

# **Operational Plan Commitment between the National Disability Insurance Agency (NDIA), Tasmanian Government and Commonwealth Government for Transition to the National Disability Insurance Scheme (NDIS)**

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## Background

On 11 December 2015, the Prime Minister of Australia and the Premier of Tasmania signed a Bilateral Agreement for Transition to the National Disability Insurance Scheme (NDIS)

This Operational Plan (the Plan) sets out the key deliverables agreed between the National Disability Insurance Agency (NDIA), the Tasmanian Government and the Commonwealth Government to support the roll out of the NDIS. The Parties to the Plan are the NDIA, the Commonwealth Department of Social Services (DSS) and the Tasmanian Department of Health and Human Services (DHHS). The Plan serves as the roadmap for transitioning to the NDIS in Tasmania.

## 1 Terms of the Tasmanian Operational Plan

### 1.1 Purpose

- 1.1.1 The Plan identifies a program of work and the responsibilities of the Commonwealth and Tasmanian Governments and the NDIA during the transition to the NDIS and supports the high level Bilateral Agreements and supporting schedules agreed between governments.
- 1.1.2 The Tasmanian Government, the Commonwealth Government, and the NDIA acknowledge that the transition to the NDIS is the shared responsibility of all Parties that requires a considered and collaborative approach.
- 1.1.3 From 1 July 2016, the NDIS will progressively roll out in Tasmania and by 1 July 2019 the NDIA will have full responsibility for eligible participants in Tasmania.
- 1.1.4 The Plan outlines the implementation actions for the transition to the NDIS in Tasmania. It identifies the key elements required in Tasmania, including the respective roles and responsibilities of governments and the NDIA in achieving the outcomes of the Plan.
- 1.1.5 The Plan is to be considered in conjunction with the Bilateral Agreement between the Commonwealth and Tasmania (Transition to the National Disability Insurance Scheme) and accompanying schedules.
- 1.1.6 Nothing included within the Plan shall override agreements between the Commonwealth and Tasmania as set out in the Bilateral Agreements and accompanying schedules.
- 1.1.7 The Parties acknowledge actions agreed in the Plan are to be implemented consistent with policies and frameworks agreed by Council of Australian Governments (COAG).
- 1.1.8 The Parties acknowledge that actions highlighted in the Plan will continue to be shaped by the development and finalisation of a range of policy settings that will have flow-on impacts to the key elements critical for transition to the NDIS. For example:
  - Development and implementation of a nationally consistent quality and safeguarding framework for the NDIS.
  - Market design work between the NDIA, the Commonwealth and the states and territories to define governance arrangements and roles and responsibilities for the development of the market, including a market intervention framework and participant and provider readiness.

- Outcomes arising from the review of the NDIS Act.

## 1.2 Working together

- 1.2.1 The Plan has been developed in partnership between the NDIA, the Commonwealth Government and the Tasmanian Government. The Parties are committed to collaborating on the Plan to ensure the Plan is based on strong planning processes and a commitment to work closely in achieving the best possible outcomes for people with disability, their families and carers.
- 1.2.2 The Parties will act in partnership on the co-design of the actions detailed in the Plan, including through working groups established between the NDIA, Tasmanian and Commonwealth Government representatives ( as identified in the Plan).

## 1.3 Key Elements

The following key elements have been agreed by the Parties for managing the transition to the NDIS, drawing on lessons learnt from trial sites and building upon the Tasmanian Government's experience and knowledge in funding and managing the state's specialist disability service system.

**Part 1** – Includes elements dependent on the Bilateral Agreement between Tasmania and the Commonwealth on transition and further national policy development.

**Part 2** – Includes elements for transition that the Parties will work together on under current policy settings and existing inter-governmental agreements.

### **Part 1 – Bilateral and National Policy Elements**

1. Phasing arrangements
2. Government workforce transition
3. NDIA locations and infrastructure
4. Quality and safeguards
5. Continuity of support arrangements for ineligible clients
6. Sector and system readiness
7. Management of Mainstream Interfaces
8. Information, Linkages & Capacity Building (ILC)
9. Specialist Disability Accommodation for NDIS participants
10. Implementation of agreed funding arrangements.

### **Part 2 – Administration & Service Delivery Operating Model Elements**

11. Pre-intake preparations

12. Data exchange and systems planning
13. Tasmanian Inter-operability of Legislation
14. Participant readiness
15. Participants/cohorts with specific or complex requirements
16. Provider readiness
17. Jurisdiction service delivery strategies
18. Functions to support system stewardship
19. Transition planning for people in:
  - Rural & Remote locations
  - Aboriginal & Torres Strait Islander communities or participants
  - Culturally & Linguistically Diverse (CALD) communities
20. Public communication and engagement.

## Part 1 – Bilateral and National Policy Elements

### 1.0 Phasing arrangements

The Bilateral Agreement and Schedule A: Participant Transition Arrangements for the NDIS transition and Schedule B: Financial Contributions for Transition detail high level phasing arrangements and funding contributions for Tasmania.

#### **Deliverable:**

A Tasmanian Transition Phasing Rule and Phasing Strategy will give practical effect to the Bilateral Agreement – Schedule A: Participant Transition Arrangements to enable timely and efficient phasing of eligible participants into the NDIS.

#### **Agreed Actions:**

- 1.1 The Tasmanian Government, in consultation with the NDIA and Commonwealth, will develop a Phasing strategy to give effect to the Bilateral Agreement (Part 5), Schedule A – Participant Transition Arrangements in Tasmania. The detailed phasing strategy will:
  - Be responsive to the interoperability of the component parts of the Operational Plan e.g. data, workforce;
  - Agree intake prioritisation criteria for known clients transitioning from existing Tasmanian Disability and related state government systems;
  - Provide a referral pathway for people who request access to the NDIS and are unknown to existing Tasmanian Disability and related state government systems; and
  - Provide access for clients of existing Commonwealth programs who are not receiving supports through Tasmanian Disability and related state government systems.
- 1.2 The Commonwealth Government, in consultation with the Tasmanian Government, will develop a Phasing Rule to give effect to the Bilateral Agreement (Part 5), Schedule A – Participant Transition Arrangements in Tasmania.
- 1.3 The NDIA, in consultation with Governments, will develop a process to monitor phasing against the agreed Bilateral phasing schedule.

**Timeframe:** Quarter 3, 2015-16

### 2.0 Government workforce transition

The NDIA and the Tasmanian Government will agree on a process to give effect to workforce transition arrangements set out in Schedule H: - Workforce. This work is in addition to broader work on market, sector and workforce development.

#### **Deliverable:**

The NDIA and Tasmanian Government will implement the agreed government workforce transition approach to identify and quantify affected government staff. This approach will be guided by section 72 provisions of the Commonwealth Public Service Act, 1999 (the PS Act) that cover the engagement of persons to be employed under the PS Act.

#### **Agreed Actions:**

- 2.1 The NDIA, for consultation with Tasmanian Government, will develop a NDIA Workforce Plan to cover the transition years in Tasmania. The NDIA Workforce Plan will include:
- First Offer of Employment working arrangements;
  - Details of NDIA staff roles, cohorts, skills and capabilities, classifications and locations;
  - Consideration for the need to manage Tasmanian business as usual during the transition years;
  - The use of a Recruitment Register which will be used as the vehicle to support the First Offer process for Tasmanian Government materially affected staff for the initial and subsequent recruitment campaigns (in consultation with Tasmanian Government); and
  - A communication strategy to be implemented by the Tasmanian Government to relevant staff regarding the transition process.

**Timeframe:** Quarter 3, 2015-16.

### 3.0 NDIA locations and infrastructure

The NDIA will have a physical presence to support the intake of people into the Scheme through the transition period that will include a network of offices and staff in selected communities.

**Deliverable:**

The NDIA will ensure a physical presence and visiting services to communities in Tasmania.

**Agreed Actions:**

- 3.1 The NDIA will develop a Property Strategy, including visiting services and co-location opportunities, in consultation with Governments to ensure the NDIA has the necessary physical assets to manage the intake of clients during the transition period.

**Timeframe:** Quarter 3, 2015-16.

### 4.0 Quality and Safeguards

The Bilateral Agreement, Schedule F: - Transition arrangements for quality and safeguards in Tasmania describes the interim arrangements through transition that will remain in place until the National Quality and Safeguard(s?) Framework is implemented.

**Deliverable:**

Governments will develop an interim approach to the maintenance of existing quality and safeguard mechanisms to ensure the provision of good quality supports, and maximise the choice and control of participants until the National Quality and Safeguards Framework is implemented.

**Agreed Actions:**

- 4.1 The Tasmanian Government, in consultation with the Commonwealth, will complete a review of existing Quality and Safeguard frameworks to ensure it supports, and does not impede, the transition to the NDIS.
- 4.2 The Tasmanian Government, in consultation with the NDIA and Commonwealth Government, will develop Interim Quality and Safeguards Working Arrangements and ensure these areas are



maintained and used through transition until the National Quality and Safeguards Framework is implemented.

- 4.3 The Tasmanian Government, in consultation with the NDIA and Commonwealth, will develop accessible information for participants, their families and carers on NDIS supports and Quality and Safeguard arrangements during transition.

**Timeframe:** Quarter 4, 2015-16.

## 5.0 Continuity of Support Arrangements

The NDIA and Governments will agree on a process to give effect to the arrangements set out in Schedule D: Continuity of Support Arrangements in Tasmania.

### **Deliverable:**

Governments and the NDIA will develop and implement working arrangements to provide continuity of supports for existing Tasmanian and Commonwealth clients who are ineligible for the NDIS.

### **Agreed Action:**

- 5.1 The Tasmanian Government, in consultation with the Commonwealth, will identify existing clients (people and programs) in Tasmania that do not meet the NDIS access requirements.
- 5.2 To give effect to Schedule D: Continuity of Support Arrangements, the Tasmanian Government, in consultation with the NDIA and the Commonwealth, will develop working arrangements for continuity of supports that include:
- A process to inform the Tasmanian and Commonwealth Governments when an existing client is found ineligible for the NDIS;
  - A Government approach to maintain supports where existing supports do not meet the NDIS definition of reasonable and necessary; and
  - An agreed approach for communicating NDIS decisions to ineligible people to ensure continuity of supports.
- 5.3 The Commonwealth, in consultation with the Tasmanian Government, will determine the administrative arrangements for people aged 65 and over and Aboriginal People aged 50 and over and who are in receipt of disability services to transfer the administrative responsibility to the Commonwealth.

**Timeframe:** Quarter 3, 2015-16.

## 6.0 Sector and System Readiness

Governments will share existing knowledge of the local market for disability supports with the NDIA, including any existing gap analyses or market development activities in place, to put into effect Schedule E: Sector and System Readiness in Tasmania. Market readiness activities during transition will support the implementation of nationally agreed market, sector and workforce strategies and build on existing work by governments and the NDIA.

### **Deliverable:**

Governments and the NDIA will minimise market gaps, promote market access and maximise choice and control for participants during transition.

**Agreed Action:**

- 6.1 The NDIA, in consultation with Governments, will complete analysis and share existing knowledge on the market and workforce in Tasmania.
- 6.2 The NDIA will implement the agreed NDIS Market, Sector and Workforce Strategy to put into effect Schedule E of the Bilateral Agreement.
- 6.3 The NDIA will initiate an Assistive Technology Strategy to stimulate the market's capacity to ensure that NDIS participants have access to individualised assistive technology solutions that enable and enhance economic and community participation.

**Timeframe:** Quarter 4, 2015-16.

## 7.0 Management of Mainstream Interfaces

Governments and the NDIA will support participants' access to mainstream services (as outlined in the Mainstream Interface Principles and Tables of Support agreed by COAG) and in accordance with Schedule I: Arrangements for the interface between the NDIS and mainstream services in transition.

**Deliverable:**

A robust system of ILC supports is available for transition to maximise outcomes for participants, non-participants and the sustainability of the NDIS.

**Agreed Actions:**

- 7.1 The NDIA, in consultation with Governments, will develop effective and efficient working arrangements to guide access for NDIS participants to mainstream services at a local level, including:
  - the identification of supports provided through mainstream systems and responsibilities in maintaining these supports;
  - implementing arrangements for the interface between the NDIS and mainstream agencies; and
  - building relationships between mainstream and community support providers and NDIS support providers.
- 7.2 The Tasmanian Government will ensure front line staff in mainstream systems (e.g. education, health, child protection etc.) are informed of the Mainstream Interface Principles and develop communication strategies in consultation with the NDIA, to ensure the principles are applied as intended.

**Timeframe:** Quarter 4, 2015-16.

## 8.0 Information, Linkages and Capacity Building

During transition to the NDIS, Governments and the NDIA agree to work together to ensure ILC type supports are available to support the transition. These supports will be identified and available in advance of the NDIS roll-out in Tasmania. Where there is ongoing reform of mainstream services the NDIA will be considered within these reforms.

**Deliverable:**

A robust system of Information Linkage and Capacity (ILC) supports is available for transition to maximise outcomes for participants, non-participants and the sustainability of the NDIS.

**Agreed Actions:**

- 8.1 Governments will map current ILC type supports in Tasmania including expenditure, provider, service impact, and demand data including from at risk groups such as mental health and HACC clients.
- 8.2 The NDIA will develop, in consultation with Governments, a draft commissioning framework for future ILC investment, including criteria for ILC supports under the NDIS, and develop and implement a communication and engagement strategy to support this framework.
- 8.3 The NDIA will develop, in consultation with Governments, an ILC Transition Plan which includes:
  - A process for managing and working with relevant providers to enable them to remain sustainable during transition consistent with the Commissioning Framework;
  - An agreed approach to the full commissioning of ILC supports in Tasmania under the Commissioning Framework leading to full scheme roll out;
  - Trialling outcomes based reporting measures for programs that are funded during transition consistent with the Commissioning Framework; and
  - A communication strategy for ILC transition including agreed messages for all stakeholders.

**Timeframe:** Quarter 3, 2015-16.

## 9.0 Specialist Disability Accommodation for NDIS participants

Consistent with Schedule J of the bilateral agreement the Pricing and Payment Framework for Specialist Disability Accommodation agreed by the Disability Reform Council (DRC) on 13 November the NDIS will support specialist disability accommodation for participants with high support needs who require and prefer specialist accommodation to live independently. The NDIA will implement the agreed approach of Governments (noting the NDIA will not manage any supported accommodation or own any legacy assets).

**Deliverable:**

Working arrangements to manage the transition of participants to the NDIS who reside in state owned disability accommodation.

**Agreed Actions:**

- 9.1 Tasmanian Government will inform the NDIA of the current operating model in the state including asset ownership and funding obligations of the Tasmanian Government.
- 9.2 The NDIA, in consultation with the Tasmanian Government, will develop working arrangements to manage the impact of accommodation changes, including funding changes, during transition and will jointly identify and resolve issues arising from the agreed approach to Specialist Disability Accommodation.

**Timeframe:** Quarter 3, 2015-16.

## 10.0 Implementation of agreed funding arrangements

Governments and the NDIA will jointly consider practical requirements of the Bilateral Agreement regarding the funding of Government programs and the management of in-kind supports (Bilateral Agreement, Schedules B, C and G). Parties agree that in kind funding arrangements will be minimised where possible.

**Deliverable:**

A framework with clear responsibilities for efficient administration of funding mechanisms, the maintenance of Government supports, services and programs and the management of in-kind and bulk purchase arrangements for transition to the NDIS.

**Agreed Action:**

10.1 The NDIA, in consultation with governments, will develop an approach to change from existing funding mechanisms to NDIS funding mechanisms for transition to ensure it is managed to reduce the impact on providers and maximise choice and control of participants. The approach will include:

- Detailed arrangements for streamlining and managing in-kind, and alternative purchasing arrangements;
- Agreement on processes for managing and/or exiting from in-kind funding arrangements during the transition to the NDIS;
- Identifying service models which may require intervention in the market. This could include bulk purchasing or more innovative arrangements to ensure provisions in these areas; and
- Joint agreement on how in-kind arrangements will be communicated to participants, noting possible requirement to use specific providers.

**Timeframe:** Quarter 3, 2015-16.

## Part 2 - Administration & Service Delivery Operating Model Elements

### 11.0 Pre-intake preparations

Governments and the NDIA will agree on preparations (not covered elsewhere in this plan) to be completed prior to transition commencing that will streamline the intake of participants into the NDIS commencing from 1 July 2016, or in the lead up to transition of specific cohorts through transition.

#### **Deliverable:**

Governments and the NDIA agree the required transition preparations and their practical implementation to ensure streamlined intake and access for existing Tasmanian disability clients.

#### **Agreed Actions:**

- 11.1 NDIA, in consultation with governments, will determine which existing programs can be assessed as defined programs for the purpose of streamlined intake of participants.
- 11.2 The Tasmanian Government, in consultation with the NDIA and Commonwealth, will develop a plan of transition preparations required to streamline intake of participants. The plan will consider issues including:
  - Management of government contracts that cannot be ceased in line with the phasing arrangements;
  - Consideration of flexible management of disability service provider funding to accommodate any changes in the detailed phasing strategy; and
  - Linking to established Governance arrangements and escalation procedures for resolution of issues as required.
- 11.3 The NDIA will implement a Service Delivery Operating Model (SDOM) which will include a streamlined intake pathway for eligible existing government clients and will outline activities and responsibilities of governments and the NDIA.

**Timeframe:** Quarter 3, 2015-16.

### 12.0 Data exchange & systems planning

The NDIA will use data held by Governments (current clients, current supports, and providers) to allow for a streamlined transition of eligible Tasmanian clients to the NDIS. Incomplete or inefficient transfer of participant data to the NDIA will impact the ability of the NDIA to meet phasing arrangements. The NDIA and governments will ensure the collection and transfer of data is completed in accordance with legal frameworks.

#### **Deliverable:**

Effective and timely collection and transfer of data and sharing of information between Governments and the NDIA to ensure streamlined intake arrangements are implemented.

#### **Agreed actions:**

- 12.1 The NDIA will negotiate with Governments the data items and develop a data standard required to effectively transition people from existing Tasmanian/Commonwealth systems into the NDIS.
- 12.2 Governments will identify the current data they hold on potential participants, providers, and supports and compare this with the NDIA data standards. Where data does not meet the NDIA data

standard, Governments and the NDIA will work together to improve the collation, management and quality of Tasmanian and Commonwealth data, as far as practicable, to align with NDIA Data Standards.

- 12.3 Governments will transfer participant data in a format advised by NDIA. Individual participant data will contain all fields of the mandatory data requirements. If available, Governments will provide additional 'optional' data as described in the data standards.

**Timeframe:** Quarter 3, 2015-16.

### 13.0 Tasmanian Inter-operability of Legislation

The Tasmanian Government will review State legislation to ensure it supports, and does not impede the transition to the NDIS and will monitor the outcomes of relevant evaluations, reviews and the experience of trial site operations.

Key areas include, but are not limited to: the Role of the Ombudsman, Guardianship and nominees, business registration, Occupational Health & Safety (OHS) regulations, building codes (group homes), Supported Accommodation facilities regulations, Justice issue's (including Youth Justice), Quality and Safeguards, Restrictive practices, Mental Health, Education, and Compensation.

**Deliverable:**

The existing Tasmanian legislation reviewed and a mitigation plan is developed to manage any inconsistencies.

**Agreed Action:**

- 13.1 The Tasmanian Government will undertake a stocktake of inter-operability of legislation and other instruments to support the NDIS transition and identify any inconsistencies with the *NDIA Act 2013*.

**Timeframe:** Quarter 3, 2015-16.

### 14.0 Participant readiness

Governments and the NDIA will jointly support and prepare people with disability, their families and carers to transition to the NDIS. This includes establishing a LAC presence and having ILC type supports in advance of the NDIS commencing.

**Deliverable:**

The NDIA and Governments will develop an approach to support and prepare people with a disability to feel empowered to exercise choice and control as they transition to the NDIS.

**Agreed actions:**

- 14.1 The NDIA, in consultation with Governments, will develop a Participant Readiness approach that is consistent with national readiness approaches. The approach will include for example: - roles and responsibilities, timing of preparation activities, identification of decision making supports and development of products and resources to assist in preparation activities.

**Timeframe:** Quarter 3, 2015-16.



## 15.0 Participants / cohorts with specific or complex requirements

Some participants and cohorts of participants may require additional consideration by the NDIA and Governments to ensure they are identified and their needs are addressed during the transition to the NDIS, especially as state funding for supports ends and NDIS funded supports commences.

### **Deliverable:**

Agreed approaches that identifies prospective participant cohorts who have specific or complex requirements and the additional strategies required to ensure participants in each identified cohort experience a transition appropriate to their circumstances.

### **Agreed Action:**

- 15.1 Tasmanian Government, and where applicable the Commonwealth, will identify existing clients (and their service requirements) who have specific or complex requirements. This may include but is not limited to:
- People receiving intensive support from multiple support systems;
  - Hard to engage and/or high risk individuals and cohorts who may require intensive assistance to transition into the NDIS;
  - People with immediate needs requiring rapid provision of NDIS and non-NDIS supports;
  - New and emerging cohorts during transition;
  - Mental Health clients;
  - People involved in the justice system;
  - Younger People in Residential Aged Care; and
  - People exiting child protection and youth justice systems.
- 15.2 The NDIA, in consultation with Governments, will develop a project plan to support participants with specific requirements, or identified as having complex needs, to engage with, and transition to the NDIS.

**Timeframe:** Quarter 3, 2015-16.

## 16.0 Provider Readiness:

Governments and the NDIA will use their best endeavours to improve the capacity of providers to transition to the NDIS, including links to activities under element 11 – Pre-intake preparations.

Communication and capacity building strategies will help ensure existing and potential providers (including non-specialist disability providers) are ready to participate in the NDIS, minimise risks to support continuity, and assist provider's transition to full Scheme. The Parties will identify existing levers in their respective jurisdictions to influence market responsiveness to meet the demand for disability supports during transition, consistent with the NDIS Integrated Market, Sector and Workforce Strategy.

### **Deliverable:**

Governments and the NDIA will develop a plan to improve the capacity of current providers to transition to full Scheme including the development of communication and capacity building strategies. Local activities will focus on practical issues such as provider registration, invoicing arrangements, cash-flow management, and promoting information and advice channels.

### **Agreed Action:**

- 16.1 Governments will undertake a stocktake of readiness activities and develop approaches to ensure providers are able to operate effectively with the NDIS.
- 16.2 The Tasmanian and Commonwealth Governments will provide data that may assist the NDIA with 'State of the Sector' information that provided an overview provider characteristics, numbers and capacities.
- 16.3 The NDIA, in consultation with Governments, will develop Tasmanian Provider Readiness approaches that are consistent with national readiness approaches.

**Timeframe:** Quarter 3, 2015-16.

## 17.0 Jurisdiction service delivery strategies

Tasmanian Government will inform the NDIA of intentions regarding their ongoing role in direct delivery of disability and related supports.

### **Deliverable:**

The NDIA and Tasmanian Government will manage transition issues arising from the role of Tasmanian Government in direct service provision of disability and related supports.

### **Agreed Actions:**

- 17.1 Tasmanian Government will identify and confirm services that will continue to be directly provided and funded by Tasmanian Government during transition and at full Scheme and those that may not continue and the timeframes for cessation of these services.

The Tasmanian Government will develop a transition strategy for those dis-continuing services and mitigate potential risks.

**Timeframe:** Quarter 3, 2015-16.

## 18.0 Functions to Support System Stewardship

The Tasmanian Government and the NDIA will work to identify key administrative functions governments deliver or oversee and which need to be managed to ensure continuity of functions during the transition to the NDIS.

### **Deliverable:**

A plan will be developed to ensure key administrative functions currently provided by the Tasmanian Government continue during the transition period.

### **Agreed Actions:**

- 18.1 The Tasmanian Government, in consultation with the Commonwealth, will develop a System Stewardship Management Strategy.

**Timeframe:** Quarter 4, 2015-16.

## 19.0 Working Arrangements for people in Rural & Remote locations, Aboriginal & Torres Strait Islander communities or participants and Culturally & Linguistically Diverse (CALD) communities.



The transfer of knowledge, expertise and practice capability and identification of the additional data required specific to participant, provider and market readiness activities is required to support the smooth transition to the NDIS for participants who live in Rural and Remote locations, Tasmanian Aboriginal participants, their families and carers.

### **19.1 Working Arrangements for People in Rural and Remote Locations**

The delivery of services to Rural and Remote locations face the challenges of geographic spread, low population density, limited infrastructure, and difficulty in attracting and maintaining professional personnel.

#### **Deliverable:**

Tasmanian and Commonwealth Governments will share local knowledge and current practices for the NDIA to incorporate into transition planning to implement the NDIA Rural and Remote Strategy.

#### **Agreed Actions:**

19.1.1 The NDIA, in consultation with Governments, will address the particular challenges for people in Rural and Remote locations by:

- Reviewing relevant Tasmanian and Commonwealth Governments' policy initiatives and strategies, the NDIA Rural and Remote Strategy to share an understanding of local issues and current successful initiatives and mechanisms; and
- Develop Working Arrangements for implementing the NDIA Rural and Remote Strategy with a focus on the five core goals of the strategy.

### **19.2 Working Arrangements for People in Aboriginal and Torres Strait Islander Communities**

The delivery of the NDIS to Tasmanian Aboriginal and Torres Strait Islander people may require a tailored approach that is sensitive to and supports the needs of participants, their families, carers and communities.

#### **Deliverable:**

The Parties will transfer knowledge, expertise and practice to support Aboriginal people to transition to the NDIS and incorporate this into the transition planning to be developed by the NDIA to give effect to the NDIA Aboriginal and Torres Strait Islander Engagement Plan.

#### **Agreed Actions:**

19.2.1 The NDIA, in consultation with Governments, will ensure that Tasmanian Aboriginal and Torres Strait Islander people can access a scheme that is sensitive to, and supports the needs of participants, their families, carers and communities by:

- Reviewing relevant Tasmanian and Commonwealth Governments' policy initiatives and strategies, the NDIA Aboriginal and Torres Strait Islander Engagement Plan to share an understanding of local issues and current successful initiatives and mechanisms; and
- Develop Working Arrangements for implementing the principles of the NDIA Aboriginal and Torres Strait Islander Engagement Plan. The transition planning will include culturally appropriate communication products and engagement activities.

### **19.3 Transition Working Arrangements for Culturally and Linguistically Diverse (CALD) Communities**

Governments and the NDIA are committed to ensuring all Australians living with disability, including those from diverse cultures and those who speak languages other than English, will have a smooth transition to the NDIS in line with the phasing schedule.

#### **Deliverable:**

The NDIA Multicultural Plan 2014 - 2016 Respecting Diversity, Improving Responsiveness will inform agreed transition planning for Tasmania.

**Agreed Actions:**

- 19.3.1 The NDIA, in consultation with Governments, will ensure people from CALD communities are able to access the NDIS in a streamlined way by:
- Reviewing relevant Tasmanian and Commonwealth Governments' policy initiatives and strategies, and the NDIA experiences from trial to share an understanding of local issues and current successful initiatives and mechanisms; and
  - Develop Working Arrangements to ensure appropriate engagement with people from CALD communities. The transition planning will be guided by the NDIA Multicultural Plan 2014 - 2016 and will include culturally appropriate.

**Timeframe:** Quarter 4, 2015-16.

## 20.0 Public Communication and Engagement

Governments and the NDIA will develop tailored communication and engagement plans addressing the needs of a range of stakeholders including the general public, existing state clients / potential participants, and providers with an agreed and aligned message structure. These plans will reflect agreed national communications strategies for transition to the NDIS.

**Deliverable:**

A tailored communication and engagement strategy for Tasmania that guides development and implementation of communications and engagement plans that are responsive to emerging themes and issues throughout transition, across all elements of the Operational Plan.

**Agreed Actions:**

20.1 The NDIA, in consultation with Governments, will develop a Communication and Engagement Strategy for transition to the NDIS in Tasmania. Governments and the NDIA will align communication and engagement strategies to provide consistent messages to potential participants and the public.

20.2 The NDIA, in consultation with Governments, will ensure communications and engagement plans address all significant issues mentioned in other elements of the Plan.

**Timeframe:** Quarter 3, 2015-16.

## Glossary of Terms

<b>Aboriginal and Torres Strait Islander</b>	Aboriginal and Torres Strait people is the collective term for all people who identify and are recognised as descendants of the original inhabitants of Australia, and acknowledges the many Aboriginal and Torres Strait Islander groups in Australia.
<b>Assistive Technology (AT)</b>	Assistive technology is the term used to cover aids, equipment and technology that provide practical solutions to everyday activities for people with disability
<b>Bilateral Agreement</b>	An agreement between the Commonwealth Government and jurisdictional Governments regarding roles and responsibilities for the transition to full coverage of an NDIS in Australia. The Tasmanian NDIS Bilateral Agreement is between the Commonwealth and the State Government of Tasmania.
<b>Block funding</b>	A method of funding to a provider that funds a level of service (i.e. number of places or number of beds). Funding can take account of the individual needs of people (e.g. case based funding) but is not controlled by the individual service recipient.
<b>Carer</b>	Someone who provides personal care, support and assistance to a person with disability and who is not contracted as a paid or voluntary worker.
<b>Cash contribution to NDIS</b>	Cash funding provided by State and Commonwealth Governments to the NDIS.
<b>Choice and Control</b>	Enabling participants to control the supports they receive and to choose how support is provided. This can also involve a range of options from choosing providers to managing their own support funding; choose types and timing of provision support, which provider and how payments will be administered
<b>Co-design</b>	A design process which empowers, encourages and guides participants to develop solutions for themselves.
<b>Council of Australian Governments (COAG)</b>	The Council of Australian Governments (COAG) is the peak intergovernmental forum in Australia. The members of COAG are the Prime Minister, State and Territory Premiers and Chief Ministers and the President of the Australian Local Government Association
<b>Continuity of Support</b>	People with disability, their families and carers will be provided with continuity of support to ensure the support they receive once the NDIS is introduced will enable them to achieve similar outcomes to the ones they were aiming to achieve prior to the NDIS's introduction.
<b>Data Standard</b>	The information being sought by the NDIS about existing clients funded for supports by States and Territories to assist with streamlined intake, access and planning processes.
<b>Defined Programs</b>	Approved Commonwealth, State and Territory programs whereby people receiving support from these programs can transition to the NDIS without a requirement to provide evidence of disability because the eligibility of these programs align with NDIS disability criteria
<b>Eligibility requirements</b>	Also known as 'access requirements' is the criteria a person must meet to become a participant in the NDIS
<b>Evidence base</b>	The evidentiary base for decision making by NDIA personnel, including whether a person meets the access criteria and is eligible for funding for reasonable and necessary supports, as well as the factual information compiled by the NDIA from its experience in trial sites, data collection and independent research.
<b>Full Scheme</b>	The dates by which the Scheme will be available to all eligible residents.
<b>In-kind contribution</b>	Contributions from jurisdictions and the Commonwealth to NDIS which are not in the form of cash but instead are in the form of providing support to individuals on behalf of the NDIS through existing government programs.
<b>Local Area Coordinator (LAC)</b>	LACs will build relationships with people with disability and their families and carers; help build and support informal support systems; and connect people with mainstream services and local, community based supports. LACs will assist participants to implement and manage their plans and will monitor their progress, when necessary. LACs will also have an on-going

	role in community education and community capacity building, and will be an important source of information about the on-the-ground effect of the NDIS.
<b>Mainstream Interface Principles and Tables of Support</b>	The interactions of the NDIS with other service systems will reinforce the obligations of other service delivery systems to improve the lives of people with disability, in line with the National Disability Strategy. The principles outlined in this document will be used to determine the funding and delivery responsibilities of the NDIS and other systems in achieving this vision. The principles can be found at <a href="https://www.coag.gov.au/node/497">https://www.coag.gov.au/node/497</a> .
<b>National Disability Insurance (NDIA)</b>	The NDIA is an independent statutory body whose role is to implement the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.
<b>National Disability Insurance Scheme (NDIS)</b>	The NDIS is an insurance scheme created to provide assistance for persons or entities for the purpose of assisting people with disability to realise their potential for physical, social, emotional and
<b>National Disability Insurance Scheme Rules</b>	National Disability Insurance Scheme Rules will give practical effect to the intent of the <i>NDIS Act 2013</i> . <a href="https://www.comlaw.gov.au/Details/F2013L01063">https://www.comlaw.gov.au/Details/F2013L01063</a>
<b>Outcomes Framework</b>	The NDIA's mechanism for measuring success for people with disability in areas like choice and control, social inclusion, education, employment, health and housing.
<b>Participant</b>	A person becomes a participant in the National Disability Insurance Scheme on the day the CEO determines the person meets the access criteria and has been assessed as satisfying the criteria for approval/acceptance.
<b>Parties</b>	Parties refers to the signatories to this Operational Plan. .
<b>Planning process</b>	The process by which the NDIA helps a participant to plan for the assistance they need from the NDIS to attain their goals.
<b>Provider</b>	An organisation or individual who provides support and/or care, aids and equipment. The provider may directly supply the support (NDIS Funded Provider) or assist with the management of an NDIS participant's plan (Plan Management Agent). Providers can offer a range of support services and operate in a single location or multiple locations.
<b>National Quality and Safeguards Framework</b>	A nationally consistent framework that ensures people with disability can make decisions about their supports while also enabling them to live free from abuse, neglect and exploitation. The framework will also promote innovation, continuous improvement and best practice in the provision of supports.
<b>Reasonable and necessary supports</b>	Defined as the most appropriate, cost effective support to enable a participant's social and economic participation. The NDIA publishes operational guidelines to assist decisions on what is to be funded as a reasonable and necessary support by NDIS in a participant's plan. For supports to be reasonable and necessary they must meet all elements of the test set out in s34 of the NDIS Act 2013.
<b>Rural and Remote</b>	The Rural, Remote and Metropolitan Areas classification used is the Modified Monash Model has seven categories based primarily on population numbers and an index of remoteness. <a href="http://www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/MMM_locator">http://www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/MMM_locator</a>
<b>Service Delivery Operating Model (SDOM)</b>	The SDOM is the overarching design of how the Agency will operate, at a service delivery level, to best deliver on the intent of the NDIS. The design of the SDOM seeks to ensure the Agency administers the NDIS in a fair, flexible and efficient way.
<b>Supported Accommodation</b>	Accommodation support options range from a low level of formal support provided every few days (for example, in-home and drop-in support services), through to support provided 24 hours a day.

<b>System Stewardship</b>	System stewardship refers to the responsible planning, management and administration of existing government functions through the transition to the NDIS.
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