The Future of Community Care services in Queensland

NDIS opportunities and Future community care services
Objectives of this session

Inform providers about:

• **Existing** Queensland Community Care (QCC) program arrangements until 30 June 2019 including:
  - Service Agreements
  - changed eligibility
  - ensuring eligible service users transition to the NDIS
  - service providers and the NDIS

• **New** Queensland Community Support Scheme (QCSS) arrangements from 1 July 2019 including:
  - framework
  - continuity of support for QCC service users not NDIS eligible
  - procurement process
Why the change?

• During 2018/19 the NDIS will become available for all locations in Queensland
• Many people who currently receive QCC will be eligible for the NDIS
• Funding for NDIS eligible participants will need to follow them into the NDIS as is the case with other state funded Disability Support services
• Funding for the QCC will need to be adjusted to reflect these participant movements
• The new QCSS will need to reflect the support needs of those participants who are not in the NDIS
Existing Queensland Community Care (QCC) During 2018/19

- The current QCC program will wind up on 30 June 2019
- All current service agreements will cease on 30 June 2019
- A New Queensland Community Support Scheme (QCSS) will operate from 1 July 2019
- Department will shortly go to market to seek providers for the new scheme
- Overall investment in support is not changing. Queensland is investing just over $2 billion into NDIS to administer to eligible people and additional funding for the new QCSS
The change is significant

- Participants who transition to the NDIS will continue to receive supports and in many instances additional services as part of their NDIS plan
- The focus of the new QCSS will be to increase wellness and independence for those people NOT eligible for the NDIS
- The changes for service users and providers needs to be carefully staged and managed
- Recommissioning for the new QCSS is a vital element of the change
What does the NDIS mean for existing service users?

• Many of your service users are NDIS eligible
• Eligible QCC service users can now access the supports they need through NDIS
• The NDIS provides a flexible, whole of life approach to disability support funding
• People who need more support than they currently receive are more likely to be able to access this support and funding through the NDIS
• Current QCC service users who are eligible for the NDIS will need to transition to the NDIS by 30 March 2019
• Service users who are not eligible for the NDIS will continue to receive services until 30 June 2019 and transition to the new QCSS
Existing Queensland Community Care (QCC) Service Users and NDIS Eligibility

• remaining QCC funds will be allocated to the QCSS from 1 July 2019 for ongoing support to service users who are not NDIS eligible

• imperative that all QCC service users **who are NDIS eligible** transition to NDIS during 2018/19 as the funding to cover their ongoing support will have been transferred from 1 July 2019.
Strengthened QCC Eligibility Rules (from Oct 2018)

- QCC eligibility has been strengthened - people who are eligible for the NDIS are **not eligible** for QCC services. This means that from October 2018:
  - **New** QCC applicants
    - must determine their NDIS eligibility **before** being assessed for QCC services
  - **Existing** QCC service users who are identified as potentially NDIS eligible
    - must determine that they are **not NDIS eligible and notify their provider** if they wish to continue to receive QCC services after 31 March 2019

- services users who are **not NDIS eligible** will continue to be provided with QCC services until 30 June 2019 and those receiving **ongoing support** at that date will move to the new QCSS
From October 2018, Check NDIS Access Eligibility

If eligible, provider assists with NDIS Access Request

Refer NDIS website for support and assistance

If Access Request approved, move to NDIS by March 2019

NDIS Access Requirements – Disability, Residency, Age

QCC Eligibility Pathway

Existing Service Users

New Service Users

If not NDIS eligible, QCC services continue until 30 June 2019

If Access Request denied, current QCC services continue until 30 June 2019

Confirmation of NDIS ineligibility to Provider

If Access Request approved, move to NDIS by March 2019

QCC funding will cease when NDIS approved plan received

If eligible, provider provides NDIS referral information

Applicant is not eligible to receive QCC services

Refer Program Manual

If not NDIS eligible, check QCC eligibility

If QCC eligible, provide services if capacity or place on waitlist/refer

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Service Providers are Key

• we understand some service users are requiring assistance to transition to the NDIS
• while the new NDIS has a satisfaction rate of almost 90 percent during transition we know some people find it hard to navigate the access process
• to date provider support has been integral to successful transition of existing service users
• and we need your ongoing support
What you can share with service users

• advise service users of the changes and reassure them that they will continue to receive a service through either the NDIS or QCSS
• provide information (via provided factsheet) about the NDIS and how they or their friends and families can get in contact to discuss access to the scheme
• service users need to make an NDIS access request through the National Disability Insurance Agency (NDIA) now on 1800 800 110
• service users and their families can receive assistance with their NDIS Access Request from the NDIS Local Area Coordinator (LAC) for your area who can be contacted via NDIS website
• service users will continue to receive updates and information from the NDIA on the transition
The Changes for Providers
Key actions 2018/19 for service providers

• QCC service users who are eligible will continue to transition to NDIS
• existing QCC service agreement (funding and outputs) reduce from the date the service user has an approved NDIS plan
• department notified up to 8 weeks after approved NDIS plan starts
• continue existing reporting and acquittal process as per current contract arrangements until further notice
• continue to ensure CCMDS data submissions are accurate; in particular for participants who have transitioned to NDIS
• prepare for end of contract acquittals etc.
Existing Queensland Community Care (QCC) Service Users and NDIS Registration

• your existing QCC service users who commence their NDIS plans can generally choose to continue to receive their services from you if you are registered as an NDIS provider
• registering as an NDIS provider may also provide an opportunity for additional business given the huge growth in funding under the NDIS - NDIS will be around $4 billion for Queensland
• resources and information to become an NDIS registered provider are available on NDIS website
• funded organisations who choose not to be NDIS registered are requested to ensure their QCC service users transition to a registered provider from the date they commence their NDIS plans
New
Queensland Community Support Scheme (QCSS)
July 2019
New (QCSS) Overview

• 1 July 2019 the new Queensland Community Support Scheme (QCSS)
• design influenced by extensive consultation across the sector
• assist people to continue living independently in their own home and participate in their community
• provision of low-intensity, generally time limited support services that maintain and promote independence, capacity, and quality of life
• target support for people whose capacity for independence is impacted by, low level disability, chronic health or mental health
• two high level service categories of *In Home Support and Community Connection*
New QCSS Program Framework

<table>
<thead>
<tr>
<th>Elements</th>
<th>New Program QCSS</th>
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<tbody>
<tr>
<td>Cohort Target Population</td>
<td>People with chronic health, mental health or disability related needs. People with high disability support needs will transition to the NDIS</td>
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<tr>
<td>Eligibility Criteria</td>
<td>Same broad eligibility as QCC, with focus on lower-intensity support services for generally shorter periods of time</td>
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<td>Under 65 years or Aboriginal and Torres Strait Islander people under 50 years</td>
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<tr>
<td></td>
<td>Service Users who are NDIS eligible are not eligible for QCSS services</td>
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<tr>
<td></td>
<td>Service users who are not NDIS eligible will transition to new program on 1 July 2019. Service Providers to confirm QCSS services are appropriate</td>
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<td>for these service users</td>
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<td></td>
<td>New applicants to confirm they are not NDIS eligible before commencing QCSS services</td>
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<tr>
<td>Design and intent</td>
<td>Focus on improving wellbeing and enablement and reduced dependence on supports over time through goal/outcome based support planning with centralised access point</td>
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<tr>
<td>Supports</td>
<td>Time-limited, low level, early intervention to support individuals back to independence</td>
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<tr>
<td>Outputs</td>
<td>Two high level funded service types to support service users:</td>
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<td>In-home Supports and Community Connection Supports</td>
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<td>Greater capacity to wrap flexible support around individual service user needs</td>
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<td>Service Type Changes</td>
<td>Previous QCC services types including allied health, transport, case management, centre based day care etc. can still be provided as part of supporting In-home and/or Community Connection Supports for service users but will not be purchased or contracted as single activities</td>
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<td>Funded Organisations</td>
<td>Anticipated significantly smaller number of funded providers based on outcome of procurement process with provision for consortium and brokerage models</td>
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From 01 July 2019, Provider to check QCSS Eligibility

If eligible, provider refer to NDIS
If not eligible, refer to alternative programs

Refer Program Manual

Existing Service Users

If QCSS eligible, continue services
If not eligible, refer to alternative programs

Check NDIS Eligibility
If not eligible

New Service Users

Using NDIS Access Requirements – Disability, Residency, Age
If eligible, provider refer to NDIS
Refer NDIS website for support and assistance
New (QCSS) Procurement

• new QCSS funding will be subject to a tendering process
• process will be conducted in accordance with Queensland Government Procurement Accountability framework
• QTender will manage the procurement process
• providers will need to register with QTender to apply for new funding
• tender release and industry briefing anticipated first week of November
• supporting program documentation will be included as part of the procurement activity
• Considerable amount of QCC funding is being transferred to NDIS
New QCSS Recommissioning

• the funding for QCSS will be recommissioned as per below:
  – QCSS-001 In- Home Support and Community Access activities across Queensland excluding discrete Aboriginal and Torres Strait Islander communities
  – QCSS-002 In-Home Support and Community Access activities in discrete Aboriginal and Torres Strait Islander communities
  – QCSS-003 Statewide access and referral activities
  – QCSS-004 Meals on Wheels
New Queensland Community Support Scheme (QCSS) Transfer Period July – September 2019

- new QCSS service agreements will commence 1 July 2019
- primary responsibility is to ensure continued support for people in QCC at 30 June 2019 who are not NDIS eligible
- anticipated to offer agreements to significantly reduced number of providers
- providers who successfully tender for the new QCSS will need to commit to support current non NDIS eligible QCC service users who need to transition to the new QCSS
- providers who have been unsuccessful or choose not to tender will be asked to work with new program providers to assist the transition of service users during this period
Additional Information

• Advise roadshow dates
• TeleLink – for providers unable to attend
• Presentation & Factsheet available on website
• Feedback
  – email to qccreview@communities.qld.gov.au
  – Q & A Fact Sheet developed