

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 SQ17-000032

Topic: Training for Planners

Hansard Page: Written

Senator Siewert, Rachel asked:

Please provide details of any training that is required to be undertaken by NDIS Planners, Local Area Coordinators and Support Coordinators.

Answer:

All National Disability Insurance Agency (NDIA) employees, contractors and partners are required to complete a Mandatory Learning Program as soon as practicable after commencing with the NDIA. The below courses are included in the NDIA Mandatory Learning Program:

- APS Values, Employment Principles and Code of Conduct
- Work Health and Safety
- Fraud Awareness
- Security Awareness
- Information Handling

All courses in the Mandatory Learning Program are required to be completed annually by all NDIA employees, contractors and partners.

In addition, all Planners and Local Area Coordinators are required to attend a face-to-face induction training program delivered over five days upon commencement with the NDIA and prior to starting in their new NDIA position. This training is designed to introduce service delivery staff to the principles of the National Disability Insurance Scheme (NDIS), NDIA Corporate information and relevant legislation, policies and procedures that apply to their position, including making reasonable and necessary plan decisions in accordance with the NDIS Act. The following courses are included in the induction training program:

- NDIA Induction
- Disability Awareness at NDIA
- Customer Service at NDIA
- Participant Pathway
 - Module 1: Participant Pathway Overview
 - Module 2: Access and Eligibility
 - Module 3: Planning
 - Module 4: Plan Implementation, Monitoring and Review

Upon completion of the formal induction training program Planners and Local Area Coordinators are supported by job shadowing and buddying with more experienced staff to ensure they understand the requirements of their role before commencing work with participants.