CAPACITY BUILDING FRAMEWORK TRAINING MANUAL

FOR HEALTH SERVICES

June 2020

OVERVIEW

In striving for best practice outcomes for NDIS participants, a health service may use this resource to provide a framework in the provision of information, training and mentoring to staff for practice change. This framework recognises the importance of the following for building capacity and sustainability:

- Executive support, NDIS steering committee overseeing an NDIS champions network
- Goverance structures for NDIS and health interface
- Sustained education and training
- Commitment to collaborative discharge planning

Materials needed

1. Training Manual (this document)
2. Needs Analysis (SEE PAGE 3)
3. Summer Foundation NDIS Foundations Training Videos (SEE PAGE 6)
4. Reflective Practice Activities (SEE PAGE 6)
5. Powerpoint presentations (SEE PAGES 7–8)
6. Frequently Asked Questions (SEE PAGE 9)
7. Resources for people with disability – Open webpage

Disclaimer: Please be aware that the NDIS is constantly evolving and the content contained within this resource will need to be updated regularly.

PRE-TRAINING ESSENTIALS

1. Executive Education

NDIS capacity building requires an entire health service commitment to change. Executive level understanding and support is therefore vital. In consideration of this essential building block, the Summer Foundation has produced a training video titled "Embedding Practice Change: Health Services and the NDIS" that is directed towards Executive level health service staff. It is recommended that this is viewed by the health service executive team prior to delivery of the needs analysis and education program.

Watch the video: Embedding Practice Change

2. Needs Analysis

To maximise best discharge outcomes for younger people with disability and complex-care it is recommended that a needs analysis of the health service is undertaken.

The needs analysis reviews the following components for the health service:

- Governance structures
- Policies, systems and processes related to the NDIS
- Resources
- Staff competencies, confidence and sustainable knowledge sharing
- Collaboration and networks
- Data collection and research

Information gained aims to identify:

- Components that are missing or require development
- Training needs and requirements for health staff in the uptake of education around the health/disability interface

It is essential that the identified components for review or development are addressed or being considered before implementing the health training.

Stakeholder consultation for completing needs analysis

We recommend the needs analysis is conducted with several different stakeholders in the health service. These are outlined below:

- Stakeholder Group 1 – health service executive
- Stakeholder Group 2 – operational managers
- Stakeholder Group 3 – health practitioners

Download Needs Analysis

WEBINARS

Introductory webinars are available to use for orientation of new staff and students. Staff and/or students attending training sessions should view the webinars prior to ensure a baseline knowledge.

Audience: Hospital or health service staff which may include discharge planners, allied health and health practitioners

The webinars are designed to be a quick and accessible source of knowledge. The content is outlined below.

The webinars are available at: Introduction to the NDIS video resources

Webinar: NDIS & Health Overview

Video: 10-15 mins

Learning objectives

1. Describe key features of the NDIS
2. Define key NDIS terms
3. Describe the NDIS processes and how clinicians may support participants
4. Outline eligibility criteria for the NDIS
5. Describe the process of gaining access

Resources

National Disability Insurance Scheme Act 2013

Webinar: Accessing the NDIS

Video: 10-15 mins

Learning objectives

1. Outline eligibility criteria for the NDIS
2. Describe the process for preparing an application to access the NDIS
3. Identify the key areas of functional impairment that should be considered and detailed on the Access Request Form

Resources

Getting the Language Right

How to fill out the NDIS Access Request Form

Accessing the NDIS – providing supporting evidence

Webinar: NDIS Planning

Video: 10-15 mins

Learning objectives

1. Describe pre-planning and its role in the planning process
2. Describe the NDIS planning process
3. Give examples of the types of disability supports that may be funded by the NDIS

Resources

Guide to NDIS pre-planning

Sample NDIS Plans

Sample Interim NDIS Plan

Webinar: NDIS Implementation

Video: 10-15 mins

Learning objectives

1. Describe what a participant needs to do once they receive their NDIS plan
2. Outline the various ways a plan can be managed
3. Describe who can assist with plan implementation and plan amendments

Resources

Using your NDIS plan

Support coordinators

NDIS FOUNDATIONS TRAINING VIDEOS

If a live interactive delivery of education is not possible, the Summer Foundation has pre-recorded the NDIS Foundations training.

This includes 3 modules:

- Being an NDIS expert
- Getting the Language Right
- Best Practice Discharge Planning and the NDIS

Watch NDIS Foundations Training Videos

Reflective Practice Activities

If the pre-recorded NDIS Foundations modules are being used as a training resource rather than face-to-face delivery, a follow-up reflective practice workshop to cement knowledge is recommended. Ideally you should provide staff a set time to watch the pre-recordings (e.g. 2 weeks) and then run a follow-up 2 hour reflective practice workshop that includes the activities in the following link.

Download Reflective Practice Activities

LEARNING NEEDS & EVALUATION

You may choose to undertake a learning needs survey of your audience before delivering training to help you define the areas of education required. In order to capture and measure the organisational change, it is important to utilise pre and post-training evaluation. For large groups, you may choose to use an online platform such as Slido, Qualtrics or Survey Monkey.

NDIS Staff Competencies Survey

The Staff Competencies Survey is designed for health services to enable them to define their staff knowledge base across the whole health service to prevent siloed understanding. It helps health services understand where the need is for education and support in order to implement sustainability of knowledge and education for staff around the NDIS.

Download NDIS Staff Competencies Survey

Pre and post training evaluations

Download Pre-training Evaluation

Download Post-training Evaluation

PRESENTATIONS

Introductory Slides

Estimated duration: 10 minutes

Download Powerpoint | Download Summer Foundation presentation (PDF)

May be used to introduce the series or individual modules.

Module 1: Being an NDIS Expert

Estimated duration: 2-3 hours

Download Powerpoint | Download Summer Foundation presentation (PDF)

Learning objectives

1. Describe key features of the NDIS
2. Describe the key responsibilities of health and the disability system
3. Understand who is eligible for the NDIS
4. Understand the NDIS pathway

Module 2: Getting the Language Right

Estimated duration: 1-2 hours

Download Powerpoint | Download Summer Foundation presentation (PDF)

Learning Objectives

1. Tips for writing for the NDIS
2. How to complete NDIS Access Request Form (ARF) or supporting evidence template, using NDIS language
3. Use a pre-planning template for:
   - Setting life goals with the participant
   - Writing clinical justification for funded supports

Worksheets

[Worksheet – Writing for NDIS Access](#)

[Worksheet - NDIS Pre-Planning](#)

[Completed Worksheet Pre-planning - Assistance with Daily Life](#)

Resources

[How to request urgent NDIS access for your patient](#)

[Accessing the NDIS – providing supporting evidence](#)

[Guide to NDIS Pre-planning](#)

Module 3: Best Practice Discharge Planning for NDIS Participants

Estimated duration: 1 hour

[Download Powerpoint](#) | [Download Summer Foundation presentation (PDF)](#)

Learning Objectives

1. Understand principles for effective discharge outcomes
2. Describe collaboration between health and support coordinators/service providers
3. Understand how collaborative discharge planning can support your current patients

Resources:

[Collaborative Discharge Approach: Overview](#)

[Collaborative Discharge Approach: Practice Guide](#)

[Internal & External Escalation sample guideline](#)

[NDIS Secondary Consultation Framework](#)

[Developing a safe discharge plan for people with disability in response to COVID-19](#)

ADDITIONAL SPECIALIST TOPICS

Psychosocial Disability

Download Powerpoint | Download Summer Foundation presentation (PDF)

Assistive Technology

Download Powerpoint | Download Summer Foundation presentation (PDF)

Housing

Download Powerpoint | Download Summer Foundation presentation (PDF)

FREQUENTLY ASKED QUESTIONS

This document is relevant for health services wanting to build the capacity of their staff around the NDIS and people with disability aged under 65. It contains frequently asked questions (FAQs) and answers relating to a number of different topics. It is recommended that health services download the Word version of this resource and add their own FAQs to maximise local relevance.

Download Health Service FAQs

APPENDICES

Download Health supports provided by the NDIS