

# NDIS Readiness: Some considerations for Local Area Councils Aged and Disability Forum

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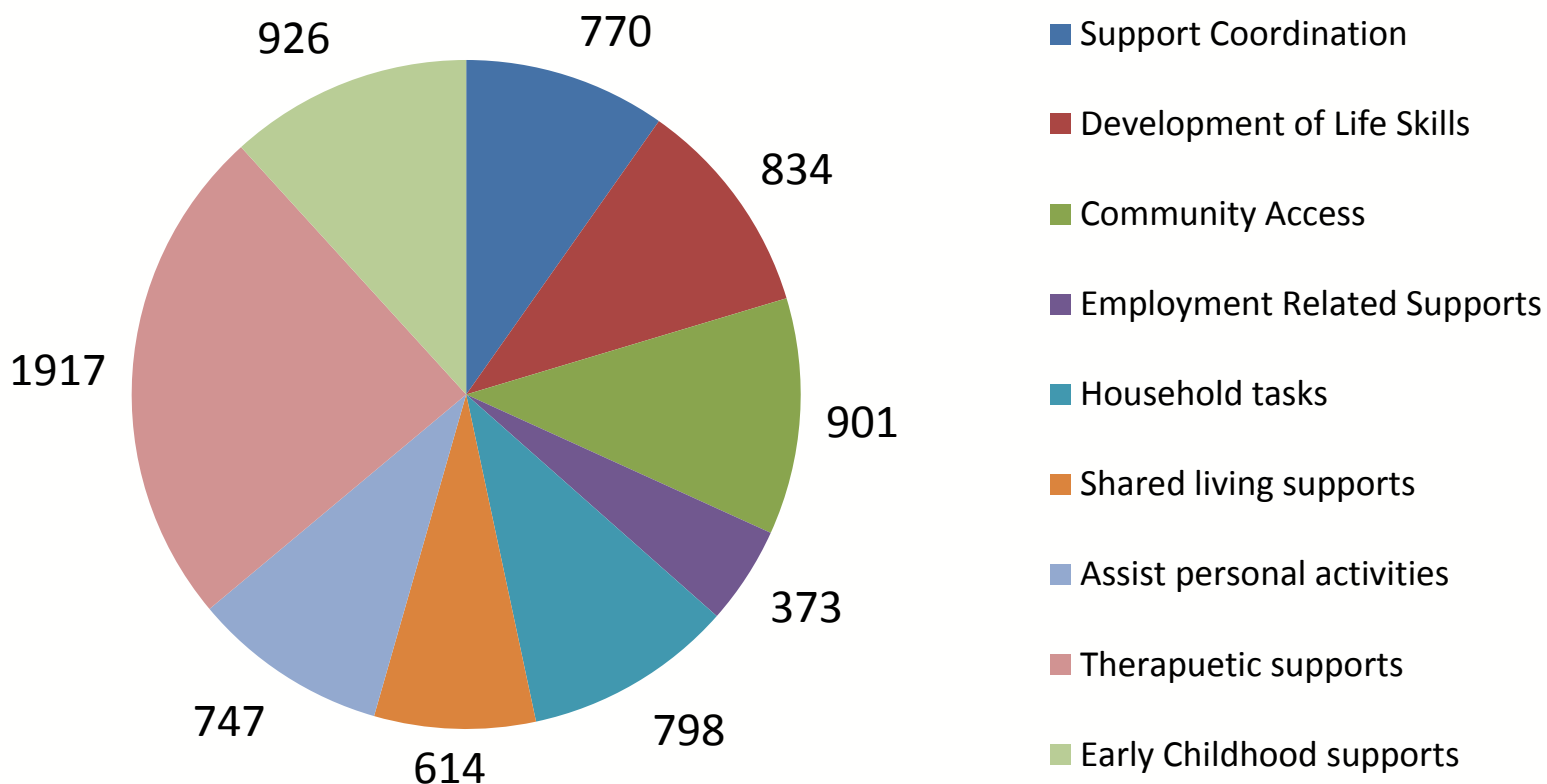
# NDIS Participants

- 61,000 (plus) participants with approved plans nationally.
- 28,777 in NSW.
- 7,440 plans approved July- Sept 2016.
- 4,397 in NSW (59%).
- Behind bilateral targets for NSW. These have been adjusted.

Source: NDIA Quarterly Report to COAG Disability Reform Council, December 2016

# Marketplace

**Number of providers by registration group (National)**



# The Future NSW 2019

More people	More funding	More jobs
+ 64,000 participants	+ \$3.4b in services	+ 23,670 – 28,930 FTE jobs

Source: NDIA Market Position Statement

# Growth areas ...

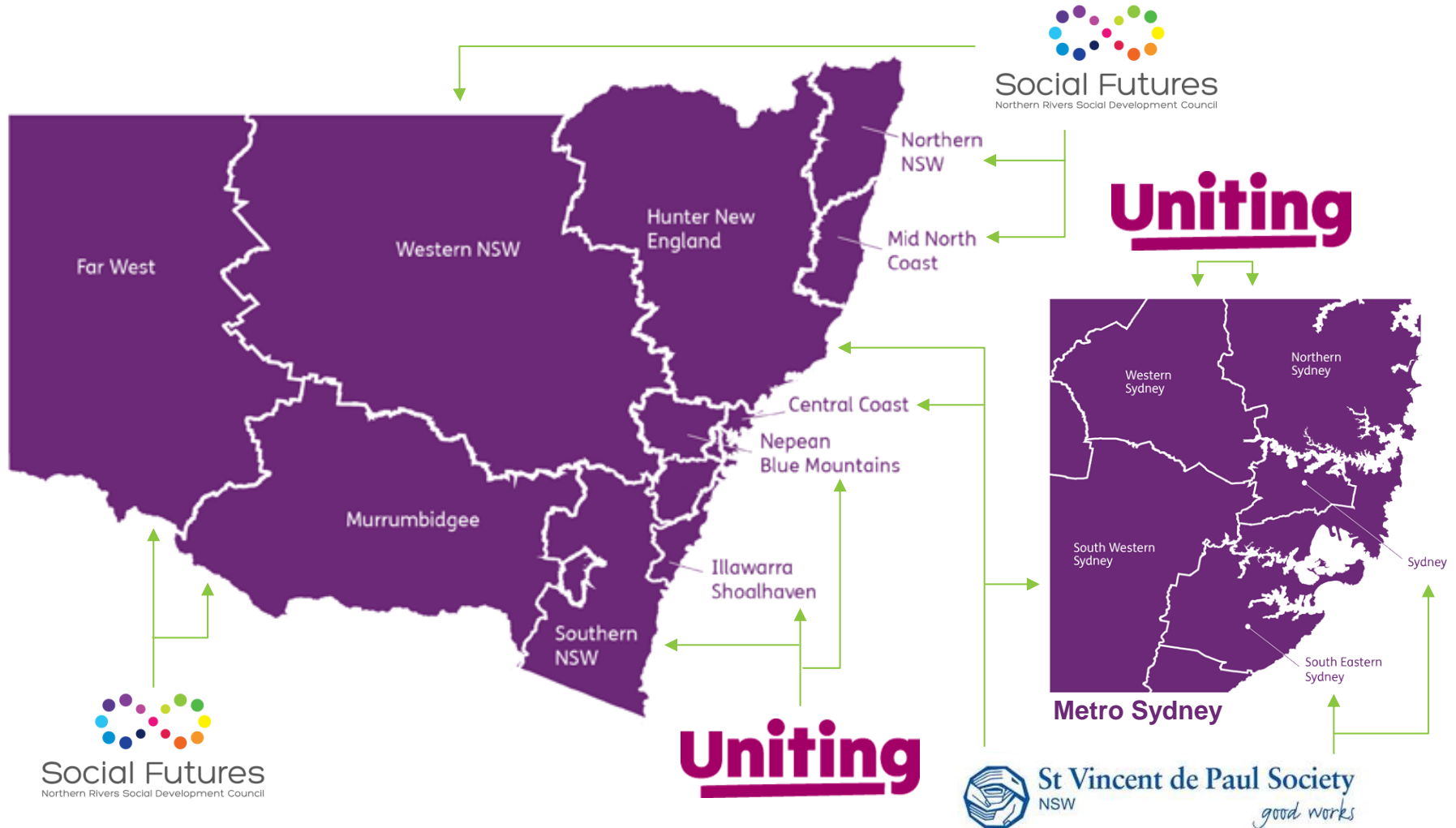
- The NSW LHDs which will experience the largest growth in the number of people receiving supports:
  - **South Western Sydney**
  - **Hunter New England**
  - **Western Sydney**

Source: NDIA Market Position Statement NSW

# Key developments: Current and in progress

- Information, Linkages and Capacity
- Specialist Disability Accommodation
- National Quality and Safeguarding Framework
- Role of Community Partners (transition and full scheme)
  - Local Area Co-ordination
  - Early Childhood Early Intervention Approach

# NSW Partners in the Community



**“WE CONSTANTLY REVIEW OUR BUSINESS PLAN TO MEET THE CHALLENGES IN AN NDIS WORLD.”**

**“ WE HAVE NEEDED TO BE FLEXIBLE AND AGILE AS NDIS POLICIES, SYSTEMS AND PROCESSES EVOLVE .”**

**“WE HAVE UNDERTAKEN A STRUCTURAL REVIEW TO BETTER MANAGE PORTFOLIOS AND ALIGN DIRECT STAFF TO SPECIFIC MANAGERS.”**

**“WE HAVE PRIORITISED INVESTMENT, IDENTIFIED WASTE IN ROLES, STRUCTURES AND PROCESSES AND IMPLEMENTED CONTINGENCY STRATEGIES. ”**

**WE HAVE DEVELOPED STRATEGIES TO RESPOND TO PARTICIPANT REQUESTS FOR DIFFERENT DAYS AND TIMES, EXPERIENCES AND NEW APPROACHES AS THEY UNDERSTAND THEY NO LONGER NEED TO FIT INTO EXISTING PROGRAMS.”**

**“IT HAS BEEN NECESSARY FOR US TO GATHER PARTICIPANT INFORMATION AND WE ALWAYS COST ALL SUPPORTS FOR US TO MAKE AN INFORMED DECISION BEFORE ACCEPTING A PLAN.**

**TRIAL SITE PROVIDERS**



# Provider Experiences

- Changes in relationships throughout the organisation with the participant at the centre of all relationships.
- Programs are becoming less relevant over time.
- Most participants are generally continuing with current providers but...
- Demand for support is increasing.
- Increased administrative burden.

# Watching briefs



ESCALATION TO  
FULL SCHEME



INADEQUATE  
PRICES



MAINSTREAM  
SERVICES



TRANSPORT  
ASSISTANCE



PLANNING



RURAL & REMOTE  
SUPPORTS

# Recent Reports/Papers

- **NDS 2017 Federal Budget Submission**  
[https://www.nds.org.au/images/news/NDS\\_Federal\\_Budget\\_Submission\\_2017.pdf](https://www.nds.org.au/images/news/NDS_Federal_Budget_Submission_2017.pdf)  
(accessible version available)
- **NDS State of the Sector Report 2016** <https://www.nds.org.au/news/sods-report-2016>
- **National Disability Insurance Scheme My Place Portal Implementation Review PWC**  
[https://www.dss.gov.au/sites/default/files/documents/09\\_2016/pwc\\_review\\_of\\_the\\_ndia\\_myplace\\_portal\\_implementation\\_-\\_final\\_report.pdf](https://www.dss.gov.au/sites/default/files/documents/09_2016/pwc_review_of_the_ndia_myplace_portal_implementation_-_final_report.pdf)
- **National Disability Insurance Scheme – Management of the Transition of the Disability Services Market** Australian National Audit Office  
<https://www.anao.gov.au/work/performance-audit/national-disability-insurance-scheme-transition-disability-services>
- **Feb – Sep 2017 Productivity Commission National Disability Insurance Scheme Cost (**  
<http://www.pc.gov.au/inquiries/current/ndis-costs>

## Considerations

- Develop a communication strategy for all of your stakeholders about the NDIS.
- Assess the opportunities to grow your services to meet the needs of people with a disability in your community.
- Review the range of supports that you currently offer to people with a disability and how effectively these are meeting their needs.
- Utilise your networks and relationships to identify strategic partnership opportunities.
- Be prepared to review your position as NDIS systems change and evolve.

## 7 STRATEGIC QUESTIONS FOR PROVIDERS

Strategy	Does our strategy allow us to be agile, flexible and responsive to meeting the needs of clients with a disability in the future?
Governance	Are our decision-making processes robust enough to manage the key risks, challenges and opportunities facing our business? Do they support our operation in a competitive environment?
Clients & Market Focus	How will we differentiate ourselves to retain and attract clients in an increasingly competitive market place?
Financial Sustainability	Do we have systems in place to manage individualised funding? Are we able to cost, price and fund the services that we plan to offer/offer? What changes do we need to make?
People & Capability	How will we attract, recruit and retain staff with the right skills and capabilities to support our strategic direction?
Information & Knowledge Management:	Do we have the right systems in place (or can we develop these) to support the necessary changes to our business, clients, operations and finances over the next decade?
Quality, Measurement & Improvement:	Do we have the right systems, people and processes in place to maintain and improve our quality and competitiveness? How will we know when we are doing well, or at risk?

# Support Available



NDS Sector Support Consultants



NDIS Provider Toolkit



ADHC Unit Costing Toolkit



Career Planner and Capability Framework



Social Impact Measurement Tool



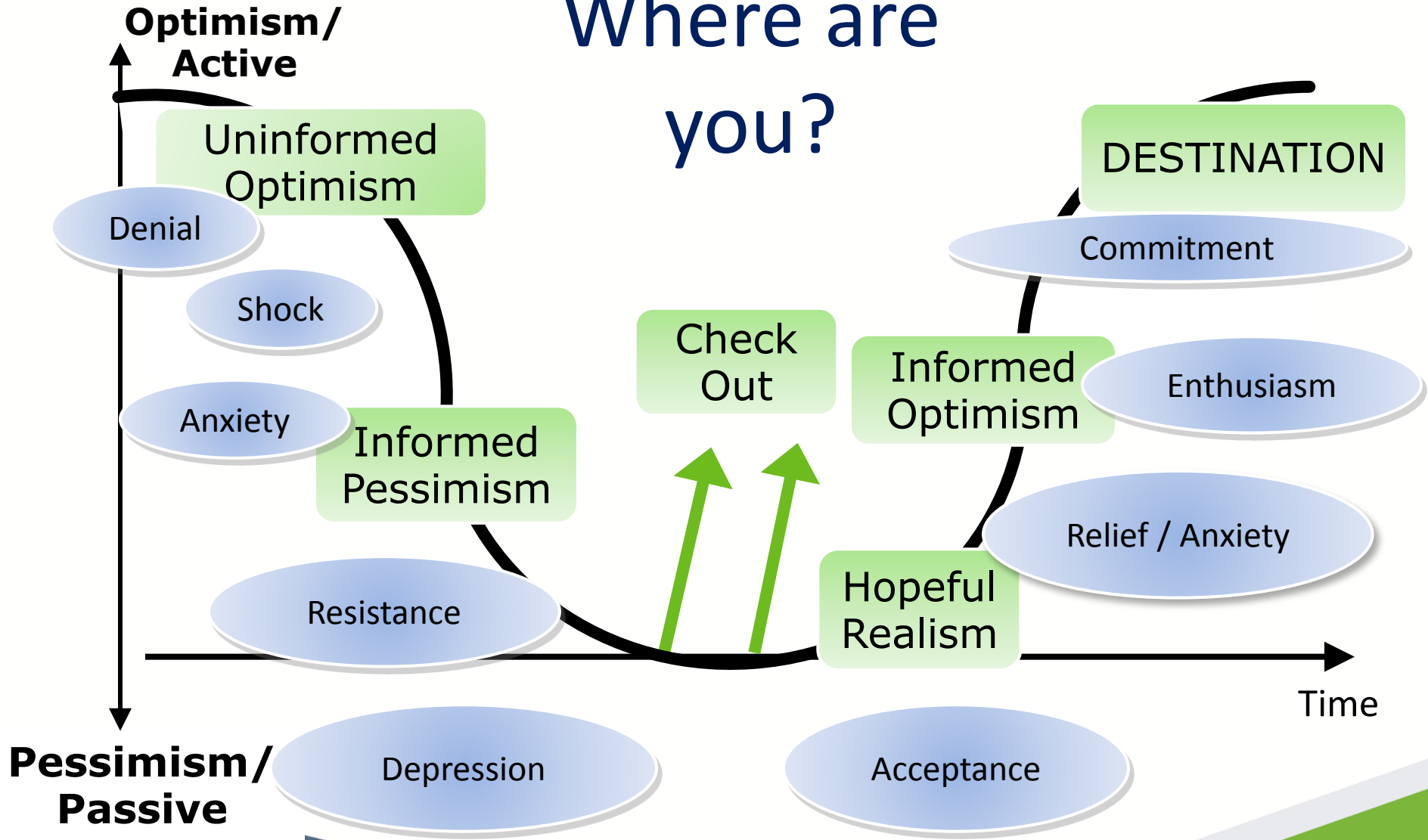
Industry Development Tools [www.idfnsw.org.au](http://www.idfnsw.org.au)

# Transition Assistance for Local Councils (TALC) Grants



- Administered by FaCS
- Targeted at Local Council's providing direct service delivery - need to have received invitation letter to apply
- Grants for capacity building and transition activities in readiness for NDIS
- Sector support consultants available to assist with identifying projects

# Where are you?





# NDS Contacts

NDS Sector Support Consultants	Phone number and e-mail	Where they work
Karen Stace	0409 948 530 <a href="mailto:karen.stace@nds.org.au">karen.stace@nds.org.au</a>	Hunter, Lower New England, Lower North Coast, Central Coast, Northern Sydney
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Joanne McLean	0405 031 911 <a href="mailto:joanne.mclean@nds.org.au">joanne.mclean@nds.org.au</a>	Mid North Coast, Northern NSW, Upper New England
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Thank you



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