

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2016 – 2017 Additional Budget Estimates Hearings

Outcome: National Disability Insurance Agency

Question No: NDIA SQ17-000031

Topic: Qualifications and experience

Hansard Page: Written

Senator Reynolds asked:

What minimum qualification/s and experience are required to apply for the following positions:

- a. NDIS Planner
- b. NDIS Local Area Coordinator
- c. NDIS Support Coordinator

Answer:

- a) Qualifications in human services, allied health, and disability are desirable but not mandatory, however, all National Disability Insurance Agency (NDIA) Planner positions are required to meet essential skills and personal attributes. The skills and personal attributes include:
 - Contemporary attitude to disability.
 - Systems - competency with IT systems.
 - Communication - adaptable communication and interpersonal skills and experience in building relationships with internal and external stakeholders.
 - Service Delivery - commitment to achieving positive outcomes for National Disability Insurance Scheme (NDIS) participants and the Scheme, judgment and decision making within delegated limits in relation to accountability of funds and interactions with individuals and communities.
 - Collaboration - ability to work within a team as well as with participants/stakeholders.
 - Leadership – (APS6 – EL2 classifications) - ability to provide a mentoring or team leader role within the team.
- b) The majority of our Local Area Coordinators (LAC) workforce are engaged through external arrangements, however a small number are internal NDIA staff. NDIA LAC's have similar skills and personal attributes requirements as of an NDIA Planner.

Given the generalist nature of Local Area Coordination services, LACs are required to have the relevant skills and experience to deliver the LAC services. These include:

- experience working in the human services sector e.g. disability, child services, allied health, social work, mental health, community development, education; and/or
 - relevant qualifications or training on social inclusion, community development and engagement.
- c) The Support Coordinator position is not a current role in the NDIA. It is however a funded support available to participants in their plan. Support Coordinators have to be registered with the National Disability Insurance Scheme (NDIS) and are required to meet Quality and Safeguards accreditation standards in the relevant state or territory in which they provide services, prior to registration with the NDIS to enable them to claim for payments for services to NDIS participants.