



GPO Box 700
Canberra ACT 2601
1800 800 110

ndis.gov.au

The Hon Stuart Robert MP
Minister for the National Disability Insurance Scheme
PO Box 733,
BIGGERA WATERS QLD 4216
stuart.robert.mp@aph.gov.au

Dear Minister Robert

s22(1)(a)(ii) - irrelevant material



b2(1)(a)(ii) - irrelevant material



National Disability Insurance Agency

Incoming Government Brief

May 2019

Contents

s22(1)(a)(ii) - irrelevant material



Priorities for the NDIA.....10

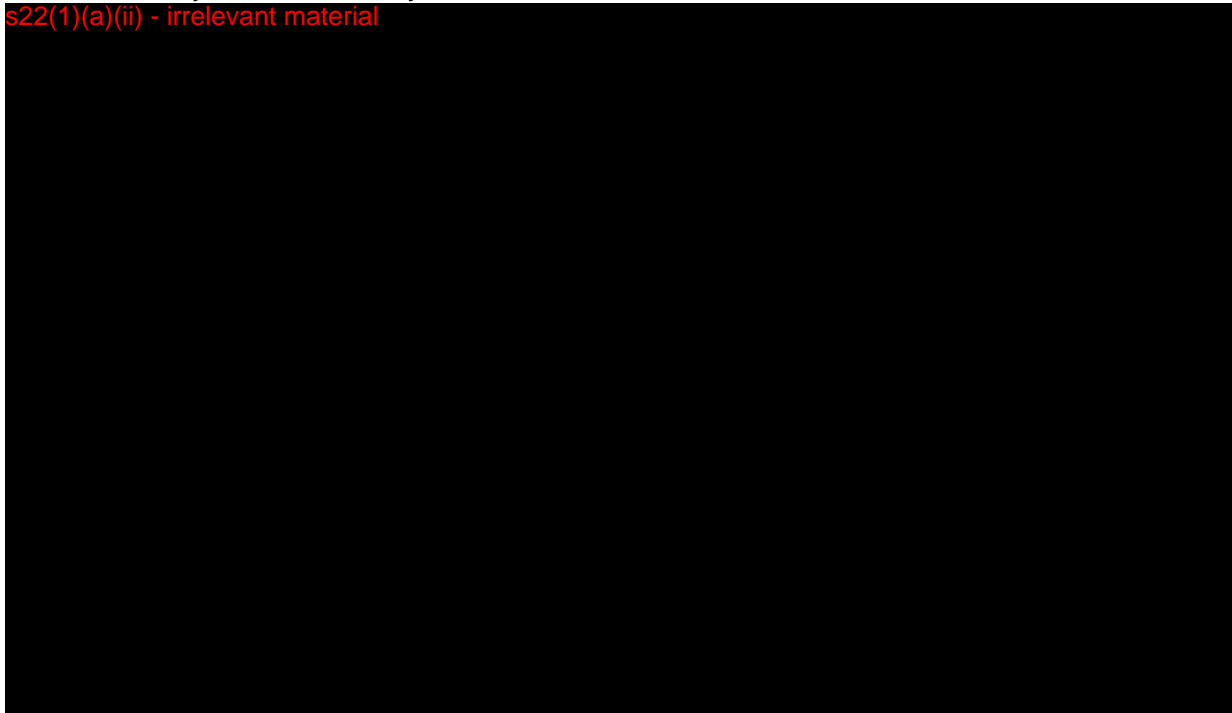
s22(1)(a)(ii) - irrelevant material



2. Pathways Program 11

3. Early Childhood Early Intervention..... 15

s22(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



Appendix B - Coalition's NDIS election commitments34

National Disability Insurance Scheme

s22(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



National Disability Insurance Agency

s22(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



b2(1)(a)(ii) - irrelevant material



Priorities for the NDIA

s22(1)(a)(ii) - irrelevant material



b2(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



Timeframes for access, planning and plan reviews

The NDIA acknowledges that the timeliness of planning decisions and plan reviews can be improved.

The NDIA recognises that for some participants the timeframes are slower than desirable and actions are being taken to address the issues, as outlined in this brief.

The NDIA has commenced developing a set of service standards and a revised service charter, which will provide clear guidance to participants around expectations for timeframes and experience when engaging with the NDIS.

The NDIA is developing Key Performance Indicators as well as a performance management framework for NDIA staff and partners. These indicators include time taken to plan approval from an access decision. It is expected that these Key Performance Indicators will be operational at full scheme.

We note your election commitment to continued improvements to the planning process and the development of a Participant Service Guarantee by July 2020, in close consultation with all stakeholders. The NDIA is committed to ensuring that participants around Australia have a consistently high quality and responsive experience, and will work with you to achieve this.

s22(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



3. Early Childhood Early Intervention

s22(1)(a)(ii) - irrelevant material



Waiting times in remediation strategies

Wait times remain the greatest challenge for ECEI Partners due to the sheer volume of children entering the Scheme, the personalised and considered nature vital to effectively managing each ECEI access application and the impact a thin labour market is having on each Partner's capacity to source appropriately experienced staff.

Children with hearing impairment have been prioritised and wait times are minimal. This has been achieved by working closely with the hearing sector.

s22(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



b2(1)(a)(ii) - irrelevant material



b2(1)(a)(ii) - irrelevant material



b2(1)(a)(ii) - irrelevant material



b2(1)(a)(ii) - irrelevant material



b2(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



b2(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



b2(1)(a)(ii) - irrelevant material



b2(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



b2(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



b2(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material



Commitments	What we are or have been doing	What will we do and timeframe
4. Introducing a new NDIS Participant Service Guarantee		
<p>4.1 Introduce a new NDIS Participant Service Guarantee (following the completion of the NDIS rollout 1 July 2020). Set timeframes for participants to receive plan decisions; have plans approved; have plans reviewed; set specific service standards for children.</p>	<ul style="list-style-type: none"> • NDIS is developing a refreshed service charter, service standards and Key Performance Indicators in consultation with the Participant Reference Group and other community stakeholders, to be rolled out progressively. 	<p>By 30 June 2019:</p> <ul style="list-style-type: none"> • Develop draft service standards and KPIs, incorporating consultations with Participant Reference Group. <p>By 31 September 2019:</p> <ul style="list-style-type: none"> • Develop draft service charter, incorporating consultations with Participant Reference Group. <p>By 31 December 2019:</p> <ul style="list-style-type: none"> • Broader consultation with sector occurs on service standards, KPIs and service charter. • Pilot service standards and KPIs. <p>By 1 July 2020:</p> <ul style="list-style-type: none"> • New service charter, service standards and KPIs publicly released, incorporating feedback from participants and sector representatives. • Progressive implementation of NDIS Participant Service Guarantee.

s22(1)(a)(ii) - irrelevant material

b2(1)(a)(ii) - irrelevant material



s22(1)(a)(ii) - irrelevant material





Ministerial Brief: For Information

MB19-000062

To: **Minster for the National Disability Insurance Scheme**

SUBJECT - Early Childhood Early Intervention wait times for NDIS in Transition	
Due date in MO:	21 June 2019
Critical Date:	Nil
Recommendations – It is recommended that you:	
1) Note the analysis and causes for the current Early Childhood Early Intervention (ECEI) wait times.	Noted / Please Discuss
2) Note the action plan to be implemented by the National Disability Insurance Agency (NDIA) to address these wait times at <u>Attachment A</u> .	Noted / Please Discuss
Minister's signature	Date: / /2019
Minister's Comments	

Purpose

- Your office requested a brief on the current wait times experienced by participants entering the NDIS through some ECEI Partners and the remediation action plan (Attachment A refers), which encompasses strategies to be implemented by the NDIA to manage and reduce wait times in specific locations.

Key Points

Wait times

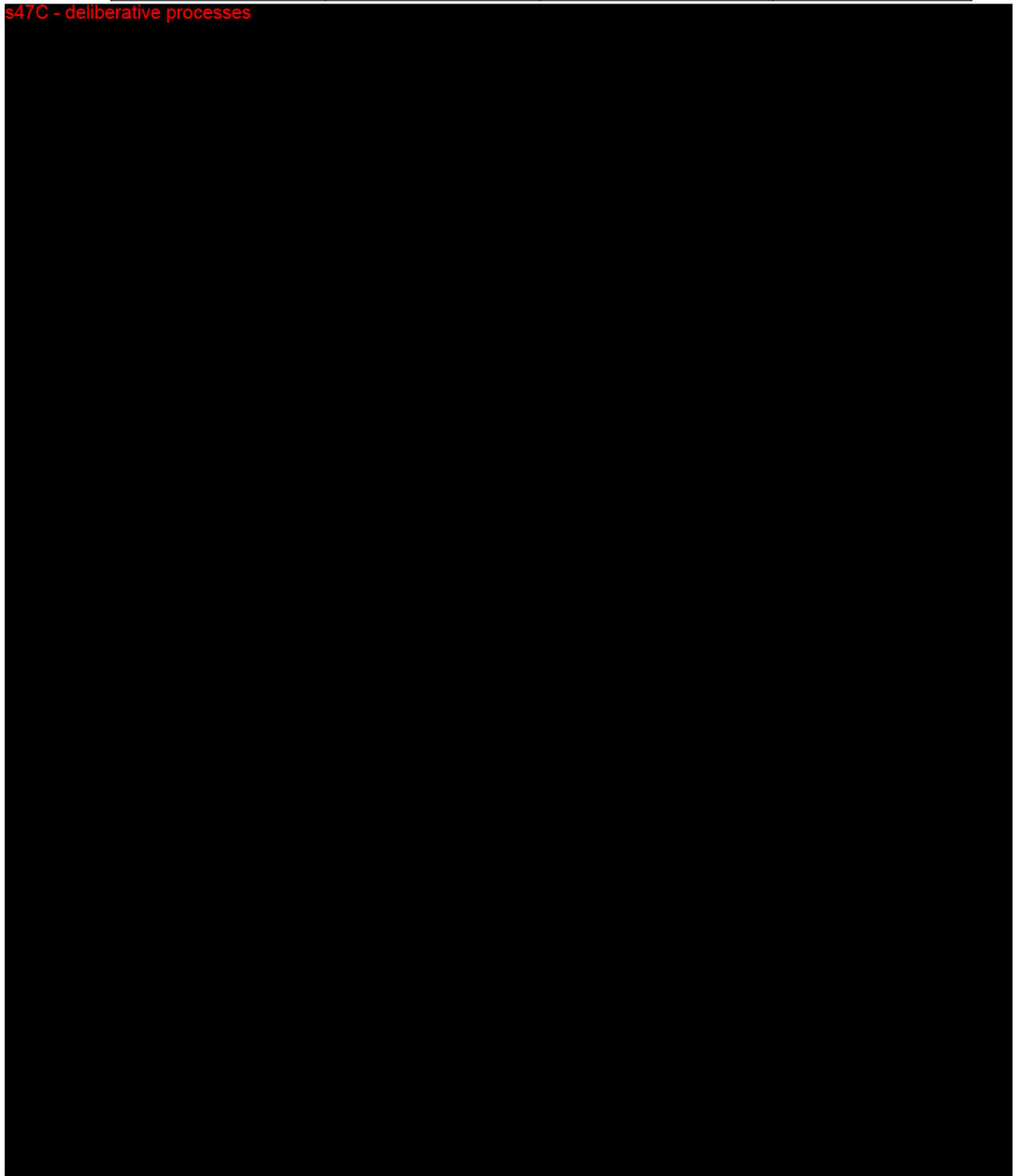
- Access and planning wait times are currently the greatest challenge for ECEI Partners. This is due to the volume of children entering the Scheme, the personalised and considered nature vital to effectively managing each ECEI access application, and the impact a thin labour market is having on Partners' capacity to source appropriately experienced staff.

s47C - deliberative processes

4. Table 1 – Decision Timeframes (January 2019 to March 2019)

Age Group	Average days to make an access decision	Average days between access decision and first plan	Average days to complete a plan review
0-6	16	136	41
7+	18	118	43
Total	17	122	43

s47C - deliberative processes



s47C - deliberative processes



Strategies to address wait times

12. To date, the NDIA has implemented the following strategies to address wait times:
- a) Helping ECEI Partners prioritise planning meetings through ongoing training and support from subject matter experts from the Early Childhood Services Branch;
 - b) Seconding Local Area Coordinators (LAC) to ECEI Partners;
 - c) Implementing additional partner training;
 - d) Appointing ECEI practice leads in ECEI Partners;
 - e) Identifying specialist ECEI delegates;
 - f) Sending ECEI experts into the field to help expedite plans; and,
 - g) Implementing an ECEI Prioritisation Framework.

s47C - deliberative processes



s47C - deliberative processes



s47C - deliberative processes



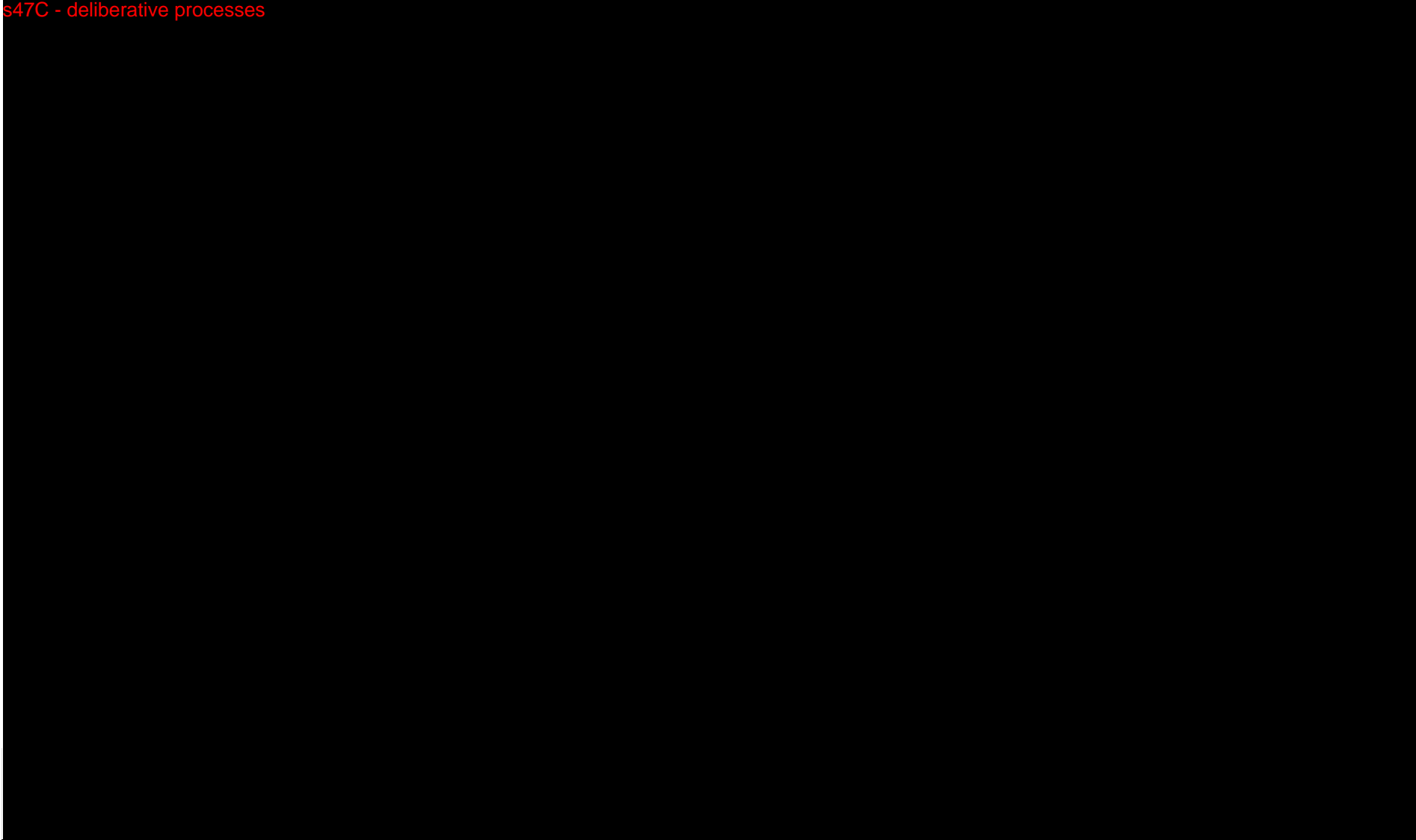
Attachments

Attachment A: Remediation Action Plan

21 June 2019

.....
Michael Francis
Deputy Chief Executive Officer
Participants and Planning Experience
M: s22(1)(a)(ii) -
irrelevant

s47C - deliberative processes



For Official Use Only

Ministerial Submission: For Information

Subject: Early Childhood Early Intervention wait times for NDIS in Transition

PDR: MB19-000062

Due in MO: 21 June 2019

Critical date: Nil

Consultation: Nil

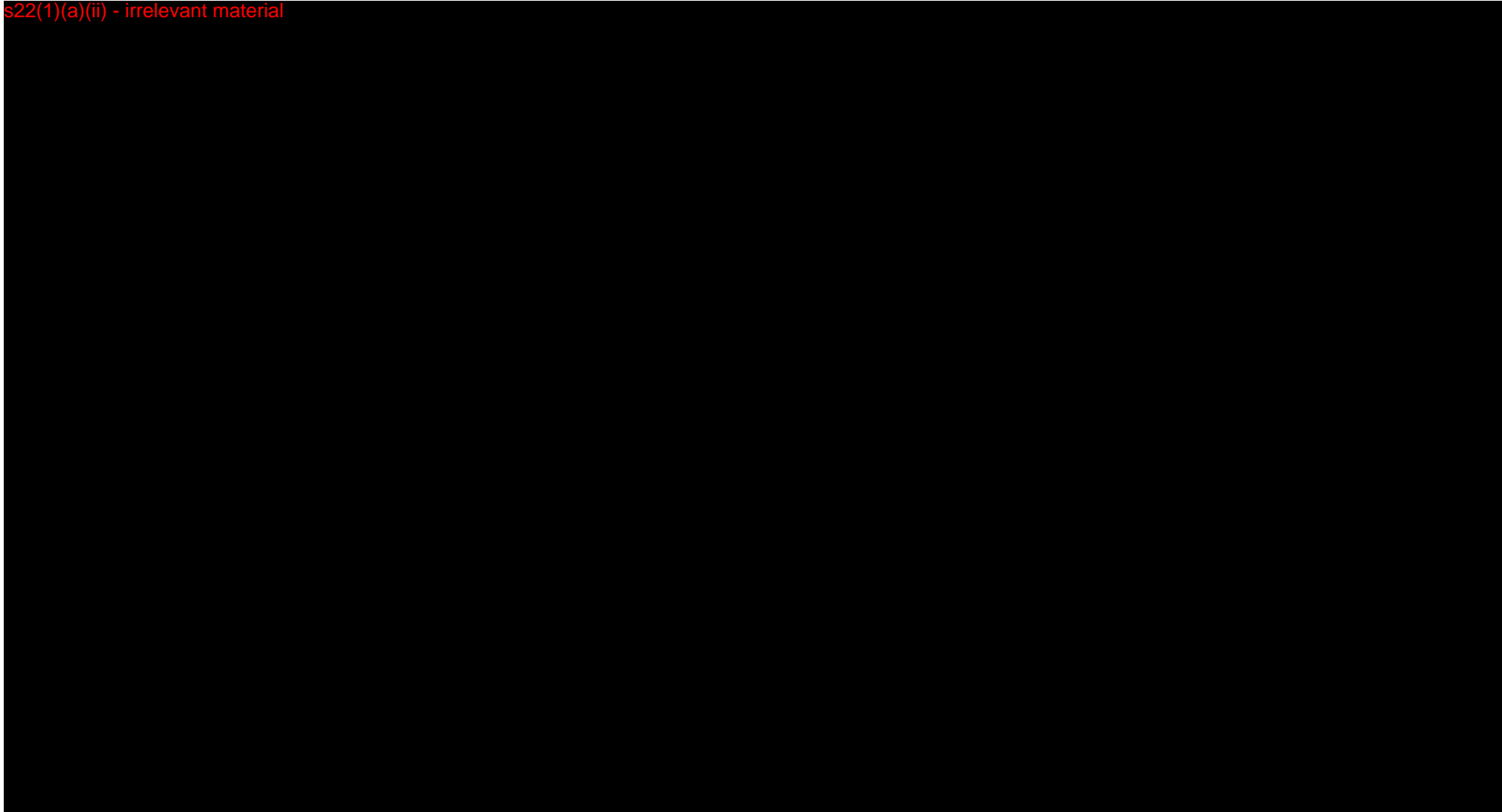
Contact officer: Michael Francis
Deputy Chief Executive Officer
Participants and Planning Experience
M: s22(1)(a)(ii) - irrelevant

Comments: Nil

Ministerial and Parliamentary Section | s22(1)(a)(ii) - irrelevant material

For Official Use Only

s22(1)(a)(ii) - irrelevant material



PDR