Supporting Kids in Isolated Communities:

Telecare for Kids

royal far west
caring for country kids
Prevalent Issues in Rural and Remote Areas

- **Vulnerability** - Kids living in remote Australia are twice as likely to be developmentally vulnerable compared to kids living in major cities (AEDC, 2015)
- **Indigenous** - high prevalence of Indigenous youth in prison; strongly associated with hearing loss, speech, language disorders (Thomson, 2013)
- **Workforce gap** - availability of AHPs ranges from 2.66 per 10,000 people in capital cities to 0.60 per 10,000 in remote areas (NRHA)
- **Isolated Practitioners** have a wide range of clients and clinical presentations, lack management support including orientation and mentoring (SARRAH)

### Percentage of children developmentally vulnerable in 2015

<table>
<thead>
<tr>
<th>Geography</th>
<th>Physical</th>
<th>Social</th>
<th>Emotional</th>
<th>Language</th>
<th>Communication</th>
<th>Vulnerable 1 Domain</th>
<th>Vulnerable 2 Domains</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>9.7</td>
<td>9.9</td>
<td>8.4</td>
<td>6.5</td>
<td>8.5</td>
<td>22.0</td>
<td>11.1</td>
</tr>
<tr>
<td>QLD</td>
<td>12.4</td>
<td>12.4</td>
<td>10.1</td>
<td>8.0</td>
<td>10.5</td>
<td>26.1</td>
<td>14.0</td>
</tr>
<tr>
<td>NSW</td>
<td>8.5</td>
<td>9.2</td>
<td>6.8</td>
<td>4.8</td>
<td>8.1</td>
<td>20.2</td>
<td>9.6</td>
</tr>
<tr>
<td>Far West</td>
<td>15.8</td>
<td>14.2</td>
<td>8.3</td>
<td>12.7</td>
<td>11.5</td>
<td>33.7</td>
<td>17.4</td>
</tr>
<tr>
<td>Coonamble</td>
<td>26.8</td>
<td>28.6</td>
<td>19.6</td>
<td>16.1</td>
<td>8.9</td>
<td>41.1</td>
<td>33.9</td>
</tr>
</tbody>
</table>

*Source: Australian Early Development Census (AEDC), 2015 Census*
As a rural child...

I am less likely to be physically, mentally and emotionally ready for school.

I am twice as likely to be developmentally vulnerable on one or more domains of the AEDC.

I am 14 more times at risk of developing a clinically significant behavioural problem.
As a rural teacher...
As a rural allied health professional...

I work part time and **on average** I service a population of 10,000 people.

I carry a mixed caseload of ages and needs.

At times I feel isolated and overwhelmed.
Our Vision
Healthy Country Kids

Our Mission
To improve the health and wellbeing of children and young people who live in rural and remote communities.

Our Values
Integrity  Care  Respect  Energy
Our families

Our clients present with difficulties in:
- Development & learning
- Behaviour & regulation
- Mental health & social conduct
- Speech, language & comms

Our families experience challenges such as:
- Mental illness
- Out of Home Care
- Low literacy levels
- Isolation
# The RFW way

## Our Service Model

<table>
<thead>
<tr>
<th>Service Delivery</th>
<th>Capacity Building</th>
<th>Advocacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment, diagnosis and treatment of childhood developmental and behavioural disorders</td>
<td>Family resilience and parenting support</td>
<td>Research and evidence, including:</td>
</tr>
<tr>
<td>Telecare programs for speech and language, fine motor skills, regulation, anxiety / depression and behaviours</td>
<td>Capacity building and professional support for teachers and health service providers</td>
<td>- Rural child health</td>
</tr>
<tr>
<td>Health and developmental screening</td>
<td>Community engagement and capacity building</td>
<td>- Family-centred practice</td>
</tr>
<tr>
<td></td>
<td>Community-led funding models and partnerships</td>
<td>- Telecare</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Policy positions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Advocacy partnerships</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Advocacy campaigns</td>
</tr>
</tbody>
</table>

## Delivery Channels

- **Manly**
- **Virtual**
- **Community**
Why telecare?

• Provide a solution to remoteness
• Expert therapy delivered via creative means
• Provide continuity to child and family
• ‘Right time, right child, right place, right frequency’ – designed to fit the child’s needs, not the service provider
• Reduce cost burden to child and family
• Increase independence and resilience of child
• Strengthen the capacity of local teachers, preschool staff, family members, service providers
• Imperative to serve the client better
What parents told us:

• We surveyed 53 parents of clients receiving RFW telecare services.
• 57% had previously tried to access services close to home and of these 77% could not receive service because:
  • The service was not available
  • They had to go on long waiting lists
  • The services were too far away
  • The cost of services was too much
RFW Telecare Service Model

Our Stepped Care Pathways Model

- Pathway 1: Screener
- Pathway 2: Specialised Assessment
- Pathway 3: Individual Therapy & Intervention
- Pathway 4: Group Therapy & Intervention
- Pathway 5: Capacity Building
<table>
<thead>
<tr>
<th>Program Name</th>
<th>Focus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Come N See</td>
<td>Speech, Language and Communication</td>
</tr>
<tr>
<td>Grab it Kids</td>
<td>Fine Motor and skill development</td>
</tr>
<tr>
<td>Group Therapy</td>
<td>Expressive language, vocabulary &amp; phonological awareness</td>
</tr>
<tr>
<td>Sensory Assessments</td>
<td>Sensory processing</td>
</tr>
<tr>
<td>Cool little kids &amp; Cool Little Kids</td>
<td>Anxiety – Early Intervention</td>
</tr>
<tr>
<td>Access Early Intervention</td>
<td>Mental Health</td>
</tr>
<tr>
<td>Tele Paediatrics</td>
<td>Behaviour and Parenting</td>
</tr>
<tr>
<td>Capacity Building</td>
<td>Modules and Webinars for school and pre school staff with follow up session and 1:1 support</td>
</tr>
</tbody>
</table>
Impact and outcomes

1. Clinical outcomes

% Goal Attainment Summary 2013 -2016

<table>
<thead>
<tr>
<th>Score</th>
<th>Predicted Attainment</th>
</tr>
</thead>
<tbody>
<tr>
<td>+2</td>
<td>Much greater than expected outcome</td>
</tr>
<tr>
<td>+1</td>
<td>Greater than expected outcome</td>
</tr>
<tr>
<td>0</td>
<td>Expected Outcome</td>
</tr>
<tr>
<td>-1</td>
<td>Some improvement but less than expected</td>
</tr>
<tr>
<td>-2</td>
<td>Baseline/ No improvement</td>
</tr>
</tbody>
</table>

24 24 31 15 8

22

Greatly exceeded Goals exceeded Goals met Some progress Goals not met

3. Client satisfaction

“It was very helpful, I can now understand my kids feelings. Everything doesn’t have to be a big ordeal. I can help keep my kids calm now”.
Parent
RFWS “Come N See” Speech Therapy Program Beamed into a Remote Primary School
Our telecare story - a snapshot

2013: BUPA funded pilot (speech) program

2014: Expansion into tele-OT & telepsychology, delivery into QLD

2015: Telepaediatrics, Telepsychiatry & group speech programs introduced

2016: Launched Windmill (disability specific program), Capacity Building for parents

2017: 20 unique telecare services across 7 different disciplines. >1000 packages of therapy provided, delivering over 10,000 Occasions of Service. 600 children and >100 teachers engaged. We are in 60 schools each term and growing.
Community Telecare

- Assessment, therapy and capacity building via video technology for health, development and specialised education needs
- Ability and resources to fill service and workforce gaps
- support isolated practitioners
Our current telecare markets

- **Health / PHN’s**
  - Mental Health
  - Tele-Allied Health

- **RFW Telecare Program Partners**
  - **Individual Families + Referring Clinicians**
  - **Education**
    - State Schools
    - Independent
    - Catholic Diocese
  - **Insurance**
    - NDIS
    - Private Health
  - **Early Years**
    - Early education providers
Telecare locations: June 15-Dec 16
What we have learnt

• Incredible resilience and resources within communities, esp. schools and pre-schools

• Beyond telehealth – let’s make it BAU

• Funding sustainability remains largest issue

• Demystify the technology - make the complex simple but don’t underestimate the time and commitment it takes to support people.

• Never underestimate what can be achieved!

• Create a safe and supportive environment for clinicians to meet the needs of their clients.
Changing Perceptions...

“By helping these kids receive therapy, we are not only helping them find their voice, but helping them to grow into more confident, happier kids - giving them an opportunity to learn skills, build relationships and achieve their dreams.” Teacher, QLD

“At first I was sceptical about how the children would be able to achieve their individual goals/learning outcomes but after supporting and guiding these kids I have seen significant growth in the development of each & every child.” (Therapyaide)

“Our lives have changed for the better and my daughter continues to thrive using the strategies provided by X (Parent)
“Telecare has changed our lives”
Principal Lord Howe Island School

“Our school has been in partnership with RFW for the last 2 years. Due to our isolation and remoteness there was simply no other option available to access specialist support for these kids. They just continued to experience breakdowns.... in all aspects of their lives. The program has been a lifeline for our kids and their future prospects in life....

.....The impact on the student learning outcomes has been phenomenal. ...Imagine being 5 years old and not being able to speak and communicate properly. The limitations and impact would disadvantage one in all areas for the rest of their life. The program has been a game changer for our kids and their learning”
### Quick facts

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Therapy packages</strong></td>
<td>456 packages of therapy delivered</td>
</tr>
<tr>
<td><strong>Number of clients</strong></td>
<td>274 unique clients (14% of these clients received services across more than one program e.g. Speech Therapy and Psychology)</td>
</tr>
</tbody>
</table>
| **Client demographics**  | • 78% were male  
• 8% identified as Aboriginal  
• Average age was 8 years-old |
| **Therapy goals**        | 91% of therapy goals were met or exceeded                                                 |
| **Client satisfaction**  | 90% of parents have been satisfied or very satisfied with the quality of care provided to their child by the telehealth therapy clinicians  
93% of parents would recommend telehealth therapy to other parents |

"Both teachers and parents are empowered to make a difference in the child’s progress... the positive impacts they have had, not only on the very needy individual students, but the school in general, are obvious.” - Teacher
Case study: Windmill

Little Darcy Nunan's life changed by The Windmill Program

Louise Eddy
29 Dec 2015, 4:36 a.m.

- Tailored Therapy based program
- Fee for service via NDIS
- Intensive week onsite in Manly
- Ongoing follow up and therapy via telecare
- Family create the goals in conjunction with RFW staff

The Windmill Program is the 2017 winner of the NSW Disability Industry Innovation Award
Future Directions

• National Pediatric Telecare Service
• Reaching marginalized communities - strengths based approach
• 12,000 kids per annum supported by Telecare
• Increase capacity building services = sustainability in community
• Expansion of Disability services (NDIS)
• Multi modal approaches i.e. initial outreach with follow up Telecare support
Telecare - Our long term goal

Our Pledge

• To ensure every rural child, parent, teacher & clinician has access to specialist paediatric advice & support regardless of location

• To ensure every rural child can hold a pencil, write their own name, have the social skills to interact with their peers, manage their emotions and behaviour, express themselves and be in a state of readiness to learn
Contact us:

Telecare Team:

telecare@royalfarwest.org.au

Mobile: 0419 700 919

Phone: 02 8966 8500