report

February 2016-June 2016
Paediatric Health Services Planning for the NDIS
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Summary

1. The National Disability Insurance Scheme (NDIS) will roll out in Queensland over three years starting from July 2016. This significant reform of disability services and supports will interface with mainstream service providers including health, bringing change to established roles, responsibilities and internal and external clinical practices and pathways.

2. The Queensland Child and Youth Clinical Network (QCYCN) and Children’s Health Queensland (CHQ) have partnered to support paediatric health services planning for this major social reform. This includes CHQ services and paediatric health services in Hospital and Health Services across Queensland.

3. Phase one of the paediatric health services planning for the NDIS was inclusive of the period from 1st February 2016 to 30th June 2016.

4. Phase one activity was informed by the CHQ Executive Leadership Team paper Paediatric Health Planning for the National Disability Insurance Scheme dated the 30th November 2015, and the Queensland Government’s NDIS Hospital and Health Service Transition Plan from January 2016 (see Appendix 1).

5. Phase one activity focused on:
   a. Establishing and maintaining an up-to-date understanding of the NDIS
   b. Anticipating the likely impact of the NDIS on existing paediatric health services in Queensland
   c. Supporting paediatric health workforce preparedness.

6. Supervision of phase one activity was shared by the QCYCN Chair and the CHQ Executive Director of Community, Mental Health and Statewide Services.

7. The phase one NDIS project objectives were realised on time and on-budget and activity of the period is detailed in this report.

8. In June 2016 there was confirmation of a further 12 months of funding from the Department of Health’s Healthcare Improvement Unit to continue this paediatric health services preparedness for the NDIS.

9. A planning discussion regarding the priorities for phase two is scheduled for the 5th July 2016. This will be facilitated by the Senior Director, Business and Process Improvement.
### NDIS Project Phase 1 Activity Overview

Paediatric Health Planning for the NDIS commenced in February 2016, with an anticipated end date of the 30th June 2016.

An Executive Steering Committee was convened to guide project activity. The Executive Steering Committee met on a fortnightly basis for the duration of the phase one project period. Membership of the Steering Committee was as follows:

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Director Community, Mental Health and Statewide Services, Chair</td>
<td>Frank Tracey</td>
</tr>
<tr>
<td>Co-Chair, Queensland Child and Youth Clinical Network</td>
<td>Kerri-Lyn Webb</td>
</tr>
<tr>
<td>Executive Director of Allied Health</td>
<td>Tania Hobson</td>
</tr>
<tr>
<td>Executive Director of Governance, Strategy and Planning</td>
<td>Taresa Rosten</td>
</tr>
<tr>
<td>Divisional Director of Child, Youth and Mental Health Services</td>
<td>Judi Krause</td>
</tr>
<tr>
<td>Divisional Director of Child and Youth Community Health Services</td>
<td>Jennifer Crimmins</td>
</tr>
<tr>
<td>Divisional Director of Clinical Support Services</td>
<td>Dominic Tait</td>
</tr>
<tr>
<td>Divisional Director of Medical Services</td>
<td>Steven McTaggart</td>
</tr>
<tr>
<td>Co-Chair, Family Advisory Council</td>
<td>Sue Tape</td>
</tr>
<tr>
<td>Senior Director, Performance Management and Analysis</td>
<td>Alan Fletcher</td>
</tr>
<tr>
<td>Senior Director, Communications and Engagement</td>
<td>Colleen Clur</td>
</tr>
<tr>
<td>RACP NDIS Working Group Queensland Representative</td>
<td>Anne Kynaston</td>
</tr>
<tr>
<td>QCYCN-CHQ NDIS Project Manager</td>
<td>Bethany Hooke</td>
</tr>
</tbody>
</table>

The focus of the project activity in this period was to:

1. Establish and maintain an up-to-date understanding of the of the National Disability Insurance Scheme (NDIS)
2. Anticipate the likely impact of the NDIS on existing paediatric health services in Queensland
3. Develop and implement a mechanism to support paediatric health workforce preparedness that is inclusive of the likely systemic and cultural changes brought about by the roll out of the NDIS in Queensland

Mid-way through this phase 1 activity, a Consumer Advisor was engaged for 4 hours per week to ensure that the needs and perspectives of families remained at the centre of all that we do.
Understanding the NDIS

Activity:
- Meetings with the NDIA to discuss health service preparedness (18th February) and the Early Childhood Early Intervention initiative (11th May)
- Ongoing engagement with the Department of Health’s Strategic Policy Unit
- Formal and informal discussions with representatives from Townsville HHS (Qld NDIS early implementation site) on a regular and ongoing basis regarding the impact of the NDIS on paediatric health services in that region
- Engagement with South Australia Health in both metropolitan and rural sites
- Subscribed to the Department of Communities Queensland NDIS update
- Analysis and summary of the Quarterly Reports to the COAG Disability Reform Council (specifically the 10th and 11th Quarterly Reports)
- Attended conferences, webinars and other NDIS forums:
  - NDIS Webinar: Early Childhood Early Intervention 5th April 2016
  - National Disability Services Queensland Conference 11th & 12th April
  - Department of Health NDIS Forum 29th April
  - Early Intervention Australia’s ECEI Forum 2nd June
  - NDIS Webinar: NDIS roll out in Queensland 14th June
  - National Injury Insurance Scheme (NIIS) presentation by the Queensland Treasury 15th June

Engagement:
- National Disability Insurance Agency (NDIA)
- Department of Health’s Strategic Policy Unit
- Townsville Hospital and Health Service (HHS)

Anticipating the NDIS-paediatric health services interface

Activity:
- Contributed to the Department of Health’s feedback on key policy documents pertaining to the NDIS including:
  - NDIS Working Arrangement to Support Interactions between the NDIS and Mainstream Services, June 2016
  - NDIS Steering Committee Agenda Paper: Early Childhood Early Intervention, June 2016
- Established, chaired and analysed contributions from members of the CHQ NDIS Clinical Advisory inclusive of the following clinical service areas:
  - Child Development
  - Paediatric Rehabilitation
  - Paediatric Palliative Care
  - Child, Youth and Mental Health Services
  - Connected Care and Nurse Navigators
  - General Paediatrics
  - Dietetics
- Engaged with key external stakeholders including:
  - equivalent positions in other Queensland HHSs
  - clinical partners external to Queensland Health
  - like providers in other jurisdictions
- Participated in CHQ internal planning events with a view to the NDIS eg. Long Stay Workshop
- Participant in the Department of Health’s Statewide NDIS Steering Committee

Engagement:
- Queensland Department of Health’s Strategic Policy Unit
Paediatric Health Services Planning for the NDIS: Phase one

- Metro North HHS
- South West HHS
- North West HHS
- Cape and Torres Strait HHS
- Medical Aids Subsidy Scheme
- Royal Far West
- SA Health
  - Women and Children’s Health Network
  - Country SA
- Westmead Children’s Hospital
- CHQ Family Advisory Council

Paediatric public health workforce preparedness

Activity:
- Phase one communication plan developed in partnership with the CHQ Media and Communications Unit
- Intranet site located on QHEPS and inclusive of:
  - Links to the NDIA website and key documents
  - Workforce briefing series (x6 presentations embedded in the website)
  - Responses to frequently asked questions
- Attended staff meetings and deliver tailored presentations upon request of clinical services (x11 from April to June)
- CHQ Staff Forum Presentation 4th April
- Allied Health Professional Office of Queensland (AHPOQ) Paediatric Showcase presentation 14th April
- Established, chaired and facilitated feedback from the CHQ Clinical Advisory (Terms of Reference and key deliverable available upon request)
- Monthly progress reports to the CHQ Allied Health Leadership Group, the QCYCN Steering Committee and the QCYCN Child Development Subnetwork.
- Preliminary planning for a CHQ-QCYCN-Griffith University symposium for the 23rd November (previous symposium October 2015)

Engagement:
- CHQ Media and Communications
- Queensland Paediatric Rehabilitation Service
- Queensland Paediatric Palliative Care Service
- LCCH Speech Pathology Department
- LCCH Oncology Service
- LCCH Social Work Representative
- LCCH Physiotherapy Department
- CHQ Spina Bifida Service
- CHQ Child Youth and Mental Health Service Leadership Team
- CHQ Child Development Program, Keperra Team
- CHQ Child Development Program Leadership Team
- Connected Care and Nurse Navigator Program
- QCYCN Child Development Sub Network
- QCYCN Child Health Sub Network
- Griffith University
- Allied Health Professional Office of Queensland (AHPOQ)
Key Deliverables of Phase 1:


2. CHQ NDIS Clinical Advisory Activity Summary, inclusive of clinical issues, risks and strategies as identified by senior clinicians from key clinical service areas to support both CHQ Executive and clinical workforce preparedness (Appendix 3)

3. Communications plans:
   - Communication Plan: CHQ rollout of the NDIS March-June 2016
   - NDIS Communication Tactics: NDIS roll out 2016-2019 (Appendix 4)
### Appendix 1  Progress against the Department of Health’s Hospital and Health Service Transition Plan

<table>
<thead>
<tr>
<th>Focus</th>
<th>Actions</th>
<th>Phase 1 Progress</th>
<th>Deliverables</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provider Readiness</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Map existing services which are in-scope for NDIS</td>
<td>Current non-government provider market in HHS' local area</td>
<td>Out of scope of phase 1</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td>Project demand for the service</td>
<td>Out of scope of phase 1</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td>Analysis of current service delivery models</td>
<td>Out of scope of phase 1</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td>Risk assessment</td>
<td>Out of scope of phase 1</td>
<td>NA</td>
</tr>
<tr>
<td></td>
<td>Comparison of current cost provision</td>
<td>Out of scope of phase 1</td>
<td>NA</td>
</tr>
<tr>
<td><strong>Agency provider status</strong></td>
<td></td>
<td>Out of scope of phase 1</td>
<td>NA</td>
</tr>
</tbody>
</table>

**Agency Readiness – Hospital and Health Services**

<table>
<thead>
<tr>
<th>Focus</th>
<th>Actions</th>
<th>Phase 1 Progress</th>
<th>Deliverables</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish local NDIS governance</td>
<td>Establish a governance structure and processes, including dedicated staff to manage transition activities</td>
<td>Achieved</td>
<td>CHQ Executive Lead</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>CHQ Steering Committee</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>NDIS Project Lead</td>
</tr>
<tr>
<td>Prepare an HHS-Specific plan for go-live</td>
<td>Maintain awareness of government decisions</td>
<td>Actioned and ongoing</td>
<td>Intranet site</td>
</tr>
<tr>
<td></td>
<td>Maintain awareness of new DoH policies, procedures and systems</td>
<td>Actioned and ongoing</td>
<td>Engagement with Strategic Policy Unit</td>
</tr>
<tr>
<td></td>
<td>Develop and document policies and processes including referral, discharge and privacy policies</td>
<td>Out of scope of phase 1</td>
<td>NA</td>
</tr>
</tbody>
</table>

**Participant Readiness**

<table>
<thead>
<tr>
<th>Focus</th>
<th>Actions</th>
<th>Phase 1 Progress</th>
<th>Deliverables</th>
</tr>
</thead>
</table>
| Ensure current HHS patients/clients are ready | Determine impacts on existing patients  
  • Change of service provider  
  • Discharge processes  
  • NDIS planning | Actioned and ongoing | Clinical Advisory  
  Consumer Advisor |
<table>
<thead>
<tr>
<th>Workforce Readiness</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Plan for and manage workforce change</strong></td>
<td><strong>Implement NDIS workforce strategy – ensure workforce capability</strong></td>
</tr>
</tbody>
</table>
| Identify an NDIS workforce lead | Determine what information staff need to know to provide accurate advice and information to patients:  
  - NDIS orientation  
  - New/changes processes and systems  
  - NDIS information that patients may require  
  - NDIS information that NDIA may require | Actioned and ongoing | Clinical Advisory  
  Clinical Issues and Strategies  
  Intranet site  
  Workforce briefings |
| Identify impacted staff as a result of cashed out services | NA | Preliminary activity | Clinical Advisory  
  Clinical Issues and Strategies |
| Develop a NDIS workforce strategy including:  
  - Changes to work requirements  
  - Communications, engagement and change approach  
  - Roles, skills and expansion as a result of NDIS |  |  |  |
|  |  |  |  |
| **Participant choice and control** |  |
| Develop a patient communication and engagement strategy | Not progressed in phase 1 |  |  |
| Communicate impacts to identified patients | Not progressed in phase 1 |  |  |
### Paediatric Health Services Planning for the NDIS: Phase one

<table>
<thead>
<tr>
<th>Task</th>
<th>Status</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop staff training materials</td>
<td>Actioned and ongoing</td>
<td>Intranet site</td>
</tr>
<tr>
<td>Deliver training to identified staff</td>
<td>Actioned and ongoing</td>
<td>Intranet site</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Workforce briefings</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Presentations and discussions at staff meetings and other forums</td>
</tr>
</tbody>
</table>

**Provider Readiness - NGOs**

<table>
<thead>
<tr>
<th>Task</th>
<th>Status</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage changes to existing service provision contracts</td>
<td>Out of scope of phase 1</td>
<td>NA</td>
</tr>
<tr>
<td>Identify local contracts with NG providers which will be impacted by the NDIS (cashed out services)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide Strategic Policy Unit with a list of local contracts to assist NDIA to build a database of local disability support service providers</td>
<td>Out of scope of phase 1</td>
<td>NA</td>
</tr>
<tr>
<td>Review contracts to ensure they are focused on health services consistent with the applied principles</td>
<td>Out of scope of phase 1</td>
<td>NA</td>
</tr>
<tr>
<td>Determine required contract variations</td>
<td>Out of scope of phase 1</td>
<td>NA</td>
</tr>
<tr>
<td>Inform vendors of required contract changes</td>
<td>Out of scope of phase 1</td>
<td>NA</td>
</tr>
<tr>
<td>Execute contract variations</td>
<td>Out of scope of phase 1</td>
<td>NA</td>
</tr>
</tbody>
</table>
Appendix 2  NDIS QHEPS Intranet Page Usage April-June 2016

Page Views:

<table>
<thead>
<tr>
<th>Description</th>
<th>Views</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal QHEPS pages (accessed via links to the NDIS page on other pages</td>
<td>502</td>
</tr>
<tr>
<td>on other pages throughout QHEPS e.g. The CHQ QHEPS home page)</td>
<td></td>
</tr>
<tr>
<td>Direct visits (via the CHQ NDIS webpage URL)</td>
<td>17</td>
</tr>
<tr>
<td>Other (CHQ Ebulletin)</td>
<td>101</td>
</tr>
<tr>
<td>Unknown (possible page reloads/other)</td>
<td>163</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>783</strong></td>
</tr>
</tbody>
</table>

A detailed representation of page visit rates throughout the reporting period is included below. The purple circles indicate dates when the CHQ eBulletin was sent out featuring a blurb and links to the CHQ NDIS webpage. The larger orange circles indicate dates when the NDIS Workforce Briefing lectures were delivered (only including lectures delivered after the CHQ NDIS webpage launch on 26 April 2016).
Appendix 3  CHQ NDIS Clinical Advisory Issues

Child Development
What is the **diagnostic interface** between Early Childhood Early Intervention (ECEI) and Child Development?

What are the indicators for transition of **early intervention** from a stabilising health treatment to intervention focused on participation and maintenance?

What is health’s role in multidisciplinary **review of chronic conditions with developmental comorbidities** across secondary and tertiary contexts?

Paediatric Rehabilitation
What is the **impact on timeliness of discharge** and **length of stay** for children with newly acquired moderate to severe brain and spinal cord injury?

What is likely workforce impact of **preparation and coordination of NDIS plans**?

How to differentiate responsibilities for the **provision of equipment** for outpatients and when discharge planning with inpatients?

Paediatric Palliative Care
How will PPCS continue to provide a **time critical response** to the changing need for goods and services (equipment, community nursing, and social supports)?

What is the **likely change to the business and service models** of support services such as Montrose and Xavier?

Will families be able to access **NDIS funded bereavement supports** before and after their child has died (does the package expire upon death)?

Connected Care and Nurse Navigators
What is Connected Care’s role in understanding and supporting families of children with **fluctuating and/or unstable health and disability** profile in the post NDIS context?

How do clinicians maintain **up-to-date understanding** of context of external partners (eg. Mater at Home and respite providers)?

General Paediatrics
What is the contribution to assessment and documentation required from general paediatricians and other health professionals to **support children’s access** to the NDIS (new and existing disability service clients)?

What is the general paediatrician’s role to support families to **prepare for planning** (including in transition periods such as hospital to home, post school, between plans)?
Mental Health

What is the mental health threshold for entry to NDIS for children and young people and what internal partnerships are required to best service our consumers who have mental health-disability comorbidities?

What is the health-NDIS interface regarding the management of young people following acute behavioural disturbances that result in ED presentations?

What are the workforce recruitment, retention and training considerations for specialist services?

Specific Services (HENS, TPN, home ventilation)

What are the future differentiated health-disability responsibilities across domains such as consumables, feeds, equipment, medications, and clinical services?

Are children who required one or more of these services but otherwise function without impairment eligible for the NDIS?

What is health’s role in terms of ensuring the standard of care provided by disability service providers for medically fragile children is adequate and what are the escalation pathways if a child is deemed medically at-risk due to insufficiently proficient disability service provision?
Appendix 4   NDIS Communication Tactics from 1 July 2016

The CHQ intranet page is to be maintained and updated when there are key bursts of information relating to the roll out of the NDIS in Queensland.

2016

1 July
The roll out of the NDIs in Queensland begins – Townsville, Hinchinbrook, Burdekin, west to Mount Isa and up to the gulf.

Communication tactics:

- Ebulletin article
- Screen saver - update
- Information booth, LCCH Level 2 foyer – NDIS brochure, summary for staff
- Update CHQ intranet page – ‘news’ item
- Facebook and Twitter post
- Article in Connections (new LCCH consumer enewsletter) – link to NDIA site
- News item on CHQ www site – link to NDIA site

1 November
The NDIS will become available in the Mackay Disability Service Centre area covering the local areas of Isaac, Mackay and Whitsundays.

Communication tactics:

- Ebulletin article
- Screen saver - update
- Information booth, LCCH Level 2 foyer – NDIS brochure, summary for staff
- Update CHQ intranet page – ‘news’ item
- Facebook and Twitter post
- Article in Connections (new LCCH consumer enewsletter) – link to NDIA site
- News item on CHQ www site – link to NDIA site

2017

1 January
The NDIS will roll out in the Toowoomba area and west to the borders.

Communication tactics:

- Ebulletin article
- Screen saver - update
- Information booth, LCCH Level 2 foyer – NDIS brochure, summary for staff
- Update CHQ intranet page – ‘news’ item
- Facebook and Twitter post
- Article in Connections (new LCCH consumer enewsletter) – link to NDIA site
- News item on CHQ www site – link to NDIA site
1 July

The NDIS will become available in Ipswich, Lockyer Valley, Scenic Rim and Somerset local government areas.

Communication tactics:

- Ebulletin article
- Screen saver - update
- Information booth, LCCH Level 2 foyer – NDIS brochure, summary for staff
- Update CHQ intranet page – ‘news’ item
- Facebook and Twitter post
- Article in *Connections* (new LCCH consumer enewsletter) – link to NDIA site
- News item on CHQ www site – link to NDIA site

1 October

The NDIS will become available in the Bundaberg local government area.

Communication tactics:

- Ebulletin article
- Screen saver - update
- Information booth, LCCH Level 2 foyer – NDIS brochure, summary for staff
- Update CHQ intranet page – ‘news’ item
- Facebook and Twitter post
- Article in *Connections* (new LCCH consumer enewsletter) – link to NDIA site
- News item on CHQ www site – link to NDIA site

2018

1 January

The NDIS will become available in Rockhampton, Gladstone and west to the borders.

Communication tactics:

- Ebulletin article
- Screen saver - update
- Information booth, LCCH Level 2 foyer – NDIS brochure, summary for staff
- Update CHQ intranet page – ‘news’ item
- Facebook and Twitter post
- Article in *Connections* (new LCCH consumer enewsletter) – link to NDIA site
- News item on CHQ www site – link to NDIA site

1 July

The NDIS will become available in Brisbane City (areas north and south of the Brisbane River), Logan City, Redland City, Gold Coast and Hinterland, Cairns, Cassowary Coast, Tablelands, Croydon, Etheridge, Cape York and Torres Strait, the Fraser Coast, North Burnett, South Burnett and Cherbourg local government areas.
Communication tactics:

- All staff forum presentation
- All staff email from CE
- Ebulletin – top article
- Screen saver - update
- Information booth, LCCH Level 2 foyer – NDIS brochure, summary for staff
- Update CHQ intranet page – ‘news’ item
- Facebook and Twitter post
- Article in Connections (new LCCH consumer enewsletter) – link to NDIA site
- News item on CHQ www site – link to NDIA site

2019

1 January

The NDIS will become available in the local government area of Moreton Bay, including Strathpine and Caboolture, and the local government areas of Sunshine Coast, Noosa and Gympie.

Communication tactics:

- Ebulletin article
- Screen saver - update
- Information booth, LCCH Level 2 foyer – NDIS brochure, summary for staff
- Update CHQ intranet page – ‘news’ item
- Facebook and Twitter post
- Article in Connections (new LCCH consumer enewsletter) – link to NDIA site
- News item on CHQ www site – link to NDIA site
## Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHPOQ</td>
<td>Allied Health Professional Office of Queensland</td>
</tr>
<tr>
<td>CDSN</td>
<td>Child Development Sub Network</td>
</tr>
<tr>
<td>CHQ</td>
<td>Children’s Health Queensland</td>
</tr>
<tr>
<td>HHS</td>
<td>Hospital and Health Service</td>
</tr>
<tr>
<td>NDIA</td>
<td>National Disability Insurance Agency</td>
</tr>
<tr>
<td>NDIS</td>
<td>National Disability Insurance Scheme</td>
</tr>
<tr>
<td>NIIS</td>
<td>National Injury Insurance Scheme</td>
</tr>
<tr>
<td>QCYCN</td>
<td>Queensland Child and Youth Clinical Network</td>
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</tbody>
</table>
Key Documents


- COAG and Disability Reform Council endorsed Principles to Determine the responsibilities of the NDIS and Other Service Systems: https://www.coag.gov.au/node/497


