



How a nurse within a NDIS Service provider uses an understanding of social model of health to build a web of support enabling people with a disability to have improved health outcomes.

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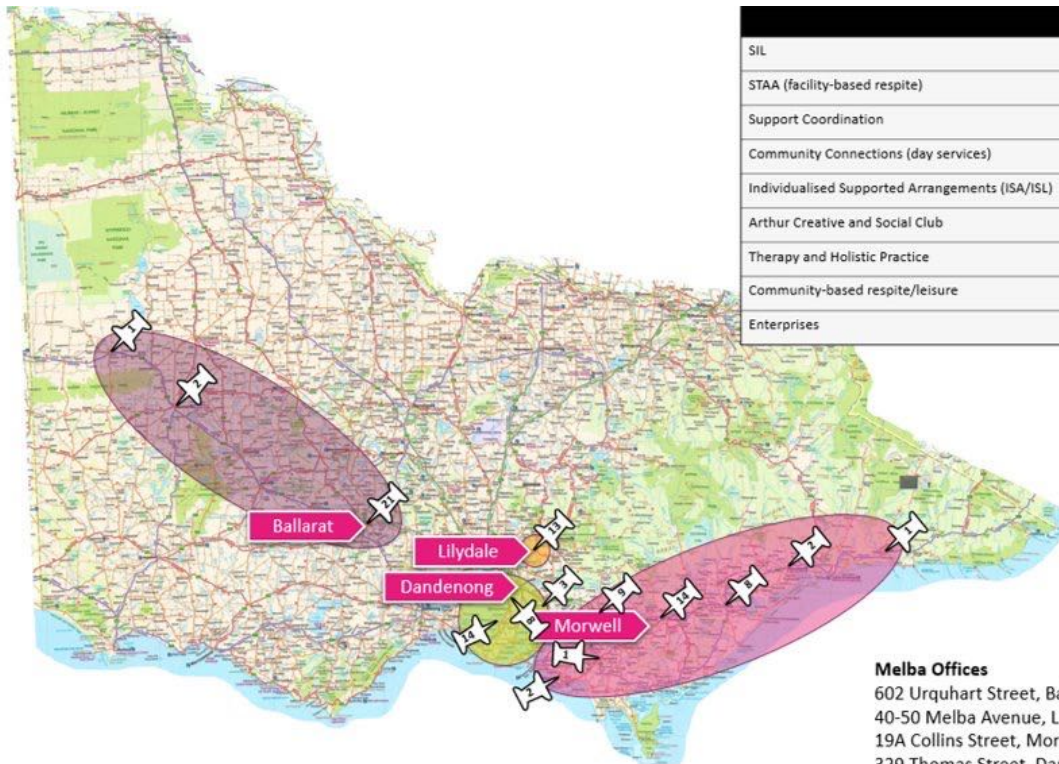
# Convention on the Rights of Persons with Disabilities

A reminder to all are gathered we signed to say... 'Persons with disabilities have the right to the enjoyment of the **highest attainable standard** of health without discrimination on the basis of disability.' 'Article 25'



# Who is Melba and how to they view health ?

Melba commits to **Provide support** to individuals with disabilities, **based on their needs and preferences**, throughout all stages of life, including end of life and palliative care. (Best Health Policy- Melba Support Services)



	CH&W	E	G	S
SIL	✓	✓	✓	✓
STAA (facility-based respite)	✓		✓	✓
Support Coordination	✓	✓		✓
Community Connections (day services)		✓		
Individualised Supported Arrangements (ISA/ISL)	✓	✓		✓
Arthur Creative and Social Club	✓			
Therapy and Holistic Practice	✓			
Community-based respite/leisure		✓		✓
Enterprises		✓		

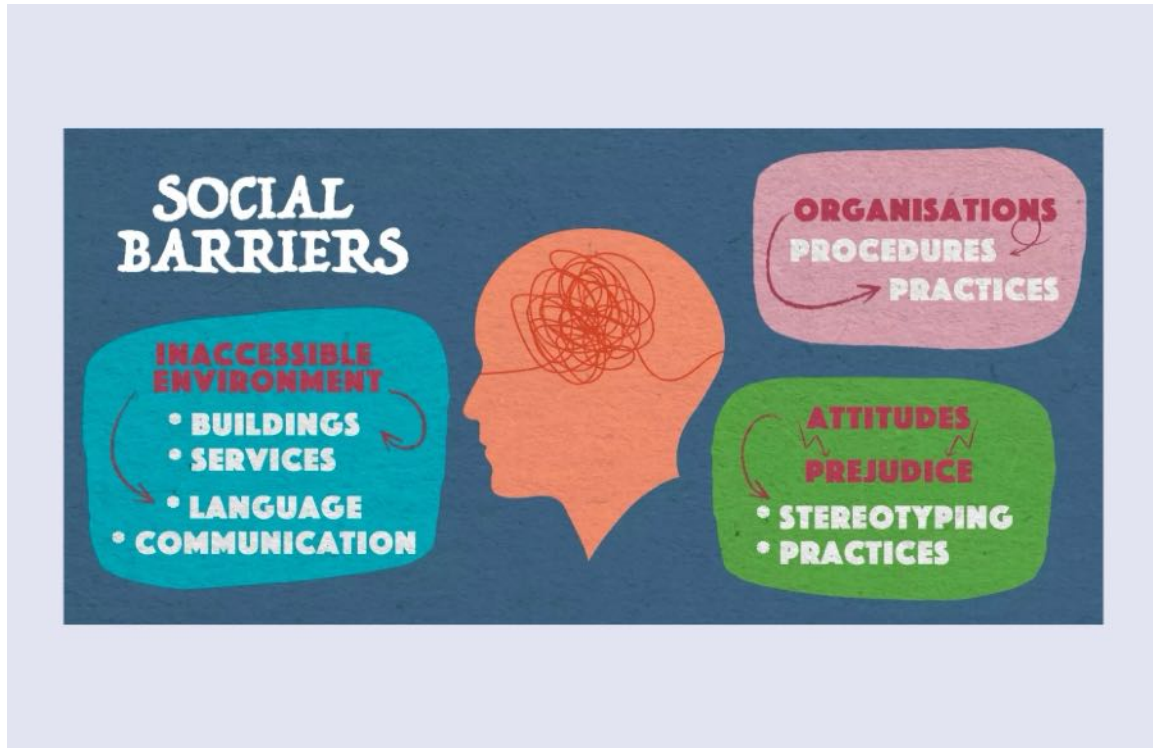
**Melba Offices**  
 602 Urquhart Street, Ballarat (Central Highlands and Wimmera)  
 40-50 Melba Avenue, Lilydale (East)  
 19A Collins Street, Morwell (Gippsland)  
 329 Thomas Street, Dandenong (South)



Operationalise the Best Health policy



# What is this web of support ?



All our work is in removal of barriers in the environment. From making sure our own internal documents and policies and people support people to lead fabulous lives, to working with people navigating the health system them finally also doing our bit to work with external services and government to mitigate the injustice that we see.

# Complex Health role

- Not only billable but impact on quality framework
- Ensuring safe transitions of care
- Actionable plans and staff trained to action them
- Process design and implementation of Health learning.
- Converting and integrating external guidance documents into policy, procedure and quality practice
- Reviewing incident system for themes trends that might require organization wide response.
- Assist in responding to compliance and post incident review enquiries.
- Assisting with referrals to secondary consultation services
- Assisting people to access their options and choices for health support.



# People at the centre



‘Cheryl’ wanted to live an ordinary, active life but found that her need to take medication, essential for her mental health, in the middle of the day prevented her from going out for the day. The Complex Health Team worked with Cheryl to develop confidence in carrying and taking her medication with her. Cheryl now regularly goes out with her staff member, experiencing many new activities previously inaccessible to her.



- Gentleman had injured his toe when communicating distress
- Emergency plastics surgery
- On waiting list at Center Dual Disability Health (CDDHv) to investigate vomiting.
- Anxious about hospital presentation
- Contacted DLO, GP for Path, Imaging slips
- Pathway into theatre adjusted, additional investigations completed
- District nurse coming to support post op wound care.

# Overview of Health Learning and Practice leadership

## ONLINE MODULES

Access knowledge through online modules  
Stored on Melba's LMS

## HEALTH SKILLS ASSESSMENT

Completed by Complex Health Team  
(Some skills assessed by local assessor with the interest, skills and confidence)

## HIDPA PERSON-SPECIFIC TRAINING

Completed by Complex Health Team  
(or the person's allied health therapist)

## COMPLEX HEALTH TEAM PRACTICE LEADERSHIP

- 1:1 Support for Practice Leaders (OL/HS)
- Service reviews
- Health Plan reviews/updates
- Person-specific Team training + Team HIDPA Assessments
- ISA/ISL/Community Connections Workshops

# Health Learning – hands-on simulation for new staff

5 Health Skill Simulation Held (majority new staff –one group of existing)  
Approximately 80 new staff participated

Medication Administration, Bowel Support, Enteral Feeding, Seizure medication (Midaz), Continenence support

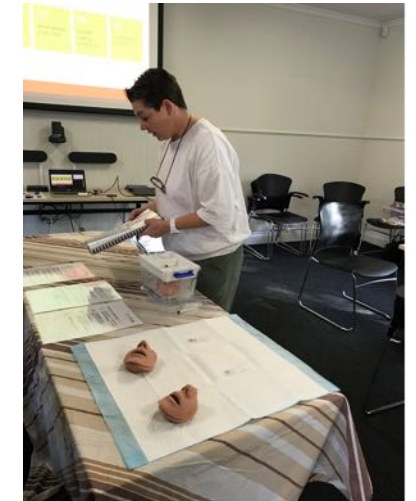
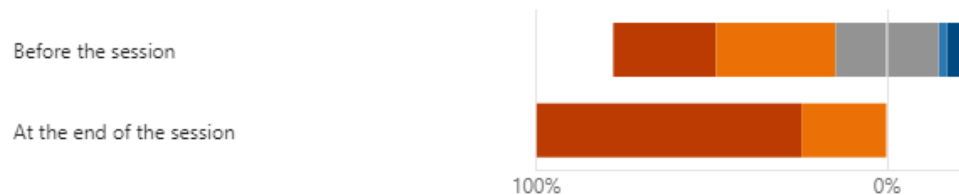


**31.7% reported a level of discomfort before the session. All responding that they had a level of comfort after with 75% saying they are very comfortable.**

3. How comfortable were you at delivering health support?

[More Details](#)

Very comfortable   Somewhat comfortable   Somewhat uncomfortable   Very uncomfortable  
Neither comfortable nor uncomfortable

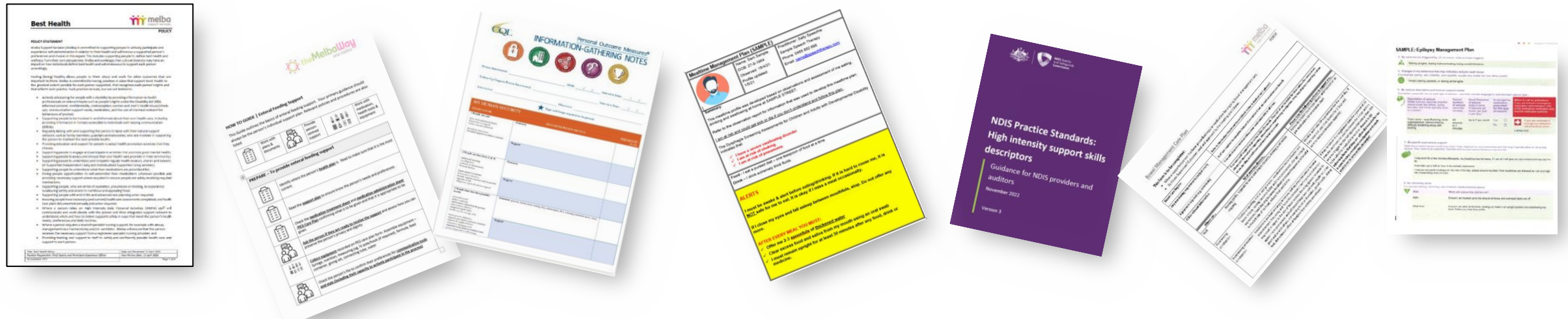


Practice Support Line (PSL) is a service that is available 24 hours a day and is complementary to other support options already in place. The Practice, Quality and Safeguards (PQS) team provides this service. practice advice or support relating to people who purchase services from Melba



# Support as good as the tools that underpins it.

Policies, Procedures, Work instructions, Practice advice, Health support plans, “You help ensure documentation is in layman's terms and comprehensive enough for staff to know what to do” - Operations Manager



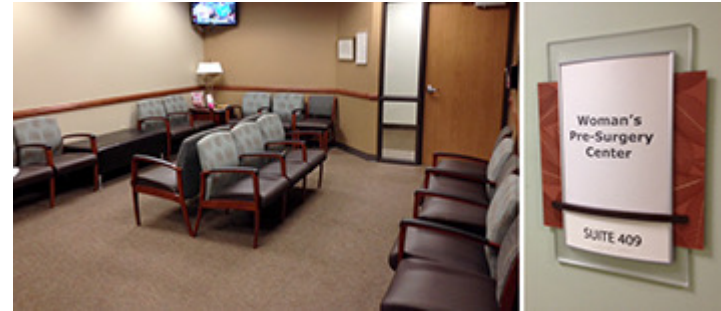
Use incident data on medication errors and health incidents to identify trends at sites, regions or organisation wide and offer support to problem solve way to reduce them.



# Supporting workers in the moment at the health disability intersection.



GP requested.  
Workers could be trained.  
But what do with information?  
Pharmacy solution suggested



Misdiagnosed in past  
Worker wanted support in clinical communication  
Person didn't want to be in room  
Worker felt confident  
Roamed halls together whilst collected information



# Seeking and advocating for right supports.

- Support operational team's participation in Case conferencing
- Assist in secondary consult referrals to Centre Dual Disability Health Victoria and Victorian Dual Disability Service
- Building working relationships with disability liaison officers to assist with transfers of care.
- Provide consultation and advice to wider forums and committees to address matters relating to the health care needs of people and contribute to quality improvement programs. ( SPIDAH project, Palliative care consortium, Research with clinicians.)





Thank  
You!

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