

# 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 1<sup>st</sup> February 2016 to 30<sup>th</sup> 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 30<sup>th</sup> 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 12months 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 5<sup>th</sup> 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 30<sup>th</sup> 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:

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

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 4hours 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 (18<sup>th</sup> February) and the Early Childhood Early Intervention initiative (11<sup>th</sup> 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 10<sup>th</sup> and 11<sup>th</sup> Quarterly Reports)
- Attended conferences, webinars and other NDIS forums:
  - NDIS Webinar: Early Childhood Early Intervention 5<sup>th</sup> April 2016
  - National Disability Services Queensland Conference 11<sup>th</sup> & 12<sup>th</sup> April
  - Department of Health NDIS Forum 29<sup>th</sup> April
  - Early Intervention Australia's ECEI Forum 2<sup>nd</sup> June
  - NDIS Webinar: NDIS roll out in Queensland 14<sup>th</sup> June
  - National Injury Insurance Scheme (NIIS) presentation by the Queensland Treasury 15<sup>th</sup> 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

- 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 4<sup>th</sup> April
- Allied Health Professional Office of Queensland (AHPOQ) Paediatric Showcase presentation 14<sup>th</sup> 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 23<sup>rd</sup> 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:

1. CHQ NDIS intranet site launched 26<sup>th</sup> April 2016 and updated fortnightly. Inclusive of workforce briefings, FAQs and links to key documents. Found on QHEPS at: [qheps.health.qld.gov.au/childrenshealth/html/ndis-home.htm](http://qheps.health.qld.gov.au/childrenshealth/html/ndis-home.htm) (Appendix 2)
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

Focus	Actions	Phase 1 Progress	Deliverables
<b>Provider Readiness</b>			
Map existing services which are in-scope for NDIS	Current non-government provider market in HHS' local area	Out of scope of phase 1	NA
	Project demand for the service	Out of scope of phase 1	NA
	Analysis of current service delivery models	Out of scope of phase 1	NA
	Risk assessment	Out of scope of phase 1	NA
	Comparison of current cost provision	Out of scope of phase 1	NA
Agency provider status		Out of scope of phase 1	NA
<b>Agency Readiness – Hospital and Health Services</b>			
Establish local NDIS governance	Establish a governance structure and processes, including dedicated staff to manage transition activities	Achieved	CHQ Executive Lead CHQ Steering Committee NDIS Project Lead
Prepare an HHS-Specific plan for go-live	Maintain awareness of government decisions	Actioned and ongoing	Intranet site
	Maintain awareness of new DoH policies, procedures and systems	Actioned and ongoing	Engagement with Strategic Policy Unit
	Develop and document policies and processes including referral, discharge and privacy policies	Out of scope of phase 1	NA
<b>Participant Readiness</b>			
Ensure current HHS patients/clients are ready	Determine impacts on existing patients <ul style="list-style-type: none"> <li>Change of service provider</li> <li>Discharge processes</li> <li>NDIS planning</li> </ul>	Actioned and ongoing	Clinical Advisory Consumer Advisor

	<ul style="list-style-type: none"> <li>Participant choice and control</li> </ul>		
	Develop a patient communication and engagement strategy	Not progressed in phase 1	
	Communicate impacts to identified patients	Not progressed in phase 1	
<b>Workforce Readiness</b>			
Plan for and manage workforce change	Identify an NDIS workforce lead	Achieved	
	Identify impacted staff as a result of cashed out services	NA	
	Develop a NDIS workforce strategy including: <ul style="list-style-type: none"> <li>Changes to work requirements</li> <li>Communications, engagement and change approach</li> <li>Roles, skills and expansion as a result of NDIS</li> </ul>	Preliminary activity	Clinical Advisory Clinical Issues and Strategies
Implement NDIS workforce strategy – ensure workforce capability	Determine what information staff need to know to provide accurate advice and information to patients: <ul style="list-style-type: none"> <li>NDIS orientation</li> <li>New/changes processes and systems</li> <li>NDIS information that patients may require</li> <li>NDIS information that NDIA may require</li> </ul>	Actioned and ongoing	Clinical Advisory Clinical Issues and Strategies Intranet site Workforce briefings
	Identify and communicate with clinical and administrative staff who require training	Actioned and ongoing	Clinical Advisory Clinical Issues and Strategies Intranet site Workforce briefings Presentations and discussions at staff meetings and other forums

	Develop staff training materials	Actioned and ongoing	Intranet site
	Deliver training to identified staff	Actioned and ongoing	Intranet site Workforce briefings Presentations and discussions at staff meetings and other forums
<b>Provider Readiness - NGOs</b>			
Manage changes to existing service provision contracts	Identify local contracts with NG providers which will be impacted by the NDIS (cashed out services)	Out of scope of phase 1	NA
	Provide Strategic Policy Unit with a list of local contracts to assist NDIA to build a database of local disability support service providers	Out of scope of phase 1	NA
	Review contracts to ensure they are focused on health services consistent with the applied principles	Out of scope of phase 1	NA
	Determine required contract variations	Out of scope of phase 1	NA
	Inform vendors of required contract changes	Out of scope of phase 1	NA
	Execute contract variations	Out of scope of phase 1	NA

## Appendix 2 NDIS QHEPS Intranet Page Usage April-June 2016

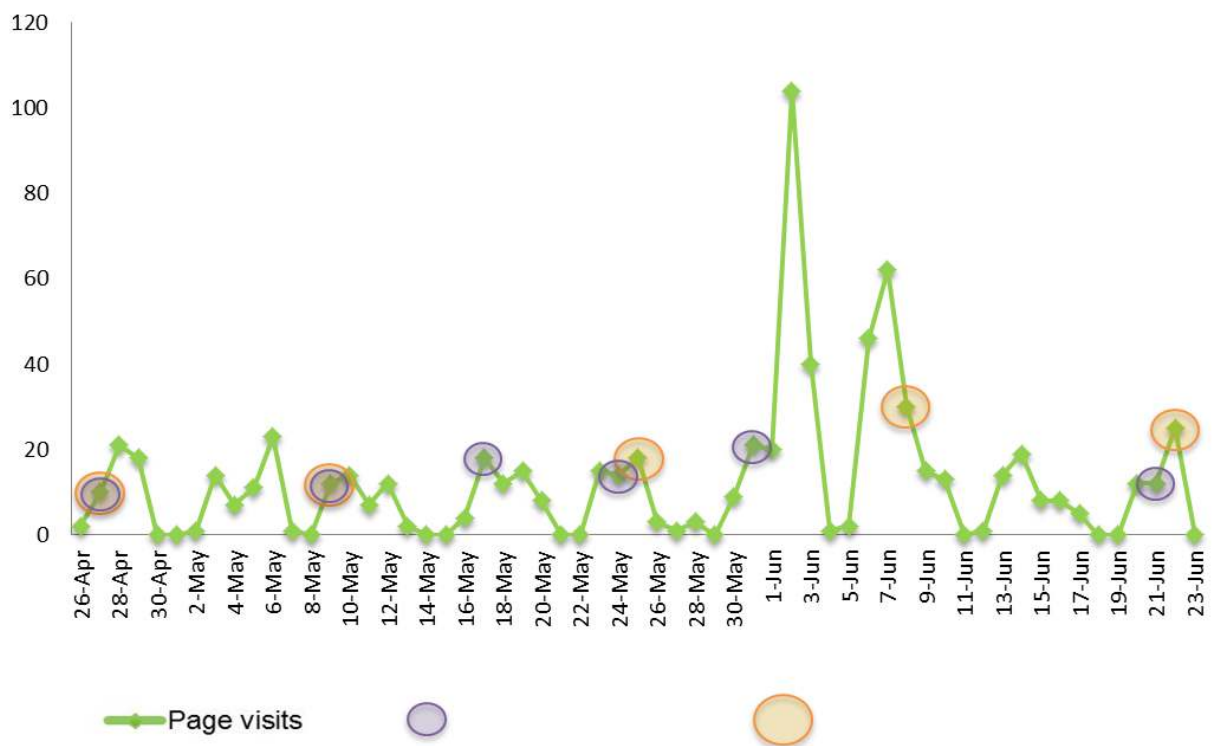
Page Views:

Total number of views received by <http://qheps.health.qld.gov.au/childrenshealth/html/ndis-home.htm>

Internal QHEPS pages (accessed via links to the NDIS page on other pages throughout QHEPS e.g. The CHQ QHEPS home page)	502
Direct visits (via the CHQ NDIS webpage URL)	17
Other (CHQ Ebulletin)	101
Unknown (possible page reloads/other)	163
<b>Total</b>	<b>783</b>

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).

**Page visits from 26 April to 23 June**



## 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

AHPOQ	Allied Health Professional Office of Queensland
CDSN	Child Development Sub Network
CHQ	Children's Health Queensland
HHS	Hospital and Health Service
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NIIS	National Injury Insurance Scheme
QCYCN	Queensland Child and Youth Clinical Network

## Key Documents

- Bilateral Agreement (Commonwealth and Queensland Governments): <https://www.communities.qld.gov.au/gateway/reform-and-renewal/disability-services/national-disability-insurance-scheme-in-queensland/our-role/memorandums-of-understanding-and-agreements/bi-lateral-agreement>
- 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>
- ECEI Paper <http://www.carersaustralia.com.au/storage/ndia-ecei-approach-1.pdf>
- National Disability Insurance Scheme Act 2013: <https://www.legislation.gov.au/Details/C2013A00020>
- NDIA Quarterly Report (most recent to March 2016): <http://www.ndis.gov.au/about-us/information-publications-and-reports/quarterly-reports>
- Queensland Market Position Statement: <http://www.ndis.gov.au/sites/default/files/documents/Market%20Position%20Statement/FINAL%20QLD%20MPS.pdf>
- Vic NSW Tas Qld Price Guide: <http://www.ndis.gov.au/2015-price-guide-vic-nsw-tas>