



## QUEENSLAND TRANSITION to NDIS FOR MENTAL HEALTH (QTNMH) COMMUNIQUE – JUNE 2016

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The Queensland Transition to NDIS for Mental Health (QTN MH) Strategic Forum provides a mechanism to discuss the specific issues for people who live with a mental illness, mental health service providers, representative bodies and state and commonwealth governments in the plans to roll-out the National Disability Insurance Scheme (NDIS) in Queensland.

The role of the Forum is to develop a shared vision for a future service system once the NDIS is implemented. The members will work together to consider issues and plan for the implementation of NDIS in Queensland.

The purpose of this Communique is to provide the key outcomes of the full working group meeting of the QTN MH, held on 15 June 2016. The QTN MH Strategic Forum is chaired by Queensland Alliance for Mental Health (QAMH) CEO Kris Trott and attended by representatives from the Queensland and Australian governments, and the Queensland and the national sectors. The following members were in attendance at this meeting:

### **Present- Full Working Group**

- Kris Trott, Queensland Alliance for Mental Health (Chair)
  - John Allan for Bill Kingswell, Queensland Health
  - Daniel Casey, for Frank Quinlan, Mental Health Australia
  - Sue Charnley, Department of Social Services – Multicultural
  - Jennifer Cullen, Synapse
  - Deb Roberts, for Ross Carlton, National Disability Insurance Agency
  - Roxanne Grey, for Cathy O'Toole, SOLAS
  - Bruce Collins for Kate Hamilton, Department of Health
  - Nagadeva Higgins, for Karyn Walsh, Micah Projects
  - Pattie Hudson, Primary Health Network, Central Queensland, Wide Bay, Sunshine Coast
  - Scott James, Queensland Health
  - Jonathan Leitch, for Christine Castley, Department of Housing and Public Works
  - Rebecca MacBean, Queensland Network of Alcohol and Other Drug Agencies (QNADA)
  - Alistair Macdonald, Queensland Aboriginal and Islander Health Council (QAIHC)
  - Meg Quinn, for Jean Smith, Department of Education and Training
  - David Meldrum, Mental Illness Fellowship of Australia
  - Noel Muller, Queensland Voice for Mental Health (attendance from 12pm)
  - Richard Nelson, National Disability Services
  - Steven O'Reilly, for Ron Weatherall, Department of Aboriginal and Torres Strait Islander Partnerships
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- Deborah Pratt, for Carmel Ybarlucea, Queensland Mental Health Commission
- John Riley, Department of Social Services – Disability, Employment & Carers Group
- Valmae Rose, Qld Council of Social Services
- Marie Skinner, Queensland Health
- Tony Stevenson, Mental Illness Fellowship of Queensland
- Geraldine Woods, for Tony Hayes, Department of Communities, Child Safety & Disability Services
- Robin Zakharov, for Tony Hayes, Department of Communities, Child Safety & Disability Services
- Tracy Worrall, Queensland Program of Assistance to Survivors of Torture & Trauma (QPASTT)
- Paula Zylstra, Department of Health.

### **Invitees**

- Andrew Hamilton, Facilitator, Hamilton Consulting
- Julia Riordan, Queensland Alliance for Mental Health (Secretariat)
- Sue Pope, Queensland Alliance for Mental Health
- Kylie Garrick, Queensland Health – Hospital and Health Services
- Jenny Newton, Basic Rights Queensland.

### **Apologies**

- Barnaby Kerdel, Office of Minister for Queensland Health
- Luke Terry, Toowoomba Clubhouse
- Kingsley Bedwell, Richmond Fellowship of Queensland
- Craig Stanley-Jones, Aftercare
- Karen Pringle, Department of Aboriginal and Torres Strait Islander Partnerships
- Eddie Bartnik, National Disability Insurance Agency.

### **Summary of the first meeting of the full working group**

The chair welcomed participants and explained the focus of the strategic forum.

### **Bilateral Agreement**

Link to document: [PowerPoint presentation](#) by Robin Zakharov, Department of Communities, Child Safety and Disability Services (DCCSDS).

Link to document: [Guide to the Commonwealth-Queensland Bilateral Agreement Schedules](#).

The Bilateral Agreement for transition to the NDIS in Queensland was finalised between the Commonwealth and Queensland governments on 16 March 2016. The agreement specifies roles and responsibilities during transition over a three year period from July 2016 including funding, phasing and support arrangements.

Working arrangements for quality and safeguards in Queensland during the NDIS transition period are currently being finalised. Queensland is continuing to negotiate elements of the national quality and safeguards framework for the full scheme including roles and responsibilities between jurisdictions and the National Disability Insurance Agency (NDIA)/Commonwealth Government.

An operational plan agreed between the Queensland and Commonwealth Governments and the NDIA will set out the implementation arrangements for the transition to the NDIS in Queensland.

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For further information, please contact:  
Robin Zakharov, Department of Communities, Child Safety and Disability Services  
E: [robin.zakharov@communities.qld.gov.au](mailto:robin.zakharov@communities.qld.gov.au)

### **Operational Plan**

The Operational Plan, which has not yet been finalised, sets out the implementation arrangements for the transition to the NDIS in Queensland. Final agreement has not yet been achieved. Everything in the Bilateral Agreement will be referenced in the Operational Plan. When finalised, the Operational Plan will be a publicly available document.

It contains 20 elements that address items requiring state or commonwealth government, or NDIS action to support the scheme including:

- Phasing arrangements area-by-area
- Government workforce issues
- Infrastructure considerations
- Quality and safeguards
- Interface with NDIS
- Information Linkage and Capacity (ILC) building
- Policy work continuation
- Funding arrangements
- Pre-intake preparations
- Reviews and evaluation
- Legislation
- Jurisdiction into the future
- Strategies around diverse communities
- Communication and engagement

For further information, please contact:  
Geraldine Woods, DCCSDS  
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### **NDIS Transition to Townsville, Charters Towers & Palm Island**

Link to document: [PowerPoint presentation](#) by Roxanne Grey, SOLAS.

SOLAS provides services in the NDIS launch sites of Townsville, Charters Towers and Palm Island. The key challenge noted across all launch sites was the need for continuity of support.

#### **Palm Island**

This is a very remote site, accessible only by air or boat, with a diversity of cultures. Moving into NDIS is customer service focussed and some people now have NDIS plans with SOLAS. It was noted that some people have dual diagnoses (physical, intellectual and/or psychosocial disabilities). Some job training is needed for a peer support workforce.

#### **Charters Towers**

There are no NDIS plans made with SOLAS at this stage. The challenge of funding changes to the National Partnership Agreement (NPA) was noted.

## **Townsville**

There has been positive feedback received on the transition to date. There was a 100% satisfaction rate of 'Your Life Your Choice' from SOLAS' workers.

For further information, please contact:

Roxanne Grey, SOLAS

E: [Roxanne@solas.org.au](mailto:Roxanne@solas.org.au)

## **Update from the National Disability Insurance Agency (NDIA)**

Link to document: [PowerPoint presentation](#) by Deb Roberts, NDIA.

NDIA has a team of people working together on mental health. The team's goal is to help the mental health cohort get into the scheme as smoothly as possible. NDIA is sending the message to Queensland that they are listening and are encouraging people to list their concerns and issues through the ILC link on their website. The feedback from workshops run with Mental Health Australia (MHA) and NDIA are that people have been receiving larger packages.

It is important that mental health providers are actively engaged with all processes including pricing and benchmarking, noting that pricing is currently being reviewed. NDIA has produced video media highlighting the challenges being experienced with the NDIS, and the [Participant Pathway booklet](#). It is important that people are aware of the NDIS and the interface of mainstream health services.

Concerns regarding access were reviewed in 2015; the NDIA has been working through the recommendations made in the review.

The issue that data collected on CALD communities is low and does not specify the non-English speaking backgrounds of people in the community was identified.

For further information, please contact:

Deb Roberts, NDIA

E: [deb.roberts@ndis.gov.au](mailto:deb.roberts@ndis.gov.au)

## **Mental Health Update**

MHA has been working on policy and sector development issues around the NDIS, particularly focusing on pricing, and put in a significant submission around the pricing review. The new price guide was released two weeks ago.

MHA has also been working with NDIA on the development of a price benchmarking project which is still in the early stages.

The area least-well developed in the NDIS is psychosocial disability and it continues to be an area of concern. The Productivity Commission (PC) estimated that the provision of psychosocial support in the NDIS would cost around \$1.8billion, however early evidence suggests this was an over-estimate and too much money may have been transferred from existing program to the NDIS. The PC will include mental health in its review of the NDIS in 2017.

MHA's work to build capacity for the mental health sector to engage with the NDIS as per its funding from the NDIS Sector Development Fund was discussed. The work includes:

### **For mental health consumers and carers**

- Delivery of NDIS peer education and train-the-trainer workshops to mental health consumers and carers nationally
- An issues paper to the Department of Social Services (DSS) outlining the issues mental health carers face in accessing the NDIS

- A discussion paper to the DSS on supported decision-making, psychosocial disability and the NDIS.

#### For the mental health sector

- Commissioning the delivery of organisational readiness training for mental health service providers by National Disability Services.

#### For the mental health sector

- A report on the design of appropriate NDIS supports for people with psychosocial disability
- A paper to the DSS scoping the impact of the NDIS on the mental health workforce.
- Regular NDIS Mental Health Network updates that provide information about NDIS policy and operational issues, and capacity building opportunities.

For further information, please contact:

Daniel Casey, Mental Health Australia

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### **Aboriginal & Torres Strait Islander Activities**

Synapse is a non-indigenous organisation that is committed to ensuring that no eligible Aboriginal and Torres Strait Islander person misses out on accessing the NDIS. Synapse has been contracted to do NDIS readiness activities with Indigenous people that are underpinned and governed by a culturally appropriate engagement strategy.

The models, focus and methods of engagement Synapse use were explained. Synapse will support people to be ready for their first meeting with the NDIA, to start thinking about what their needs are & how the NDIA could help before the planning process with NDIA begins.

### **Research and Development – the Guddi Project**

The Guddi Project is called ‘Come Heal, Come Home, Come Rest’. The project looked at neurocognitive disability amongst a sample of individuals experiencing homelessness.

### **Rural & Remote and Aboriginal & Torres Strait Islander Reference Group – NDIA**

Dr Paul White, Richard Nelson and Jennifer Cullen are the three Queensland members of the Rural and Remote and Aboriginal and Torres Strait Islander Reference Group. They are working with the Group and with the NDIA to develop the Strategies Framework.

For further information, please contact:

Jennifer Cullen, Synapse

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### **Transition Arrangements for Funding Program**

Link to document: [PowerPoint presentation](#) by Tony Stevenson, Mental Illness Fellowship of Queensland (MIFQ).

Forum members were given a comprehensive understanding of the systematic approach to the service system’s evolution in order to effectively co-design the system after the NDIS is implemented. Members will develop a shared vision for a future service system post NDIS implementation, and opportunities for holistic service system co-design for the best outcomes for people will be explored.

Individual agencies have started to communicate their transition arrangements. Agencies with funding that are now formally part of the Bilateral Agreement were identified.

The Forum then discussed issues regarding funding changes to the NPA, effect of hospital admission on some NDIS packages, level of community awareness about the funding transition process and the complexities with continuity of funding support and access.

For further information, please contact:

Tony Stevenson, MIFQ

E: [tonys@mifq.org.au](mailto:tonys@mifq.org.au)

### **The NDIS Appeals Process and Supports for Those Wanting to Appeal NDIS Decisions**

Basic Rights Queensland has undertaken a project looking at legal and legislative impacts of the NDIS and current advocacy gaps. Three areas needing more focussed resources include:

- Providing advice to participants in negotiating their agreements with service providers.
- Practical pre-planning community education focussing on legislative requirements under the NDIS legislation.
- Providing legal back-up for disability advocates.

The need for these resources is all the greater for vulnerable people (including those with mental health issues) in order for them to participate effectively in the NDIS.

For further information, please contact:

Jenny Newton, Basic Rights Queensland

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### **Dates and Time of Next Meeting**

The next Core Working Group meeting will take place 22 August 2016 and the next Full Working Group meeting will take place on 31 October 2016.

For further information regarding the QTN MH Strategic Forum please contact:

Secretariat

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