



**Canberra Health  
Services**



Dear Stakeholder,

## **Re: Model of Care - Paediatric Liaison and Navigation Service**

On behalf of Canberra Health Services Integrated Care Program team, and the Health Care Consumers' Association, we are pleased to share the proposed Model of Care for the Paediatric Liaison and Navigation Service (PLaNS) with you.

PLaNS is a new service that provides information, coordination, and navigation for children with complex health care needs aged 0-18 years old. The focus of the service is on improving the child's and family's experience, and their health outcomes through information sharing, integration of care across primary, secondary and tertiary services and coordination across health and community services. Children and their families will be eligible for the service when there is a combination of health care needs across medical and psychosocial issues that require access and support from multiple providers across the health and community sectors. This will include children who have a shared care arrangement between ACT and interstate health services.

PLaNS is now welcoming children and families to the service. Families can access the service by calling Community Health Intake on 02 5124 9977. Health professionals and community services can contact PLaNS to connect a family to the service by calling Community Health Intake on 02 5124 9977 or [CHS.PaediatricLiaisonandNavigation@act.gov.au](mailto:CHS.PaediatricLiaisonandNavigation@act.gov.au). PLaNS operates Monday to Friday 9am to 5pm however messages can be left out of hours.

The proposed Model of Care attached has been developed through a co-design process involving Canberra Health Services' Integrated Care Program team, the Health Care Consumers' Association, and members of the Paediatric Navigation Service Consumer Reference Group. This Consumer Reference Group brings together parents of children with complex health needs who receive specialist medical care interstate, and representatives of consumer and community organisations whose members have lived experience of complex health needs in childhood. Consumer Reference Group members have provided their advice to ensure the Model of Care reflects the priorities of families that include a child or children with complex health needs.

Representatives of over 50 health service areas and community organisations have provided advice on the design of the new service. Thank you for your advice and the time you have invested in the design of this new service.

The proposed Model of Care provides details about the aims, principles and approach of the new service. It is deliberately high level, to allow the service to try, test and learn during the establishment phase. A review of the Model of Care will commence within six months of operation (March 2023).

We welcome your advice on all aspects of the Model of Care, and your advice or questions about how the new service will operate. You can provide advice by return email, or in a conversation by telephone, web conferencing (Teams, Webex or Zoom) or in-person at a time that suits you.

We would welcome your advice by **Thursday, 3 November 2022**. If you would like to provide advice but this timeframe is not workable, please contact us so that we can arrange how best to receive your feedback on the proposed Model of Care. Our contact details are provided below:

Canberra Health Services Paediatric Navigation Project Lead, Denise Lamb can be contacted via email at [denise.lamb@act.gov.au](mailto:denise.lamb@act.gov.au).

The Health Care Consumers' Association Manager, Research and Projects, Sarah Spiller, can be contacted via email at [sarahspiller@hcca.org.au](mailto:sarahspiller@hcca.org.au) or by phone at 02 6230 7800.

Please do not hesitate to contact our organisations for more information.

Yours sincerely



Cathie O'Neill  
Chief Operating Officer  
Canberra Health Services

11 October 2022



Darlene Cox  
Executive Director  
Health Care Consumers Association

11 October 2022