

# NATIONAL DISABILITY INSURANCE SCHEME CONVERSATION SUMMARY



**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



# NATIONAL DISABILITY INSURANCE SCHEME CONVERSATION SUMMARY



**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

## Implications for the development of the NDIS:

- 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.



# NATIONAL DISABILITY INSURANCE SCHEME CONVERSATION SUMMARY



**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 to 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



# NATIONAL DISABILITY INSURANCE SCHEME CONVERSATION SUMMARY



**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)

## Implications for the development of the NDIS:

- 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



# NATIONAL DISABILITY INSURANCE SCHEME CONVERSATION SUMMARY



**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

## Implications for the development of the NDIS:

- 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



# NATIONAL DISABILITY INSURANCE SCHEME CONVERSATION SUMMARY



**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

## Implications for the development of the NDIS:

- 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



# NATIONAL DISABILITY INSURANCE SCHEME CONVERSATION SUMMARY



<b>Date:</b>	14 November 2011
<b>Location:</b>	Brisbane
<b>Number of people involved:</b>	50
<b>Question explored:</b>	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 co-ordination?
- 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

# NATIONAL DISABILITY INSURANCE SCHEME CONVERSATION SUMMARY



**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?





