

NDIS SECONDARY CONSULTATION FRAMEWORK



An approach for health clinicians to engage support to navigate the NDIS pathway

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What is an NDIS secondary consultation framework?

An NDIS secondary consultation framework describes a process for health clinicians to ask questions about how best to support people who are eligible for the National Disability Insurance Scheme (NDIS). It suggests an approach for how health services can build sustainable learning and knowledge sharing between health clinicians, with the aim of developing local practice expertise and achieving positive discharge outcomes.

Who is it for?

A number of different groups of people are involved in the NDIS secondary consultation framework, ranging from health clinicians to subject matter experts inside and outside the local health network. Each group will be unique to their health service.

Members may include:

- **Health clinicians** who are supporting people with complex disability support – to guide their learning and practice related to the NDIS
- **Health clinicians who are NDIS champions or project leads** – to guide their practice in supporting colleagues who are developing their NDIS knowledge
- **Health service senior discipline staff, managers and team leaders** – to guide their development of a localised support structure that provides staff with sustainable learning opportunities
- **External NDIS subject matter experts (SMEs)** such as NDIA staff (e.g. Health Liaison Officers, Community and Mainstream Engagement Team, Complex Support Needs Team, Exceptionally Complex Support Needs Team), NDIS providers (e.g. support coordinators) and health clinicians from other health services, communities of practice, advocacy or disability organisations (e.g. Summer Foundation) – to ensure their expertise can contribute to positive discharge outcomes

How does it work?

- The health clinician developing their NDIS knowledge and practice is at the centre of the consultation process. They are the consistent driver of sourcing information and progressing to the next support option if they need further advice.
- Access to NDIS resources is a key starting point. This includes local health service NDIS resources, such as an NDIS Clinical Practice Guideline (CPG), with links to key documents, such as an NDIS pre-planning template, as well as online resources that enable the health clinicians' ongoing learning. Resources support health clinicians to initiate actions and avoid delays that can occur while clinicians wait to liaise with colleagues.
- Stakeholders in the support structure guide the health clinician, but don't progress things on their behalf without the health clinician's involvement. The health clinician remains at the centre of the consultation process to ensure their ongoing learning.
- The NDIS secondary consultation framework suggests a linear consultation approach that may be appropriate in many cases. However the individual circumstances and needs of the health clinician and/or person in hospital will impact how this approach is applied.

What are the benefits?

- An NDIS secondary consultation framework provides health clinicians with a clearly defined support structure, before deferring to a local escalation process. For more information about what a local escalation process may look like, please [click here](#)
- It demonstrates a recognition of the complexity of navigating the NDIS and reassures health clinicians that practice support is available so they can achieve positive and timely discharge outcomes for NDIS participants.
- It builds health clinicians' knowledge and skills by allowing them to drive the process, learning as they seek advice from others.

How do you implement the NDIS secondary consultation framework?

- Include the NDIS secondary consultation framework within the health service local suite of NDIS resources (e.g. upload to central NDIS resource location)
- Incorporate the NDIS secondary consultation framework into existing NDIS resources (e.g. linking document within clinical practice guideline)
- Introduce NDIS secondary consultation framework to health clinicians
- Managers/team leaders/senior staff/supervisors to refer clinicians who require support when working with people eligible for the NDIS to the NDIS secondary consultation framework for guidance

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