

# Pinarc Disability Support

*Achieving Together*



Tele-Supports

# Tele-Support Project Overview

- Implement a model of support to deliver services using video link
  - Speech pathology
  - Occupational therapy
  - Physiotherapy
  - Key worker services
  - Education support services
  - Support coordination

## The Opportunity

- Expand the options for people in regional and rural areas for specialist disability services
- Increase staff member's capacity to provide therapy
- Increase capacity of NDIS plans for customers

## The grant allowed us to

- Research current models and design our own hybrid model
- Purchase equipment
- Train staff
- Evaluate the effectiveness of our model

## Key learnings

- Staff travel time is important reflection and planning time
- Tele-therapy is more focused and intense
- Tele-therapy has more applications than we first thought
- Importance of
  - learning from others experiences
  - good change management
  - Training and tools to support staff
  - Sharing experiences and ideas across the team

## What we would do differently

- Contingency plan for project coordinator
- Steering Committee and Working Party structure

## Insights for other organisations

- Know what is being evaluated and measured; collect pre-project data for comparison
- Assess quality of outcomes against your existing model
- Involve hesitant staff in planning and implementation