**RESPONSE TO JSC PROGRESS REPORT – ACTION PLAN – as at 4 June 2015**

**KEY**

**Green = complete**

**Blue = on track**

**Orange = delayed**

**Red = significant delays**

## Recommendation 1: Plan activations

| **Action** | **Activities/Status** | **Timeline** | **Person/s responsible** |
| --- | --- | --- | --- |
| Commence an independent review into plan implementation and activations | This activity has been split into three phases. Phase 1 included a review of plan activations- and implementation issues. This phase has been completed. Phase 2 includes the Agency working with trial sites to implement the findings of the review including the implementation of new processes and resources. The Agency is on track for phase 2. Phase 3 will include an internal audit of provider acquittal processes and procedures.  A Provider Payment Process internal audit project is included in the Agency’s 2015 internal audit program. The Provider Payment Process internal audit project is currently scheduled to be held during quarter 3, 2015. An internal audit report will be handed down post the completion of this internal audit project. | End December 2014 – completed.  Phase 2 – underway, expected to be completed end June 2015  (Phase 2 was previously expected to be completed by the end of March 2015. Implementation of review findings will not be completed until the end of June 2015 as a result of the number of the number of issues raised.)  Phase 3 – internal audit planned for Q3 2015 and is expected to be completed by end October 2015. | GM Operations / CFO |
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## Recommendation 2: Identify service gaps and options to manage these gaps

| **Action** | **Activities/Status** | **Timeline** | **Person/s responsible** |
| --- | --- | --- | --- |
| NDIA Board request that the Independent Advisory Council undertake a review into service gaps | The Operations team in Agency is assisting the Independent Advisory Council with this request. | Complete | GM Governance |
| IAC to undertake a review into service gaps and provide advice back to the Board on issues and solutions | This has been provided to the JSC. | Complete | GM Governance / GM Operations |

## Recommendation 3: Workforce participation

| **Action** |  |
| --- | --- |
| Work be undertaken to assist people with disability to move into the workforce. | \*NOTE\* - this is the responsibility of the Departments of Education and Employment.  There is also internal work underway in the NDIA to develop the Agency’s strategic approach to employment participation. |
| Work to be undertaken to address disability discrimination in the workplace. | \*NOTE\* - this is the responsibility of the Departments of Education and Employment |

## Recommendation 4: Plan sign off processes

| **Action** | **Activities/Status** | **Timeline** | **Person/s responsible** |
| --- | --- | --- | --- |
| NDIA to implement a process to sign off plans like insurance company: clear disclosure documentation, written draft plan, cooling off period, participants must sign plan. | The Agency has introduced the clear requirement for planners to discuss draft plans with participants and families before they are finalised to ensure the shared process for developing plans is transparent.  Given that the development of plans is a shared process, the Agency does not propose to require participants to sign their plan or introduce a cooling off period.  The Agency is committed to ensuring that participants’ rights are clearly articulated and understood.  There is also a basic pictorial version of plans available to participants where required. The pictorial plan resources are being further developed by the Agency. A copy of the full plan is always provided as this is a legal requirement, so pictorial plans are additional when required. | Complete | GM Operations |

## Recommendation 5: Transdisciplinary packages

| **Action** | **Activities/Status** | **Timeline** | **Person/s responsible** |
| --- | --- | --- | --- |
| Undertake a review into transdisciplinary packages | In Progress. Early Childhood Intervention Australia has been contracted to work with the Agency to develop good practice guidelines for provision of early childhood intervention.  Ongoing consultation required to continue adoption of transdisciplinary approaches and information to practitioners/services.  A series of regional workshops is planned, commencing mid May 2015, until end June. These workshops will seek wide ranging input about experiences with service delivery models, differences of terminology between jurisdictions, and recommendations for a nationally consistent approach. | Mid 2015 | GM Market and Sector (Service & Support) |
| Undertake a review into the guideline approach for autism | In Progress. Experts have been engaged to develop good practice guidelines for the management of children diagnosed with autism.  A stakeholder reference group has been established to review this work and provide advice to the Agency. The group has met to advise on project and consultations will continue.  Project on track for completion by the end July 2015. | Mid 2015 | GM Market and Sector (Service & Support) |
| Undertake a review into the guideline approach for children with sensory disabilities (hearing and/or visual impairment) | In Progress. Experts have been identified to assist the Agency with guidance on good practice for children with hearing loss/deafness. Ongoing meetings/consultations with providers and stakeholders are informing approaches for the project.  The initial expert reference group workshop (31 March2015) reviewed and discussed evidence with a focus on defining types and degree or hearing loss and access to early intervention. The group agreed a strategy to review and document key issues.  Follow up session planned June 2015. | Late 2015  (This has been delayed from mid-2015 to allow for increased consultation and engagement.) | GM Market and Sector (Service & Support) |

## Recommendation 6: Role of advocacy

| **Action** |  |
| --- | --- |
| Clarify the role of advocacy in the NDIS | \*NOTE\* - this is the responsibility of the Ministerial Disability Reform Council |

## Recommendation 7: NDIS website

| **Action** | **Activities/Status** | **Timeline** | **Person/s responsible** |
| --- | --- | --- | --- |
| Implement improvements to alert the public to new and changed documents on the website through a “news flash” item | Completed in September 2014. There is now a weekly update on the “what’s new” page of the website. Changes are also communicated on twitter, Facebook and in the NDIS newsletter. | Complete | GM Governance (Media, Communications and Engagement) |
| Total website redesign | In progress.  Remediation work has been conducted to improve the navigation and content of the site.  A redesigned home page is currently being developed and will be live on the site by July 2015.  A completely new website will go live in early 2016. | March 2016 (Launch of new website) | Technology Authority / GM Governance |

## Recommendation 8: Feedback systems

| **Action** | **Activities/Status** | **Timeline** | **Person/s responsible** |
| --- | --- | --- | --- |
| NDIA publicise details about internal systems for receiving and responding to feedback through the Annual report and online | Completed. The NDIA Participation Feedback and Participation Strategy is now available on the internet. | Complete.  Online information will be part of website overhaul due in March 2015. | GM Operations / Technology Authority |
| Revise Agency Service Charter | Completed. Inclusion Australia (peak body for Intellectual Disability) worked with focus groups on the charter with people with disability in four trial sites (NSW, VIC, SA and TAS). The Charter has been launched in the Agency and plans are underway for an external launch. | June/July 2015. | GM Governance (People and Culture) |
| Introduce a comprehensive participant feedback strategy through the Agency’s National Quality Action Plan | Completed. Participation and Feedback Strategy has been completed. The Agency is evaluating the best means to involve people with disability who are less likely to give feedback. This will complement information to be collected through the development of framework of qualitative participant and carer advice from Trial Sites. | Complete. | GM Operations |

## Recommendation 9: Survey methodology

| **Action** | **Activities/Status** | **Timeline** | **Person/s responsible** |
| --- | --- | --- | --- |
| Agency to consult with ABS Statistical Clearing House about the design and methodology of the survey | No longer required as participant satisfaction survey will be replaced by outcomes framework. | Complete – no longer required. | Scheme Actuary |
| Implement an outcomes measurement framework | Work is well progressed. Pilot has been completed and results are to be analysed. | Mid 2015  (The timeline has changed from early 2015 to mid-2015 due to piloting and analysis work required to complete the framework.) | Scheme Actuary |
| Include current survey methodology in the next quarterly report | Outcomes framework is referenced in the 3rd quarter report. | Complete | Scheme Actuary |
| Include current survey methodology on the website | No longer required as participant satisfaction survey will be replaced by outcomes framework. | Complete – no longer required. | Scheme Actuary |

## Recommendation 10: Implement a systematic way of gathering qualitative feedback

| **Action** | **Activities/Status** | **Timeline** | **Person/s responsible** |
| --- | --- | --- | --- |
| Develop a strategy to ensure the Agency’s communication and engagement activities meet the needs of people from CALD backgrounds | Building on the NDIAs Multicultural Plan 2014 to 2016, the NDIA has commenced development of a “Valuing and managing diversity statement” which will outline the NDIA’s commitment and goals in leading and creating understanding of diversity and cultural competence. This work will be undertaken in Q4.  This statement will outline the Agency’s commitment to key priority areas of:   * integrating diversity into planning, monitoring and evaluation, * building organisational capacity to work with diverse communities, and * design and administer a responsive NDIS to Australia’s diverse communities   These areas will form the emphasis of the NDIS CALD Strategic Framework which outline the detail of actions over the next 3 years to be developed in 2015/16.  All trial sites have developed engagement plans that include Diversity/CALD community commitment. For example in NSW the trial site has commenced a CALD Disability Engagement Group.  There are site specific initiatives such as the CICD grant in SA where they are working with CALD groups including Greek, Vietnamese and African communities to develop individual strategies to access the Scheme | Late 2015  (Timeline revised from early 2015 to later in the year due to need for further consultation and engagement with stakeholder groups.)  Implemented  Ongoing | GM Operations (GM Governance – Media, Communications and Engagement to draft products as required) |
| Undertake a culture audit | On track. Stakeholder (employee, participants, families, carers, support workers and service providers) forums and interviews were held at all NDIA offices and trial sites.  A report is scheduled to be presented to NDIA Executive by July/August 2015. | End 2014  REVISED: July/August 2015 | GM Governance |
| CEO and DCEO undertake visits to all trial sites | Completed. CEO and/or DCEO have visited all trial sites. Further rounds of visits are occurring in 2015 and will occur in 2016. | Ongoing. | CEO and DCEO |

## Recommendation 11: Agency employment of people with disability

| **Action** | **Activities/Status** | **Timeline** | **Person/s responsible** |
| --- | --- | --- | --- |
| Develop special measures to allow for targeted recruitment (particularly for LAC and planners) | A business case has been completed by the Agency and supplied to the Australian Public Service Commission (APSC). All relevant supporting material was provided to the APSC for endorsement by September 2014. The APSC is currently considering the policy impacts of the business case which requires additional consultation with the Human Rights Commission.  The Agency is looking at additional avenues to ensure the NDIA can improve employment opportunities for people with disability. The Agency is investigating setting up a traineeship across its sites that targets young people with disability. This is initially in a pilot phase within the National Office and Tasmania. The Agency is also about to release its graduate program which will target graduates with disability to start their employment with the Agency. | Business Case: Awaiting ASPC decision. Expected to be resolved soon.  Traineeships: 31 July 2015  Graduates: 31 August 2015 | GM Governance |

## Recommendation 12: Young people in nursing homes

| **Action** | **Activities/Status** | **Timeline** | **Person/s responsible** |
| --- | --- | --- | --- |
| Agency to consult with peak organisations and young people in nursing homes to ensure communications and advice is clear and available | The NDIA has provided a grant of $228,145 (GST exclusive) to the Summer Foundation to expand their NDIS Connections programme from two trial sites to four trial sites and expand their current role. This work will include:   * work with NDIA to locate young people in residential aged care facilities; * engage the located young people and link with the NDIA; * manage Discharge Planning Forums in each site; * develop community supports and best practice guidelines for stakeholders working with young people in residential aged care facilities; * promote the best practice guidelines. | End September 2014  REVISED: mid 2015  Ongoing | GM Governance (communications issues) / GM Operations (operational issues) |
| Agency to develop a framework for improvements based on advice gathered | Pending the outcome of the above. | End December 2014  REVISED: mid 2015 | GM Governance (communications issues) / GM Operations (operational issues) |

## Recommendation 13: Plan activation

| **Action** |  |
| --- | --- |
| All bilateral negotiations to be finalised and published in advance of commencement dates | \*NOTE\* - this is the responsibility of the Department of Social Services |

## Recommendation 14: Indigenous phasing

| **Action** |  |
| --- | --- |
| Phasing arrangements in Indigenous communities should bring in all eligible people at the same time | \*NOTE\* - this is the responsibility of the Ministerial Disability Reform Council |

## Recommendation 15: Tier 2 funding

| **Action** |  |
| --- | --- |
| Expedite funding for Tier 2 and consider lessons learned from the South Australian model | \*NOTE\* - this is the responsibility of the Ministerial Disability Reform Council |

## Recommendation 16: Disability sector workforce

| **Action** |  |
| --- | --- |
| Develop a workforce strategy to meet the demands of full scheme | \*NOTE\* - this is the responsibility of the Ministerial Disability Reform Council |

**Recommendation 17**: Self-managing plans

| **Action** | **Activities/Status** | **Timeline** | **Person/s responsible** |
| --- | --- | --- | --- |
| Run self-management information sessions for participants | Workshops have been run or commenced in each of the trial sites. These workshops are a mix of NDIA-run and community organisation- run with the latter funded through the Community Inclusion and Capability Development Fund. | Ongoing | GM Operations |
| Improve communications materials for self-management | The self-management information products will be available in June 2015.  Draft materials were developed and user-tested with participants. Their feedback was incorporated into the final products which have now been endorsed. The materials are being finalised for publication and will be made available on the internet with additional information distributed to trial site staff. | To be finalised by December 2014  REVISED: June 2015  (This is due to user testing and co-creation processes.) | GM Market and Sector (Service & Support) |