The same

Host (Name and Contact): Pam Burgess

Date: 14 November 2011

Location: Brisbane

Number of people involved: 4

Question explored: How does the assessment process provide for

people to tell their story & goals & the assessor

to listen, trusting they can identify their needs to

achieve these goals?

Key ideas and actions that emerged:

- Human approach to assessment process
- Change language / labels to more human/community positive eg. Assessment
 story or narrative review; client = person / family / consumer; assessor =
 buddy or facilitator
- Training: Values, strength based training, rights based
 - Mentored by person with a disability
 - Goal planning. How to achieve goals expressed
- If a person with a disability is very young or has communication challenges, ask carer or parent to write a story about what they like

Implications for the development of the NDIS:

Define vision, relationships and process



Host (Name and Contact): Lisa Fraser

Date: 14 November 2011

Location: Brisbane

Number of people involved: 4

Question explored: How can we ensure the system has the capacity to

rapidly respond to people's changing

circumstances?

Key ideas and actions that emerged:

- Change in need/s, capacity and/or circumstances that lead to changes in relation to the support/service required is a central challenge for people with disability for a range of reasons
- A rapid response process could by-pass formal assessment process to enable response in a designated timeframe such as 24 hrs for an emergency
- The rapid response process could be similar to an emergency 'hotline' to enable a decision that facilitates a short-term solution prior to further assessment where required

- A process is required to enable rapid response to changes relating to support/service must be a key feature embedded into the new system to enable timely and appropriate service
- A rapid response serves to meet the needs by enabling relevant stakeholders to act quickly e.g. person with disability, service provider; family, etc.
- Engagement with stakeholders required to consider how such a need can be best met.



The same

Host (Name and Contact): Colleen Kelly

Date: 14 November 2011

Location: Brisbane

Number of people involved: 5

Question explored: What principles need to inform and deliver a

person – centred assessment system?

Key ideas and actions that emerged:

- It's not just about tools, but includes resources to adequately perform all processes and to review
- Relationship[s between key stakeholders is central
- System needs at acknowledge impact of disability, not the disability
- Who will do the 'assessments"?
- How do we know what the needs are?

Implications for the development of the NDIS:

Ensure adequate resources are available for assessment



The same

Host (Name and Contact): Natalie Palelei

Date: 14 November 2011

Location: Brisbane

Number of people involved: 4

Question explored: What would it take to ensure the necessary

workforce capacity for a NDIS?

Key ideas and actions that emerged:

- Increase university quotas and engage VET sector
- Up skilling the current workforce (educating)
- Building the capacity of service users to articulate and delegate their needs
- Educating potential workers about the value of a caring career
- Up skilling for those people who chooses to self-manage their funds (individual and families)

- Resources to undertake the workforce modelling and planning
- Capacity building and workforce development is required in the lead up to the role out of a NDIS



The same

Host (Name and Contact): Jodi Wolthers

Date: 14 November 2011

Location: Brisbane

Number of people involved: 4

Question explored: What will it take now for all families and people

with a disability to have the skill and capacity to

self - manage their funding in time for the

NDIS?

Key ideas and actions that emerged:

- Awareness raising forums
- Focus groups
- Scenarios
- Cultural shift to empower people to know they can have choice and what is possible
- Capacity building for people with a disability by people with a disability
- Structured training workshops
- Positive, successful stories at every level
- Ongoing support by peers
- Safeguards

- Begin early with process of engagement
- People with a disability and / or families will become the drivers of the NDIS
- Risk of not involving people with a disability is a system that does not support them



The many

Host (Name and Contact): Simon Wright

Date: 14 November 2011

Location: Brisbane

Number of people involved: 5

Question explored: How do we attract and keep the highest

calibre workforce?

Key ideas and actions that emerged:

Need for change of paradigm for entry into industry

- Need for greater training and more relevant training to be made available on all levels
- This is a positive career path not just a job
- What is it to work in disability
- Look at connecting pathways to careers

- Need for workforce to be ready for the success of the NDIS
- Needs to start NOW!
- Need a media campaign to entice people to the community services industry similar to the apprenticeships campaign to prepare for the mining boom. Will we see this campaign for the NDIS?
- Build capacity to manage volunteers





Date: 14 November 2011

Location: Brisbane

Number of people involved: 50

Question explored: What are the points of tension? (What are the

debates and discussions we need to have?)

Responses:

Timeline:

- Is the timeline reasonable?
- Early engagement with service providers versus late engagement with service users
- Balance between urgency and good planning
- Workforce size versus workforce capacity

System:

- Where does assessment and budgeting link with local area coordination?
- Will system reflect rural and regional needs?
- How do we make users, drivers of the system?
- System enables learning

Assessment:

- Consistency vs. local assessor's capacity and depth of understanding in a local context
- Will assessment be done with fresh pair of eyes?

Performance measures base on principles: assessors / DSOs / service providers / government / NDIA / families / people with disability

Flexible safeguards appropriate to person's needs and capacity.

Real responsiveness to changing needs

Strength and trust based framework

Market driven versus not for profit



Date:

14 November 2011

Location:

Brisbane

Number of people involved:

50

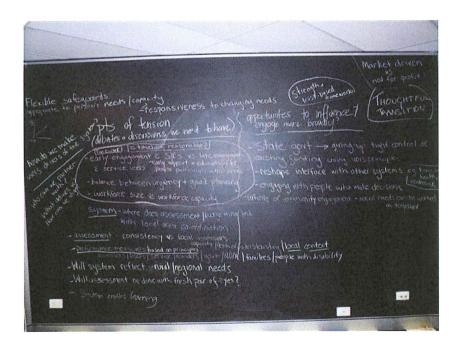
Question explored:

What are the opportunities to influence and

engage more broadly?

Responses:

- Thoughtful transition
- State government giving up tight control of existing funding using NDIS principles
- Reshape interface with other systems eg. Housing, Health, Centrelink
- Engaging with people who make decisions
- Whole of community engagement social needs can be worked on together
- Who can we partner with? What defines us? How can we align?





Date:

14 November 2011

Location:

Brisbane

Number of people involved:

50

Question:

What will it take for our sector to be ready for an

NDIS?

Response:

