

**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 SQ17-000035

**Topic:** Local Area Coordination

**Hansard Page:** Written

**Senator Siewert** asked:

How many NDIS 'Local Area Coordinators' actually come from the local area?

- a. Are 'Local Area Coordinators' required to have experience in providing disability or mental health services?
- b. If not, why not?

**Answer:**

All Partners in the Community advertise their positions per service area (in line with the service areas listed in the bilateral agreements) so they can recruit locally for the delivery of Local Area Coordination services in each Service Area. As an example; when Partners advertise using online and print media they have in the title the name of the service area (location) the role will operate in. For example; National Disability Insurance Scheme (NDIS) Local Area Coordinator - South East Sydney.

In addition, Partners delivering Local Area Coordination services are required under their grant agreements with the National Disability Insurance Agency (NDIA) to have one location for permanent premises in each service area. In each Local Government Area (LGA) within a service area the partner must have or have access to the use of premises at which it will provide services (i.e. visiting services). There is a minimum requirement of one publically accessible office co-branded with the Partners and NDIS logos per service area and have a plan for visiting services in each LGA in service areas where they do not have a physical office.

Given the generalist nature of Local Area Coordination services, Partners are required to have a workforce with the relevant skills and experience to deliver the services, such as 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.

Partners are required to ensure they create a welcoming workplace and foster an inclusive culture, where people with a disability feel valued and encouraged to participate; attract, appoint, retain and develop employees with a disability.

Partners grant agreements have a Key Performance Indicator requirement to achieve a target of 'at least 15 per cent of personnel employed to perform the activity identifying as a person with disability by 30 June 2018'.