

Making a difference through health

How PwC is helping to change lives

Impact case studies



Introduction

Making a difference through health

PwC's purpose is to "build trust in society and solve important problems." Our Partners and staff demonstrate a commitment to this purpose every day in the work we do with our Health Services clients. We do so because of a deep and passionate recognition of the importance of health to society – because health matters.

In a world facing massive health challenges and an industry undergoing profound disruption, we are active participants in helping businesses, governments and individuals through the transition to a new health economy. In doing so we strive to:

- support the improvement of health and well-being around the world;
- build trust in the health system;
- solve complex health problems so that better and more sustainable health systems emerge; and
- have a positive impact on society.

This collection of case studies is an example of just a few engagements that show our strong desire to make a difference.

It is a privilege to work with clients from across the health spectrum – from providers to payers, medical device companies, governments and NGOs, and healthcare new entrants drawn from a wide spectrum of other industries – to help solve their most challenging issues and to allow them to take advantage of the opportunities opening up. It is also heartening to know that we are having a positive impact and making a difference to the lives of people around the world.



Patrick Figgis
PwC Global Leader, Health Services

Helping disabled Indigenous people in Australia

Background

The Australian landscape for disability services is undergoing dramatic change. This service system is moving from the government funding of NGOs to deliver services, to government providing funding directly to disabled Australians, who will then have complete choice and control over their own care options.

In Queensland in North Eastern Australia, the Department of Communities, Child Safety and Disability Services (a Queensland Government agency committed to promoting and supporting excellence in the delivery of human services to Queenslanders⁴) was keen to support the rollout of this new system, and wanted to assess community readiness for change in Indigenous communities, and in rural and remote communities.

Australia has long struggled with an uneven distribution of primary health care services. Urban residents experience greater access to primary health care, despite the fact that rural and remote residents generally experience poorer health than their urban counterparts.

PwC's Indigenous Consulting (PIC) is a new, national Indigenous consulting business that is 49% owned by the PwC Australia Firm, and 51% owned by Indigenous Australians. The unique power of PIC is the combination of Indigenous expertise, experience and knowledge, with PwC's world-leading consulting capability.

PIC collaborated with PwC's People & Change capability to bring a powerful combination to deal with this complex issue.

The issue

There are many communities across Australia, particularly in remote areas, where services were not readily available for people with disabilities. This was particularly prevalent in small rural and remote Aboriginal and Torres Strait Islander communities.

The National Disability Insurance Scheme (NDIS) was launched by the government in July 2013 to address an urgent need to reform disability services in Australia. The NDIS is a new way of providing individualised support for eligible people with permanent and significant disability, their families and carers.⁵ The Department of Communities wanted to help people particularly in remote areas to take advantage of this new model.

What did PwC do?

PwC/PIC were asked to consult across six communities to establish what support already existed for people with a disability; what the challenges and barriers to receiving services currently were; and what they would be under the new NDIS model.

We were also tasked to develop a Toolkit to support these communities to build capacity, using non-conventional disability services.

First of all, we wanted to understand the needs of individuals with a disability, to enable them to have the freedom to choose how and what services could be provided under an individual funding model.

We started by hosting workshops to get a picture of the current service eco-system. We also visited people in their homes if the distance was too far for them to travel or there were poor public transport options. And we connected with service providers (both government and non-government) to better understand the current service provisions.

The Toolkit contains a series of brochures, checklists, tools and frameworks designed to provide system participants with information to increase their readiness for this system change; and to enable them to become active, informed participants in the NDIS.

⁴ <https://www.communities.qld.gov.au/>

⁵ <http://www.ndis.gov.au/about-us/what-ndis>

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PIC then proceeded to hold a number of community consultation forums to understand what the ideal situation would be and what it would take to get there for each area where the communities resided. This work formed the basis for the development of the Toolkit.

The Toolkit contains a series of brochures, checklists, tools and frameworks designed to provide system participants with information to increase their readiness for this system change; and to enable them to become active, informed participants in the NDIS.

It was delivered to the Department of Communities in December 2014 and is now available via the NDIS and Department of Communities web pages.⁶

What impact did we make?

The impact of our work has been to:

- Identify to State and Federal governments the issues with, among other things, getting accurate and timely information through to regional, remote and discrete communities and system participants
- Provide a framework for how government can meaningfully engage with these communities, and particularly how they can co-design solutions with clients
- Build the awareness of communities around how they can play a role in the new NDIS
- Bring an innovation lens to remote service delivery that can leverage off new technology (e.g. sharing economy applications) to catalyse latent community capacity
- Provide all NDIS stakeholders with a sense of how the new system will hit the ground in their environment

Five years on

With continually evolving the service and improvement in delivery, in five years we envisage that Indigenous Australians will be making informed decisions and be meaningful participants in the NDIS, as service recipients but also potentially as providers of services to other disabled Australians.

⁶ <https://www.communities.qld.gov.au/resources/reform-renewal/ndis-qld/cctoolkit.pdf>

www.pwc.com/global-health

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