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**PREPARING THE**  
**WORKFORCE FOR THE**  
**NDIS**



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# Preparing the Workforce

What Did We Do

What Was the Roles of Workers

What Are The Barriers for Access

What Are The Useful Tips to Help



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# The National Disability Insurance (NDIS)

- On the 21<sup>st</sup> March 2013, under the then Labor Government of Julie Gillard, the National Disability Insurance Scheme Bill 2012 was passed to establish the National Disability Insurance Scheme.
- It is estimated that 460,000 people in Australia will be eligible for the scheme
- This is about 2% of the entire population
- It is estimated that 65,000 people with a permanent psychosocial disability will be eligible for the scheme (2017 National NDIS/Mental Health Conference Sydney)



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# Acknowledgement for Perth Hills Trial Site WA

**Building New Lives: Bringing the NDIS to people living  
in psychiatric hostels (Oct 2015 to Nov 2016 )**

**With the key emphasis being:**

**Preparedness**

**Collaboration**

**Knowledge**

**Client Focus**

# Eastern SRS

**R**esident

**O**pportunities

**A**fter

**R**eform

**P**roject



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Erin Prater: Project Manager



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# ROAR Project Goals

- Build capacity in: Service Delivery, Education, Promotion and Collaboration, with a view to improving outcomes for residents of Supported Residential Services
- Develop eligibility pathways and resources (primarily My Aged Care, NDIS & Mental Health)
- Specifically target people with multiple and complex needs who are **not currently linked** to appropriate supports
- For residents at 18 selected SRS's and/or their carers will have sufficient information to make an informed choice about engaging with funded support services

## **Project Timeline:**

Originally 12 months: Nov 2016 – Nov 2017

Due to the scope of works; now extended to June 2018



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# Supported Residential Service (SRS) Sector

SRS's provide **accommodation and support** for people who need help in everyday life, i.e. people who are frail or have a disability

A **Pension Level** SRS is a residence where the majority of the available beds are able to be purchased by people on a Pension, Commonwealth Rent Allowance, Disability Support Pension or Aged (does not include Newstart or Youth Allowance)

These **privately operated services** do not receive government funding





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# Other Major Sector Reforms

## **Aged Care Sector Reform**

<https://www.myagedcare.gov.au>

## **Mental Health Sector Reform**

<https://www2.health.vic.gov.au>

## **Victoria 10 Year Mental Health Plan**

## **Alcohol and Other Drug Sector Reforms**

<https://www2.health.vic.gov.au/alcohol-and-drugs>

## **Local Government Changes – Home And Community Care**

Of course, with major sector reforms come more support service organisational restructures...



Everyone needs support to understand and navigate change



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# Eastern SRS ROAR Project

**With a little help  
from my friends...!**



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# Project Partners

EACH

Department of Health and Human Services

Neami National and Wellways

Eastern Melbourne Primary Health Network

Office of the Public Advocate

Migrant Information Centre

Carers Victoria

Maroondah and Knox City Councils

Local Area Coordinators





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# EMPHN: Partners in Recovery: Mental Health Project

Aims to better support people living with severe and persistent mental illness by providing a more coordinated system response to their mental health needs

PIR is delivering a parallel Mental Health Project in 4 of the Pension Level SRS's

Collaboration/cross referral is ensuring as many residents can be reached as possible; supporting access to appropriate services and productive use of available resources



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# What is the Roles of Workers

- Case management is a collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's holistic needs through communication and available resources to promote quality cost-effective outcomes. Marfleet, F., Trueman, S. & Barber, R. (2013). 3rd Edition, *National Standards of Practice for Case Management*, Case Management Society of Australia & New Zealand.



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# Community Connections Program (CCP)

3 – 6 month assertive outreach, complex case management program

The program recognises that people with multiple or complex needs who are homeless or living in insecure housing are often very isolated and not well connected into health, mental health, housing or community services



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# Eastern Access Community Health Supporting Connections Program and Pension Level Project (PLP)

Part of the **Supported Accommodation for Vulnerable Victorians Initiative (SAVVI)**.

The program provides support to build the capacity of SRS Proprietors and staff to:

- identify resident's needs; establish improved linkages with local health and local support services; support residents to address unmet goals and needs; increase resident's social participation





# Project Service Mapping:

EACH completed a service mapping exercise, which included an interview/NDIS eligibility testing, of all Project residents in October 2016

## **Findings Snapshot:**

- 452 - residents across 18 SRS
- 109 - ^ 65 years
- 162 - living with an Intellectual Disability (ID) or Acquired Brain Injury (ABI)
- 184 - V 65 years & living with mental health issue
- 286 - potentially NDIS eligible



# NDIS Eligibility Test

- To determine eligibility answer the 5 **NDIS Access Checklist** questions below:
- **1.** Do you have Australian residency?
- **2.** Are you under 65 years old?
- **3.** Do you live in an area where the NDIS is available?
- **4.** Do you usually need support from a person or equipment to do everyday things for yourself because of an impairment or condition that is likely to be permanent?
- **5.** Do you need some supports now to reduce your support needs in the future?



# Project NDIS Activities to date

- **Mapping Totals for NDIS: 286 (across 18 SRS's)**
- NDIS Workbooks (Completed) = 68 (EACH), 18 (SCE)
- NDIS Registrations (Completed) = 63 (EACH), 16 (SCE)
- NDIS Packages (Approved) = 47 (EACH), 3 (SCE)
- NDIS Packages (Received) = 6 (EACH), 1 (SCE)
- NDIS Registrations (Client Refusals) = 6 (EACH), 16 (SCE)
- NDIS Registrations Client Refusals Referred to DHHS Hard to Reach Program = 0 (EACH), 8 (SCE)



# Preparation activities for staff on the NDIS

- Provided NDIS training and resources to frontline workers and commenced testing of practice guidelines
- Establishing collaborative working relationships whilst building NDIS knowledge and support capacity within SRS Proprietors and Managers
- Linked residents, carers, SRS Proprietors and Managers with NDIS information
- Assisted residents to test NDIS eligibility, register for the scheme, gather evidence and complete pre-planning tasks including completion of NDIS workbooks



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# What Are The Barriers for Access

“most residents had minimal decision making opportunities in their life” (Perth Hills Trial)

This was a finding of the original Perth Hills Trial and it resonated with workers experience when during our Project , some residents have struggled to understand the concept of NDIS and how it offers them opportunities to make decisions about what they want and need and what they can be eligible for.



# What Are The Barriers for Access

- Mental Health :
- Fluctuations, Acceptance of mental health, Eligibility requirements and what happens if they are not eligible
- Cognitive Understanding
- Personal Perception (Fear/Anxiety/Trauma)
- Expectation (Highs and Lows)
- Alcohol and Other Drug Issues (not eligible)
- Lack of Formal or Informal Supports/Isolation/Family Breakdown
- Acquired Brain Injury
- Financial Issues
- Language barriers and the Language of the NDIS (Insurance/Scheme)
- Resources



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# Homeless





# What Are The Useful Tips to Help

- Knowledge – Websites, Forums, Networks, Newsletters, Training
- A key person or persons who can take on a NDIS portfolio
- The message that the worker portrays – positive
- Relationships :
- MH Services,
- Local Area Coordinators (LAC)
- National Disability Insurance Agency (NDIA)
- Relationships – Health providers (GP's, ARBIAS )
  
- Be Patient – it takes time to engage and have someone understand , it may take up to 20-25 hours of worker time to get the Access Request Form completed with evidence
- Use Good Professional Practice and do not Stress!





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## The ROAR Project

# NDIS Practice Advice

*A practical guide for workers supporting the connection of eligible participants with complex needs and living in supported residential service accommodation with the National Disability Insurance Scheme (NDIS).*



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Questions ?