

Title: Everything would have gone better if someone had listened to me: NDIS, PSD and ED

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Background:

60,000+ people have a psychosocial disability and an NDIS plan. As a fluctuating condition, people with a psychosocial disability and an NDIS plan, at times, may require emergency care.

Aims:

This national study investigated service integration between the NDIS, the emergency department (ED) and the wider health/mental health system.

Methods:

A mixed methods approach included data collection from people with a psychosocial disability and an NDIS plan, their carers, NDIS support workers and ED clinicians (N=115 total) with contributions from a lived experience advisory group.

Results:

This study highlighted the distress caused for all players when health system disconnects occur across the sector. This study discovered that disconnects between the ED, NDIS and wider health system are caused through the lack of service integration and communication pathways not being established. This is exacerbated by lack of resources and mental health training for clinicians, structural issues, such as crisis response models, plus environmental issues.

Conclusion:

Recommendations are offered to assist with service integration between the NDIS, ED and the wider health system including strategies for bridging biomedical, psychosocial and disability care services. Alternative support options for people using services and their families need to be explored.

Learning objectives:

Although the NDIS has improved the lives of many there are significant issues within the architecture of this personalised scheme which causes tension for people with a psychosocial disability, especially when engaging with emergency services. People with a psychosocial disability will have intersectional needs and need to be supported in a wholistic way within all sections of the health/mental health system.

Impact on Audience

Delegates will learn about the NDIS/ED disconnect and how service integration can be improved between the NDIS, ED and health and disability services for people with a psychosocial disability

References:

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disability and an NDIS Plan - a qualitative study", *International Journal of Mental Health Nursing*.