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PROPOSAL TO UNDERTAKE A PROCUREMENT OVER \$400,000

PROC-4807 – FOR THE PROVISION OF SUPPORT NEEDS ASSESSMENT TOOL(S) TO SUPPORT NDIS REFORM INITIATIVES

1. Purpose

1.1. To seek your approval to conduct an approach to market (ATM) for:

Table 1: Approach to Market Overview

Services	The provision of support needs assessment tool(s), related operational support services and a system integration solution
Decision Reference	Not Applicable
Record location	GM-AAD-PROCUREMENT-BRANCH - PROC-4807 - Procurement of Needs Assessment Tool(s) to Support NDIA Reform Initiatives - All Documents
Procurement category	General goods and services
Expected contract value (GST inclusive)	\$10-\$30 million (GST inclusive)
Expected services commencement	April/May 2025
Expected services expiry	April 2030
Initial term	5 years
Extensions	Up to 5 years
Procurement Manager's details	s47F - personal privacy

2. Background and requirements

Assessment and Budgeting Initiative

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- 2.1. The Policy, Evidence and Practice Leadership Division is leading the NDIA's Assessment and Budgeting Initiative. This initiative is responsible for developing legislative instruments to give effect to new framework planning.
- 2.2. Under new framework planning, participants will undergo a structured needs assessment to assess their disability support needs, for the purpose of generating flexible budgets and/or identifying stated supports.
- 2.3. The assessment approach must use a range of off-the-shelf needs assessment tools which are capable of being administered in a strengths-based and trauma informed way and which are reflective of a contemporary understanding of disability.
- 2.4. This procurement will lead to the selection of off-the-shelf needs assessments which will be incorporated into legislative instruments which govern the assessment process for adult participants (>16 years old).
- 2.5. This procurement will also seek a range of operationalisation support services, including a flexible training and accreditation solution for the NDIA's future support needs assessor workforce.
- 2.6. This procurement will also seek a solution for integrating the selected support needs assessment tool(s) into NDIA operations, including the ICT environment.
- 2.7. After selection of a supplier, the NDIA will seek to enter into a commercial arrangement for a period of five years, with the option for an extension of up to five year.
- 2.8. There are three approaches to market activities being undertaken by the NDIA as part of the Assessment and Budgeting Initiative:
 - a) Request for Tender – Support needs assessment tools for adults (this procurement) with the following three components: Assessment tool, operationalisation support, system integration software
 - b) Request for Information – Assessment tools for children, to inform further procurement activities in 2025
 - c) Request for Information – Targeted assessment modules (e.g. for assistive technology, home modifications and disability-related health supports), to inform further procurement activities in 2025

3. AAI Exemption

- 3.1. This procurement will be compliant with the Accountable Authority Instructions (AAIs), and therefore no exemption is required.

4. Method of procurement

- 4.1. It is proposed that an open approach to market be undertaken, with this procurement publicly advertised on the Commonwealth's Tendering website AusTender (www.tenders.gov.au).

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5.1. This procurement is considered an effective and efficient use of NDIA resources as it:

- a) will encourage competition and be non-discriminatory as it is an open tender which all potential suppliers can engage in whether domestic or international
- b) will use public resources in an efficient, effective, economical and ethical manner that is consistent with the policies of the Commonwealth and Agency,
- c) will facilitate accountable and transparent decision making as it will enable interested parties to follow how the successful supplier was approached and selected
- d) encourages appropriate engagement with risk as it requires a high degree of procurement and probity support
- e) is commensurate with the scale and scope of the business requirement, and
- f) will use the Evaluation Plan to determine how value for money could be achieved through an assessment of the demonstrated technical capabilities, financial costs, and risks associated with each of the submissions.

6. Risks

6.1. A risk assessment has been undertaken for this procurement activity in accordance with the requirements of the NDIA Procurement Policy and the [Agency's risk management framework](#).

6.2. The overarching risk associated with this procurement has been assessed as high value and complex/strategic for the following reasons:

- a) The goods being sourced may require customisation and supplier innovation may be required
- b) The goods are highly critical to the NDIA and core operations
- c) The procurement relates to matters that are of high-level government, media or political interest
- d) There are significant interdependencies with other projects
- e) The value of the procurement is estimated at between \$10-\$30 million.
- f) The non cost value of the procurement is very high
- g) The purchase of the goods/services directly aligns with and promotes the priorities and objectives of the NDIA and the government.

6.3. A copy of the full risk assessment can be found in **Attachment D** to this document.

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- 7.1. The estimated total cost of the procurement, inclusive of all potential extension options being used, is between \$10,000,000 and \$30,000,000 (GST inclusive).

Forward year commitment

- 7.2. A forward-year commitment is required for this procurement. There are a range of uncertainties in calculating the overall costs of this procurement. An estimate of the current and forward year committed funds required, including all potential extension options, are detailed below.
- 7.3. By signing this Proposal to undertake a Procurement, the Financial Delegate is declaring that they have sufficient unallocated funds available in the financial years specified.

Table 2: Example Forward Year Cost Projections (by Financial Year)

2024 to 2025 (GST inclusive)	2025 to 2026 (GST inclusive)	2026 to 2027 (GST inclusive)	2027 to 2028 (GST inclusive)	2028 to 2029 (GST inclusive)	2029 to 2030 (GST inclusive)	Total including option to extend (GST inclusive)
\$2.5 million	\$2.5 million	\$2.5 million	\$2.5 million	\$2.5 million	\$2.5 million	\$30 million

Engagement of independent advisers to assist with the procurement

- 7.4. This procurement is part of a program of procurements under the Assessment and Budgeting Initiative. In light of the complexities and strategic significance of this program, the following resources have been engaged for these activities:
- a) An independent probity adviser contracted through Legal Services
 - b) External legal services contracted through Legal Services, and
 - c) External procurement specialists.
- 7.5. Separate procurement processes have been undertaken for each of these independent advisers, and approval sought from the appropriate Financial Delegate.

Account details including Cost Centre

- 7.6. The below account details apply to this procurement:

Table 3: Account Details

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Cost Centre	GL Accounts
90714	42405 (Consultancy contract expenses excluding property) ICT Software Training Final GL Accounts will be nominated in the Approval to Enter into an Arrangement

8. Proposed timeline

- 8.1. The following timeline is proposed. The timeline may need to be adjusted to reflect confirmed changes in the timing of various stages of the evaluation process.

Table 4: Proposed Timeline

Activity	Indicative Date
Approach to market release	05 February 2025
Approach to market close	21 March 2025
Evaluation of submissions	21 March – 20 April 2025
Contract negotiation/finalisation	21 April – 15 May 2025
Contract commencement	15 May 2025

9. The Stakeholders

- 9.1. The key stakeholders for this procurement activity are:

Table 5: Stakeholders

Stakeholder / Stakeholder Group	Stakeholder Perspective	Our objective	Key messages	Methodology
Office of the CEO	Achievement of a NDIA objective	CEO to have knowledge that an ATM is occurring, including risks or issues	NDIA will be approaching the market in Q4 2024/Q1 2025 Results of the ATM including benefits	Timely briefs to the CEO Brief to CEO on the outcomes
Assessment and	Is the initiative lead	Initiative Lead to lead this	NDIA will be approaching the	Procurement Manager

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Stakeholder / Stakeholder Group	Stakeholder Perspective	Our objective	Key messages	Methodology
Budgeting Initiative	responsible for this procurement. Require an awareness and be kept up to date on the progress, issues, and future steps	procurement activity	market in Q4 2024/Q1 2025 The Initiative Lead will need to be kept aware of the status of the procurement, risks, and issues.	provide weekly updates to the Initiative Lead Initiative Lead to endorse key documentation before Financial Delegate review.
Procurement Branch	Will be supporting procurement activities	Communicate, align, and coordinate activities across the teams	NDIA will be approaching the market in Q4 2024/Q1 2025 Probity conditions apply	Consultative meetings, updates to Initiative Lead
Legal Services	Will ensure procurement and contracting approach is done within Agency risk tolerances			
Procurement Adviser (Procurement Branch)	Will be seeking confirmation that the procurement complies with the NDIA Procurement Policy and Probity Protocol. If there are complaints, will be responsible for managing them.	Ensure that this procurement complies with the NDIA Procurement Policy and Probity Protocol.	A procurement activity is being undertaken, and Procurement Adviser will be provided with drafts of the Request Documentation, Evaluation Plan, etc for review. That the procurement activity did comply with the NDIA Procurement Policy and	Consultative meetings Regular email updates Providing draft documentation to the Procurement Adviser

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Stakeholder / Stakeholder Group	Stakeholder Perspective	Our objective	Key messages	Methodology
			Probity Protocol.	
Potential providers	Increase in market share. NDIA as a 'trophy client'	Awareness of the procurement, issues and needs. Manage expectations	The NDIA has sought industry and specialist advice on the services. The NDIA is seeking to put in place a new arrangement. The successful tenderer will be required to deliver value for money and a high standard of services	Consultative meetings AusTender

10. Key Documents

10.1. Further to your agreement to this Proposal to undertake a Procurement, the following key documents will be prepared for your approval:

- a) Approach to Market Document - Request for Tender
- b) Additional Terms spreadsheet (software requirements)
- c) Draft contract for services
- d) Risk Assessment

10.2. Following the completion of the evaluation process, an Approval to enter into an Agreement, evaluation report, and a contract including the performance management framework will be prepared for your approval as the Financial Delegate.

11. Advice relating to the procurement process

11.1. Policy, Evidence and Practice Leadership Division has consulted with Agency Budget and Financial Controls Branch to confirm that there are sufficient unallocated funds available within the cost centre.

11.2. Additionally, Policy, Evidence and Practice Leadership Division has consulted with probity advisors Clayton Utz and commercial law advisors Maddocks Lawyers as well as NDIA's Procurement Branch, Legal Services Branch, Chief Information Officer Division and Service Delivery Group.

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12.1. No stakeholders have sought to direct aspects or outcomes of this procurement activity.

13. Compliance with relevant NDIA policies and directives

13.1. As required under the NDIA Procurement Policy (external), Evidence and Practice Leadership Branch has consulted with Procurement Branch during the completion of this document. The Procurement Advisers were s47F - personal privacy and s47F - personal privacy.

13.2. As required by the NDIA Procurement Policy, Evidence and Practice Leadership Branch has consulted with the ICT Business Engagement Team (OCIO) on the proposed procurement activity.

13.3. This Proposal to undertake a Procurement has been prepared in accordance with the NDIA Procurement Policy and NDIA [Accountable Authority Instructions and Financial Authorisations \(external\)](#).

13.4. In compliance with the NDIA Procurement Policy, any Procurement Connected Policies that apply to this procurement and the proposed approach for managing them are in Attachment A.

13.5. In addition, this Proposal to undertake a Procurement is in accordance with the [NDIA Probity Protocol \(external\)](#) which includes the obligation for all Officers involved in a procurement process to maintain confidentiality and to declare any conflict of interest – actual, potential, or perceived – at the start of the process, to update it as necessary during the procurement, and that the declaration be recorded and retained as an important part of the procurement documentation.

13.6. No conflicts of interest were identified in the preparation of this Proposal to undertake a Procurement.

Table 6: Procurement Manager signature

Name	s47F - personal privacy
Position Title	
Signature	
Date	31 January 2025

14. Further consultations and endorsements

s47F - personal privacy

14.1. I have read this Proposal to undertake a Procurement:

- a) I support the proposed approach to market in this Proposal to undertake a Procurement,

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- b) I confirm that there are sufficient unallocated funds available within the cost centre, and
- c) I confirm that I have no known conflicts of interest in providing this endorsement, and I understand my confidentiality obligations.

Table 7: Procurement Owner signature

Name	s47F - personal privacy
Position Title	
Decision	Endorsed / Conditionally endorsed as detailed below / Not endorsed as detailed below
Decision comment	[Insert decision comment]
Signature	
Date	[insert date XX Month 20XX]

s47F - personal privacy

14.2. I have read this Proposal to undertake a Procurement and I:

- a) am satisfied that the procurement methodology is in accordance with the policies of the Commonwealth and the Agency, and
- b) confirm that I have no known conflicts of interest in providing this approval, and I understand my confidentiality obligations.

Table 8: s47F - personal privacy

Name	s47F - personal privacy
Position Title	
Decision	[Choose one of the following: Approved / Conditional approval as detailed below / Not approved as detailed below]
Decision comment	[Insert decision comment]
Signature	
Date	[insert date XX Month 20XX]

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14.3. The following additional key stakeholders:

- a) have reviewed and support this Proposal to undertake a Procurement, and
- b) in signing, have confirmed that they have no known conflicts of interest in providing their endorsement and that they understand their confidentiality obligations.

Table 3: Business Sponsor signature

Name	s47F - personal privacy
Position Title	
Decision	Endorsed / Conditionally endorsed as detailed below / Not endorsed as detailed below
Decision comment	[Insert decision comment]
Signature	
Date	[insert date XX Month 20XX]

15. Financial Delegate Approval

15.1. I have read this Proposal to undertake a Procurement and I:

- a) **approve** the proposed approach to the market for the provision of support needs assessment tool(s) and related training and operational support services on the terms set out in this Proposal to undertake a Procurement,
- b) **approve** the method of procurement identified in section 4 of this Proposal to undertake a Procurement,
- c) **approve** the risk assessment undertaken together with the proposed mitigations detailed in Attachment B to this Proposal to undertake a Procurement,
- d) am satisfied that there is a genuine need to procure these goods/services,
- e) confirm that there are sufficient unallocated funds available within the cost centre, and
- f) confirm that this procurement will make efficient, effective, ethical, and economical use of public money.

Table 4: Financial Delegate decision

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Decision	[Choose one of the following: Approved / Conditional approval as detailed below / Not approved as detailed below]
Decision comment	[Insert decision comment]

15.2. In making this decision, I confirm that:

- a) this decision is within my financial delegations in accordance with the NDIA [Accountable Authority Instructions and Financial Authorisations \(external\)](#),
- b) this decision is in accordance with the policies of the Commonwealth and the NDIA including the CPRs, NDIA Procurement Policy and the NDIA Probity Protocol, and
- c) I have no known conflicts of interest in providing this decision, and I understand my confidentiality obligations.

Table 5: Financial Delegate signature

Name	s47F - personal privacy
Position Title	
Signature	
Date	[insert date XX Month 20XX]

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15.3. The following policies will be addressed as part of this procurement:

- a) Modern Slavery Act 2018
- b) Workplace Gender Equality
- c) Commonwealth Child Safe Framework (CCSF)
- d) Workplace Gender Equality (WGE)
- e) Commonwealth Child Safe Framework (CCSF)
- f) Privacy Act 1988 (Cth) – A PIA is being developed in collaboration with the Privacy Team which [insert results of the PIA assessment]. The full PIA is at Attachment XX.
- g) Disability Action Plan obligation (The Agency has committed to investigating whether a business that exists primarily to provide employment or support to people living with a disability has the capability to fulfil its needs before making any approach to market at or above the relevant procurement threshold)
- h) Indigenous Procurement Policy (IPP)
- i) Shadow Economy Policy
- j) Payment Times Procurement Connected Policy

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Detailed Risk Register

Please refer to the Risk Action Plan attached for this procurement.

This document was released under the Freedom of Information Act 1982 by the National Disability Insurance Agency.

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Request for Tender for the provision of Needs Assessment Tool(s) to support NDIS Reform Initiatives

PROC-4807

National Disability Insurance Agency
ABN 25 617 475 104

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Request for Tender

Request for Tender in relation to the provision of Needs Assessment Tool(s) to support the NDIS Reform Initiatives (the Requirement) for PROC-4807

Conditions of tender

1. Introduction

1.1 Invitation to Tender

- (a) The National Disability Insurance Agency (**Agency or NDIA**) invites Tenders for the provision of Needs Assessment Tool(s), including related operational Support Services and a System Integration Solution, to support the NDIS Reform Initiatives (the **Requirement**) in accordance with this Request for Tender (**RFT**); and
- (b) a detailed description of the Requirements is set out in Schedule 1.

1.2 Background

- (a) The NDIA's Assessment and Budgeting Initiative is being undertaken to reform participant pathways to align with the *National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No. 1) Act 2024*, which came into effect on 3 October 2024. The purpose of these reforms is to improve how the NDIS works for people with disabilities. The new legislation introduces the concept of new framework planning.
- (b) Under new framework planning, participants will undergo a comprehensive needs assessment to identify their whole-of-person disability support needs. The outcomes of the needs assessment will be detailed in an assessment report. The information in the needs assessment report will then be used to determine the participant's flexible budget and any stated supports, in accordance with a transparent budget method. These processes will be detailed in legislative instruments.
- (c) To implement new framework planning, the NDIA requires the provision of support needs assessment tools(s) and related training and operational support services. The objective of the assessment tool(s) is to assess the disability support needs of NDIS participants, for the purpose of improving how NDIS participant budgets are set.
- (d) The assessment approach requires tools that are capable of being administered in a strengths-based and trauma informed way and which are reflective of a contemporary understanding of disability. The assessment approach must also use tools which provide sufficient information to enable valid and consistent funding decisions about the range of supports funded by the NDIS.
- (e) This procurement activity is to identify the most appropriate assessment tool(s) that may be integrated into the future National Disability Insurance Scheme (**NDIS**) needs assessment for participants aged 16+, and associated operationalisation support and system integration services.

1.3 Summary of services required

- (a) The primary objective of the Procurement is to procure the Requirement, which is a tool(s) or toolkit, along with operational support and a system integration solution to assess the whole-of-person disability support needs of NDIS Participant cohorts, to produce scores which represent the type, frequency and intensity of participant support needs.
- (b) There are three components to the Requirement summarised below. The Supplier is required to deliver all three components of the Requirement. The Requirement is outlined in further detail in Schedule 1 Statement of Requirement.

1. Assessment tool(s)

A needs assessment tool(s) for assessing the support needs of adult (16+ years) NDIS Participants. This component may consist of a single assessment tool or a combination of tools.

2. Operationalisation support

Services to support the NDIA to deliver workforce training and accreditation support that is suitable for the NDIS workforce.

3. System integration solution

The provision of, or support for, a system integration solution.

1.4 Key terms

The following table sets out the details of some key terms used in this RFT. Other capitalised terms used in this RFT have the meaning given in the Draft Contract.

Closing Time	2:00PM Canberra time 21 March 2025
Conditions for Participation	<i>means the conditions, if any, specified in clause 13.4 which a Tenderer must meet in order to participate in the RFT process. Failure to meet such conditions will exclude a Tender from further consideration.</i>
Contact Officer	<i>for specific questions and all matters relating to this RFT, the Contact Officer is:</i> Name/Position: §47F - personal privacy Email Address: §47E(d) - certain operations of agencies @ndis.gov.au
Deadline for Submission of Tenderers' Questions	2:00PM Canberra time on 7 March 2025
Agency or NDIA	<i>the National Disability Insurance Agency</i>
Draft Contract	<i>the document set out in Schedule 3 – NDIA Contract Terms.</i>
High Value Contract	<i>means a contract where:</i> (a) <i>the Requirement will be delivered in Australia;</i> (b) <i>the value of the Requirement is \$7.5 million (GST inclusive) or more; and</i>

	(c) <i>more than half the value of the contract is being spent in one or more of the industry sectors specified in the Indigenous Procurement Policy (Appendix B – Table 1 and 2)</i>
Indigenous Enterprise	<i>an organisation that is 50 percent or more Indigenous owned that is operating a business. Supply Nation maintains a list of enterprises that meet the definition of 'Indigenous Enterprises' (www.supplynation.org.au)</i>
Indigenous Procurement Policy	<i>means the Indigenous Procurement Policy of the Commonwealth, as amended from time to time (https://www.niaa.gov.au/sites/default/files/publications/indigenous-procurement-policy.pdf)</i>
Lobbying Code of Conduct	<i>means the code that sets out the requirements for contact between third-party lobbyists and Australian Government representatives available at https://www.ag.gov.au/integrity/australian-government-register-lobbyists/lobbying-code-conduct</i>
Minimum Format and Content Requirements	<i>means the mandatory minimum content and format requirements (if any) identified in clause 13.3 as Minimum Content and Format Requirements. Failure to meet a minimum content and format requirement will exclude a Tender from further consideration (subject to this RFT)</i>
Modern Slavery	<i>has the same meaning as it has in the Modern Slavery Act 2018 (Cth)</i>
Offer Period	<i>ninety (90) days after the Closing Time</i>
Participant	<i>means a person with disability who has been found eligible to receive funding under the NDIS</i>
Requirement	<i>means the tools(s), Services and solution set out in Schedule 1 and includes the Software Requirements</i>
Satisfactory	<i>when used in relation to the Shadow Economy Procurement Connected Policy, means meets the conditions set out in Part 6.b of the <u>Shadow Economy Procurement Connected Policy</u> or, if the circumstances in Part 6.c of the Shadow Economy Procurement Connected Policy apply, the conditions set out in Part 8.b of the Shadow Economy Procurement Connected Policy</i>
Shadow Economy Procurement Connected Policy	<i>means the Shadow economy – increasing the integrity of government procurement: Procurement connected policy guidelines, as amended from time to time (https://treasury.gov.au/publication/p2019-t369466)</i>
Software Requirements	<i>means the software requirements specified in the Statement of Requirements</i>
Statement of Tax Record	<i>means a statement of tax record issued by the Australian Taxation Office following an application made in accordance with the process set out at https://www.ato.gov.au/Business/Bus/Statement-of-tax-record/?page=1#Requesting_an_STR</i>

Statement of Requirements	<i>means the Statement of Requirements set out in Schedule 1</i>
Subcontract	<i>a contract entered into between the Successful Tenderer and a Subcontractor by which some or all of the Requirement are provided</i>
Subcontractor	<i>a person or an entity that, under a Subcontract, provides services to, or performs work for, the Successful Tenderer (whether directly or indirectly) in order for the Successful Tenderer to meet its obligations under the Draft Contract</i>
Successful Tenderer	<i>the Tenderer that was successful in the RFT process</i>
Tender	<i>any Tender submitted in response to this RFT</i>
Tender Response Forms	<i>the Tender Response Forms set out in Schedule 2</i>
Tenderer	<i>any entity which submits a Tender or, where the context requires, is proposing to submit a Tender</i>
Valid	when used in relation to the Shadow Economy Procurement Connected Policy, means valid in accordance with Part 7.e of the <u>Shadow Economy Procurement Connected Policy</u>

1.5 Form of contract

- (a) The Agency proposes to enter into a contract with the Successful Tenderer substantially in the form of the Draft Contract.
- (b) In accordance with Resource Management Guide No. 417 *Supplier pay on-time or Pay Interest Policy* (1 July 2022), the resultant Contract with the Successful Tenderer will include clauses to give effect to the policy set out in that Resource Management Guide.

1.6 Governing law

This RFT is to be construed in accordance with, and any matter related to it is to be governed by, the law of Victoria. The courts of that State have non-exclusive jurisdiction to decide any matter related to this RFT.

1.7 Interpretation

- (a) This RFT comprises:
 - (i) these Conditions of Tender;
 - (ii) Schedule 1 - Statement of Requirements;
 - (iii) Schedule 2 - Tender Response Forms; and
 - (iv) Schedule 3 – NDIA Contract Terms.

- (b) If there is any inconsistency between any part of this RFT, a document higher in the following list prevails over a document lower in the list to the extent of the inconsistency:
- (i) these Conditions of Tender;
 - (ii) Schedule 1 - Statement of Requirements;
 - (iii) Schedule 2 - Tender Response Forms; and
 - (iv) Schedule 3 - NDIA Contract Terms.

1.8 Schedule for RFT

This is an indicative timetable only and may be amended by the Agency from time to time at the Agency's sole discretion. Any date or time in this RFT is provided for convenience and does not create any obligation on the Agency. Any significant amendment to the timetable will be notified to Tenderers.

Event	Details
Tender Release	2:00PM Canberra Time, 5 February 2025
Deadline for Submission of Tenderers' Questions	2:00PM Canberra time, 7 March 2025
Closing Time	2:00PM Canberra time 21 March 2025
Evaluations complete	18 April 2025
Preferred Tenderer notified	April 2025
Expected Start Date:	May 2025
Contract Term:	The Contract will remain in force for a period of five years from the date the Contract is entered into.
Contract Extension Option/s:	Up to a total of five years.

2. Obtaining RFT documentation

2.1 AusTender, the Australian Government Tender system

- (a) This RFT is available on the AusTender website at <https://www.tenders.gov.au>. Tenderers should regularly check the AusTender website for any updates or addenda to the RFT.
- (b) AusTender is the Australian Government's procurement information system. Access to and use of AusTender is subject to terms and conditions. In participating in this RFT process, Tenderers must comply with those terms and conditions and any applicable instructions, processes, procedures and recommendations as advised on AusTender at <https://www.tenders.gov.au/?event=public.termsOfUse>.

- (c) All queries and requests for technical or operational support in relation to AusTender must be directed to:

AusTender Help Desk

Telephone: 1300 651 698

International: +61 2 6215 1558

Email: Tenders@finance.gov.au

- (d) The AusTender Help Desk is available between 9am and 5pm Canberra time, Monday to Friday (excluding ACT and national public holidays).

2.2 Industry briefing

- (a) The Agency will provide a pre-recorded industry briefing regarding the RFT. The industry briefing will be made available on AusTender after the RFT has opened.
- (b) Viewing of the industry briefing is optional. However, Tenderers are encouraged to watch.
- (c) The industry briefing is provided for the purpose of background information only. Tenderers should note the effect of clause 4.2. Tenderers should not rely on any statement made in the industry briefing as amending or adding to this RFT, unless that amendment or addition is confirmed by the Agency in writing.

3. Lodging Tenders

3.1 Electronic Lodgement

Tenders must be lodged electronically via AusTender in accordance with the Tender lodgement procedures set out in this RFT documentation and on AusTender.

3.2 Tender Closing Time and Date

- (a) Tenders must be lodged before the Closing Time.
- (b) The Closing Time will also be displayed in the relevant AusTender webpage together with a countdown clock that displays in real time the amount of time left until Closing Time (for more information please see [AusTender Terms of Use](#)). For the purposes of determining whether a Tender has been lodged before the Closing Time, the countdown clock will be conclusive.

3.3 Late lodgement policy

- (a) The time displayed on AusTender is deemed correct and will be how the Agency will determine whether a Tender has been lodged before the Closing Time.
- (b) Any attempt to lodge a Tender after the Closing Time will not be permitted by AusTender.
- (c) If a Tender consists of multiple uploads, due to the number of files or file size, all files must commence lodgement before the Closing Time.
- (d) The Agency will not accept any late Tenders, unless the Tender was received late due solely to mishandling by the Agency.

- (e) Where lodgement of a Tender has commenced prior to the Closing Time (and in the case of a Tender consisting of multiple uploads, all uploads have commenced prior to the Closing Time) but concluded after the Closing Time, and upload of the Tender file/s has completed successfully, as confirmed by AusTender system logs, the Tender will not be deemed to be a late Tender. Subject to this RFT, only those file/s where lodgement of that file commenced prior to the Closing Time and was completed successfully, as confirmed by AusTender system logs, will be considered.

3.4 Preparing to lodge a Tender

Tenders must be lodged electronically via AusTender in accordance with the Tender lodgement procedures set out in this RFT documentation and on AusTender.

3.5 Scanned or imaged material, including Statutory Declarations

- (a) In the event that the Agency requires clarification of the Tenderer's tender, the Tenderer may be required to courier or security post the originals of the signature and/or initialled pages to the Contact Officer within a specified timeframe.

4. Additional information and variations to the RFT documentation

4.1 Requests for Additional Information

- (a) Requests for further information or clarification in relation to this RFT must be directed in writing via email to the Contact Officer by the Deadline for Submission of Tenderers' Questions.
- (b) Subject to clause 11.5, the only point of contact for all matters relating to this RFT and the RFT process is the Contact Officer.
- (c) The Agency will determine what, if any, response should be given to a Tenderer question. The Agency may circulate Tenderer questions and the Agency's response to those questions to all other Tenderers without disclosing the source of the questions or revealing any confidential information of a Tenderer. Tenderers should identify in their question what, if any, information in the question the Tenderers consider is confidential. Inappropriate identification of information as confidential will be considered by the Agency when determining what, if any, response will be given.
- (d) If a Tenderer believes it has found a discrepancy, error, ambiguity, inconsistency or omission in this RFT or any other information given or made available by the Agency, the Tenderer should promptly notify the Contact Officer setting out the error in sufficient detail so that the Agency may take the corrective action, if any, it considers appropriate.

4.2 Variation of the RFT

- (a) The Agency may amend this RFT or vary or suspend the RFT process at any time, including but not limited to the timeframes and dates set out in this RFT.
- (b) If the Agency does so prior to the Closing Time, the Agency will issue a formal addendum to the RFT via AusTender (see <https://www.tenders.gov.au>). If the Agency does so after the Closing Time, the Agency will issue a formal notice to the contact details set out in the Tenderer's Tender to any Tenderers remaining in the process at that time as applicable. The Agency will not be responsible for a Tenderer not receiving any such notice if the Tenderer has provided incorrect contact information in its Tender.

- (c) Each addendum forms part of this RFT upon issue.
- (d) This RFT or any amendment with the latest date of issue published through AusTender, or otherwise will take precedence over any other version of this RFT or any other amendment if there is any inconsistency.

4.3 Termination of the RFT

- (a) The Agency may terminate the RFT process at any time if the Agency determines that none of the Tenders submitted represents value for money or that it is otherwise in the public interest to do so.

4.4 Errors and alterations

- (a) If the Agency considers that there are unintentional errors of form in a Tender, the Agency may request the Tenderer to correct or clarify the error, but will not permit any material alteration or addition to the Tender.

5. Information management

5.1 The Agency's confidential information

- (a) Tenderers must not, and must ensure that their employees, agents or Subcontractors do not, either directly or indirectly record, divulge or communicate to any person any confidential information concerning the affairs of the Agency, the Commonwealth or a third party acquired or obtained in the course of preparing a Tender, or any documents, data or information provided by the Agency and which the Agency indicates to Tenderers is confidential or which Tenderers know or ought reasonably to know is confidential.
- (b) The Agency may require that all written information (whether confidential or otherwise and without regard to the type of media on which such information was provided to Tenderers) provided to Tenderers (and all copies of such information made by Tenderers) be:
 - (i) returned to the Agency - in which case Tenderers will be required to promptly return all such information to the address identified by the Agency; or
 - (ii) destroyed by Tenderers - in which case Tenderers will be required to promptly destroy all such information and provide the Agency with written certification that the information has been destroyed.
- (c) The Agency may exclude from further consideration any Tender lodged by a Tenderer who has engaged in any behaviour contrary to clause 5.1.

5.2 Tenderer's confidential information

- (a) Subject to clauses 5.2(b) and 5.2(d), the Agency will treat as confidential all Tenders submitted by Tenderers in connection with this RFT.
- (b) The Agency will not be taken to have breached any obligation to keep information provided by Tenderers confidential to the extent that the information:
 - (i) is disclosed to evaluation committee members;
 - (ii) is disclosed by the Agency to its advisers, officers, employees or subcontractors solely in order to conduct the RFT process or to prepare and manage any resultant contract;

- (iii) is disclosed to the Agency's internal management personnel, solely to enable effective management or auditing of the RFT process;
 - (iv) is disclosed by the Agency to the responsible Minister;
 - (v) is disclosed by the Agency in response to a request by a House or a Committee of the Parliament of the Commonwealth of Australia;
 - (vi) is shared by the Agency within the Agency's organisation, or with another Commonwealth agency, where this serves the Agency's or the Commonwealth's legitimate interests;
 - (vii) is authorised or required by law to be disclosed; or
 - (viii) is in the public domain otherwise than due to a breach of the relevant obligations of confidentiality.
- (c) Tenderers should also refer to clauses 6.3(a)(iii) to (vi).
- (d) Once a contract is entered into with the Successful Tenderer, the Successful Tenderer's Tender will not necessarily be treated as confidential to the extent parts of the Tender are included in the contract. Tenderers should clearly identify in their Tender response the information that they consider should be protected as confidential information should a contract be entered into with them. The Agency will only consider a request for confidentiality where:
- (i) the information to be protected is identified in specific rather than global terms;
 - (ii) the information is commercially sensitive;
 - (iii) disclosure would cause unreasonable detriment to the parties concerned; and
 - (iv) the information was provided by the Successful Tenderer on the understanding that it would remain confidential.
- (e) The Agency will only keep information contained in, or obtained or generated in performing, any contract entered into with the Successful Tenderer, including any information sourced from the successful Tenderer's Tender, confidential in accordance with the terms of the contract. Tenderers should include in Schedule 2 any request for such information to be treated as confidential following the award of contract to it. Further information on the Commonwealth's confidentiality policy is available at <https://www.finance.gov.au/government/procurement/buying-australian-government/confidentiality-throughout-procurement-cycle>.

5.3 Use of Tender documents

- (a) All Tenders become the property of the Agency upon submission.
- (b) Notwithstanding clause 5.3(a) and without prejudice to anything agreed in any subsequent contract, ownership of intellectual property in the information contained in a Tender remains unchanged.
- (c) However, the Agency may use any material contained in a Tender, or otherwise provided by the Tenderer, for the purposes of:
 - (i) the RFT process;
 - (ii) considering and evaluating the Tender, including;

- A. requesting and considering any clarification, correction or further information from the Tender; and
 - B. requesting and considering any information from another entity in relation to the Tender;
- (iii) evaluating any subsequent offer;
- (iv) complying with any law;
- (v) referring any material suggesting collusion by the Tenderer to the Australian Competition and Consumer Commission (**ACCC**) or other appropriate body and the use by the ACCC or that other body of that material to conduct any review it deems necessary;
- (vi) anything else related to the above purposes, including audit and complying with governmental and parliamentary reporting requirements including requests for information by Parliament or Parliamentary Committees, Authorised Investigators or the Australian National Audit Office (**ANAO**);
- (vii) providing information to another person in the situations specified in clause 5.2;
- (viii) addressing any dispute concerning this RFT process;
- (ix) for any other purpose permitted by this RFT;
- (x) to consider the Tender for budgetary purposes;
- (xi) the preparation, negotiation, and management of any resultant contract; and
- (xii) verifying the currency, consistency and adequacy of information provided under any other RFT process conducted by the Agency.
- (d) The Tenderer represents and warrants that it is able to give the licences and permissions in clause 5.3(c).

6. Policy and law

6.1 Ethical dealing

- (a) The Agency's policy is to engage in the highest standards of ethical behaviour and fair dealing throughout the RFT process. The Agency requires the same standards from those with whom it deals.
- (b) Tenders must be compiled without improper assistance of current or former officers, employees, contractors or agents of the Agency and without the use of information improperly obtained or in breach of an obligation of confidentiality (including any obligation referred to in clause 5.1).
- (c) Tenderers must not:
 - (i) engage in misleading or deceptive conduct in relation to their Tenders or the RFT process;
 - (ii) engage in any collusive Tendering, anti-competitive conduct, or any other unlawful or unethical conduct with any other Tenderer, or any other

person in connection with the preparation of their Tender or the RFT process;

- (iii) attempt to solicit information from or influence improperly any current or former officer, employee, contractor or agent of the Agency, or violate any applicable laws or Commonwealth policies regarding the offering of inducements in connection with the RFT process;
 - (iv) engage in, or procure or encourage others to engage in, activity that would result in a breach of the Lobbying Code of Conduct; or
 - (v) otherwise act in an unethical or improper manner or contrary to any law.
- (d) The Agency may exclude from consideration any Tender lodged by a Tenderer that has engaged in any behaviour contrary to clause 6.1. In addition, the Agency may refer the matter to relevant Commonwealth, State or Territory authorities. This right is in addition to any other remedies the Agency may have under law or in any contract with a Successful Tenderer.

6.2 Conflicts of interest

- (a) The Tenderers should represent and declare in Attachment 2: Tenderer's Deed at Schedule 2 whether, at the time of lodging their Tender, a conflict of interest concerning it or a related entity exists, or might arise during the term of the contract or in relation to the Tender.
- (b) A conflict of interest means any matter, circumstance, interest, or activity affecting the Tenderer (including the officers, employees, agents and Subcontractors of the Tenderer) which may or may appear to impair the ability of the Tenderer to perform the contract diligently and independently.
- (c) A conflict of interest may exist if:
 - (i) Tenderers or any of their personnel have a relationship (whether professional, commercial or personal) with the Agency's personnel involved in the evaluation of Tenders; or
 - (ii) Tenderers have a relationship with, and obligations to, an organisation which would affect the performance of the contract or would bring disrepute to or embarrass the Agency.
- (d) If at any time prior to entering into the contract, an actual or potential conflict of interest concerning itself or a related entity arises or may arise for any Tenderer that Tenderer should immediately notify the Contact Officer.
- (e) If a conflict of interest arises, the Agency may:
 - (i) exclude the Tender from further consideration;
 - (ii) enter into discussions to seek to resolve the conflict of interest; or
 - (iii) take any other action it considers appropriate.

6.3 Application of law and Commonwealth policy

- (a) Tenderers are considered to have familiarised themselves with all relevant Commonwealth legislation relating to the RFT process and the provision of the Requirement including:
 - (i) *National Disability Insurance Scheme Act 2013* (Cth);

- (ii) Division 137.1 of the *Criminal Code Act 1995* (Cth);
 - (iii) *Crimes Act 1914* (Cth);
 - (iv) the *Freedom of Information Act 1982* (Cth), which requires Australian Government departments and agencies to provide access to certain documents in their possession;
 - (v) the *Auditor-General Act 1997* (Cth), which allows the Auditor-General to conduct a review or examination, at any time, of any aspect of the operations of Australian Government agencies;
 - (vi) the *Ombudsman Act 1976* (Cth), which authorises the Ombudsman to investigate the administrative actions of Australian Government departments and agencies and to investigate the actions of certain Australian Government contractors;
 - (vii) the *Privacy Act 1988* (Cth), which aims to ensure that contractors and their subcontractors do not engage in an act or practice that would breach the Australian Privacy Principles if done by the Agency. The *Privacy Act 1988* (Cth) also imposes obligations directly on contractors and Subcontractors to comply with the Australian Privacy Principles;
 - (viii) the *Work Health and Safety Act 2011* (Cth), which requires a person conducting a business or undertaking to ensure the health and safety of all workers;
 - (ix) *Workplace Gender Equality Act 2012* (Cth);
 - (x) the *Public Interest Disclosure Act 2013* (Cth), which aims to promote the integrity and accountability of the Commonwealth public sector;
 - (xi) *Modern Slavery Act 2018* (Cth);
 - (xii) *Payment Times Reporting Act 2020* (Cth);
 - (xiii) *Public Governance, Performance and Accountability Act 2013* (Cth); and
 - (xiv) the *Commonwealth Procurement Rules*.
- (b) The Agency will not enter into a contract with Tenderers:
- (i) that have been named in Parliament as not complying with the *Workplace Gender Equality Act 2012* (Cth);
 - (ii) who are subject to a judicial decision against them relating to employee entitlements, not including decisions under appeal, and have not paid the claim; or
 - (iii) who are listed as a designated entity by the Minister for Foreign Affairs by notice in the Gazette under s 15 of the *Charter of the United Nations Act 1945* (Cth) or who intend to engage subcontractors who are listed as a designated entity by the Minister for Foreign Affairs by notice in the Gazette under s 15 of the *Charter of the United Nations Act 1945* (Cth). A consolidated list of such persons, entities and associated assets is maintained by the Department of Foreign Affairs and Trade under the *Charter of the United Nations (Dealing with Assets) Regulations 2008* and can be found at <https://dfat.gov.au/international-relations/security/sanctions/Pages/consolidated-list.aspx>.

Note to Tenderers: For a fact sheet on Commonwealth legislation that may apply to Australian Government contractors see <https://www.agps.gov.au/publications/fact-sheets>.

- (c) More information on policies relevant to the Requirement is set out in Schedule 1.

6.4 Fair Work Act 2009 (Cth)

The Agency will not enter into a contract with a Tenderer who fails, when required by the Agency, to confirm that in dealing with its employees and independent contractors, the Tenderer has due regard to Commonwealth policies on the engagement of workers and that the Tenderer complies with Commonwealth policies on the engagement of workers including the *Fair Work Act 2009* (Cth) and obligations under relevant work health and safety laws.

6.5 Workplace Gender Equality Act 2012 (Cth)

- (a) The Agency will not enter into contracts with suppliers who are non-compliant under the *Workplace Gender Equality Act 2012* (Cth) (the **WGE Act**).
- (b) Tenderers must indicate as part of the Tenderer's response in Attachment 2: Tenderer's Deed at Schedule 2, whether or not the organisation is a 'relevant employer' under the WGE Act and, if applicable, provide a current letter of compliance as part of their Tender submission, or prior to entering into contract.

6.6 Indigenous Procurement Policy

- (a) Tenderers should note that the Indigenous Procurement Policy applies to this RFT. The purpose of the Indigenous Procurement Policy is to stimulate Indigenous entrepreneurship and business development, providing Indigenous Australians with more opportunities to participate in the economy. More information on the Indigenous Procurement Policy can be found at <https://www.niaa.gov.au/resource-centre/indigenous-affairs/indigenous-procurement-policy>.
- (b) In its Tender, each Tenderer is requested to detail how it will increase its:
- (i) purchasing from Indigenous Enterprises (being an organisation that is 50 per cent or more Indigenous owned that is operating a business); and
 - (ii) employment of Indigenous Australians,
- in the delivery of any resultant contract.
- (c) Purchases from an Indigenous Enterprise may be in the form of engagement of an Indigenous enterprise as a Subcontractor, and / or use of Indigenous suppliers in the Tenderer's supply chain.

6.7 Child Safety

- (a) Tenderers must provide evidence that the Tenderer and any proposed Subcontractors that are likely to have direct contact with children in connection with providing the Services can comply with all relevant legislation and implement the National Principles for Child Safe Organisations in any jurisdiction where any part of the Services may be carried out, including all necessary 'Working with Children Checks' or 'Working with Vulnerable People Checks' requirements howsoever described:
- (i) at the time that the Tenderer submits its Tender; and

- (ii) before entering into the resultant contract with the Agency where the Tenderer is a Successful Tenderer.
- (b) Tenderers are required to provide information in their Tender about any past or current non-compliances with State, Territory or Commonwealth laws relating to child safety.

6.8 Shadow Economy Policy

- (a) The Shadow Economy Procurement Connected Policy (available at [Shadow Economy Procurement Connected Policy | Treasury.gov.au](https://treasury.gov.au/publication/p2019-t369466)) applies to this RFT. More information on this policy and the process for applying for a Statement of Tax Record is provided by the Treasury (<https://treasury.gov.au/publication/p2019-t369466>) and Australian Taxation Office (<https://www.ato.gov.au/Business/Bus/Statement-of-tax-record/>).
- (b) A Tenderer must include in their Tender all Valid and Satisfactory Statements of Tax Record relevant to the Tenderer's entity type.
- (c) Tenderers are required to obtain and hold all Valid and Satisfactory Statements of Tax Record required for the entity type of any first tier subcontractor that it proposes, as part of its response, to engage to deliver goods or services as part of a contract resulting from a procurement with an estimated value of \$4 million or more (GST inclusive). The Agency will not enter into a contract with a Tenderer that has not provided all Valid and Satisfactory Statements of Tax Record.
- (d) The Tenderer is required to provide the Agency with copies of Statements of Tax Record obtained under clause 6.8(c) within 5 Business Days after receiving a written request from the Agency.

6.9 Modern Slavery Act

- (a) The *Modern Slavery Act 2018* (Cth) requires that the Agency prepare a modern slavery statement, for a reporting period. The Agency is committed to ensuring its supply chains are not linked to Modern Slavery and to address and mitigate risks that are identified. More information on the Australian Government's response to modern slavery risks is available at <https://modernslaveryregister.gov.au/statements/file/dba35028-74c5-4324-8b41-4cd553a66f2e/>.
- (b) In performing any resultant Contract, the Successful Tenderer may be required to comply with Modern Slavery contract clauses which may require the Tenderer to:
 - (i) take reasonable steps to identify, assess and address the risks of Modern Slavery practices in the operations and supply chains used in the provision of the Requirement; and
 - (ii) manage specific risks of Modern Slavery as well as address or remove Modern Slavery practices identified in the Tenderer's supply chain and operations.

6.10 Payment Times Procurement Connected Policy

- (a) The Payment Times Procurement Connected Policy (**PT PCP**) requires large businesses who enter into a contract with the Agency to match the Government's payment times and pay their Subcontractors within 20 calendar days.
- (b) Tenderers must identify in their Tender in Attachment 2: Tenderer's Deed at Schedule 2 whether or not they are a 'Reporting Entity' for the purposes of the PT

PCP. A Reporting Entity has the same meaning within the *Payment Times Reporting Act 2020* (Cth).

- (c) More information on the PT PCP can be found here <https://treasury.gov.au/publication/p2021-183909>.

7. Notification of Significant Events

- (a) For the purposes of this clause 7, 'Significant Event' means:
- (i) any adverse comments or findings made by a court, commission, tribunal or other statutory or professional body regarding the conduct or performance of the Tenderer or its officers, employees, agents or subcontractors that has an adverse impact or could reasonably be perceived to have an adverse impact on their professional capacity, capability, fitness or reputation; or
 - (ii) any other significant matter, including the commencement of legal, regulatory or disciplinary action involving the Tenderer or its officers, employees, agents or subcontractors, that may have an adverse impact on compliance with Commonwealth policy and legislation or the Commonwealth's reputation.
- (b) The Tenderer should disclose any Significant Event:
- (i) as part of its Tender; and
 - (ii) following submission of its Tender, upon becoming aware of any further Significant Event.
- (c) Any disclosure made under this clause 7 should provide a summary of the Significant Event, including the date on which it occurred and whether any proposed specified personnel or other personnel proposed to be engaged in connection with the Services were involved.
- (d) The Agency may notify the Tenderer in writing that an event is to be considered a Significant Event for the purposes of this clause 7 and, if this occurs, the Tenderer should provide a notice under this clause 7 in relation to the event within three (3) business days of being notified by the Agency.
- (e) When reasonably requested by the Agency, the Tenderer should provide to the Agency any additional information regarding the Significant Event within three (3) business days of the request.
- (f) The Agency may exclude from consideration any Tender lodged by the Tenderer:
- (i) that has failed to comply with the obligations in this clause 7;
 - (ii) if a Significant Event is disclosed in its Tender; or
 - (iii) if the Agency subsequently becomes aware of a Significant Event.

8. Anti-money laundering laws

- (a) The Tenderer must comply with any obligations applicable to it contained in any laws arising from the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth).

9. Lobbying Code of Conduct

- (a) The Tenderer must not engage in or procure or encourage others to engage in, any activity that would result in breaching the Lobbying Code of Conduct (available at: <https://www.ag.gov.au/Integrity/lobbyists/Pages/Lobbying-Code-of-Conduct.aspx>).

10. Web Content Accessibility Guidelines

- (a) The Australian Government is committed to improved web accessibility in accordance with the Digital Service Standard. Information regarding the standards required for the Services is set out in Schedule 1 and the Tender Response Forms.

11. Matters concerning Tender response

11.1 Evaluation criteria

- (a) Tenders will be evaluated on the basis of best value for money consistent with Commonwealth procurement policies, and the terms of the RFT.
- (b) Tenderers' attention is drawn to:
 - (i) section 1.5 of Schedule 1 which describes the Agency's system integration requirements and the options that apply; and
 - (ii) Attachment 5 to Schedule 2, which describes the tender response requirements for the Agency's system integration requirements.

If a Tenderer offers to provide Option 2 and/or Option 3 (in addition to Option 1, which is mandatory), the Agency will evaluate each option separately. The Agency will:

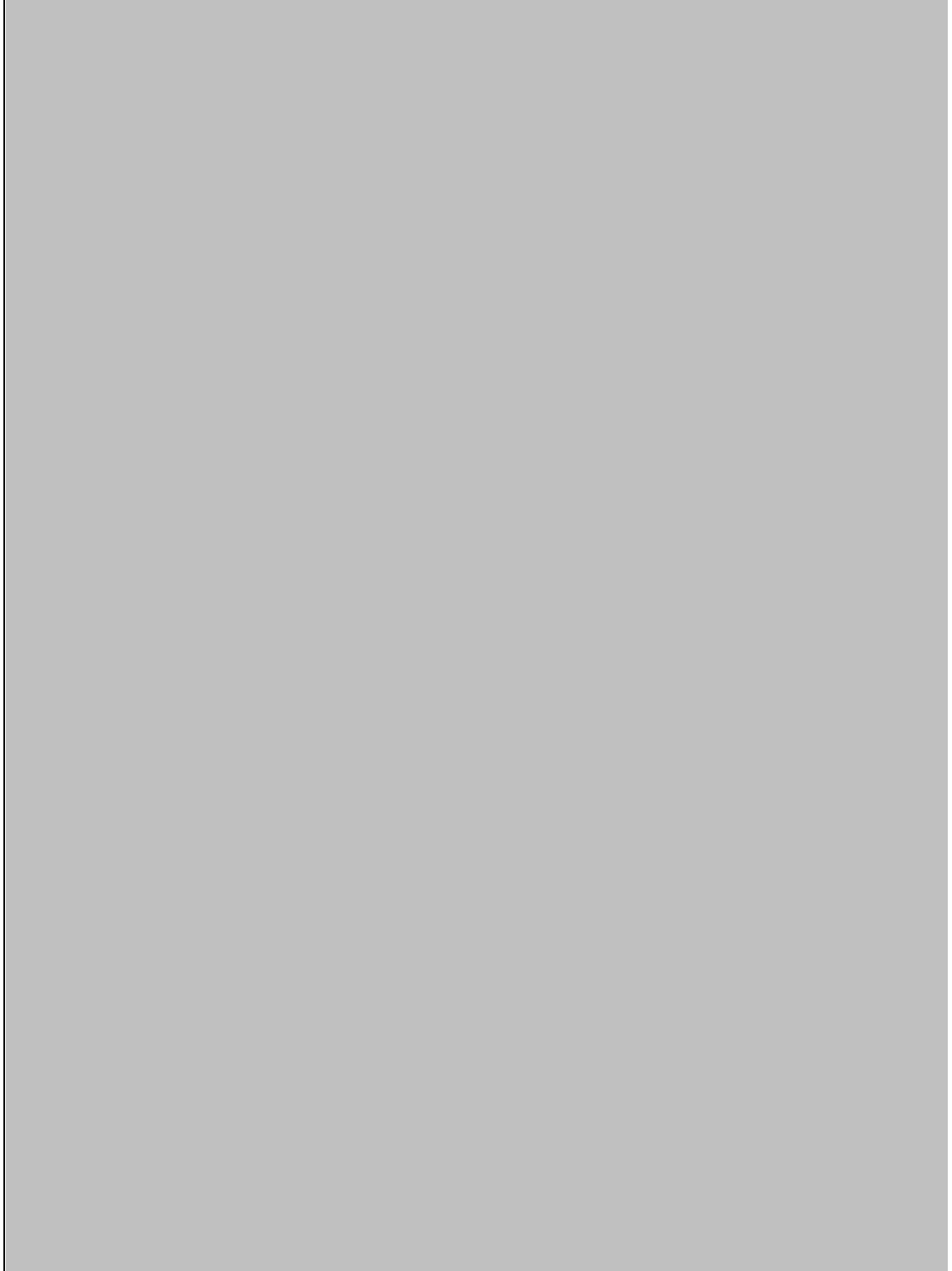
- (iii) separately evaluate Evaluation Criterion 3 (System Integration) and Evaluation Criterion 5 (Pricing and payment arrangements) for *each* option tendered (including Option 1); and
- (iv) evaluate all other Evaluation Criteria once with that evaluation used for *each* option tendered.

For the purpose of conducting its evaluation, each option offered will constitute a separate tender evaluated independently of the other options offered.

- (c) The criteria to be applied for the purposes of evaluation are as follows, not in any order of importance (other than as indicated by weightings):

s47E(d) - certain operations of agencies

s47E(d) - certain operations of agencies



11.2 Tender response requirements

- (a) Tenderers should address each of the evaluation criteria specified in the table above by completing or responding (as appropriate) to the following Tender Response Forms contained in Schedule 2:
 - (i) Attachment 1: Tenderer's Details;

- (ii) Attachment 2: Tenderer's Deed;
 - (iii) Attachment 3: Assessment Tool(s);
 - (iv) Attachment 4: Operationalisation Support;
 - (v) Attachment 5: System Integration;
 - (vi) Attachment 6: Commitment to Supporting People with a Disability;
 - (vii) Attachment 7: Pricing;
 - (viii) Attachment 8: Financial Viability Questionnaire;
 - (ix) Attachment 9: Compliance with Commonwealth Policies and Standards;
 - (x) Attachment 10: Statement of Compliance with Draft Contract;
 - (xi) Attachment 11: Benefit to the Australian Economy;
 - (xii) Attachment 12: Shadow Economy Policy – Statement of Tax Record.
- (b) If page and/or word limits are stipulated in Schedule 2, the Agency reserves the right not to consider material beyond the relevant page / word limit if these limits are exceeded. Tenders should use size 11 Arial font for the text, except for any headings.
- (c) Tenderers may include additional information in their Tenders, however the Tenderer's response to each of the Tender Response Forms will form the basis of the evaluation.
- (d) Each Tender Response Form should commence on a new page or separate document/attachment as appropriate.
- (e) See also clause 13.3 for Minimum Content and Format Requirements for Tenders and clause 13.4 for Conditions of Participation.

11.3 Tenderers to inform themselves

- (a) Information in this RFT concerning current or past requirements, volumes, location, environment or other relevant matters has been prepared from information available to the Agency and may not have been independently verified. Such information may be based on projections from information on available historical information which may not be accurate and may assume trends or events or other matters that may not be valid or eventuate as and when expected or at all. In addition, the Agency does not guarantee that this information will remain true at any future point in time.
- (b) The Agency has no liability to any Tenderer should any information or material provided with respect to this RFT or the Requirement be inaccurate or incomplete or if actual volumes, locations, environments or other relevant matters vary from the Agency's current expectations.
- (c) Tenderers are considered to have:
- (i) examined this RFT, including any variations or addenda to this RFT, any documents referenced in this RFT and any other information made available by the Agency to Tenderers for the purpose of Tendering;

- (ii) examined all further information which is obtainable by the making of reasonable inquiries relevant to the risks, contingencies, and other circumstances having an effect on their Tenders;
 - (iii) satisfied themselves as to the correctness and sufficiency of their Tenders including Tendered prices;
 - (iv) made their own independent assessments of actual workload requirements under any resultant Contract and all prices will be presumed by the Agency to have been based upon Tenderers' own independent assessments;
 - (v) satisfied themselves as to the terms and conditions of the Draft Contract and their ability to comply with the Draft Contract, subject to their responses to Schedule 2 Attachment 10: Statement of Compliance with Draft Contract; and
 - (vi) examined the AusTender Terms of Use which are obtainable on the AusTender website (<https://www.tenders.gov.au>).
- (d) In preparing their Tenders, Tenderers must not rely on:
- (i) any representation, letter, document or arrangement, whether oral or in writing, or other conduct as adding to or amending this RFT other than amendments in accordance with clause 4.2(a); or
 - (ii) any warranty or representation made by or on behalf of the Agency, except as are expressly provided for in this RFT.
- (e) The Agency will not be responsible for any costs or expenses incurred by Tenderers in complying with the requirements of this RFT.

11.4 Disclaimer

- (a) This RFT is an invitation to treat and is not to be taken to be or relied upon as an offer capable of acceptance by any person or as creating any form of contractual (including a process contract), quasi contractual, restitutionary or promissory estoppel rights, or rights based on similar legal or equitable grounds, whether implied or otherwise.
- (b) The Agency is not liable to any Tenderer on the basis of any contract or other understanding (including any form of contractual, quasi contractual, restitutionary or promissory estoppel rights, implied obligations or rights based on similar legal or equitable grounds) whatsoever, or in negligence, as a consequence of any matter relating or incidental to this RFT, the procurement of any or all of the Requirement or a Tenderer's participation in this RFT process, including instances where:
 - (i) a Tenderer is not invited to participate in any subsequent process as part of or following completion of this RFT process;
 - (ii) the Agency varies the RFT process;
 - (iii) the Agency elects to enter into a contract for all or any part of the Requirement with any party, whether or not that party was a Tenderer in this RFT process;
 - (iv) the Agency decides to terminate the RFT process or not to contract for all or any part of the Requirement; or

- (v) the Agency exercises or fails to exercise any of its other rights under or in relation to this RFT.

11.5 Complaints

- (a) If a Tenderer wishes to lodge a formal complaint regarding this RFT, the complaint is to be directed in writing to: [s47E\(d\) - certain operations of agencies@ndis.gov.au](mailto:s47E(d) - certain operations of agencies@ndis.gov.au).
- (b) Tenderers are directed to the Agency's website for more information about making a complaint: <https://www.ndis.gov.au/about-us/governance/procurement-and-grants>.
- (c) Tenderers are to cooperate with the Agency in the resolution of any complaint regarding this RFT.

12. General matters

12.1 Prices and units

- (a) The Tender must be written in English.
- (b) All measurements must be expressed in Australian legal units of measurement, including prices in Australian dollars (**AUD**).
- (c) Tendered prices should be inclusive of:
 - (i) GST (as defined in section 195-1 of the *A New Tax System (Goods and Services Tax) Act 1999* (Cth));
 - (ii) all costs of complying with this RFT; and
 - (iii) all costs associated with doing all things necessary for the due and proper completion of the proposed Contract.

12.2 Part Tenders

Subject to clause 12.5, the Agency will not consider Tenders for only part of the Requirement.

12.3 Consortium and joint venture Tenders

- (a) The Agency does not intend to consider a Tender from a Tenderer that does not exist as a legal entity at the Closing Time.
- (b) Without limiting the Agency's rights, the Agency intends to enter into a contract with a single legal entity that will be the party responsible for the performance of any resultant Contract.
- (c) The Agency will accept Tenders from consortia (including joint ventures) provided the Tender is submitted by a single legal entity as the lead member of the consortium or joint venture. A reference to Tenderer in this RFT is a reference to each member of the consortium or joint venture (as the case may be).
- (d) If Tenderers submit a consortium or joint venture tender for the Requirement, the consortium or joint venture Tender:
 - (i) will be evaluated on the basis of the entities identified in the Tender;
 - (ii) must include in the Tender, the information sought in the RFT for each member of the consortium or joint venture;

- (iii) must describe in detail the relationship between each member of the consortium or joint venture and the structure of the proposed management of the consortium or joint venture, including nominating a single point of contact for all communications in relation to this RFT;
 - (iv) must nominate a single legal entity (being one of the consortium members) which will, if successful, enter into a Contract with the Agency at the end of the RFT. This legal entity will be responsible for the performance of all obligations contained in any resulting Contract irrespective of any consortium or joint venture arrangement; and
 - (v) include other such information that the Agency requires to undertake a risk assessment of the proposed consortium or joint venture Tender.
- (e) The Agency may require written assurances from each member of the consortium or joint venture (as relevant) to confirm its ability and willingness to perform the Requirement in the manner outlined in the Tender at any stage prior to the award of a contract.

12.4 Subcontractors

If any aspect of the Requirement will be provided or performed by a consortium or joint venture member or Subcontractor, the details of all proposed consortium or joint venture members or Subcontractor(s) and where relevant, their proposed responsibilities must be set out in the Tender.

12.5 Alternative Tenders

- (a) The Agency may consider a Tender that does not fully conform with the Requirement ('Alternative Tender') if:
- (i) the Tenderer also lodges a Tender that conforms with the Requirement; and
 - (ii) the Alternative Tender:
 - A. proposes a solution that satisfies the functionality of the Requirement, including any identified essential requirements;
 - B. separately identifies in detail the proposed alternative approach and solution;
 - C. clearly specifies each instance of change (including the effect of the change on the Tenderer price); and
 - D. clearly states the reasons for each instance of change and how the change is more beneficial to the Agency than the approach required by the Requirement.
- (b) Failure to provide the information requested and adhere to the requirements in clause 12.5(a) may result in the Agency not considering the Alternative Tender.

13. Evaluation of Tenders

13.1 Evaluation process

- (a) Following the Closing Time, Tenders will be evaluated to identify the Tender that represents best value for money on the basis of the evaluation criteria set out in clause 11.1 and taking into account relevant Agency policy and this RFT. Value for

money is a comprehensive assessment involving a comparative analysis of the relevant financial and non-financial costs and benefits of the Tenders, including risk.

- (b) In conducting the evaluation, the Agency may take into account information provided by a Tenderer in response to one criterion in its evaluation of another criterion.
- (c) Some of the evaluation criteria are weighted so as to reflect their relative importance. Non-weighted criteria will also be considered as part of the evaluation process. If any additional criteria are intended to be applied in evaluating Tenders, the Agency will notify Tenderers who will be given an opportunity to respond.
- (d) The Agency may at any time exclude a Tender from consideration if the Agency considers that the Tender is incomplete or clearly not competitive. However, the Agency may consider such Tenders and seek clarification in accordance with clause 13.6.

Note to Tenderers: Tenderers should familiarise themselves with the response requirements as outlined at clause 11.2 and Schedule 2 – Tender Response Forms and should provide a response to each Tender Response Form.

- (e) The Agency is not bound to accept the lowest priced (or any) Tender.

13.2 Security, probity and other checks

- (a) The Agency may perform such security, probity and financial investigations and procedures as the Agency may determine are necessary in relation to Tenderers, their employees, officers, partners, associates, subcontractors or related entities and their officers, employees and Subcontractors.
- (b) Tenderers should promptly provide the Agency with such information or documentation that the Agency requires in order to undertake such investigations. The Agency may exclude a Tender from further consideration if the Tenderer does not promptly provide all reasonable assistance to the Agency in this regard, or based on the outcomes of the investigations or procedures.
- (c) The Tender evaluation process may involve:
 - (i) visits to some or all Tenderer's sites; or
 - (ii) discussions with, and/or visits to, customers or subcontractors of some or all Tenderers, whether or not the customers are provided as referees by the relevant Tenderer.

The Agency may also make independent enquiries about any matters that may be relevant to the evaluation of a Tender.

13.3 Minimum Content and Format Requirements

- (a) Subject to clause 4.4(a), the Agency will exclude a Tender from further consideration if the Agency considers that the Tender does not comply with any one or more of the following requirements:
 - (i) the Tender is written in English (see clause 12.1(a));
 - (ii) measurements are expressed in Australian legal units of measurement including prices in AUD (see clause 12.1(b));

- (iii) the Tender includes a substantially completed and signed Tenderer's Deed in the form provided in Attachment 2: Tenderer's Deed in Schedule 2; and
- (iv) the tender has elected in Attachment 5 of Schedule 2 to offer **Option 1 - NDIA Build**.
- (b) Notwithstanding the use of 'must', 'shall', 'will' or other mandatory language, no other requirement in this RFT is to be treated as a 'Minimum Content and Format Requirement'.

13.4 Conditions for Participation

- (a) The Agency will exclude a Tender from further consideration if at any time before a contract is executed the Agency considers that the Tenderer does not meet any one or more of the following Conditions for Participation:
 - (i) exist as a legal entity at the Closing Time (including compliance with clause 12.3(d), if a consortium or joint venture); and
 - (ii) not be insolvent, bankrupt, in liquidation or administration at or after Closing Time (this applies to any consortium or joint venture members).
- (b) Notwithstanding the use of 'must', 'shall', 'will' or other mandatory language, no other requirement in this RFT is to be treated as a 'condition for participation'.

13.5 Essential requirements

The Agency will exclude a Tender from further consideration if at any time before a contract is executed the Agency considers that the Tenderer has not met any of the essential requirements specified in the Statement of Requirements.

13.6 Clarification, short-listing and negotiations

- (a) The Agency may:
 - (i) use any relevant information obtained in relation to a Tender (provided in the Tender itself, otherwise through this RFT or by independent inquiry) in the evaluation of Tenders;
 - (ii) use material tendered in response to one evaluation criterion in the evaluation of other criteria;
 - (iii) use any additional information available when assessing a Tenderer against any evaluation criterion;
 - (iv) seek clarification or additional information from any Tenderer for the purposes of Tender evaluation;
 - (v) shortlist one or more Tenderers at any time and seek further information from them;
 - (vi) seek best and final offers from one or more Tenderers;
 - (vii) enter into negotiations or discussions with one or more Tenderers; or
 - (viii) discontinue negotiations or discussions with a Tenderer, whether or not the Tenderer has been notified that it is the preferred Tenderer.

- (b) Tenderers should nominate in their Tender a person for the purpose of responding to any clarification requests which may arise during Tender evaluation or receiving other notices during the RFT process. Tenderers should include the name, address and contact details of that person in the form at Attachment 1: Tenderer's Details in Schedule 2. The person nominated by the Tenderer must be authorised to represent and bind the Tenderer in relation to this RFT.

13.7 Verification Activities

- (a) The Agency may, as part of the RFT process, conduct additional activities with one or more Tenderers in order to clarify, improve and maximise value for money of Tenders (including pricing) for the Agency.
- (b) Where the Agency elects to conduct Verification Activities, the Agency may issue a Verification Activity process document to Tenderers shortlisted to participate in the Verification Activities process that provides further details of the process and specific terms and conditions governing the Verification Activity process.
- (c) The Agency may refuse to conduct, or to further conduct, Verification Activities with a Tenderer if the Tenderer fails to comply with the requirements of a process document issued to the Tenderer under clause 13.7(b).
- (d) Verification Activities may include the following:
 - (i) submission of additional information;
 - (ii) discussions with Tenderers;
 - (iii) provision of feedback to Tenderers;
 - (iv) workshops;
 - (v) interviews;
 - (vi) demonstrations of any proposed assessment tool(s) or other solutions (e.g. where the Tenderer is offering Software as a Service (SaaS) and/or Software as a Product (SaaS) solutions as part of the system integration solution component of the Requirement, it may also be required to provide a demonstration of proposed solutions as per non-functional requirement (NFR-100) outlined in Document 3 – Software Requirements);
 - (vii) improved definition and refinement of draft plans and programs;
 - (viii) assessment of capabilities; and
 - (ix) submission of final Tenders and best and final offers upon completion of any Verification Activities (provided that Tenderers should ensure that they put their best offer forward in response to this RFT and should not rely on any further request for best and final offers).
- (e) As part of the Verification Activity process, the Agency may make changes to the Draft Contract and Statement of Requirements, and require Tenderers to amend their Tenders to reflect the changes.
- (f) Without limiting clause 13.7(e), the Agency will not be responsible for any costs or expenses incurred by any Tenderer in participating in the Verification Activity process.

13.8 Offers and acceptance of offer

- (a) Lodging a Tender will constitute an offer by the Tenderer to provide the Requirement on the terms and conditions set out in the Draft Contract, subject to any exceptions noted in its response Attachment 10: Statement of Compliance with Draft Contract in Schedule 2 for a period of not less than the Offer Period.
- (b) A Tender will not be taken to have been accepted unless and until a formal contract has been executed by the Tenderer and the Agency. Notice by the Agency to any Tenderer that it is, or is not, a preferred or Successful Tenderer will not constitute an acceptance or rejection of any Tender.

14. Other Matters

14.1 Public Statements

- (a) Except with the prior written approval of the Agency, Tenderers must not make a statement, issue any document or material or provide any other information for publication in any media, concerning Tender evaluation, the acceptance of any Tender, commencement of negotiations, creation of a shortlist, or notification that a Tenderer is the preferred Tenderer.
- (b) The Agency may exclude a Tender from further consideration if the Tenderer does not comply with this requirement.

14.2 Additional Rights of the Agency

- (a) Without limiting other rights contained in this RFT, the Agency may do any or all of the following at any time:
 - (i) seek amended Tenders or call for new Tenders;
 - (ii) forward any clarification about this RFT to all known Tenderers (as appropriate) on a non-attributable basis and without disclosing any confidential information of a Tenderer;
 - (iii) allow or not allow another legal entity to take over a Tender in substitution for the original Tenderer, including where an event occurs that has the effect of substantially altering the composition or control of the Tenderer or the business of the Tenderer.
 - (iv) negotiate with one or more persons who have not submitted Tenders or enter into a contract or other binding relationship for similar services to the Services outside the RFT process;
 - (v) amend any part of this RFT;
 - (vi) suspend or restart this RFT process;
 - (vii) discontinue this RFT when it is otherwise required to procure some or all of the Services under a coordinated procurement contracting arrangement;
 - (viii) terminate the RFT process at any time, including if the Agency determines that:
 - A. it is in the public interest to do so;
 - B. no Tenderer represents value for money;

- C. no Tenderer meets the Minimum Content and Format Requirements, Conditions for Participation, or essential requirements; or
 - D. no Tenderer is fully capable of undertaking the Contract;
- (ix) require any or all Tenderers to perform a presentation or demonstration related to their respective Tenders at a location determined by the Agency, having provided the Tenderers with reasonable notice; and
- (x) ask some or all Tenderers to host a site visit.
- (b) The Agency may, at any time, exclude a Tender submitted by a Tenderer from further consideration if:
 - (i) the Tender is not compliant with any Conditions for Participation, Minimum Content and Format Requirements, or essential requirement (taking into account any permitted clarification, correction or additional information provided by the Tenderer);
 - (ii) the Tender is clearly unacceptable, including due to any matter which is unscored but which may be taken into account;
 - (iii) the Tenderer does not promptly provide all reasonable assistance to the Agency, including in relation to the Agency's risk assessment, security, probity or financial investigations; or
 - (iv) an insolvency event occurs in relation to the Tenderer or any of its related bodies corporate.
- (c) Disclosure to Tenderers of any information concerning this RFT process is at the complete discretion of the Agency unless expressly provided otherwise in this RFT.

14.3 Publication of contract award

- (a) In accordance with the Senate Order on Departmental and Agency Contracts, the Agency is required to list the contracts with a consideration of \$100,000 or more that it entered into during the previous 12 months, or that have not been fully performed, on the Internet with access via the Agency's home page. Further information regarding these requirements is specified in Resource Management Guide No. 403 - Meeting the Senate Order on Entity Contracts.

14.4 Debriefing

- (a) Tenderers may request an oral Tender debriefing following the award of a contract. Tenderers requiring a debriefing should contact the Contact Officer.
- (b) Tenderers will be debriefed against the evaluation criteria set out in this RFT. A Tenderer will not be provided with information concerning other Tenders, except for publicly available information such as the name of the Successful Tenderer and the total price of the winning Tender. No comparisons with other Tenders will be made.

Schedule 1 - Statement of Requirements

Note to Tenderers: This Statement of Requirements sets out the requirements that the Agency requires the Successful Tenderer to meet. However, this Statement of Requirement will need to be updated and adapted to ensure that it is suitable for inclusion in the final version of the Contract agreed with the successful Tenderer and to reflect the agreed solution proposed by the Successful Tenderer.

This will include ensuring that the appropriate obligations are clear, including with respect to timeframes and acceptance and other criteria which are necessary to determine that the Services are provided in a satisfactory manner. For example, this Statement of Requirements will need to be updated to reflect the agreed approach to implementation services and ongoing operational support.

1. Background

1.1 Background to Requirement

The National Disability Insurance Scheme Amendment (Getting the NDIS Back on Track No. 1) Act 2024 came into effect on 3 October 2024. The new legislation introduces the concept of new framework planning.

Under new framework planning, participants will undergo a comprehensive needs assessment to identify their whole-of-person disability support needs. The outcomes of the needs assessment will be detailed in an assessment report. The information in the needs assessment report will then be used to determine the participant's flexible budget and any stated supports, in accordance with a transparent budget method. These processes will be detailed in legislative instruments.

This procurement activity is to identify the most appropriate assessment tool or tools that may be integrated into the future NDIS needs assessment.

1.2 Summary of Requirement

- (a) There are three components of the Requirement. The NDIA requires the successful Tenderer to deliver all three components.

(i) **Assessment tool(s) solution**

The first component of the Requirement is the provision of a licencing arrangement which enables an NDIS workforce to administer a tool for assessing support needs of adult (16+ years) NDIS participants. This component may consist of a single assessment tool or a combination of tools.

(ii) **Operationalisation support services**

The second component of the Requirement is the provision of services to support the NDIA to deliver a workforce training and accreditation support that is suitable for the NDIS needs assessor workforce.

(iii) **System integration solution**

The third component of the Requirement relates to the provision of, or support for, a system integration solution. Tenderers must meet this component of the Requirement by providing a response to Option 1 – NDIA Build, but may also include in its Tender one or more of the other

options set out below in its Tender: The Agency will evaluate each Option separately.

- A. Option 1 - rights for the NDIA to custom build (Tenderers must submit this option);
- B. Option 2 - software as a service (SaaS); or
- C. Option 3 - software as a product (SaaS).

1.3 Component one – Assessment Tool - Statement of requirements

The Statement of Requirements for the assessment tool is separated into “essential requirements” and “requirements”. A solution that does not meet all of the essential requirements will be excluded from the evaluation. If a solution meets all of the essential requirements, it will proceed to be evaluated against the evaluation criteria.

Essential Requirements

- (a) The tool(s) must:
- (i) primarily assess (greater than 50% of content relates to) disability support needs (rather than concepts such as function, impairment or quality of life);
 - (ii) assess at least two types of support funded by the NDIS;
 - (iii) assess more than one support need area (i.e. functional domain such as mobility, self-care, community participation);
 - (iv) have been tested with people with disability within the 16+ age bracket;
 - (v) have been developed for or tested with at least one disability group accessing the NDIS;
 - (vi) be available in English;
 - (vii) allow, but not require, a participant to self-report about their support needs; and
 - (viii) utilise verbal or written information collection method(s) (e.g. interview or questionnaire).

Requirements

The assessment tool(s) should meet the set of requirements outlined under the following four headings. The assessment tool(s) should:

- (ix) be suitable for NDIS purposes:

Requirement	Indicators/Evidence
1. The tool(s) primarily assess disability support needs	Measures attributes of disability-related support needs of people with disability (rather than concepts such as function, impairment or quality of life), and

Requirement	Indicators/Evidence
The tool(s) primarily assesses the concept 'support needs' and does not primarily assess other concepts such as functioning, severity of impairment, quality of life, or non-disability support needs (e.g. carer support needs, or supports only related to other areas of need such as health or housing).	- Measures attributes of support needs such as type, frequency, and intensity, and - Scales should be ordinal or continuous and have at least three levels.
2. The tool(s) assess need in relation to NDIS supports The list of disability-related supports funded by the NDIS is available on the NDIS website. The support needs assessment tool should assess the pertinence of these supports to the person with disability.	Scales or domains demonstrate the coverage of relevant support type(s).
3. The tool(s) assess needs across a broad range of support need areas The solution assesses needs across a range of life areas in which a person may have disability-related supports. For example, it assesses needs across the activity and participation areas described in the International Classification of Functioning, Disability and Health (ICF), including disability-related health needs and behavioural support needs).	Domain structure and content demonstrate coverage of each support need area.
4. The tool(s) are appropriately structured The structure of the tool(s), including the domains and associated items is well-validated, supported by a strong theoretical/conceptual basis with empirical evidence.	- Description of relevant and contemporary theoretical underpinning of the structure of the tool(s), and/or - Studies exploring the structural validity and/or internal consistency of the tool(s) found satisfactory results (as defined by recognised standards for the interpretation of psychometric results) in relevant cohorts.

Requirement	Indicators/Evidence
5. The outputs of the tool(s) support appropriate budgeting decisions in respect to NDIS Supports The data derived from the assessment tool(s) include scores for each domain and/or support need area in sufficient detail to inform the budgetary requirements of the participant.	Outputs are provided for each domain of the tool(s) (i.e. does not only provide one overall score).
6. The tool(s) are consistent with a contemporary model of disability Conceptually founded or consistent with a model of disability such as the International Classification of Functioning, Disability and Health (ICF), Canadian Occupational Performance Model, or the Disability Creation Process Model.	- Evidence of the use of relevant models in the development of the tool(s), and/or - Satisfactory description of how the tool(s) are consistent with one or more contemporary model of disability.
7. The tool(s) are able to produce consistent outputs Demonstrated sufficient reliability (including inter-rater, inter-responder, test-retest and intra-rater reliability).	Research studies to assess the tool(s)' reliability found satisfactory results (as defined by recognised standards for the interpretation of psychometric results) in relevant cohorts.
8. Evidence of tool(s)' ability to predict support needs Evidence to indicate the assessment tool can accurately predict support needs, as demonstrated through its practical application in another relevant context and/or statistical evidence within a research context.	- Research studies which statistically explored the tool(s)' predictive validity found satisfactory results (as defined by recognised standards for the interpretation of psychometric results) in relevant cohorts, and/or - Previous examples which demonstrate the tool(s)' ability to be used to predict support needs in another relevant context.

(x) be suitable for NDIS cohorts:

Requirement	Indicators/Evidence
1. The tool(s) are appropriate for relevant ages The solution has been developed for, or successfully tested with, people with disability aged 16+ to reflect the range of age cohorts accessing the NDIS.	• Appropriateness for relevant ages demonstrated through the Initial design or subsequent revisions of the tool(s) (e.g. consideration of domains, questions, response options), and/or • Appropriateness for relevant ages demonstrated through subsequent testing of the tool(s) (e.g. satisfactory results or feedback).
2. The tool(s) are appropriate for disability groups relevant to the NDIS The solution has been developed for, or tested with, people with disabilities relevant to the NDIS's participant cohorts. These include people with neurodevelopmental conditions, physical disability, neurological conditions, degenerative conditions, and psychosocial disability.	• Appropriate for (tested or developed with) disability groups accessing the NDIS, and/or • Demonstrated ability to tailor the assessment for different disability groups (e.g. semi-structured interview).
3. The tool(s) can be administered in a culturally appropriate way Tool's content and administration requirements includes and supports sensitivity and respect towards cultural differences, including any practices, translations, and representations are suitable for a diverse range of participants, including Australian First Nations Peoples. This includes a demonstrated awareness of how various ethnic, racial, and linguistic groups differ from one another and recognising the significance of their cultural elements.	• Does not contain concepts, practices or language that are culturally insensitive or inappropriate, and/or • Tested and validated with a range of cultural groups (including Australian First Nations Peoples), and/or • Multiple language versions available.
4. The tool(s) can be administered in a way that recognises the diversity of members of the LGBTIQASB+ Communities	• Does not contain concepts, practices or language that do not recognise the diversity of members of LGBTIQASB+ Communities.

Requirement	Indicators/Evidence
The tool(s) account for the diversity of relationships (including family structures, such as chosen family) and uses gender-conscious language (as defined here: <u>Inclusive Language Playbook: Writing for LGBTQ+ Communities</u>) that recognises the diversity of gender.	
5. The tool(s) can be delivered in a way that is trauma informed Able to be administered in a trauma-informed way (either through inherent properties that are trauma-informed, or a lack of inappropriate properties).	Does not contain concepts, practices or language that are inconsistent with trauma informed practice.
6. The tool(s) are available in English The tool(s) are available in English, with minimal colloquialisms or terminology that would be unfamiliar to an Australian audience.	English version available (may have been validated in another language and no significant changes have been made).

(xi) support a positive participant experience:

Requirement	Indicators/Evidence
1. The tool(s) collect information from appropriate sources The tool(s) allows, but not require, self-reporting by the participant. It should also include the ability for information to be incorporated from multiple sources (e.g. carers, information from treating professionals).	- Description of sources of information able to be used by the tool(s) as described in the administration manual/instructions, and/or - Appropriate information sources demonstrated through initial design or subsequent testing.

Requirement	Indicators/Evidence
2. The tool(s) can be administered in contexts relevant to the NDIS The tool(s) is able to be administered in a range of environments (e.g. NDIS offices, the participant's home etc.), and allows, but does not require, in-person assessment (e.g. permits assessments via video call).	Description of contexts suitable for administering the tool(s) as described in the administration manual/instructions, and/or Appropriate administration contexts demonstrated through initial design or subsequent testing.

(xii) suitable for NDIS business requirements:

Requirement	Indicators/Evidence
1. Assessor workforce The tool(s) are able to be administered by a multi-skilled workforce with differing levels of professional qualification and disability experience.	- Description of requirements for assessor skills, training or qualifications as described in the administration manual/instructions, and/or - Appropriate assessor skills, training, or qualifications demonstrated through subsequent testing.
2. Administration time required The average time taken to administer the tool(s) is reasonable, in that it enables collection of sufficient information to understand a participant's holistic disability support needs.	- Description of expected face to face administration time as described in the administration manual/instructions, and/or - Description of expected preparation, scoring and report writing time as described in the administration manual/instructions, and/or - Evidence of administration time in research studies or other similar cohorts.
3. The solution utilises questionnaire or interview information collection methods	Description of appropriate information collection methods as described in the administration manual/instructions, and/or.

Requirement	Indicators/Evidence
The tool(s) should use questionnaire or interview information collection methods, rather than relying on performance-based methods. Ability to administer the tool(s) using semi-structured interview methods is beneficial.	• Appropriate information collection methods as demonstrated in subsequent testing.

1.4 Statement of requirements – operationalisation support services

- (a) To deliver the new NDIS needs assessment approach, the NDIA will develop a multiskilled needs assessor workforce. The needs assessment workforce will administer the new NDIS needs assessment, which will incorporate the selected needs assessment tool(s). This workforce will include a mixed range of skills, experience, qualifications and accreditations, including people with an allied health background, as well as people with lived experience of disability or with extensive disability experience.
- (b) The NDIA is seeking to partner with an organisation to embed the administration of needs assessment tools in NDIA operations. The NDIA is seeking to partner with an organisation to complete a range of operationalisation support services, including the provision of training and accreditation support for the NDIS assessor workforce, support to tailor the administration of the assessment to NDIS cohorts and other ongoing activities to embed the tool within NDIA processes. This may include consultation with the assessor workforce to ensure the training and operationalisation support is suitable and effective.
- (c) The NDIA requires a supplier that can provide the following ongoing operationalisation support as part of the overall comprehensive needs assessment solution.

Requirement	Indicators/evidence
1. Assessor accreditation and training model Support the NDIA to deliver a training and accreditation approach for NDIS needs assessors, through internal or external (or combination) delivery of training, accreditation, monitoring, and related processes.	• Description of proposed assessor accreditation and training model, and • Description of demonstrated experience delivering such a model in a similar context.
2. Additional materials for assessors Support the NDIA to develop additional materials to support assessors to implement the assessment tool(s) for NDIS cohorts.	• Description of proposed additional materials to support assessors to implement the assessment tool(s), and • Description of demonstrated experience developing additional materials in a similar context.
3. Modifications to the tool(s) Where required, work with the NDIA to adapt or modify the tool(s) to the NDIS context and NDIS participant cohorts.	• Description of proposed modifications to the tool(s) to the NDIS context, and • Description of demonstrated experience modifying a tool(s) in a similar context. • Description of willingness to work with the NDIA to modify the tool(s) to the NDIS context.
4. Other operational support Additional services which may be required to support the	• Description of willingness to work with the NDIA to provide ongoing implementation support, and

Requirement	Indicators/evidence
implementation of the assessment tool(s) in the NDIS context. This would include support to collaboratively address quality improvement challenges as they arise.	The description of demonstrated experience in collaborating with an organisation to address quality improvement challenges in a similar context.

1.5 Statement of requirements – system integration solution

- (a) Tenderers are required to propose a solution for integrating the assessment tool(s) into NDIA ICT systems.
- (b) The NDIA appreciates that Tenderers will have differing availability of ICT solutions, so this RFT enables Tenderers to propose different system integration options.
- (c) The NDIA is adopting a component-based approach for building out solutions and therefore technical solution proposals for Software as a Service (SaaS) and/or Software as a Product (SaaS) that align to this are desirable. The Tenderer must meet this component of the Requirement by offering one or more of the following system integration solution options in its Tender (noting that Option 1 is mandatory):
 - (i) Option 1 - provide necessary rights for the NDIA to custom build the software based on the tool within the NDIA ICT environment (NDIA Build) (Mandatory);
 - (ii) Option 2 - Software as a Service (SaaS); or
 - (iii) Option 3 - Software as a Product (SaaS).
- (d) Tenderers may offer multiple system integration solutions as part of their Tender. For example, a Tenderer must indicate their willingness to grant the rights for the NDIA to custom build the tool within the NDIA ICT environment (NDIA-Build), but may also offer a Software as a Service (SaaS) or a Software as a Product (SaaS) option.

If either options two or three are proposed, the Tenderer must also meet the Software Requirements contained in Annexure A to Attachment 5.
- (e) As a minimum, Tenders need to elect to offer to provide **Option 1 - NDIA Build**. This is a Minimum Content and Format Requirement. The Agency intends to evaluate each Option separately.

Option 1 – NDIA Build (Mandatory)

Provide the necessary rights for the Agency to build the software based on the paper-based assessment tool(s) and host it in the NDIA's ICT environment. For example, if a tool is available as a text-based document (e.g. Word document or PDF), the Tenderer must allow the Agency to develop software to allow assessors to administer the tool using NDIA devices. The Tenderer should provide details of what assistance can be provided for this option.

Option 2 – Software as a Service (SaaS)

The software runs on the Tenderer's cloud environment. The Agency can use the assessment tool(s) through an Application Programming Interface (API).

- Refer to the tab 'SaaS Functional' and column 'D' (Values: 'SaaS') for the functional requirements in Annexure A to Attachment 5 – Software Requirements.
- Refer to the tab 'SaaS Non-Functional' and column 'D' (Values: 'SaaS') for the non-functional requirements in Annexure A to Attachment 5 – Software Requirements.

Option 3 – Software as a Product (SaaP)

The software is installed on the Agency's environment. The Agency can use the assessment tool(s) using its own ICT systems (whether hosted by the Agency or third party providers).

- Refer to the tab 'SaaP Functional' and column 'D' (Values: 'SaaP') for the functional requirements in Annexure A to Attachment 5 – Software Requirements.
- Refer to the tab 'SaaP Non-Functional' and column 'D' (Values: 'SaaP') for the non-functional requirements in Annexure A to Attachment 5 – Software Requirements.

2. Policies and Standards relevant to the Requirement

- (a) The Requirement must be delivered in accordance with (and the assessment tool(s) must be consistent with) the following policies, legislation and regulations

Table 4: Policies, Legislation and Regulations

Relevant Policies, legislation or regulation	Requirement
Privacy	The successful Tenderer must be fully compliant with the <i>Privacy Act 1988</i> and must, in respect of all personal information that it has access to or collects if successful, will not do any act or engage in any practice, that would breach an Australian Privacy Principle if done or engaged in by the Agency.
Work Health and Safety (WHS)	The successful Tenderer must, and must ensure that its personnel, comply with all applicable WHS Legislation and any relevant Agency and Commonwealth policies and procedures relating to work health and safety.
Protective Security Policy Framework (PSPF)	The successful tenderer must comply with all relevant requirements of the PSPF and its Protective Security Protocols (Personnel security, Information security and Physical security), including the PSPF Protective security governance guidelines – Security of outsourced services and functions relevant to information up to Official: Sensitive.
Cybersecurity Regulations	The successful tenderer must implement the eight essential mitigation strategies from the Australian Cyber Security Centre's Strategies to Mitigate Cyber Security Incidents.
National Disability Insurance Scheme Act 2013 (Cth)	The successful Tenderer must ensure that the assessment tool is consistent with, at all times, the relevant requirements of the Act and any subordinate legislation relevant to the assessment tool(s).

- (b) The Requirement must be delivered in accordance with the following Australian standards:

Table 5: Standards

Relevant Standard	Requirement
Digital Service Standard	The successful Tenderer must meet the Digital Service Standards for any online elements or content of the Service, if developed.
Information management	The successful Tenderer must ensure that the creation and management of information is consistent with principles of ISO 15489 Records Management or the Information Management Standard for Australian Government.
Information security	The successful Tenderer must provide a data and telephony network that complies with the requirements in the Australian Government Information Security Manual (as applicable).

Relevant Standard	Requirement
Commonwealth Child Safe Framework	The successful Tenderer must ensure the Requirement fully implements the child safety clauses as outlined in the Draft Contract.

3. Delivery timetable

The NDIA proposes that its Contract with the Successful Tenderer would end no later than 31 March 2030, including all delivery, implementation and support obligations. The NDIA expects to start administering assessments for NDIS new framework planning in late 2025. All other delivery scheduling is open to negotiation with the Supplier.

An indicative delivery timetable is set out below, noting these dates will be clarified subject to any received Tender and/or resultant contract. These include reference to the three main components of this RFT:

- Component 1: Assessment tool(s)
- Component 2: Operationalisation support
- Component 3: System integration solution

Task/Deliverable	Due Date
Provide existing assessment tool(s) and associated materials (e.g. administration and scoring manuals and current training materials) (Components 1 and 2)	On contract commencement (expected 1 April 2025)
Provide project plan with detailed deliverable milestones (all components), including the following components: • provide an updated NDIS version(s) of the tool(s), if modifications to the tool(s) are required (Component 1); • develop training and accreditation approaches for support needs assessors (Component 2); and • provide a system integration solution (Component 3)	22 April 2025
Provide all material to allow the NDIA to start administering assessments for NDIS participants (e.g. the updated tool(s), training and accreditation approaches and a system integration solution as relevant)	Late 2025
Provide progress reports on work completed to date (all components)	First report by 1 August 2025 then every three months
Deliver all remaining contractual obligations	31 March 2030

3.1 Ongoing System Integration Solution Support and Maintenance

This will be negotiated with the Successful Tenderer based on the Successful Tenderer's proposed response.

Schedule 2 - Tender Response Forms

Tenderers should ensure that their Tenders include, as a minimum, each of the Tender Response Forms attached to this Schedule 2.

Attachment 1 - Tenderer's Details

Tenderers should provide full responses in completing the following information to enable the Agency to clearly identify the entity responding to the RFT.

Item	Required Information	Tenderer's Information	
1.	Full name of Tenderer:		
2.	Trading or business name (if different to legal name):		
3.	Type of legal entity:		
4.	ACN/ABN/ARBN/Other Incorporation number:		
5.	Tenderer's country of tax residency:	Note to Tenderers: Insert your organisation's country of tax residency. Information to assist Tenderers to identify this information is available at https://www.ato.gov.au/Business/International-tax-for-business/Working-out-your-residency/.	
6.	Tenderer's ultimate parent entity's country of tax residency:	Note to Tenderers: Insert your organisation's ultimate parent entity's country of tax residency (if different from above). Complete with "AS ABOVE" if same as your organisation's country of tax residency.	
7.	GST registration status:		
8.	Tenderer's address and details:	Registered Office:	
		Principal Place of Business (if different to registered office):	
		Phone (general):	
		Email (general):	
9.	Tenderer's Contact who is authorised to represent and legally bind the Tenderer:	Name:	
		Position:	
		Address:	
		Phone:	

Item	Required Information	Tenderer's Information	
		Email:	
10.	If the Tenderer is a company:	Individual shareholders holding 20 per cent or more of any issued share capital:	
		Any related companies within the meaning of section 50 of the <i>Corporations Act 2001</i> (Cth):	
11.	If the Tenderer is a trustee:	Provide details of the relevant trust including a copy of the relevant trust deed (including any variations to that deed):	
12.	If the Tenderer is a partnership:	Provide details of the relevant partnership including a copy of the relevant partnership agreement:	
13.	Tenderers are to indicate if they are a Small or Medium Enterprise (SME): <i>(Note to Tenderers: the Tenderer will be an SME if they are an Australian or New Zealand firm with fewer than 200 full time employees.)</i>		
14.	Tenderers are to indicate if they are an Indigenous Enterprise: <i>(Note to Tenderers: the Tenderer will be an 'Indigenous Enterprise' if they are an organisation that is 50 percent or more Indigenous owned that is operating a business.)</i>		
Consortium or Joint Venture Arrangements			
Is the Tenderer proposing to deliver the Requirement as part of a consortium or joint venture? (Y/N)		Consortium Y/N Joint venture Y/N	

Item	Required Information	Tenderer's Information
	If yes, who is part of the consortium or joint venture?	
	If yes, who is the lead member of the consortium or joint venture?	
	If yes, please attached the formal legal basis underpinning the formation of and governing the operation of, the consortium or joint venture.	
	If yes, please provide details of each member of the consortium including the details and in the format consistent with this Attachment 1.	
Subcontractor arrangements		
	Is the Tenderer proposing to deliver the Requirement with the support of Subcontractors? (Y/N)	
	The Tenderer is to provide a Satisfactory and Valid Statement of Tax Record (STR) for any first tier subcontractor that it proposes, as part of its response, to engage to deliver goods or services as part of a contract resulting from a procurement with an estimated value of \$4 million or more (GST inclusive). Tenderers are to identify any such proposed Subcontractors in the information below.	
	Tenderers are also required to provide the following information for all proposed Subcontractors: (a) Full legal name of the Subcontractor, including trading/business name. ABN/ACN and postal address. (b) Whether the Subcontractor is registered on Supply Nation or 50% or more Indigenous owned (c) Work to be subcontracted. (d) Location of work to be performed (including postcode). (e) Subcontract value (per annum). (f) STR required (Yes/No).	

Item	Required Information	Tenderer's Information
(g)	Any additional information/ comments.	

Tenderer Referees

If as part of a Tenderer's response they have included information about a project delivered with a previous clients that demonstrate their ability to meet any requirements, tenderers are to provide contact details for those clients as referees that the Agency can contact:

Note to Tenderers: *Providing referees from projects involving services similar to the Requirement outlined in the Statement of Requirements to this RFT would be beneficial.*

Item No.	Name of referee and their organisation	Position of referee	Phone/mobile number	Referee email	Relevant project details
1					
2					
3					

Attachment 2 – Tenderer’s Deed

Note to Tenderers: *Tenderers must complete the Tenderer’s Deed and include it in their Tender. Amendments may only be made where necessary to complete the Deed.*

Submission of a substantially completed and signed Tenderer’s Deed in the form provided in this Attachment 2 is a *Minimum Content and Format requirement of this RFT.*

Deed Poll

Date: ^insert date of signature^

By: ^insert full legal name of Tenderer^ (Tenderer)

Context

Request for Tender in relation to the Provision of Needs Assessment Tool(s) and related operational support services and a system integration solution to support the NDIS Reform Initiatives (RFT).

1. Interpretation

In this Deed Poll (**Deed**), terms not otherwise defined have the meaning ascribed to them in the RFT.

2. Declarations and Compliance with RFT

- (a) The Tenderer represents that it has read and understood, and that its Tender is submitted in accordance with, the RFT.
- (b) The Tenderer undertakes that it will continue to participate in the RFT process in accordance with the RFT and on the basis of its Tender.
- (c) The Tenderer declares that:
 - (i) this Deed is for the benefit of the National Disability Insurance Agency (**Agency**); and
 - (ii) it has the capacity to respond to the RFT by way of the Tender and there are no restrictions under any relevant law to prevent it from so responding.

3. Offer

- (a) The Tender constitutes an unconditional offer (Offer) to provide the Requirement on the terms and conditions set out in the Draft Contract, subject to any exceptions noted in its Statement of Compliance with the Draft Contract submitted as part of its Tender, and accordingly is capable of immediate acceptance by the Agency so as to form a binding contract.
- (b) The Offer remains open for acceptance by the Agency for the Offer Period. The Tenderer undertakes not to withdraw, vary or otherwise compromise the Offer during the Offer Period.
- (c) If directed by the Agency, the Tenderer will execute a contract in the form of the Draft Contract, subject to any amendments noted in the Tenderer’s Statement of Compliance with the Draft Contract, without entering into further negotiation.

- (d) To the extent that the Tender does not include complete information relating to matters required for the completion of the Draft Contract, the Agency may complete the Contract at its reasonable discretion, and the Tenderer shall execute the resultant Contract.

4. Acknowledgements

The Tenderer acknowledges and agrees:

- (a) to the Agency's rights as set out in the RFT and this Deed, including the Agency's rights to exclude the Tenderer;
- (b) that no binding contract (including a process contract), understanding or other legal or equitable rights or obligations will exist between the Agency and the Tenderer as a result of the RFT and until a contract is executed by both parties;
- (c) that the Agency will not be responsible for any costs or expenses incurred by the Tenderer in complying with the requirements of this RFT; and
- (d) that it has relied entirely upon its own inquiries and advice in preparing the Tender.

5. Confidentiality

- (a) The Tenderer will not, and will ensure that its employees, agents or Subcontractors do not, either directly or indirectly record, divulge or communicate to any person any confidential information concerning the affairs of the Agency, the Commonwealth or a third party acquired or obtained in the course of preparing a Tender, or any documents, data or information provided by the Agency and which the Agency indicates to Tenderers is confidential or which Tenderers know or ought reasonably to know is confidential.
- (b) The Tenderer represents and warrants that it has compiled its Tender without the use of information obtained through a breach of confidentiality, section 122.4 of the *Criminal Code* (Cth) or the *Public Service Act 1999* (Cth).

6. Ethical Dealing

- (a) The Tenderer represents that its Tender has been compiled without the improper assistance of any current or former the Agency's officers, employees, contractors or agents and without the use of information obtained unlawfully or in breach of an obligation of confidentiality to the Agency.
- (b) The Tenderer represents that it has not:
 - (i) engaged in misleading or deceptive conduct in relation to its Tender or the RFT process;
 - (ii) engaged in any collusive Tendering, anti-competitive conduct, or any other unlawful or unethical conduct with any other Tenderer, or any other person in connection with the preparation of their Tender or the RFT process;
 - (iii) attempted to solicit information from or influence improperly any current or former officer, employee, contractor or agent of the Agency, or violate any applicable laws or Commonwealth policies regarding the offering of inducements in connection with the RFT process; or
 - (iv) otherwise acted in an unethical or improper manner or contrary to any law.

- (c) The Tenderer warrants that its Tender was not prepared with:
 - (i) the improper assistance of:
 - A. any current NDIA Officer; or
 - B. any former NDIA Officer who has worked in the NDIA within the last six months,

where an *NDIA Officer* is an officer, employee, contractor, agent or secondee of the NDIA and includes individuals in the Executive Placement Program but does not include individuals who have been appointed to or served on an NDIA advisory council, group or committee where those individuals have not been directly involved in this RFT process; or
 - (ii) the use of information obtained unlawfully or obtained or used in breach of an obligation of confidentiality to the Agency.
- (d) The Tenderer:
 - (i) has not and will not offer gifts or hospitality to the NDIA's officers or advisers involved in this RFT activity; and
 - (ii) it will promptly advise the Contact Officer should any NDIA employee be offered employment with the Potential Supplier during the RFT process.

7. Conflict of Interest

- (a) The Tenderer represents that, having made all reasonable enquiries, the following represents its only known actual or potential conflicts of interest in respect of the RFT, its Tender or the provision of the Requirement:

^insert list or, where no conflict exists, write 'none'^
- (b) The Tenderer undertakes to advise the Agency in writing immediately upon becoming aware of any actual or potential conflicts of interest in respect of the RFT, its Tender or the provision of the Requirement.

8. Compliance with Australian standards

The Tenderer represents that it is able to meet any Australian standards applicable to the Requirement.

9. Other representations and warranties

The Tenderer represents and warrants that it:

- (a) has obtained consent from any individuals who are identified in its Tender response (e.g. listed as referees, specified personnel etc.), to provide their personal information to the Agency (and for the Agency to use and disclose that information for the purposes of this RFT, or any purpose related to the RFT (including undertaking a Privacy Impact Assessment for the Requirement);
- (b) has not prepared its Tender with any consultation, communication, contract, arrangement or understanding with any competitor, other than where:
 - (i) the Tenderer and the competitor have an agreement that has been authorised by the Australian Competition and Consumer Commission; or

- (ii) the Tenderer has communicated with a competitor for the purpose of subcontracting a portion of the Requirement, and where the communication with that competitor is limited to the information required to facilitate that particular Subcontract; and
- (c) is able to meet the required standards for the provision of the Requirement.

10. Workplace Gender Equality Act 2012 (Cth)

Under Australian Government procurement policy, the Tenderer is obliged to indicate whether or not it is covered by the *Workplace Gender Equality Act 2012* (Cth) (the **WGE Act**). The Tenderer is covered by the WGE Act if it is a 'relevant employer', defined as being a non-public sector employer (including higher education institutions, trade unions and not-for-profit organisations) of 100 or more employees in Australia. For information about the coverage of the WGE Act, contact the Workplace Gender Equality Agency on (02) 9432 7000. *[Please delete whichever of the following is not applicable]*

- ☐ The Tenderer confirms that it is a relevant employer and has attached a current letter of compliance as part of this submission which indicates its compliance with the *Workplace Gender Equality Act 2012*.
- ☐ The Tenderer confirms that it is a relevant employer and if selected as the preferred or Successful Tenderer, will upon request from the Agency, provide a current letter of compliance prior to contract. The Tenderer acknowledges that failure to provide a current letter of compliance when requested will result in it losing its status as the preferred or Successful Tenderer.
- ☐ The Tenderer confirms that it is not a relevant employer.

11. Shadow Economy

- (a) The Tenderer represents and warrants that:
 - (i) it holds all Valid and Satisfactory Statements of Tax Record for:
 - A. itself; and
 - B. any first tier subcontractor that it proposes, as part of its Tender, to engage to deliver the Services, where the estimated value of the Services to be undertaken by that subcontractor is \$4 million or more (GST inclusive);
 - (b) if successful, it will ensure that any first tier subcontractor not included in its Tender that it subsequently engages to deliver the Services, where the estimated value of the Services to be undertaken by that subcontractor is \$4 million or more (GST inclusive), provides it with a Satisfactory Statement of Tax Record that is Valid at the time of entry into the subcontract;
 - (c) if successful and its Satisfactory Statement of Tax Record is or will be no longer Valid at the time any contract will be entered into with the Agency, it will, if requested by the Agency, provide the Agency with a renewed Valid and Satisfactory Statement of Tax Record prior to the Contract being entered into;
 - (d) if successful, it will:
 - (i) hold a Valid and Satisfactory Statement of Tax Record for the duration of any Contract entered into with the Agency and, on request by the Agency, provide to the Agency a copy of any such Statement of Tax Records;

- (ii) ensure that any first tier subcontractor it engages to deliver the Services, where the estimated value of the Services to be undertaken by that subcontractor is \$4 million or more (GST inclusive) holds a Valid and Satisfactory Statement of Tax Record for the duration of any subcontract in relation to those Services; and
- (iii) retain a copy of all Statements of Tax Record held by any first tier subcontractor in accordance with clause 9.1(d)(i) of this deed poll and, on request by the Agency, provide to the Agency a copy of any such Statements of Tax Record; and
- (e) it acknowledges that, if it is successful and it does not comply with the requirements outlined in clause 11(d) of this Deed, it will be a breach of the Contract.

12. Modern Slavery Act

- (a) The Tenderer acknowledges that the Agency is prohibited from seeking to benefit from supplier practices that are dishonest, unethical or unsafe.
- (b) The Tenderer declares the following:
 - (i) the Tenderer has not been found to have used, or otherwise be engaged in, Modern Slavery within its operations or supply chains;
 - (ii) the Tenderer has not been convicted of any offence involving Modern Slavery;
 - (iii) the Tenderer has not been and is not the subject of any formal complaint, investigation, inquiry or enforcement proceedings by any person or regulatory body in connection with Modern Slavery;
 - (iv) the Tenderer has undertaken a thorough review of its operations and supply chains, and the operations and supply chains of the Tenderer Group Members, to identify any instance of Modern Slavery; and
 - (v) the Tenderer has notified the Agency of any actual, reasonably suspected or anticipated instance of Modern Slavery in its operations and supply chains.
- (c) The Tenderer acknowledges and agrees that it will, and will ensure that each of its proposed Subcontractors will, provide any information or records reasonably required by the Agency in relation to:
 - (i) the Tenderer; or
 - (ii) a proposed Subcontractor,

for the purposes of the Agency satisfying its obligations as a reporting entity under the *Modern Slavery Act 2018* (Cth).
- (d) Within 10 Business Days of a written request from the Agency, the Tenderer must provide the information and records required under clause 12(c) above.
- (e) In clause 12 above, 'Modern Slavery' has the meaning given in the *Modern Slavery Act 2018* (Cth), and 'Tenderer Group Members' means the Tenderer, its related bodies corporate or related entities, and any subcontractor/s the Tenderer intends to use to perform the Services.

13. Employee work health and safety

- (a) The Tenderer represents the following:
- (i) the Tenderer has had, in the three years preceding the release date of this RFT, [NIL / specify number] adverse Court or Tribunal decision(s) for a breach of any work health and safety legislation including the *Work Health and Safety Act 2011* (Cth) and equivalent State or Territory Laws, that are relevant to the Requirement and the safe manner in which they would be provided, workplace relations law, or workers' compensation law;

Note to Tenderers: In the following paragraphs strike through whichever option does not apply. If the response to paragraph (i) above is NIL, strike out both options.

- (ii) [the Tenderer has fully complied, or is fully complying, with all penalties or orders arising from any Court or Tribunal decisions;]

OR

- (iii) [the Tenderer has not fully complied with, or is currently not fully complying with [insert number] of the penalties or orders arising from the Court or Tribunal decisions and has provided as part of its tender information about each of these penalties or orders;]

Note to Tenderers: Tenderers must provide additional information about each decision declared above. Tenderers should note that they will not be eligible for further consideration for this procurement if they have not fully complied with, or are not fully complying with, any Court or Tribunal decision, or have not appealed the decision prior to the end of the appeal period.

14. Declaration about Illegal Workers

- (a) The Tenderer represents and warrants that:
- (i) it, and any party proposed by the Tenderer to provide any of the Services, [has] / [has not] received a penalty or order arising from a court or tribunal decision in relation to an Illegal Worker; and
 - (ii) if it has received a penalty or order arising from a court or tribunal decision in relation to an Illegal Worker, it and any party proposed by the Tenderer to provide any of the Services, [has] / [has not] fully complied with a penalty or order arising from a court or tribunal decision in relation to an Illegal Worker.

15. Payment Times Procurement Connected Policy

The Tenderer represents that it [is/ is not] a 'Reporting Entity' for the purposes of the Payment Times Procurement Connected Policy. A 'Reporting Entity' has the same meaning of the *Payment Times Report Act 2020* (Cth).

16. Child Safety

- (a) The Tenderer represents that it:

Note to Tenderers: In the following paragraphs strike through whichever option does not apply.

- (i) has provided evidence in its Tender regarding its compliance with clause 6.7 of the Conditions of Tender;

OR

- (ii) will provide evidence of compliance with clause 6.7 of the Conditions of Tender before entering into a resultant contract with the Agency if the Tenderer is the Successful Tenderer.

17. Sanctions

- (a) The Tenderer represents and warrants that neither it, nor any current or proposed Tenderer personnel (and subcontractor/s) or related body corporates or related entities, are listed as terrorists under section 15 of the *Charter of the United Nations Act 1945* (Cth).
- (b) The Tenderer represents and warrants that neither it, nor any current or proposed Tenderer Personnel (and subcontractors) or related body corporates or related entities, are named in the consolidated list referred to in Regulation 40 of the *Charter of United Nations (Dealing with Assets) Regulations 2008* (Cth).
- (c) The Tenderer represents and warrants that it, and any current or proposed Tenderer Personnel (including subcontractors) representatives, related body corporates or related entities comply with the United Nations Security Council sanctions regimes under the *Charter of the United Nations Act 1945* (Cth) and the Australian autonomous sanctions regimes under the *Autonomous Sanctions Act 2011* (Cth). Further information is available at <https://www.dfat.gov.au/international-relations/security/sanctions/about-sanctions>.

18. Declaration and Proceedings

- (a) The Tenderer represents and warrants that it (and any of its proposed subcontractor/s) is not subject to an adverse court or tribunal decision (not including decisions under appeal) for a breach of workplace relations law, work health and safety law, or workers' compensation law, or if the Tenderer is subject, that the Tenderer has fully complied, or is fully complying with the court or tribunal order.
- (b) The Tenderer represents and warrants that it (and each of its proposed subcontractor/s) does not have any unpaid claims in respect of judicial decisions (other than decisions subject to appeal) made against it relating to employee entitlements.
- (c) The Tenderer represents to the best of the Tenderer's knowledge that there are no proceedings that are pending or threatened against the Tenderer, a related body corporate or a related entity where such proceedings will or have the potential to impact adversely upon either:
 - (i) the Tenderer's capacity to perform and fulfil its obligations under the Contract if contracted as a result of the RFT process; or
 - (ii) the Tenderer's reputation.

19. Compliance with Relevant Regulations/Framework

- (a) The Tenderer represents and warrants that its practices comply with relevant regulations and/or regulatory frameworks, including but not limited to labour regulations, including ethical employment practices, work health and safety and environmental impacts in accordance with the Commonwealth Procurement Rules.

20. Notification of Significant Events

- (a) The Tenderer represents and warrants that, other than the disclosures in clause 20(b) its Tender, the Tenderer has no Significant Events to disclose as part of its Tender.

(b) [Insert details of any Significant Event or NIL].

21. Lobbying Code of Conduct

- (a) The Tenderer represents and warrants that it has not engaged in, or procured or encouraged others to engage in, activity that would result in a breach of the Lobbying Code of Conduct where its activities fall within the scope of the Lobbying Code of Conduct: <https://www.ag.gov.au/integrity/publications/lobbying-code-conduct>

22. Other laws

- (a) The Tenderer represents that, to the best of its knowledge it has complied with, and will continue to comply with:
- (i) any obligations applicable to the Tenderer contained in the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth); and
 - (ii) all other relevant laws in preparing and lodging its Tender and taking part in the RFT process.

23. Changes

If at any time prior to entry into a contract with the preferred Tenderer, any information provided in this Deed changes, the Tenderer agrees to advise the Agency of that change within 7 calendar days.

24. Survival

This Deed survives termination or expiry of this RFT.

25. Termination and amendment

- (a) This Deed must not be unilaterally terminated or amended unless such termination or amendment is reduced to writing and agreed in writing by the Agency.

26. Applicable Law

The Tenderer agrees that the laws of Victoria apply to this Deed and the Tenderer submits to the non-exclusive jurisdiction of the courts of Victoria for any proceedings in relation to this RFT.

EXECUTED AS A DEED POLL for the benefit of the National Disability Insurance Agency

Dated this ^insert day^ day of ^insert month^ ^year^

Signed Sealed and Delivered by ^insert name
of Tenderer^ by its duly authorised
representative:

Signature of witness

Full name of witness

Signature of authorised signatory

Full name of authorised signatory

Attachment 3 – Assessment tool(s)

Essential requirements: Essential requirements are minimum requirements a solution must possess. If the tool does not meet these essential requirements it will be excluded from consideration. Please indicate whether the assessment tool(s) solution meets the essential requirements below.

Essential requirement	Yes	No
The tool(s) primarily assesses (greater than 50% of content relates to) disability support needs (rather than concepts such as function, impairment or quality of life)		
The tool(s) assesses at least two types of support funded by the NDIS		
The tool(s) assesses more than one support need area (i.e. functional domain such as mobility, self-care, community participation)		
The tool(s) has been tested with people with disability within the 16+ age bracket		
The tool(s) has been developed for or tested with at least one disability group accessing the NDIS		
The tool(s) are available in English		
The tool(s) allows, but not require, a participant to self-report about their support needs		
The tool(s) utilises verbal or written information collection method(s) (e.g. interview or questionnaire).		

Requirements: The other requirements in the Statement of Requirements will be evaluated against the evaluation criteria. Please ensure that your responses to the prompts provide sufficient detail for the NDIA to evaluate your solution against the Statement of Requirements.

Please provide the following:

- Samples of the tool(s):** Please attach any forms, example reports, and user manuals for the tool(s) that will help the evaluation team understand how the tool(s) operate in practice. Please ensure that this suite of documents enables the NDIA to understand:

 - Structure of the tool(s) including domains and subdomains
 - Scales and scoring approach used
 - Question/item content, structure, and wording
 - Outputs (e.g. raw scores, percentiles, information about the assessment such as start/end times etc.)
- Description of the tool(s):** Provide a description of the tool, including:

 - Purpose and foundational assumptions of the tool(s)
 - Development process for the tool (including any updates)
 - Average time required for administration (including initial and subsequent assessment, and the proportion of time required for the face-to-face assessment component)
 - Range of suitable respondents and information sources for the assessment tool(s) (e.g. self-report, caregiver report, length of time the person needs to know the person with disability)

being assessed before being able to be a respondent, ability to incorporate previous assessments and reports)

- Acceptable method(s) of administration
- Acceptable contexts for administration (e.g. telehealth, person's home)
- Available official language versions
- Requirements of persons (assessors) who may be accredited to administer the tool(s), i.e. qualifications, training, skills

Response
<Insert>

3. **Description of organisational capability, capacity, and experience:**

The Tenderer should provide details of its capability, capacity and experience in providing the assessment tool or tools proposed. This should explain the history of the tool (such as whether the Tenderer is a reseller or developer of the tool).

Response
<Insert>

4. **Description of populations for whom the tool is appropriate:** Describe who the tool(s) are appropriate for, and how this has been determined (e.g. through initial design of the tool, additional testing and validation). Please include ages, disability groups and other relevant demographic variables. Please also note the populations for which the tool would not be appropriate.

Please provide a description of any work undertaken (either in initial design or subsequent testing) to understand the cultural appropriateness of the tool(s) for:

- First Nations people in Australia
- Culturally and Linguistically Diverse populations

If the tool is normed, please provide the following information:

- The countries in which the normed sample was collected
- The age ranges of the normed sample
- The diagnostic groups included in the normed sample (including the proportion of the sample with that diagnosis)
- The time period in which the sample was collected.
- The inclusion of particular culturally and linguistically diverse groups within the sample (including language of the assessment if relevant)

Response
<Insert>

5. **Description and bibliography of relevant psychometric testing:** Provide a brief description of the range of research to date that has explored the psychometric properties (according to the COSMIN taxonomy) of the tool(s). Please include a summary of the results, and identify if the study was internal (conducted by those affiliated with the tool developer/publisher) and/or external. Please provide a list of references for these studies (including PDF copies).

Response
<Insert>

6. **Application of the tool(s) in similar contexts:** Please describe examples where the tool(s) have been used to assess and predict support needs, support budgets or funding levels. Please include:

- The institutional context in which the tool was used (e.g. government, service providers)
- The relevant populations (including age and disability groups)
- The target output of the assessment (e.g. referral/eligibility for a service or support, personalised funding budget, funding level)
- What other tool(s) or information was used for the support or funding decision.
- Any other relevant information that demonstrates the tool(s)' ability to be used in a similar context to the NDIS.

Response
<Insert>

7. **Other relevant information:** Please include any other information you consider relevant to meeting the Statement of Requirements for your proposed assessment tool(s).

Response
<Insert>



Attachment 4 - Operationalisation support services

8. **Description of operationalisation support:** Provide a description of how the Tenderer will deliver the operationalisation support to meet the Statement of Requirements, including:

- How a training program would be developed and implemented for a workforce with a mixed range of skills, experience, qualifications and accreditations, including those with an allied health background, as well as people with lived experience of disability or with extensive disability experience.
- How the Tenderer could support the NDIA to develop its own internal accreditation process for future onboarding and re-accreditation requirements. This should include the training and development of internal accreditors.
- The likely level of modification required to the tool(s) and associated training materials to make them suitable for the NDIS context
- Proposed approach to make minor modifications to the tool(s) to adapt to the NDIS context and develop additional materials to complement the administration of the tool(s) (e.g. detailed interview guides for specific disability groups).
- Proposed approach to provide any other ongoing operational support and a summary of any additional operational support the supplier believes is relevant to operationalising the tool(s) in the NDIS context.

Response
<Insert>

9. **Description of organisational capability, capacity, and experience:** Tenderers should provide details of their capability, capacity and experience in providing the operationalisation support proposed.

Provide details of your organisation's experience in delivering similar services including examples. Your response could include your organisation's expertise in this field. Your examples should relate to similar organisations to the NDIA, such as government agencies, social services and social insurance organisations.

Your response could include previous examples of working with the organisation to use an assessment tool(s) for people with disability, work with the organisation on training materials (e.g. online modules, case studies, practice assessment sessions), delivering training, modifying the tool(s) to address the client's needs and responding to issues that arose in implementation.

Response
<Insert>

10. **Supplementary information – Proposed key personnel:**

Provide a summary of the personnel you are proposing to deliver the scope of work proposed for the operationalisation support including relevant qualifications, skills and experience. This could include a

detailed description of recent relevant experience in successfully supplying requirements similar to the Requirement.

Name	Position/Role	Relevant qualifications, skills and experience	Percentage of Total Project Time
<insert>	<insert>	<insert>	<insert>
Total personnel time			100%

11. **Description of service levels and rebates:** Tenderers should provide details of any proposed service levels and rebates associated with the performance of the proposed operationalisation support.

Response
<Insert>

12. **Other relevant information:** Please include any other information you consider relevant to meeting the Statement of Requirements for your proposed operationalisation support.

Response
<Insert>

Attachment 5 – System Integration Solution

1. **Proposed system integration solution:** Please indicate which of the following system integration solutions your organisation is proposing.

Note to Tenderers:

Tenderers **must** provide a response that is consistent with the approach to system integration for **Option 1 - NDIA Build**. This is a minimum content and format requirement.

Tenderers may also provide a response that meets the requirements for either or both of the following options:

- **Option 2 - Software as a Service (SaaS); and**
- **Option 3 - Software as a Product (SaaP).**

Please indicate in the table below which options the Tenderer offers to provide:

[Note to Tenderers: Selecting 'Yes' to Option 1 is a minimum form and content requirement. Any Tenderer that does not select 'Yes' to Option 1 will be excluded from this RFT]

Options	Description of Systems Integration Approach	Yes	No
1	NDIA Build		-
2	Software as a Service (SaaS)		
3	Software as a Product (SaaP)		

2. **Assistance with NDIA Build (to be completed by all Tenderers):** Please indicate what assistance can be provided to deliver the NDIA build option.

Response – Option 1 NDIA Build (Mandatory)
<Insert>

3. **Functional and non-functional requirements (to be completed for Option 2 Software as a Service and/or Option 3 Software as a Product, if applicable):** If the Tenderer is proposing Option 2 Software as a Service and/or Option 3 Software as a Product, please complete the Annexure A to Attachment 5 – Software Requirements.

Tenderers must complete those parts of Annexure A to Attachment 5 that relate to the Option(s) being tendered for.

4. **Software and capabilities (to be completed for Option 2 Software as a Service and/or Option 3 Software as a Product, if applicable):** If the Tenderer is proposing Option 2 Software as a Service and/or Option 3 Software as a Product, describe the software and its capabilities, including:

- The components of the assessment administration supported (e.g. administration, scoring, data storage)
- When the software platform was developed and last updated
- The typical update schedule and the nature of most software updates
- The product development roadmap for the software
- How the tenderer will transition out the software at the end of the contract (e.g. data migration).

Response – Option 2 Software as a Service (if applicable)

<Insert>

Response – Option 3 Software as a Product (if applicable)

<Insert>

5. **Description of service levels and rebates (to be completed for Option 2 Software as a Service and/or Option 3 Software as a Product, if applicable):** Tenderers should provide details of any proposed service levels and rebates associated with the performance of the proposed assessment tool(s).

Response – Option 2 Software as a Service (if applicable)

<Insert>

Response – Option 3 Software as a Product (if applicable)

<Insert>

6. **Description of components of the assessment administration supported (to be completed for Option 2 Software as a Service and/or Option 3 Software as a Product, if applicable):** If the Tenderer is proposing Option 2 Software as a Service and/or Option 3 Software as a Product,

describe the ongoing support capabilities of the Tenderer (including if the software support is provided by a subcontractor or third party vendor).

Response – Option 2 Software as a Service (if applicable)
<Insert>

Response – Option 3 Software as a Product (if applicable)
<Insert>

7. **Privacy and security (to be completed for Option 2 Software as a Service and/or Option 3 Software as a Product, if applicable):** If you are proposing Software to be used by the Agency including as a Service and/or Software as a Product, describe how personal information is captured, where the information is stored, and what safeguards are in place to prevent security risks.

Include a map/diagrams illustrating the information flows associated with the tool/solution, details of whether (and if so how) privacy consent and collection notices can be provided via the Tenderer's tool to NDIS participants and to NDIS assessors who use the tool) and copies of any notices already in place for existing tools.

Include a description of the information flows, including when information about a participant/applicant is entered into the tool by the NDIA assessor, where does it go/get stored/who has access to it at that point/what does that individual/entity with access do with it?

Response – Option 2 Software as a Service (if applicable)
<Insert>

Response – Option 3 Software as a Product (if applicable)
<Insert>

8. **Software compliance (to be completed for Option 2 Software as a Service and/or Option 3 Software as a Product, if applicable):** If the Tenderer is proposing Option 2 Software as a Service and/or Option 3 Software as a Product, describe how the software complies with the Commonwealth and the NDIA's security and privacy requirements, as listed in the Statement of Requirements.

Response – Option 2 Software as a Service (if applicable)
<Insert>

Response – Option 3 Software as a Product (if applicable)
<Insert>

9. **Description of proposed warranty and ongoing support arrangements (to be completed for Option 2 Software as a Service and/or Option 3 Software as a Product, if applicable):**
Tenderers should describe any proposed warranty arrangements (Tenderers should ensure that any costs, such as annualised costs and terms of any extended warranty periods offered are set out in the pricing response) and detail the impact of any extended warranty on support and maintenance arrangements (if applicable).

Should third-party (i.e. externally provided/supported) hardware or software be proposed as part of any solution, Tenderers should clearly set out how warranty and ongoing support and maintenance agreements will be managed.

Tenderers should detail any support and maintenance arrangements, including a comprehensive list of inclusions, and annualised costs for planned and on-demand support, including costs for multi-year (i.e. 2, 3, and 5-year) support agreements (with pricing details to be included in the pricing response).

Tenderers should also set out how support will be provided, including telephone-based support, on-site access requirements, and remote access arrangements.

Response – Option 2 Software as a Service (if applicable)
<Insert>

Response – Option 3 Software as a Product (if applicable)
<Insert>

10. **Description of organisational capability, capacity, and experience (to be completed for Option 2 Software as a Service and/or Option 3 Software as a Product, if applicable):**

Tenderers should provide details of their capability, capacity and experience in providing the systems integration proposed.

Response – Option 2 Software as a Service (if applicable)
<Insert>

Response – Option 3 Software as a Product (if applicable)
<Insert>

11. Supplementary information – Proposed key personnel (to be completed for all Options):

Provide a summary of the personnel you are proposing to deliver the scope of work proposed for the system integration including relevant qualifications, skills and experience. This could include a detailed description of recent relevant experience in successfully supplying requirements similar to the Requirement.

Name	Position/Role	Relevant qualifications, skills and experience	Percentage of Total Project Time
<insert>	<insert>	<insert>	<insert>
Total personnel time			100%

12. Other relevant information: Please include any other information you consider relevant to meeting the Statement of Requirements for your proposed systems integration approach.

Response – Option 1 NDIA Build
<Insert>

Response – Option 2 Software as a Service (if applicable)
<Insert>

Response – Option 3 Software as a Product (if applicable)
<Insert>

Annexure A to Attachment 5: Software Requirements

Note to Tenderers: *the Software Requirements form is attached to this RFT as a separate document.*

Attachment 6 – Commitment to supporting people with a disability

1. **Commitment to supporting people with a disability:** Provide an overview of the Tenderer's approach and commitment to supporting people with disability to be more independent, engage more socially and economically, and build genuinely connected and inclusive communities.

To facilitate the Agency's reporting responsibilities, if the Tenderer is a business that primarily exists to provide the services of persons with a disability highlight that information here and explain how the Tenderer will report ongoing participation of disabled people in fulfilling the proposed Contract.

Response
<Insert>

Attachment 7 - Pricing

1. Tenderers should provide their proposed price for the delivery of the Requirement in Annexure A: Pricing Response Form. Tenderers must complete those parts of Annexure A to Attachment 7 that relate to the Option(s) being tendered for.
2. When proposing prices, Tenderers are advised that:
 - (a) prices must be stated in Australian dollars;
 - (b) the prices should be inclusive of all costs and expenses of complying with the requirements of the Draft Contract and Requirements;
 - (c) specify any discounts offered (if any);
 - (d) be inclusive of all Australian and overseas taxes and charges; and
 - (e) where GST is applicable on 'taxable supplies' within the meaning of the GST Act, ensure that prices are GST inclusive and separately identify the GST amount applicable.
3. Tenderers should ensure their response:
 - (a) Includes proposed service levels and service level rebates which will apply to the delivery of the Requirement;
 - (b) is inclusive of all costs and expenses associated with the Tenderer's delivery of the Requirement (including for each relevant service component);
 - (c) provides a detailed explanation of how the proposed price was reached, including any relevant cost breakdown where appropriate;
 - (d) provides details of any qualifications, assumptions, exclusions or dependencies upon which the proposed price relies;
 - (e) where relevant, provides details of any relevant rates (and applicable volumes) used to calculate pricing; and
 - (f) outline the preferred timing for payment, Tenderers must outline whether any full or partial payments are required before completion of item and provide the reason why.

Annexure A to Attachment 7: Pricing Response Form

1. Pricing Response Form Instructions

1.1 General Instructions

The information Tenderers provide in this section will be used to assess the total costs the Agency will incur under the Tenderer's proposal. Tenderers must complete those parts of Annexure A to Attachment 7 that relate to the Option(s) being tendered for.

Tenderers should ensure they include any and all possible expense items as failure to include an item means the Agency will assume it has been included in the proposed costs.

Add additional lines to the table as required or insert appropriate text below the table.

Clearly identify any assumptions or caveats on the Tender's pricing.

Tenderers must submit pricing for all three components of the Requirement including the assessment tools, the operationalisation support and the system integration solution.

Tenderers should ensure that they provide sufficient information (and in sufficient granularity) to assist the Agency to understand what the proposed costs are, how the proposed costs are determined and how the costs are distributed between each component (e.g. rights to use the tool, operationalisation support and any software). Tenderers may supplement the below tables with attachments (e.g. a pricing spreadsheet).

Note: The Agency will not reimburse the Successful Tenderer for any nominated project expenses, travel, accommodation or associated expenses incurred for the purposes of the Contract unless:

- a) the Successful Tenderer obtains the Agency's specific written approval prior to the relevant expense being incurred,
- b) all domestic air travel is economy class,
- c) amounts claimed for accommodation and other expenses do not exceed the total amount specified in Table 2 of Taxation Determination 2023/3 available at or any replacement Taxation Determination issued by the Australian Taxation Office, and
- d) a claim for reimbursement is submitted supported by a copy of the paid Tax Invoice.

2. Pricing Tables

The Pricing Tables are organised in terms of the three components of the Statement of Requirement. All Tenderers must complete tables (a), (b), and (c)(i). Tenderers proposing a SaaS or SaaS solution must also complete tables (c)(ii) and (c) (iii). Tenderers are requested to describe cost components in sufficient detail to explain the main components of their solution and their associated costs.

(a) Assessment tool(s)

Description/Comments	Pricing assumptions	Cost (GST Exclusive)	GST Component	Total Cost (GST Inclusive)
E.g. Five year licence for NDIS workforce to administer the tools, etc.	Insert	Insert	Insert	Insert

Description/Comments	Pricing assumptions	Cost (GST Exclusive)	GST Component	Total Cost (GST Inclusive)
Total cost				

(b) Operationalisation support services

Description/Comments	Pricing assumptions	Cost (GST Exclusive)	GST Component	Total Cost (GST Inclusive)
E.g. Development of tailored training and accreditation model, etc.	Insert	Insert	Insert	Insert
Total cost				

(c) System integration solution

(i) Option 1 – Custom Build (NDIA Build) (mandatory)

Description/Comments	Pricing assumptions	Cost (GST Exclusive)	GST Component	Total Cost (GST Inclusive)
E.g. licensing fees associated with the IP of the text-based assessment tool, implementation support fees such as contractor services etc.	Insert	Insert	Insert	Insert
Total cost				

(ii) Option 2 – Software as a Service (SaaS) (if applicable)

Description/Comments	Pricing assumptions	Cost (GST Exclusive)	GST Component	Total Cost (GST Inclusive)
E.g. pricing for licence fees, costs associated with implementation and support services required, other charges and/or assumptions	Insert	Insert	Insert	Insert

Description/Comments	Pricing assumptions	Cost (GST Exclusive)	GST Component	Total Cost (GST Inclusive)
associated with integration and support pricing, etc.				
Total cost				

(iii) Option 3 – Software as a Product (SaaS) (if applicable)

Description/Comments	Pricing assumptions	Cost (GST Exclusive)	GST Component	Total Cost (GST Inclusive)
E.g. pricing for licence fees, costs associated with implementation and support services required, other charges and/or assumptions associated with integration and support pricing, etc.	Insert	Insert	Insert	Insert
Total cost				

Attachment 8 - Financial Viability Questionnaire

Tenderers should complete the following questionnaire and provide sufficient information to enable the Agency to determine the financial viability of the Tenderer. Tenderers should provide explanations of areas not addressed or items not provided.

Financial Information

	Attached
Audited financial statements including a copy of the auditor's statement.	Yes/No
Annual report.	Yes/No
Copy of certificate of currency for public liability insurance.	Yes/No/Will Obtain
Copy of certificate of currency for workers compensation insurance.	Yes/No/Will Obtain
Copy of certificate of currency for professional indemnity insurance.	Yes/No/Will Obtain
Personal Accident Insurance.	Yes/No/Will Obtain
Copy of certificate of currency for cyber security insurance.	Yes/No/Will Obtain
Copies of certificates of currency for any other relevant insurance policies it holds.	Yes/No
Details of any petitions, claims, actions, judgements, or decisions, etc. which is likely to adversely affect your performance of the Contract.	Yes/No
The operating entity is: (Please strike through non-applicable types.)	Sole Trader Partnership Association Company Trust Government.
The operating entity has been in business for: (Please strike through non-applicable periods.)	Less than 12 months 1–2 years 2–4 years 4–6 years 6–8 years longer than 8 years.

* Tenderers are not required to hold the required insurance until a contract (if any) is to be awarded.

Financial statement summary – A\$

Item	Year to date	Previous financial year	Next to previous financial year
Operating income			
Interest paid			
Net operating income			

Item	Year to date	Previous financial year	Next to previous financial year
Dividends / distributions / drawings paid			
Cash at bank			
Total current / financial assets			
Total assets			
Level of debt			
Total current liabilities			
Total liabilities			
Total equity			

Attachment 9 - Compliance with Commonwealth Policies and Standards

Tenderers must indicate their compliance with each of the below Commonwealth Policies and standards.

Workplace gender equality	In accordance with the Workplace Gender Equality Procurement Principles, the Agency will not enter into any contracts with a Tenderer that is non-compliant under the <i>Workplace Gender Equality Act 2012</i> (Cth) (the WGE Act). In addition, Tenderers must - identify in their Tender whether or not they are a 'relevant employer' under the WGE Act; and - if they are a 'relevant employer', submit with their Tender a copy of a current letter of compliance issued by the Workplace Gender Equality Agency (WGEA).	See Tenderer's Deed
Employee Entitlements	The Tenderer represents that, having made all reasonable enquiries, as at the date of this declaration, it is not subject to any judicial decisions relating to employee entitlements (not including decisions under appeal) which claims have not been paid.	See Tenderer's Deed
Work Health and Safety	The Tenderer represents that it has not had any adverse Court or Tribunal decision(s) for a breach of any work health and safety legislation including the <i>Work Health and Safety Act 2011</i> (Cth) and equivalent State or Territory Laws, that are relevant to the Services.	See Tenderer's Deed
Illegal Workers	The Tenderer represents and warrants that it will not use illegal workers and has not had any penalty or order against it arising from using illegal workers.	See Tenderer's Deed
Australian Standards	The Tenderer represents that it is able to meet any Australian standards applicable to the Services.	See Tenderer's Deed
Sanctions	The Tenderer and warrants that neither it, nor any current or proposed Tenderer personnel (and subcontractor/s) or related body corporates or related entities, are listed as terrorists under section 15 of the <i>Charter of the United Nations Act 1945</i> (Cth) or have sanctions imposed on them under various laws.	See Tenderer's Deed
Child Safety	Tenderers should provide information required under clause 6.7 of the Conditions of Tender.	See Tenderer's Deed and Annex A to this Attachment 9.
Shadow Economy Procurement Connected Policy	The Shadow Economy Procurement Connected Policy applies to this procurement. Tenderers must provide a statement from the Australian Taxation Office showing they have a	See Attachment 12

	satisfactory tax record in accordance with the Policy, clause 6.8 and Attachment 12.	
Indigenous Procurement Policy	The Indigenous Procurement Policy applies to this procurement. Tenderers must provide details of how it will increase purchasing from Indigenous Enterprises (being an organisation that is 50 per cent or more Indigenous owned that is operating a business) and employment of Indigenous Australians in the delivery of any resultant contract, in accordance with the Policy, clause 6.6 and Attachment 9.	See Annex A to this Attachment 9.
Payment Times Procurement Connected Policy	Tenderers must complete the Payment Times Procurement Connected Policy declaration in the Tenderer's Deed.	See Tenderer's Deed
Lobbying Code of Conduct	Tenderers must not have engaged in, or procured or encouraged others to engage in, activity that would result in a breach of the Lobbying Code of Conduct.	See Tenderer's Deed
Notification of Significant Events	Tenderer represents and warrants that, other than the disclosures in its Tender, the Tenderer has no Significant Events to disclose.	See Tenderer's Deed

Annexure A to Attachment 9

1. Child Safety

Note to Tenderers: Tenderers should familiarise themselves with clause 6.7 of the Conditions of Tender regarding the Child Safety Requirements

- (a) Tenderers should:
- (i) attach current evidence that the Tenderer and any proposed Subcontractors that are likely to have direct contact with children in connection with providing the Requirement can comply with all relevant legislation and implement the National Principles for Child Safe Organisations in any jurisdiction where any part of the Requirement may be carried out, including all necessary 'Working with Children Checks' or 'Working with Vulnerable People Checks' requirements howsoever described; OR
 - (ii) indicate in their Tenderers Deed if they will be providing the above evidence prior to entering into the resultant Contract with the Agency where the Tenderer is the Successful Tenderer.
- (b) Tenderers should provide information about any past or current non-compliances with State, Territory or Commonwealth laws relating to child safety.

2. Indigenous Procurement Policy

Note to Tenderers: Tenderers should familiarise themselves with clause 6.6 of the Conditions of Tender regarding the Indigenous Procurement Policy requirements.

Tenderers are requested to provide details of how they will increase purchasing from Indigenous Enterprises (being an organisation that is 50 per cent or more Indigenous owned that is operating a business) and employment of Indigenous Australians in the delivery of any resultant contract.

Response

<Insert>

Attachment 10 - Statement of Compliance with Draft Contract

1. Tenderers submit their Tenders on the basis that they comply with all requirements of the RFT. In the case of the Draft Contract, Tenderers' compliance is subject to any exceptions noted in their response to this Schedule.
2. Tenderers should indicate compliance with each provision of the Draft Contract including all schedules and attachments, taking into account any amendments to those provisions that may have been issued by the Agency during the RFT process. Tenderers should note that the extent of non-compliance will be a factor in the evaluation process. The compliance statement will form the basis for any contract negotiations that may occur with a Tenderer.
3. In respect of the compliance statement, Tenderers should indicate their level of compliance with each provision using one of the terms "complies", "does not comply", "partially complies" and "not applicable". These terms have the following meanings:

complies means that the Tenderer will comply without amendment

does not comply means that the Tenderer will not comply without amendment

partially complies means that the Tenderer will comply partially and that some amendment is required

not applicable means that the provision does not apply to the Tenderer or is to be completed (e.g. the schedule item dealing with fees).
4. The Tenderer will be taken to be and assessed as compliant with any provision, schedule or attachment which it does not list in the compliance statement. Tenderers may group provisions where the response is the same for each of those provisions. For example, 'Clauses 3.1 to 3.15 – Does Not Comply', or 'Schedule 1 - Complies'.
5. If a Tenderer does not comply or only partially complies with a provision, the extent of non-compliance should be stated in full in the compliance statement. In this case, the Tenderer should then provide:
 - (a) specific reasons for the partial or non-compliance; and
 - (b) specific language of any proposed amendments, including any deletions or additional provisions.
6. In accordance with the Conditions of Tender clause 5.2(d), Tenderers should also include in their compliance statement any request that information be treated as confidential following the award of a contract to it.
7. The following format should be used in completing the compliance statement:

Compliance with Draft Contract

Clause/schedule/attachment	Nature of compliance	Proposed wording of any amendment to the provision

Clause/schedule/attachment	Nature of compliance	Proposed wording of any amendment to the provision

Request to keep Information Confidential

(a) Information contained in contract:

Item	Period of Confidentiality	Reason why it is necessary to keep information confidential

(b) Information obtained or generated in performing contract:

Item	Period of Confidentiality	Reason why it is necessary to keep information confidential

Attachment 11 - Benefit to the Australian economy

1. Tenderers should provide details of the economic benefit of their Tender to the Australian economy noting that only direct effects, or first round economic effects to the Australian economy will be considered by the Agency.
2. Tenderers may wish to address the following issues in relation to their Tender:
 - (a) employing workers in Australia;
 - (b) investment in property, equipment and other infrastructure that benefit Australian communities;
 - (c) skills and training, including apprenticeships and other structured training in Australia;
 - (d) small and medium sized enterprises and Subcontractors to be involved in performing the Requirement, including details of linkages that will be established to global supply chains;
 - (e) research and development activities in Australia;
 - (f) technology or skills transfer to Australian businesses;
 - (g) value of inputs from suppliers based in Australia compared with overseas;
 - (h) value of labour costs (including from Subcontractors and other suppliers) based in Australia compared with overseas; and
 - (i) contribution to social and community outcomes in Australia.
3. Tenderers must submit a response to this Attachment 11 (Benefit to the Australian economy) that is no more than five (5) A4 pages (excluding tables and infographics), using size eleven (11) Arial font.

Attachment 12 - Shadow Economy Policy – Statement of Tax Record

1. Shadow Economy Policy

Tenderers should:

- (a) provide as part of their Tender all of the Statement of Tax Records required under column (c) of **Table A – Statement of Tax Records**, depending on which type of legal entity the Tenderer is; and
- (b) obtain and hold all of the Statement of Tax Records required under column (c) of **Table A – Statement of Tax Records** for any Subcontractor (\$4 million or more) depending on which type of legal entity the Subcontractor is.

Table A – Statement of Tax Records

Item No.	Legal Entity Type	Statement of Tax Records required
(a)	(b)	(c)
1.	A body corporate or natural person	A Satisfactory and Valid Statement of Tax Record in respect of that body corporate or person.
2.	A partner acting for and on behalf of a partnership	A Satisfactory and Valid Statement of Tax Record: (a) on behalf of the partnership; and (b) in respect of each partner in the partnership that will be directly involved in the delivery of any resultant Contract.
3.	A trustee acting in its capacity as trustee of a trust	A Satisfactory and Valid Statement of Tax Record in respect of the: (a) trustee; and (b) the trust.
4.	A member of a Consolidated Group	A Satisfactory and Valid Statement of Tax Record in respect of: (a) the relevant member of the Consolidated Group; and (b) the head company in the Consolidated Group.
5.	A member of a GST Group	A Satisfactory and Valid Statement of Tax Record in respect of the: (a) GST Group member; and (b) GST Group representative.

Schedule 3 – Draft Contract

Note to Tenderers: *the Draft Contract is attached to this RFT as a separate document.*



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APPROVAL TO ENTER INTO AN AGREEMENT

PROC-4807–FOR THE PROVISION OF NEEDS ASSESSMENT TOOLS TO SUPPORT NDIS REFORM INITIATIVES

1. Purpose

- 1.1. Your approval is required to adopt the recommendations in the Negotiation Report (**Attachment A**) relating to the Approach to Market (ATM) **PROC-4807–** for the provision of Support Needs Assessment Tool(s) to support NDIS reform initiatives.
- 1.2. In accordance with the [NDIA Accountable Authority Instructions and Financial Authorisations](#), your approval, as the Financial Delegate, is required to award a contract to:

Table 1: Proposed Agreement Overview

Supplier:	University of Melbourne (ESSentials Vendor number: 1009702)
Services:	The provision of support needs assessment tool(s) related operational services and a system integration solution
Decision Reference:	EC25-000320 – Proposal to undertake a Procurement EC25-002555 – Approval to Enter into Negotiations
Record location:	PROC-4807
Procurement category:	General goods and services
Value (initial term):	Total agreement value for the initial term: \$28,855,537 (GST inclusive)
Total value (if all contract extensions are exercised):	Maximum value of the arrangement: s47G - business information (GST inclusive). Additional funding will be required if the parties agree to contract extensions in 2030. Approval will be sought from the Financial Delegate before any extension options are exercised.
Applicable panel:	N/A

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Commencement date:	20 August 2025 or on execution by the NDIA Financial Delegate
Expiry date:	5 years from the Commencement date.
Initial term:	5 years
Extensions:	Up to 5 years
Contract Manager's details:	s47F - personal privacy

2. Procurement process overview

- 2.1. The CEO approved the Proposal to undertake a Procurement on 04 February 2025 in PDMS (EC25-000320).
- 2.2. The Request for Tender was released through AusTender on 05 February 2025 with a Closing Time of 1400 on 28 March 2025.

2.3. s47G - business information

Details are included in the Evaluation Report included in **Attachment A** in PDMS – EC25-002555.

- 2.4. The evaluation process was completed on 17 June 2025, which recommended that the NDIA enter into negotiations with the University of Melbourne to improve value for money outcomes and reduce risk.
- 2.5. You signed the Negotiation Directive to support this activity on 30 June 2025 (EC25-002555).
- 2.6. Negotiations were undertaken over the period early July to early August 2025, with all matters in the Negotiation Directive satisfactorily resolved.
- 2.7. The Negotiation Report which provides the final value for money assessment, risk rating and the recommended outcomes for this procurement process is at **Attachment A**.

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OFFICIAL**Risk rating**

2.8. Following negotiations, the overall risk rating for entering into an agreement with Melbourne University is medium. The full risk assessment, together with the proposed mitigations, is included in the Negotiation Report in **Attachment A**.

2.9. s42 - legal professional privilege, s47G - business information

2.10.

Value for Money

2.11. As detailed in the Negotiation Report, this procurement outcome is considered to represent value for money to the Commonwealth as:

a) s47G - business information

b) The Tenderer's support needs assessment tool is the best solution available of those Tenderers that passed initial screening to the technical evaluation to meet the NDIA's reform objectives;

c) Through negotiations, the NDIA and the Tenderer resolved the NDIA's issues with the Tenderer's submission, relating to the services to be delivered. The services are detailed in the refined Statement of Requirements;

d) s47G - business information the tool is far more suitable to the NDIS context than other tools offered, and the proposed personnel have significantly more relevant experience related to assessing support needs than other Tenderers, which contributed to value for money;

e) s47G - business information

f) While the final agreed pricing is approximately 5% (\$1.5m) higher than that proposed by the University of Melbourne in its tender submission, this

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differential is due to offer clarification and the increased scope of workforce training and support required by the Agency (\$2.9m more than originally tendered for). Other proposed services (relating to stakeholder engagement and operationalisation support) were reduced in scope, with associated pricing for those services also reduced as a result (\$1.4m less than originally tendered for).

- g) The procurement will use public resources in an efficient, effective, economical and ethical manner that is consistent with the policies of the Commonwealth and Agency;
- h) the proposed solution will facilitate accountable and transparent decision making, including through the delivery of Workstream 3, outlined in the Statement of Requirements
- i) the proposed solution / proposed approach encourages appropriate engagement with risk;
- j) the price is commensurate with the scale and scope of the business requirement, and;
- k) The Evaluation Committee and Negotiation Team used the Evaluation Plan to determine how value for money could be achieved through an assessment of the demonstrated technical capabilities, financial costs, and risks associated with each of the submissions.

2.12. This Approval to enter into an Agreement does not involve payment in advance of goods or services being received (prepayment) under the [Finance Policies](#).

3. AAI Exemption

3.1. This procurement was compliant with the AAI, and therefore no exemption was required.

4. Financial Management Compliance System (FMCS) Breach

4.1. Not applicable.

5. Budget

Initial term of the arrangement

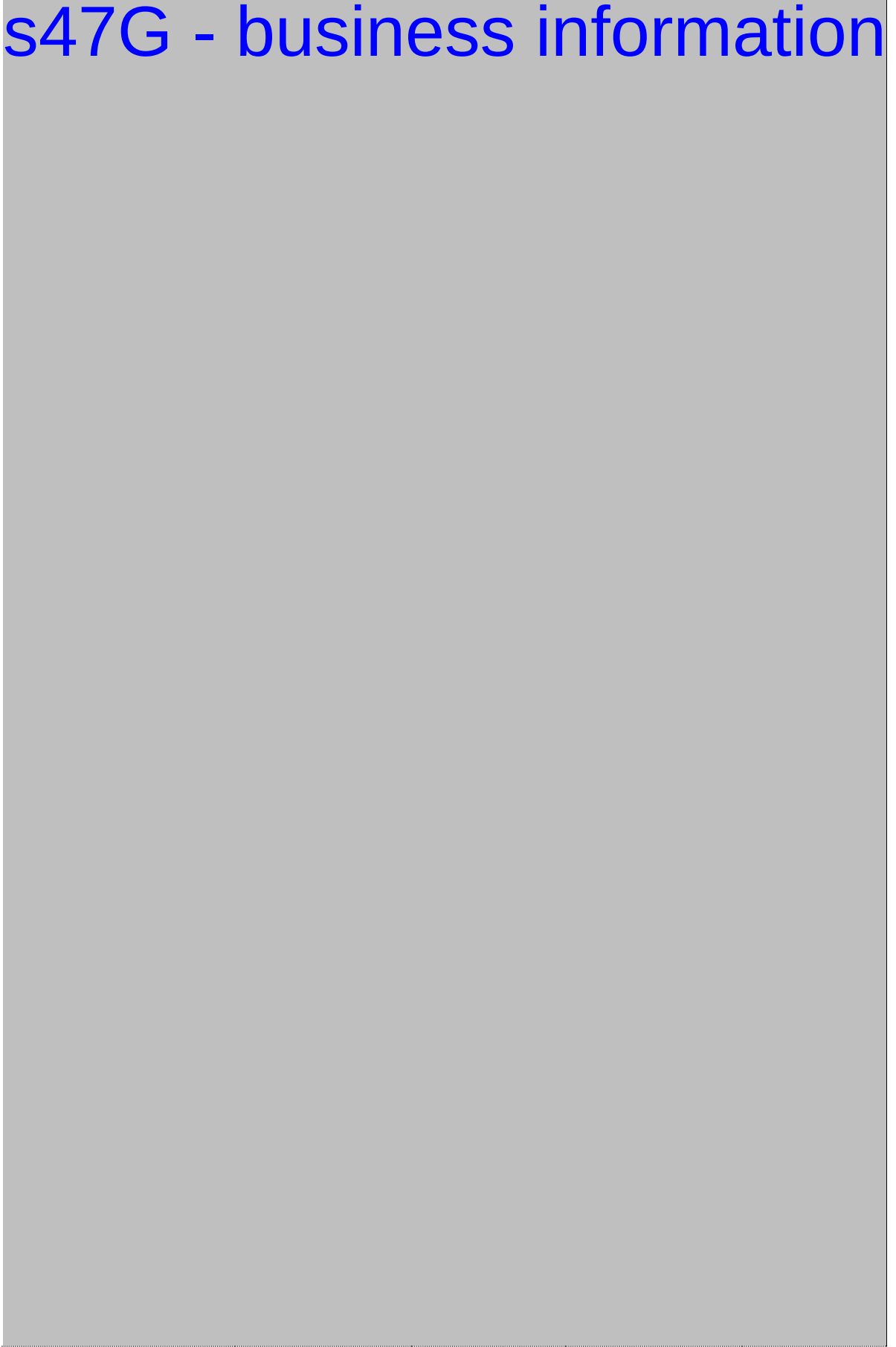
5.1. The value of the initial term of the proposed arrangement is \$28,855,537 (GST inclusive), inclusive of travel expenses and other contingencies, as identified in **Table 2: Fixed price amount for the initial term.**

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Table 2: Fixed price amount for the initial term

s47G - business information



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Description of Services	Total Price (GST exclusive)	GST Component	Total Price (GST inclusive)	ESSentials code
s47G - business information				

- 5.2. The Supplier is not entitled to be reimbursed for any expenses, unless prior approval is obtained in writing from the buyer.

Maximum value of the arrangement

- 5.3. The maximum value of the proposed arrangement is s47G-business affairs (GST inclusive), unless the NDIA requests the Supplier to quote for additional services and these are agreed by the NDIA via a variation to the arrangement.
- 5.4. Spending authority has only been provided for the initial term of the contract. The New Framework Policy Branch will seek additional spending approval from 2030 if any contract extension options are exercised.

Forward year commitment

- 5.5. A forward-year commitment is required for this arrangement. The current and forward year committed funds required are detailed below.
- 5.6. By signing this Approval to enter into an Agreement, the Financial Delegate is declaring that they have sufficient unallocated funds available in the financial years specified.

Table 3: Forward Year Cost Projections – initial term (by Financial Year)

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OFFICIAL**Table 5: Forward Year Cost Projections – contract extensions (by Financial Year)**

s47G - business information

5.7. Total including all possible extensions: s47G - business information

Account details including Cost Centre

5.8. The below account details apply to this procurement:

Table 6: Account Details

Cost Centre	GL Account	Product Category
90714	42530 – Contractors – Non IT	Business Admin Services

Admin fee for the Panel

5.9. Not applicable.

6. Approving commitments of Agency money

6.1. Not applicable.

7. Advice relating to the procurement process

7.1. The Procurement Manager has consulted with Procurement Branch during the completion of this document. The Procurement Advisor was s47F - personal privacy.

7.2. Clayton Utz were engaged as the probity adviser as part of this procurement activity, and their written sign off on the evaluation process and conduct at negotiations is at **Attachment C**.

7.3. Maddocks provided legal advice as part of this procurement activity, and its legal sign off is at **Attachment D**. Agency Legal Services Branch was also consulted during the procurement process.

7.4. The Procurement Manager has consulted with s47F - personal privacy, Budget Management, Strategy and Support Branch to confirm that, following CEO support provided on 13 August 2025, and pending Resourcing Committee approval, there will be sufficient funds available within the cost centre for the payment milestones outlined in Schedule F of the contract (**Attachment B**), including the initial payment of s47G - business information for the tool.

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- 7.5. Additionally, the Policy and Practice Leadership Division consulted the following individuals and select members of their teams to develop the Statement of Requirements for the contract:

s47F - personal privacy

8. Deviations from the probity and legal advice given

- 8.1. The evaluation process and this Approval to Enter into an Agreement comply with the probity and legal advice provided, subject to any exceptions stated in the relevant sign-offs from those advisors.

9. Parties external to the procurement process seeking to influence the outcome

- 9.1. No stakeholders have sought to direct aspects or outcomes of this procurement activity.

10. Compliance with relevant NDIA policies and directives

- 10.1. As required under the NDIA Procurement Policy, s47F- personal privacy has consulted with Procurement Branch during the completion of this document. The Procurement Adviser was s47F - personal privacy and s47F - personal privacy.
- 10.2. As required under the [NDIA Procurement Policy](#), I confirm that I have undertaken the Procurement Fundamentals LEAP module.
- 10.3. This Approval to enter into an Agreement has been prepared in accordance with the [NDIA Procurement Policy](#), NDIA [Accountable Authority Instructions and Financial Authorisations](#), and the [NDIA Probity Protocol](#) that requires all Officers to declare conflicts of interest.
- 10.4. One conflict of interest was identified through this procurement process that required recusal from the procurement process:
- a) s47F- personal privacy recused s47F- personal priva from any involvement in the procurement due to a declared personal friendship with a person who works at the University of Melbourne. This recusal took place as soon as s47F - persona became aware that the University of Melbourne was likely to

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submit a tender, and s47F - personal privacy had no involvement in the evaluation process once the procurement was closed. The Evaluation Committee determined that the declared conflict of interest did not affect the procurement process, and no further action was required.

10.5. All other declared conflicts of interest were deemed to be insignificant with no impact on the procurement process, and no further action was required. These were managed in accordance with advice from the Probity Adviser and are formally documented in the COI Declarations and Probity Issues Raised Register.

10.6. No other conflicts of interest were identified in the preparation of this Approval to enter into an Agreement, the Evaluation Report or the Negotiation Report.

Name	s47F - personal privacy
Position Title	
Signature	
Date	14 August 2025

11. Further consultations and endorsements

Evaluation Chair/ Negotiation Chair/ Procurement Owner Endorsement

11.1. I have read this Approval to enter into an Agreement and Evaluation Report:

- I endorse the procurement process undertaken and the recommendations in the Negotiation Report,
- I confirm that there are sufficient unallocated funds available within the cost centre,
- As required under the [NDIA Procurement Policy](#), I confirm that I have undertaken the Procurement Fundamentals LEAP module, and
- I confirm that I have no known conflicts of interest in providing this endorsement, and I understand my confidentiality obligations.

Name	s47F - personal privacy
Position Title	

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Decision	Endorsed
Decision comment	Endorsed
Signature	s47F - personal privacy
Date	14 August 2025

s47F - personal privacy

11.2. I have read this Approval to enter into an Agreement and I:

- a) am satisfied that the procurement methodology is in accordance with the policies of the Commonwealth and the Agency.
- b) confirm that I have no known conflicts of interest in providing this approval, and I understand my confidentiality obligations.

Name	s47F - personal privacy
Position Title	
Decision	Approved
Comment	Nil
Signature	s47F - personal privacy
Date	14 August 2025

12. Financial Delegate Approval

12.1. I have read this Approval to enter into an Agreement and the Negotiation Report and I:

- a) **approve** the recommendations in the Negotiation Report and this Approval to enter into an Agreement,
- b) **approve** entering into an agreement with Melbourne University in accordance with the terms in Section 1 of this document, and
- c) **approve** the risk assessment undertaken together with the proposed mitigations detailed in the Negotiation Report.

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12.2. In making this decision, I confirm:

- d) I note the Legal advice on the limited liability cap and provide approval to enter into an agreement in accordance with section 3.8 of the NDIA Accountable Authority Instructions (AAIs) and Financial Authorisations,
- a) confirm this procurement will make efficient, effective, ethical, and economical use of public money,
- b) this decision is within my financial delegations in accordance with the NDIA [Accountable Authority Instructions and Financial Authorisations](#),
- c) this decision is in accordance with the policies of the Commonwealth and the NDIA including the CPRs, NDIA Procurement Policy and the NDIA Probity Protocol, and
- d) I have no known conflicts of interest in providing this decision, and I understand my confidentiality obligations.

Name	s47F - personal privacy
Position Title	
Decision	Approved
Decision comment	I support and endorse the recommendations made by the panel and negotiating team. Contract value and associated terms, including in the schedules, are all approved. Well done to all involved in this complex process.
Signature	s47F - personal privacy
Date	14 August 2025

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OFFICIAL**Attachment A – Negotiation Report**

File name: FOR INFORMATION – PROC-4807 – NEGOTIATION REPORT

Attachment B – Contract (Marked Up)

File name: FOR INFORMATION - PROC-4807 - Attachment B - Contract (Marked Up Version)

File name: FOR INFORMATION - PROC-4807 - Attachment B - Contract (Marked Up Version) – Schedule C – Statement of Requirements

Attachment C – Probity Adviser Sign Off

File name: FOR INFORMATION – PROC-4807- Attachment C – Probity Sign Off Letter

Attachment D – Commercial Law Adviser Sign Off

File name: FOR INFORMATION – PROC-4807- Attachment D – Commercial Law Advisor Final Legal Sign-Off

Attachment E – Liability Risk Assessment

File name: FOR INFORMATION – PROC-4807- Attachment E – Liability Risk Assessment

Attachment F – Summary of Contract Departures

File name: FOR INFORMATION – PROC-4807- Attachment F - Contract Departures

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APPROVAL TO ENTER INTO NEGOTIATIONS

PROC-4807 –FOR THE PROVISION OF SUPPORT NEEDS ASSESSMENT TOOL(S)

1. Purpose

- 1.1. Your approval is required to adopt the recommendation in the Evaluation Report (**Attachment A**) relating to the Request For Tender (RFT) [**PROC-4807**] to enter into negotiations with Melbourne University to determine if a value for money outcome can be achieved for the following Services.

Table 1: Approach to Market Overview

Services:	The provision of support needs assessment tool(s) related operational services and a system integration solution
Decision Reference:	EC25-000320 – Proposal to undertake a Procurement
Record location:	<u>GM-AAD-PROCUREMENT-BRANCH - Documents</u>
Procurement category:	General goods and services/Consultancy
Expected value (GST inclusive):	\$10 - 30 million
Expected services commencement:	July 2025
Expected services expiry:	July 2030
Initial term:	5 years
Extensions	Up to 5 years
Procurement Manager's details:	s47F - personal privacy

OFFICIAL: Sensitive**2. Procurement process to date**

- 2.1. The CEO approved the Proposal to undertake a Procurement on 04 February 2025 in PDMS (EC25-000320).
- 2.2. The Request For Tender was released through AusTender on 05 February 2025 with a Closing Time of 1400 on 28 March 2025.

2.3. **s47G - business information**

Details are included in the Evaluation Report in **Attachment A**.

- 2.4. The remaining submissions were assessed in accordance with the Evaluation Plan, with the Evaluation Committee determining the following:
 - a) The submission from University of Melbourne represents value for money and it is recommended that the Agency enters into negotiations. In the technical assessment, the submission received a total weighted score of 83.25/100. The Evaluation Committee considered the I-CAN assessment tool to be suitable for the NDIS context, and that the Tenderer had relevant experience in developing accreditation and training approaches in other programs. The Committee considered some proposed services such as stakeholder consultation and a multidisciplinary expert team went beyond the requirements of the RFT, and negotiations would be required to ensure a better value for money outcome.

s47G - business information

- 2.5. The evaluation process was completed, with the Evaluation Report signed off by all members, on 17 June 2025. The Evaluation Report which provides the value for money assessment, risk rating and the recommended outcomes for this procurement process is at **Attachment A** and is supported by probity sign-off (**Attachment C**) and expert reports (**Attachments D to H**).
- 2.6. As noted in the Recommendations in **Section 6** of the Evaluation Report, it is recommended that the NDIA enter into negotiations with University of Melbourne to determine whether a value for money outcome can be achieved.

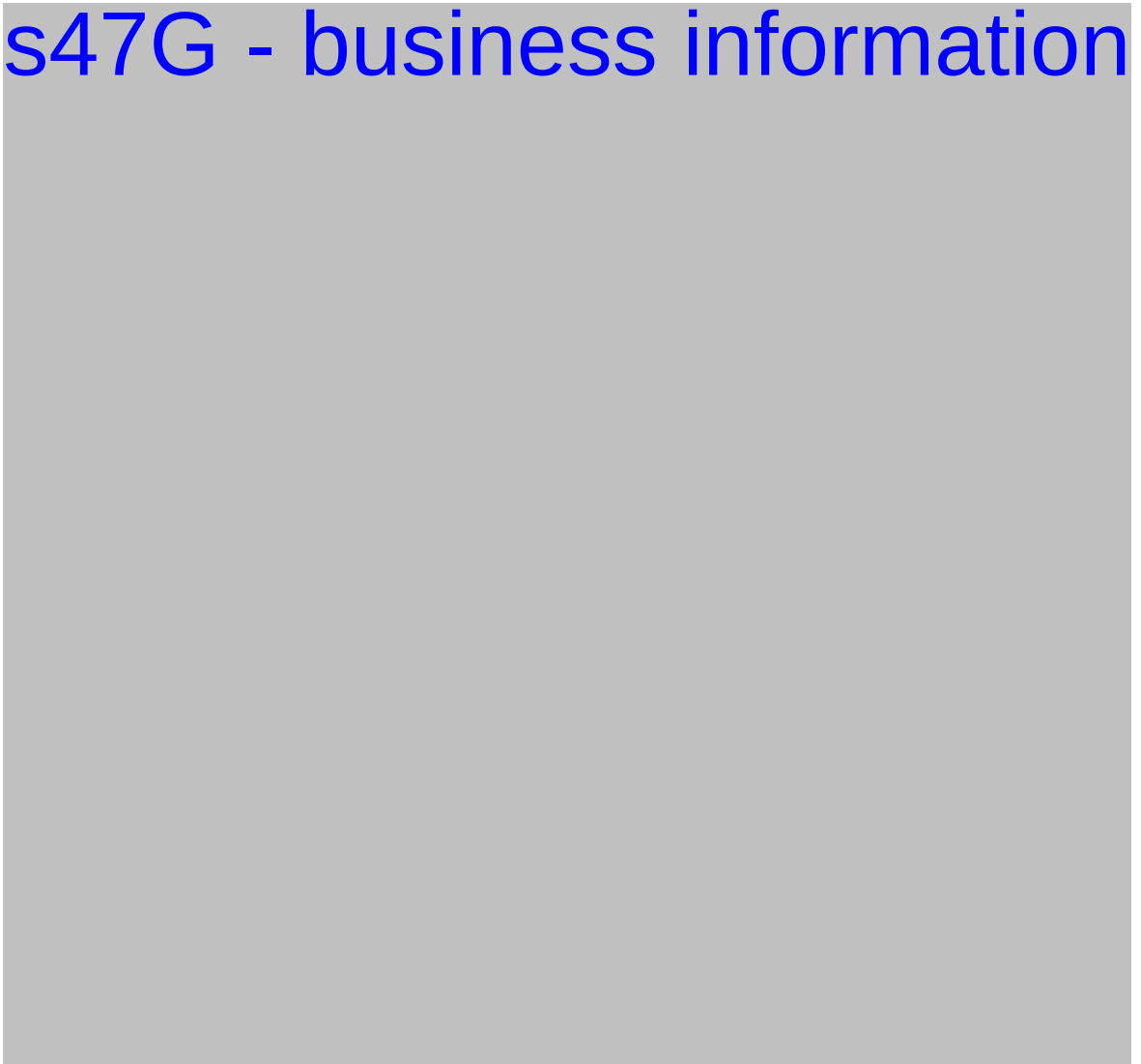
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2.7. The key items for negotiations include:

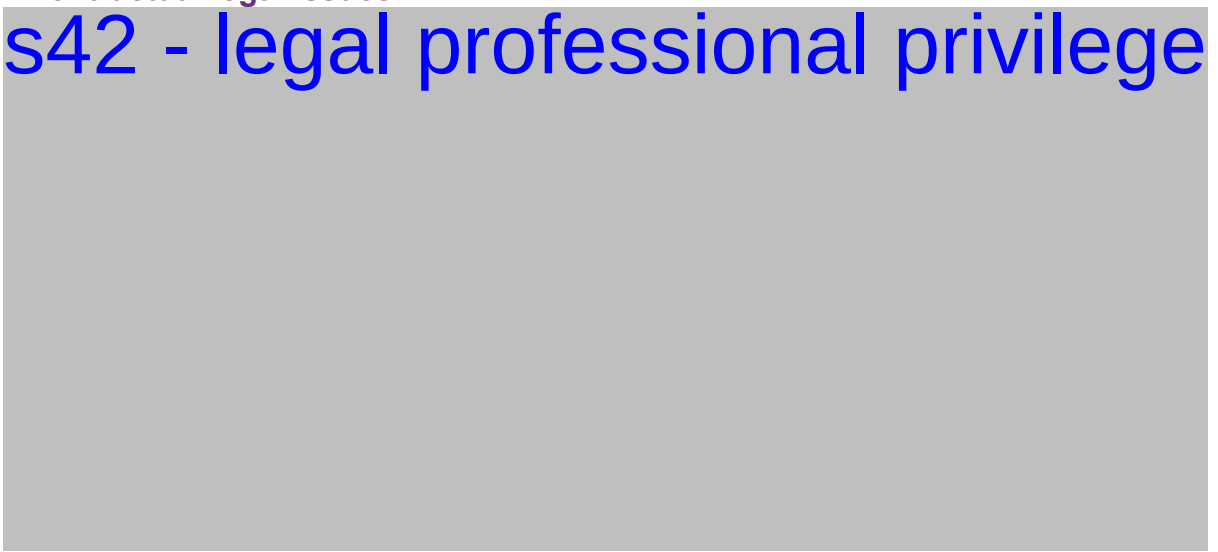
Proposed services:

s47G - business information



Contractual/legal issues:

s42 - legal professional privilege



Other:

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- 2.8. A Negotiation Directive has been prepared for your approval identifying the Negotiation Team and their responsibilities, and the proposed negotiation strategy and negotiation points (**Attachment B**). Any issues that are raised outside of this Negotiation Directive will be referred to you for advice.
- 2.9. Following negotiations, a Negotiation Report including a final determination and recommendation will be provided for your consideration.

3. Advice relating to the negotiation activities

- 3.1. **s47F- personal privacy**, Assessment and Budgeting Initiative has consulted with Procurement Branch during the completion of this document and the Negotiation Directive. The Procurement Adviser was **s47F - personal privacy**.

3.2. **s42 - legal professional privilege**

- 3.3. Probity advice has been provided by Clayton Utz who has reviewed and signed off on the Evaluation Report (**Attachment C**), including the areas for negotiation noted in the Evaluation Report.
- 3.4. Additionally, the Assessment and Budgeting Initiative has consulted with the following areas of the Agency to prepare the Negotiation Directive:

s47F - personal privacy

4. Conflicts of interest

- 4.1. One conflict of interest was identified through this procurement process that required recusal from the procurement process:

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4.1.1. s47F- personal privacy

[REDACTED], recused [REDACTED] from any involvement in the procurement due to a declared personal friendship with a person who works at the University of Melbourne. This recusal took place as soon as [REDACTED] became aware that the University of Melbourne was likely to submit a tender, and s47F - personal privacy had no involvement in the evaluation process once the procurement was closed. The Evaluation Committee determined that the declared conflict of interest did not affect the procurement process, and no further action was required.

- 4.2. All other declared conflicts of interest were deemed to be insignificant with no impact on the procurement process, and no further action was required.
- 4.3. No other conflicts of interest were identified in the preparation of this Approval to enter into Negotiations, the Evaluation Report or the Negotiation Directive.

Name	s47F - personal privacy
Position Title	[REDACTED]
Signature	[REDACTED]
Date	26 June 2025

5. Evaluation Chair/Procurement Owner Endorsement

5.1. I have read this Approval to enter into Negotiations, Evaluation Report and Negotiation Directive:

- I endorse the procurement process undertaken and the recommendations in the Evaluation Report,
- I endorse the negotiation strategy in the Negotiation Directive, and
- I confirm that I have no known conflicts of interest in providing this endorsement, and I understand my confidentiality obligations.

Name	s47F - personal privacy
Position Title	[REDACTED]

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Signature	s47F - personal privacy
Date	26 June 2025

6. Financial Delegate Approval

6.1. I have read this Approval to enter into Negotiations, Evaluation Report and Negotiation Directive and I:

- d) **approve** the recommendations in the Evaluation Report,
- e) **approve** entering into negotiations with the University of Melbourne,
- f) **approve** the negotiation strategy in the Negotiation Directive and note that if any issues arise which are outside the scope of the Negotiation Directive, they must be addressed to me for advice, and
- g) **approve** the assessment in the Evaluation Report that the Tender represents medium risk to the NDIA, and that these risks will be mitigated through the proposed negotiations in the Negotiation Directive.

Decision	[Choose one of the following: Approved / Conditional approval as detailed below / Not approved as detailed below]
Decision comment	[Insert]

6.2. In making this decision, I confirm that:

- a) this decision is within my financial delegations in accordance with the NDIA [Accountable Authority Instructions and Financial Authorisations \(external\)](#)
- b) this decision is in accordance with the policies of the Commonwealth and the NDIA including the CPRs, NDIA Procurement Policy and the NDIA Probity Protocol and
- c) I have no known conflicts of interest in providing this decision, and I understand my confidentiality obligations.

Name	s47F - personal privacy
Position Title	

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Signature	
Date	XX Month 20XX

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OFFICIAL: Sensitive**List of attachments**

The following attachments are included in the PDMS record:

- FOR INFORMATION – PROC-4807 - Attachment A: Evaluation Report (including Attachments C-H below)
- FOR INFORMATION – PROC-4807 - Attachment B: Negotiation Directive
- Documents referenced in the Evaluation Report:
 - FOR INFORMATION – PROC-4807 - Attachment C: Probity Sign-off Letter
 - FOR INFORMATION – PROC-4807 - Attachment D: Disability Expert Advisor Report
 - FOR INFORMATION – PROC-4807 - Attachment E: Internal Expert Advisor Report
 - FOR INFORMATION – PROC-4807 - Attachment F: Pricing Normalisation Approach
 - FOR INFORMATION – PROC-4807 - Attachment G: Financial Viability Assessment
 - FOR INFORMATION – PROC-4807 - Attachment H: Tender Contract Non-Compliance Report

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PROC-4807: Disability Expert Advice Report

Version: 2

Date: May 2025

The contents of this document are OFFICIAL: SENSITIVE

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Summary of Disability Expert Advice

Requirement		Tender 2: Melbourne University	
Ages		Suitable for ages 16+ and all adult NDIS participants.	
Disability groups		Potential to address many disability groups' needs but requires further development for psychosocial disabilities.	
Culturally appropriate		Recommendation for culturally sensitive assessors and training. Concerns about power dynamic that could be exacerbated by assessment length.	
Recognises diversity LGBTIQASB+		Concerns about optional inclusions in training. Mandatory inclusion recommended.	
Trauma informed		Aims to minimise distress with strength-based focus and allows alternative sources of information.	
Available in English		Available in English	

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Requirement		Tender 2: Melbourne University	
Information from appropriate sources		Collects information from appropriate sources but the performance-based aspect is unclear.	
Contexts relevant to the NDIS		Recognised that the tool could be administered in multiple contexts and environments relevant to the NDIS.	
Assessor accreditation and training		Support for experienced AHP with trauma informed approaches. Disability knowledge and experience important.	
Additional materials		Important to match an assessor with appropriate experience to the needs, disability type of the participant.	
Other operational support		Supports frequency and intensity scoring scales but raised concerns about translating identified support needs into funding.	

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Introduction

Further to the Evaluation Plan for the Support Needs Assessment Tool (PROC-4807), the Evaluation Committee has sought advice from the Disability Expert Advice Panel in reference to requirements within components one (under “Suitable for NDIS Cohorts” and “Supports a Positive Participant Experience”) and two of the tender. The advisors were also asked to answer, “What would you like the Evaluation Panel to investigate in more detail to understand which tools provide a good participant experience?” for each tender.

The Disability Expert Advice Panel was formed from responses to an Expressions of Interest request sent to Disability Representative Carer Organisations on Friday 7th March 2025. Submissions were reviewed with reference to the following criteria:

1. A person with disability
2. Relevant knowledge of the needs and experiences of people with disability
3. Demonstrated experience working in a collaborative and consultative manner with diverse stakeholders

Panel member selection was reviewed to ensure diversity of age, geographical location, disability type and knowledge content areas.

Approach

The following process has been undertaken to collect, collate and confirm information from the Disability Expert Advice Panel:

- 23 April 2025: Introductory meeting, overview of tools and evaluation criteria
- 24 April 2025: De-identified tender information provided to the panel.
- 28 April 2025: Workshop to discuss the tender responses and draft advice.
- 30 April 2025: A review/consensus meeting on the draft report content.
- 5 May 2025: Individual workshop with a person with intellectual disability was held.
- 5 May 2025: First report version sent to the Evaluation Committee.
- 7 May 2025: De-identified tender information provided to the panel
- 12 May: Panel reconvened to consider Tender 3 and draft advice. An individual workshop with a person with intellectual disability was also held.
- 14 May: Individual consensus meeting with person with intellectual disability
- 15 May: A review/consensus meeting on the draft report content.
- 15 May: Updated report sent to the Evaluation Committee

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Tenders

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Tender 2: University of Melbourne

s45 - material disclosed in confidence, s47C - deliberative processes, s47G - business information



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Expert advice to support evaluation of the component one technical requirements

Version: 1

Date: May 2025

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1. Overview of component 1 requirements

The following table was included in the Request for Tender Package provided to tenderers. It provides an overview of the four component 1 requirements, and the types of indicators/evidence that would be expected in a submission.

Requirements

The assessment tool(s) should meet the set of requirements outlined under the following four headings. The assessment tool(s) should:

1.1 Be suitable for NDIS purposes:

Requirement	Indicators/Evidence
1. The tool(s) primarily assess disability support needs The tool(s) primarily assesses the concept 'support needs' and does not primarily assess other concepts such as functioning, severity of impairment, quality of life, or non-disability support needs (e.g. carer support needs, or supports only related to other areas of need such as health or housing).	- Measures attributes of disability-related support needs of people with disability (rather than concepts such as function, impairment or quality of life), and - Measures attributes of support needs such as type, frequency, and intensity, and - Scales should be ordinal or continuous and have at least three levels.
2. The tool(s) assess need in relation to NDIS supports The list of disability-related supports funded by the NDIS is available on the NDIS website . The support needs assessment tool should assess the pertinence of these supports to the person with disability.	Scales or domains demonstrate the coverage of relevant support type(s).
3. The tool(s) assess needs across a broad range of support need areas The solution assesses needs across a range of life areas in which a person may have disability-related supports. For example, it assesses needs across the activity and participation areas described in the International Classification of Functioning, Disability and Health (ICF), including	Domain structure and content demonstrate coverage of each support need area.

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Requirement	Indicators/Evidence
disability-related health needs and behavioural support needs).	
4. The tool(s) are appropriately structured The structure of the tool(s), including the domains and associated items is well-validated, supported by a strong theoretical/conceptual basis with empirical evidence.	• Description of relevant and contemporary theoretical underpinning of the structure of the tool(s), and/or • Studies exploring the structural validity and/or internal consistency of the tool(s) found satisfactory results (as defined by recognised standards for the interpretation of psychometric results) in relevant cohorts.
5. The outputs of the tool(s) support appropriate budgeting decisions in respect to NDIS Supports The data derived from the assessment tool(s) include scores for each domain and/or support need area in sufficient detail to inform the budgetary requirements of the participant.	• Outputs are provided for each domain of the tool(s) (i.e. does not only provide one overall score).
6. The tool(s) are consistent with a contemporary model of disability Conceptually founded or consistent with a model of disability such as the International Classification of Functioning, Disability and Health (ICF), Canadian Occupational Performance Model, or the Disability Creation Process Model.	• Evidence of the use of relevant models in the development of the tool(s), and/or • Satisfactory description of how the tool(s) are consistent with one or more contemporary model of disability.
7. The tool(s) are able to produce consistent outputs Demonstrated sufficient reliability (including inter-rater, inter-respondent, test-retest and intra-rater reliability).	• Research studies to assess the tool(s)' reliability found satisfactory results (as defined by recognised standards for the interpretation of psychometric results) in relevant cohorts.
8. Evidence of tool(s)' ability to predict support needs Evidence to indicate the assessment tool can accurately predict support needs, as demonstrated through its practical	• Research studies which statistically explored the tool(s)' predictive validity found satisfactory results (as defined by recognised standards for the interpretation of psychometric results) in relevant cohorts, and/or

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Requirement	Indicators/Evidence
application in another relevant context and/or statistical evidence within a research context.	Previous examples which demonstrate the tool(s)' ability to be used to predict support needs in another relevant context.

1.2 Be suitable for NDIS cohorts:

1. The tool(s) are appropriate for relevant ages The solution has been developed for, or successfully tested with, people with disability aged 16+ to reflect the range of age cohorts accessing the NDIS.	- Appropriateness for relevant ages demonstrated through the Initial design or subsequent revisions of the tool(s) (e.g. consideration of domains, questions, response options), and/or - Appropriateness for relevant ages demonstrated through subsequent testing of the tool(s) (e.g. satisfactory results or feedback).
2. The tool(s) are appropriate for disability groups relevant to the NDIS The solution has been developed for, or tested with, people with disabilities relevant to the NDIS's participant cohorts. These include people with neurodevelopmental conditions, physical disability, neurological conditions, degenerative conditions, and psychosocial disability.	- Appropriate for (tested or developed with) disability groups accessing the NDIS, and/or - Demonstrated ability to tailor the assessment for different disability groups (e.g. semi-structured interview).
3. The tool(s) can be administered in a culturally appropriate way Tool's content and administration requirements includes and supports sensitivity and respect towards cultural differences, including any practices, translations, and representations are suitable for a diverse range of participants, including Australian First Nations Peoples. This includes a demonstrated awareness of how various ethnic, racial, and linguistic groups differ from one another and recognising the significance of their cultural elements.	- Does not contain concepts, practices or language that are culturally insensitive or inappropriate, and/or - Tested and validated with a range of cultural groups (including Australian First Nations Peoples), and/or - Multiple language versions available.

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4. The tool(s) can be administered in a way that recognises the diversity of members of the LGBTIQASB+ Communities The tool(s) account for the diversity of relationships (including family structures, such as chosen family) and uses gender-conscious language (as defined here: <u>Inclusive Language Playbook: Writing for LGBTQ+ Communities</u>) that recognises the diversity of gender.	Does not contain concepts, practices or language that do not recognise the diversity of members of LGBTIQASB+ Communities.
5. The tool(s) can be delivered in a way that is trauma informed Able to be administered in a trauma-informed way (either through inherent properties that are trauma-informed, or a lack of inappropriate properties).	Does not contain concepts, practices or language that are inconsistent with trauma informed practice.
6. The tool(s) are available in English The tool(s) are available in English, with minimal colloquialisms or terminology that would be unfamiliar to an Australian audience.	English version available (may have been validated in another language and no significant changes have been made).

1.3 Support a positive participant experience:

1. The tool(s) collect information from appropriate sources The tool(s) allows, but not require, self-reporting by the participant. It should also include the ability for information to be incorporated from multiple sources (e.g. carers, information from treating professionals).	- Description of sources of information able to be used by the tool(s) as described in the administration manual/instructions, and/or - Appropriate information sources demonstrated through initial design or subsequent testing.
2. The tool(s) can be administered in contexts relevant to the NDIS	Description of contexts suitable for administering the tool(s) as described in the administration manual/instructions, and/or

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The tool(s) is able to be administered in a range of environments (e.g. NDIS offices, the participant's home etc.), and allows, but does not require, in-person assessment (e.g. permits assessments via video call).	Appropriate administration contexts demonstrated through initial design or subsequent testing.
--	---

1.4 Suitable for NDIS business requirements:

1. Assessor workforce The tool(s) are able to be administered by a multi-skilled workforce with differing levels of professional qualification and disability experience.	• Description of requirements for assessor skills, training or qualifications as described in the administration manual/instructions, and/or • Appropriate assessor skills, training, or qualifications demonstrated through subsequent testing.
2. Administration time required The average time taken to administer the tool(s) is reasonable, in that it enables collection of sufficient information to understand a participant's holistic disability support needs.	• Description of expected face to face administration time as described in the administration manual/instructions, and/or • Description of expected preparation, scoring and report writing time as described in the administration manual/instructions, and/or • Evidence of administration time in research studies or other similar cohorts.
3. The solution utilises questionnaire or interview information collection methods The tool(s) should use questionnaire or interview information collection methods, rather than relying on performance-based methods. Ability to administer the tool(s) using semi-structured interview methods is beneficial.	• Description of appropriate information collection methods as described in the administration manual/instructions, and/or. • Appropriate information collection methods as demonstrated in subsequent testing.



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CHIEF EXECUTIVE BRIEF

Required Action: For execution
Critical Date: 27 August 2025

PDR: EC25-0003550
Div: COO

PROC-4807- CONTRACT EXECUTION – UNIVERSITY OF MELBOURNE

1. Purpose

- 1.1. To execute a contract with University of Melbourne

2. Background

- 2.1. On 14 August 2025, you approved the establishment of a contract with Melbourne University for the provision of support needs assessment tool(s) related operational services and an integration system (EC25-003464 refers).
- 2.2. The contract has been finalised, is signed by the University of Melbourne, and is ready for execution.

2.3 s42 - legal professional privilege, s47G - business information

2.4

2.5

2.6

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2.7. As Procurement Owner I confirm that the contract:

- a) presented for execution is consistent with the procurement objectives of the approved Proposal to Undertake a Procurement, and Approval to Enter into an Agreement,
- b) scope, term and extension options are as approved in the Approval to Enter into an Agreement, with no material deviations,
- c) consistent with the contract in the Approval to Enter into an Agreement; and
- d) is within the funding envelope, and forward financial commitment approved in the Approval to Enter into an Agreement.

3. Recommendation

3.1. That you sign at:

- a) Page 75 – M000002243 (PDMS Package Item – FOR SIGNATURE - PROC-4807 – CONTRACT – UNIVERSITY OF MELBOURNE). Note, a witness is also required (Attachment B).

3.2. An associated workflow for this contract requires your action in Essentials.

Table 1: Procurement Owner Signature

Name	s47F - personal privacy
Position Title	
Signature	
Date	27 August 2025

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Butler Ministerial Submission – Decision
(AGENCY INITIATED)

MS25-000137

Date sent to MO: 28 August 2025

To: Minister Butler

Cc: Minister McAllister

Subject: Procurement of the core tool for assessment of support needs for adult NDIS participant

Critical date: N/A

Recommendation/s:	Decision/s:
1. Note that the NDIA has finalised procurement of the support needs assessment tool for adult participants in new framework planning.	1. Noted/please discuss
2. Note the next steps in finalising the needs assessment and preparations for implementation.	2. Noted/please discuss
3. Agree to either announce the tool to the public via Ministerial announcement or NDIA announcement.	3. Ministerial Announcement/ NDIA Announcement/ Please discuss
Signature	Date: / /
Comments:	

Clearance Officer:	s47F - personal privacy
Contact Officer:	

Submission Summary

That the Minister note:

- The procurement process to select support needs assessment tools and operationalisation support services for new framework planning is complete.
- A consortium comprised of the University of Melbourne and the Centre for Disability Services (part of the University of Sydney) was the successful tenderer and will supply the Instrument for the Classification and Assessment of Support Needs (I-CAN) version 6.

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- The contract with the consortium includes services to support implementation of the tool in NDIA operations, including a workforce training and assessor accreditation model, as well as services to monitor, modify and continuously improve the tool during implementation.
- The ICAN v6 will be used alongside other questionnaires and assessments to form the future NDIS needs assessment, which will be agreed through the Category A rule-making process with states and territories.
- This is a significant milestone in implementing legislative reform and New Framework Planning, which will attract interest and scrutiny from NDIS stakeholders.

That the Minister provide a decision on either of the proposed options for announcing the tool to the public:

1. A Ministerial announcement; or
2. NDIA announcement

Key Issues:

1. From February 2025 the NDIA conducted a competitive Request for Tender process to select needs assessment tools for adults. The procurement panel included [s47F - personal privacy](#)
[REDACTED]
2. A contract has been executed with a consortium comprised of the University of Melbourne and the Centre for Disability Services (an affiliate of the University of Sydney). The contract provides for:
 - a. A perpetual enterprise licence for the NDIA (and representatives of the NDIA) to administer the I-CAN v6.
 - b. The provision of a range of operationalisation support services, including workforce training and accreditation programs, administration support materials.
 - c. Data analytics and quality assurance activities, and modifications to the tool to tailor the assessment approach to NDIS cohorts and purposes.
3. [s47C - deliberative processes, s47E\(d\) - certain operations of agencies](#)
[REDACTED]
4. The I-CAN v6 will be the core component of the future NDIS needs assessment for adult (16+) participants and will be used alongside a supplementary personal and environmental circumstances questionnaire, as well as additional assessment modules for participants requirement complex product-based supports such as high-cost assistive technology and home modifications.
5. The conclusion of this procurement enables a range of operationalisation activities to progress, including finalisation of other elements of the NDIS needs assessment for adults, the development of the budget method, workforce recruitment, training and accreditation, service design and ICT system transformation, etc.

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6. The training and accreditation programs purchased under the contract provide flexibility for the I-CAN v6 to be administered by assessors who are not qualified allied health professionals. However, a range of workforce and implementation decisions are required, including assessment modalities (i.e. proportion of assessments conducted face-to-face), which the NDIA and DHDA will engage you on through the MYEFO process.
7. The NDIA engaged the disability community on the scope of this procurement through the Disability Representative and Carer Organisations Forum and the NDIA's co-design working groups. The announcement of this tool will attract significant interest and scrutiny. The communications plan provided at Attachment A may be adapted to support either a Ministerial or NDIA announcement.

Background:

- In August 2024, the NDIS Amendment (Getting the NDIS Back on Track No. 1) Act, passed the Commonwealth Parliament. The Bill enables the creation of legislative instruments which give effect to new framework planning, which includes a new assessment and budgeting method.
- On 5 February 2025, the NDIA released a Request for Tender on AusTender in relation to adult needs assessment tools. [s47G - business information](#)
- The procurement panel included representatives from [s47F- personal privacy](#)
- The evaluation process was completed on 17 June 2025 and recommended that the NDIA enter into negotiations with the University of Melbourne to determine whether a value for money outcome could be achieved.
- Contract negotiations took place between 2 July and 27 August, when the contract was executed. Unsuccessful tenderers have been notified.
- The NDIA engaged Clayton Utz as external probity advisor, who provided confirmation that the procurement complied with the Commonwealth Procurement Rules and other relevant Commonwealth procurement policies.

Media considerations:

- The announcement of the tool will attract interest from media and stakeholders in the disability community. Potential criticism may relate to the type of tool selected, the timeframes for transition to New Framework Planning and limited opportunities for sector consultation. For example, [Exclusive: 'Catastrophic errors' seen in rushed NDIS reform | The Saturday Paper](#)

Sensitivities:

[s47F - personal privacy, s47G - business information](#)

OFFICIAL: SENSITIVE**Financial Impacts:**

- N/A

External Consultation:

- The consortium will be asked to provide input into the media release, either as an NDIA or Ministerial announcement.

Regulatory Implications:

- The needs assessment tool is integral to the roll out of new framework planning under the NDIS Act and will need to be specified in NDIS Rules.

Attachments:

A: Communications Plan

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Agenda item X Attachment A

Briefing note - NDIS Current Issues

NDIS Support Needs Assessment development

November 2025

Purpose

This briefing discusses the issues that have been raised by IAC members and the disability community on the development of Support Needs Assessment as part of the new planning framework.

Key issues

Since the announcement of the purchase of the I-CAN tool as part of the new Support Needs Assessment there has been concern, confusion and fear from the disability community.

The issues being raised are concerns about:

- A single tool for the Support Needs Assessment
- Validation of the I-CAN tool and information about the tool
- The ability of I-CAN to be used with different groups of people
- The ability of I-CAN to be culturally safe and responsive
- The co-design and feedback process for Support Needs Assessment
- The qualifications and training of assessors
- The ability to check and correct assessments before decision making.

Support Needs Assessment and I-CAN

The IAC has heard that most people and Disability Representative and Carer Organisations (DRCOs) were surprised and concerned to see the announcement of a single tool that was being procured for the Support Needs Assessment. Previous messaging from the NDIA was that there would likely be multiple tools and that they would be developed and evaluated through a co-design process to meet the diverse range of people's needs.

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With the announcement of I-CAN people have spoken about not having access to knowledge about the tool or information from previous versions. Specifically, people have raised:

- It is hard to find and understand information about what is in I-CAN and how it works.
- In a previous version of I-CAN people had concerns about how their information was shared and how it was used. It is unclear what will happen with the information participants share in this process.

Due to the nature of the I-CAN tool being developed through the University of Melbourne and Centre for Disability Studies, recent research and evaluations of the tool are hard to find. The publicly available validation research seems to be from 2009. Detailed information is not accessible unless it is paid for, and the training to be an I-CAN assessor is only available to certain professionals and at a cost.

The questions the disability community has on previous evaluations and validation of the tool are not being adequately answered or addressed.

It has been shared recently by the NDIA that there is a process being undertaken through a design hub with a small group of participants to test the I-CAN. This is good and it's important that people can give honest and frank feedback in a safe environment. The DRCOs through their forums have also requested for NDIA to do a run through of the tool to see how it works, yet this has not yet occurred.

The disability community are seeking transparency about the tool itself and the process for making modifications to the tool. It has been acknowledged by NDIA and the Centre for Disability Studies that the I-CAN v6 forms the basis of the assessment and will be tailored as ongoing testing, evaluation and use occurs.

There is a mix of purposes in the use of the I-CAN tool as it seems it will be used to determine participants budgets from July 2026, while also being evaluated and modified by the Centre for Disability Studies. Participants need to know and give consent to how their information, and their reports are used for both these purposes.

Diversity of people and need

The IAC members and the disability community are very concerned that the I-CAN is not responsive to diverse identities, cultural considerations, and diverse communication.

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The tool has not been culturally validated for working with First Nations participants and their communities. Current messaging seems to be that these groups may be left till the end of the roll out before trying, testing, modifying and validating the tool. This puts the participants within these communities at high risk of having a tool that misses their important needs. It also sends a message that First Nations participants can wait, rather than the NDIA proactively engaging with First Nations participants and researchers now to build a culturally validated tool.

Culturally and linguistically diverse participants and participants with diverse communication needs are also concerned that the conversation basis of the I-CAN will raise barriers rather than be a supportive focus on needs. There are concerns that people who have difficulty understanding the questions won't provide detailed answers. This also applies when people with intellectual, cognitive or psychosocial disability may not have great understanding or insight into their needs.

The initial testing and engagement with the tool must be with a diverse group of participants to understand the range of ways the tool might need to be modified or supported with additional modules.

Co-design and feedback

There is an assessment and budgeting co-design working group that have been involved with providing ideas and feedback on assessment tools and what needs to be in the development of assessments. This group and other DRCOs have requested to see the I-CAN tool and try it, and to discuss the governance of the tool's further development with the people that are running the program. That has not yet occurred and should happen as part of the transparency and feedback loops of the NDIA co-design process.

The assessment co-design group only heard about the design hub group trialling the I-CAN at the recent DRCO forum. This group should be involved in an ongoing way with the trialling and modifying of the assessment tools. They have also raised concern that the publicly available procurement information does not provide an obligation for the Centre for Disability Studies to engage with the DRCO forum or the assessments and budgeting co-design working group.

A large number of questions have been raised about the assessment tools and processes. More information has started to be shared about the proposed Support Needs Assessment process, and how the I-CAN is one part of the assessment. Feedback mechanisms at the DRCO forums and advisory groups need to be in place, consistent, and answer questions about what has happened with their advice.

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They are seeking transparency. If something is yet to be worked on, it is okay to say so, and to ask for feedback on how to work on the things the NDIA does not have answers for yet.

More information must be shared on the way the Personal and Environment Questionnaire is part of the support needs assessment and how the budget will be generated from the reports.

Assessor training and qualifications

The assessor role potentially holds a significant amount of power. It is understandable that there are many questions and concerns being raised about who will be assessors and how they will be trained.

The I-CAN tool website states that Allied Health professionals should administer the tool, however the NDIA has said they will be getting staff trained to do the assessments. There is concern that assessors may miss skills that are expected in an Allied Health professional. There is also concern new staff from the NDIA and the trainers may have unconscious bias and expectations of people with disability that can impact assessment processes, particularly for those who cannot explain their needs and so may get less.

The disability community want assurance that the training of assessors will include an understanding of disability rights, the history of disability institutionalisation and abuse, and allow exploration of inclusion in practice and contemporary expectations.

There is concern that it has not yet been made clear whether assessors will be employed by the NDIA or contracted from third parties. It has been raised that when contracts for roles are given to large external organisations it is harder to ensure values are aligned with NDIS.

People with disability are expected to be both assessors and trainers of assessors. There are skilled and empathetic people with disabilities currently employed by the NDIA as well as Allied Health professionals with disability who could do these roles.

Correcting and reviewing the Support Needs Assessment

The IAC and the disability community are very concerned about how the NDIA manages the outliers where mistakes or decisions are incorrect. There are many examples of times when the NDIA staff have put the incorrect information into a plan or made a mistake with the figures in a budget.

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When the Support Needs Assessment process is complete it then forms the basis of the budget and the plan to go to a delegate for decision making. If a person with disability or their family member cannot check that the information in the Support Needs Assessment is correct before going to that decision making step, the only option is to go for a review of the whole plan.

There should be the ability to view and provide corrections to the Support Needs Assessment report before it goes to the budget and decision-making phase. The NDIA will be repeating the same problems we currently have where incorrect information and planning decisions without input from the person continue to be the norm, if this step is not included.

The IAC and the DRCOs want the internal mechanisms for decision making to be co-designed. This includes the process for being able to get a new assessment done if there are problems, for example with bias from the assessor or missing information. It has been noted that when the NDIA put in place expert panels to assist with reviews before people went to the Administrative Review Tribunal, it was successful.

Potential actions

- Communication with DRCOs on what has happened with the feedback they've given as well as continuing to involve the DRCO forum and co-design groups in all steps must be a priority for the NDIA.
- The DRCO Forum and other advisory groups need to see the I-CAN tool and the full Support Needs Assessment in practise so they can understand the process and provide feedback.
- As partners in the ongoing modification and design to meet the needs of different groups the Centre for Disability Studies team should be engaging with the DRCO forum and different advisory bodies of the NDIA including the IAC.

Prepared for Leah van Poppel, IAC Principal Member, by Samantha Jenkinson, Senior Independent Advisor.

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I-CAN Published articles and chapters

Riches, V.C. (2003). Classification of support needs in a residential setting, *Journal of Intellectual and Developmental Disability*, 28 (4), 323-341.

Parmenter, T.R., Llewellyn, G., Chan, J., & Riches, V.C., (2003). Supports classification and assessment of needs instrument. *ICF Australian User Guide Version 1.0* Canberra: Australian Institute of Health and Welfare <http://www.aihw.gov.au/disability/icfug/index.html>.

Llewellyn, G., Parmenter, T. R., Riches, V. C., Chan, J., & Hindmarsh, G. (2005). ICAN: A tool to assess support needs of people with intellectual disabilities based on the WHO's International Classification of Functioning Disability and Health (Abstract). *Journal of Policy and Practice in Intellectual Disabilities*, 2(3/4), 188.

Riches, V.C., Parmenter, T.R. Llewellyn, G., Hindmarsh, G., & Chan, J. (2009a). I-CAN: A new instrument to classify support needs for people with disability: Part I. *Journal of Applied Research in Intellectual Disability*, 22, 326-339.

Riches, V.C., Parmenter, T.R. Llewellyn, G., Hindmarsh, G., & Chan, J. (2009b). The reliability, validity and practical utility of measuring supports using the I-CAN instrument: Part II. *Journal of Applied Research in Intellectual Disability*, 22, 340-353.

Arnold, S.A., Riches, V.C., Parmenter, T.R., & Stancliffe, R. J. (2009a). The I-CAN: Support needed for inclusion and empowerment. 2nd IASSID Asia-Pacific Regional Congress, *Journal of Policy and Practice in Intellectual Disabilities*, 6 (2), 93.

Arnold, S.A., Riches, V.C., Parmenter, T.R., & Stancliffe, R. J. (2009b). The I-CAN: Using e-Health to get People the support they need. *Electronic Journal of Health Informatics (eJHI)*, 4 (1):e.

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Ruppert, S., Richards, D., Arnold, S., Riches, V., & Parmenter, T. (2010). Applying Medicine 2.0 To The I-Can.

Arnold, S.R.C., Riches, V.C. & Stancliffe, R.J. (2011). Intelligence is as Intelligence Does: Can Additional Support Needs Replace Disability? *Journal of Intellectual & Developmental Disability*, 36(4), 258-262.

Arnold, S., Riches, V., Stancliffe, R. (2014), I-CAN: The Classification and Prediction of Support Needs. *Journal of Applied Research in Intellectual Disabilities*. 27(2), 97-111.

Arnold, S. R. C., Riches, V. C. & Stancliffe, R. J. (2015). Does a measure of support needs predict funding need better than a measure of adaptive and maladaptive behavior? *American Journal on Intellectual and Developmental Disabilities*, 120(5), 375–394. doi: 10.1352/1944-7558-120.5.375.

Arnold, S., Riches, V. & Stancliffe R. (2016a). Advocating for needed supports using a standardised assessment of support needs (Abstract). *Journal of Intellectual Disability Research*, 60(7/8), 630.

Stancliffe R. J., Arnold, S. R. C., & Riches, V. C. (2016b). The supports paradigm. In R. L. Schalock & K. D. Keith (Eds.), *Cross-cultural quality of life: Enhancing the lives of*

persons with intellectual disability (2nd Ed.). Washington DC: American Association on Intellectual and Developmental Disabilities, 133-142.

Reports

Riches, V.C, Parmenter, T.R., Griffin, T., & Stancliffe, R. (2000). *Support Needs Classification – Evaluation Report for the ACT Community Care Disability Program*. Sydney: Centre for Developmental Disability Studies, and The University of Sydney.

Llewellyn, G., Parmenter, T.R., Chan, J., Riches, V.C., & Hindmarsh, G. (2005). *I-CAN: Instrument to Classify Support Needs for People with Disability*. Final report. Sydney: The University of Sydney.

Riches, V.C., Arnold, S. (2010). *Construction of a Disability Support Needs Profiling Tool for the Department of Human Services, Victoria*, July; Sydney: Centre for Disability Studies & The University of Sydney.

Riches, V.C., Arnold, S.R.C., & O'Brien, P. (2012). *Construction of Disability Services' Support Needs Profiling Tool: Ensuring Equity in Individual Funding*. Final Report. Prepared for the Victorian Department of Human Services. Sydney: Centre for Disability Studies & The University of Sydney.

I-CAN research – Validity and reliability

A supports classification and assessment system was initially developed for the ACT Department of in 1998-1999 for clients living in community residential and respite settings who had a primary diagnosis of intellectual/developmental disability. The aim was to enable accurate classification and resource allocation in the context of limited resources.

- Early research resulted in the development of an instrument titled “SCAN – *Supports: Classification and Assessment of Needs*”. This consisted of 5 domain scales (basic physical care considerations, adaptive skills, communication and social skills, medical and allied health needs, and behavioural considerations) and a risk profile.
- Actual supports received, including staff hours over a 24-hour period and the presence and type of night support required to assist individuals in their current activities and living environments was also recorded.
- The SCAN was *then administered* to 116 clients who had an intellectual disability, many with additional disabilities: psychiatric conditions (22%), epilepsy or seizures (38%), a progressive degenerative condition (35%), visual impairment (22%), and/or hearing impairment (8%). Additionally, 23% experienced mobility problems, with 6% totally immobile. Some individuals had multiple disabilities requiring constant care and support of a life sustaining nature. A total of 59% of the sample were considered to require support at all times, and only 11% were able to travel independently.
- Ages ranged from 13-50 years average age = 29 years 10 months
- A multi-dimensional scoring model and multiple regression analyses and discriminant function analyses were used to evaluate how well 5 domain scales and the risk profile predicted current support, measured by current staff hours per 24-hour period.
- the R squared was .58, meaning that jointly, the 5 predictor variables explained 58% of the variation in results. Basic physical care and adaptive behaviour were identified as the significant predictor variables in this analysis.
- A discriminant analysis using 4 levels of staff support hours as the independent variable accounted for 88% of the variance and identified the 3 domains of adaptive behaviour, basic physical care and communication as significant predictors of staff support hours (Chi square = 76.35, df=15, p= .000). A second function included both the behaviour and medical and allied health needs domains and accounted for another 7% of the variance.
- The SCAN was compared with 2 other instruments, *the Functional Independence Measure (FIM)* that assesses and *the Inventory for Client and Agency Planning (ICAP)* for concurrent validity for N=30. The FIM concentrates upon physical care and mobility issues, and as predicted, there was a high negative correlation (r=0.96) between the FIM Motor Sub Scale and the SCAN basic physical care domain scale. The ICAP measures both adaptive behaviour and problem behaviour and these scales correlated highly and in the expected direction with similar SCAN domains. Thus SCAN measured content similar to parts of the FIM and ICAP in a reliable and consistent way.
- 3 month Test-retest reliability results (N=30) proved very strong for the areas of adaptive behaviour, communication and basic physical care, with correlations all above r= 0.90, psychiatric (r=0.98) and epilepsy (r=0.81) conditions. Spearman

rho correlation coefficient for behaviour was $r = 0.77$. This was considered respectable, since behaviour is an area that can be subject to change.

- SCAN proved easy and practicable to use and meaningful to service providers, clients, family members, advocates and guardians.
- Requests resulted in the development of SCAN-D for use in Day programs and was well received but lack of research funding prevented analysis of results

I-CAN

- The SCAN was the basis of I-CAN v1-I-CANv3 which further refined and trialed extensively under an ARC Linkage Grant 2001- 2004.
- Involved CDS/ The university of Sydney and 16 partner organisations supporting people with various disabilities in residential and day program settings across the Australian Capital Territory, New South Wales, Queensland and Victoria.
- A total of $N=5071$ individuals participated in trialing successive versions of the I-CAN: $N=1012$ people with disabilities, $N= 3093$ staff from disability organizations, $N= 1012$ facilitators, 339 parent/s, relatives or guardians, 23 advocates, and 72 others such as friends.
- Was aligned with the ICF classification system (WHO, 2001).
- The instrument was analysed using factor analytic and scale reliability techniques, and relationships were explored between sub scales and between scale results and independent variables such as gender, age and type of disability.
- Reliability studies were also conducted to assess internal consistency of scales, test-retest reliability and inter-rater reliability.
 - All test-retest correlations on the Activity and Participation Scales (A&P) and the A&P Total Scale were significant and in the moderate to high range with $r=0.46$ to 0.93
 - Test-retest results on the Behaviour Scale $r=0.66$ to 0.70 at the one year retest and $.25$ to $.32$ at the two year retest.
 - Test-retest reliability coefficients for the Physical Health Scale and the Mental Emotional Health Scale ranged from $r=-0.22$ to $r=0.51$ at the one and two year retest – measured actual changes.
 - An inter-rater reliability study using a 10% stratified random sampling technique for participants who completed *Version 2* of the instrument found the reliability for a total of 3228 items ranged from $r=0.96$ to $r=1.00$, and the overall inter-rater reliability was very high at $r= 0.99$.
- Concurrent validity was investigated in several small studies, by exploring the relationship between the I-CAN and the *Inventory for Client and Agency Planning (ICAP)* (Bruininks, et al., 1986) and the *Quality of Life Questionnaire (QOL-Q)* (Schalock & Keith, 1993).
 - The correlation coefficients between the I-CAN Health and Well Being(HWB) and A&P Scales and the ICAP Service Level Scores were all negative and significant at $p<.05$. Sixty percent of the correlation coefficients were significant at $p<.05$ between the I-CAN A&P scales and the ICAP Adaptive Behaviour Scales, while 38% of the I-CAN HWB Scales and the ICAP Maladaptive Indexes correlated significantly. The I-CAN Mental Emotional Health Scale correlated significantly

with the *ICAP* Internalised, Externalised and General Maladaptive Indexes, while the *I-CAN* Behaviour Scale correlated significantly with the Externalised and General Maladaptive Indexes.

- Low to moderate correlation coefficients were evident between the *I-CAN* Scales and the Quality of Life Questionnaire (QOL-Q) Total, indicating little relationship between the amount of support required and quality of life generally
- Predictive validity studies were undertaken using amount of day time and night time support required and support hours using a 24 hour clock to measure where and when support was currently provided to participants. Regression analyses were run using these measures with *I-CAN* scale scores.
 - A multiple regression analysis with daytime support continuous dependent variable (0-16 hours can be left alone) against the six activity and participation (A7P) Scales and the A&P Total, found three scales measuring community participation, ability to make daily decisions and problem solve, and communication together explained 40% of the variance of the daytime support hours required, $F(3, 1005) = 221.78, p < .001$. Low % variance due to little discrimination between participants regarding the number of daytime support hours recorded, with the majority of the sample (68%) receiving almost total day time support and over 90% receiving at least eight hours support each day. Outlying cases were those individuals (8%) who only required drop-in support rather than daily support.
 - Health and Well Being factors, as assessed using *Version 2.1-2.2* for 338 participants included medical conditions, epilepsy, mental illness and known behaviour. These factors combined only accounted for 8% of the variance for daytime support. This increased only marginally to 11% for the 76 participants who were assessed according to the Physical Health, Mental Emotional Health, Behaviour, and Health Services Scales on *Version 3*
 - Multiple regression analyses for *I-CAN* scales of HWB and A&P against current support hours best fit model using a stepwise entry explained only 27% of the variance, $(F(2, 275) = 3.437, p < .001)$, with significant contributions made by the scales measuring community participation, (22.1%), ability to make daily decisions and problem solve (3.4%), and Medical Condition (1.8%).
 - Multiple regression analysis found low variance according to gender, age and disability grouping.
 - *Additional factors to consider apart from hours of support identified as* - organizational factors relating to group supervision practices, concern for occupational health and safety and risk factors, and duty of care issues.

Lack of research funding has prevented further research.

Senate Community Affairs Legislation Committee

Supplementary Budget Estimates – 10 October 2025

Answer to Question on Notice

Health, Disability and Ageing Portfolio

Topic: Support Needs Assessment - I-Can Tool

Question reference number: NDIA SQ25-000143

Outcome Number: 4

Senator: Leah Blyth

Type of Question: Written

Date set by the Committee for the return of answer: 28 November 2025

Question:

4. How much has been spent on developing the new support needs assessment tool?

a. Was AI used in any way to assist in developing this tool?

Answer:

4. The National Disability Insurance Agency (NDIA) has not spent any funding on developing the support needs assessment tool. The NDIA procured a licence to use an off-the-shelf support needs assessment tool from the University of Melbourne and The Centre for Disability Studies.

a. No.



I-CAN v6 Workshop 1

Cohort Focus: Person with cognitive disability and/or communication difficulties

Domain Focus: Self Care / Communication

ndis.gov.au | 4 December 2025

Acknowledgement of Country

Before we begin, I would like to acknowledge the Traditional Owners and Custodians of the Country on which we meet today, and their continuing connection to land, sea, and community. I pay my respects to their Elders, past present and emerging.

I would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples here today.

Accessibility



Auslan interpreters will be spotlighted



Live Captions are available



There will be questions and answers at the end



Raise your hand if you have any questions



Easy Read resources will be linked



An accessible recording will be made available

Housekeeping

- Keep yourself on mute unless speaking
- Raise hand if you wish to speak
- Cameras, turn them on when speaking and introduce yourself.
- Phones, put on silent, take calls if an emergency
- Should you have any connection issues, log out and rejoin meeting
- We will have a 10-minute break halfway through the workshop
- Look after yourself, write 'be right back' (BRB) in the chat.



Agenda

1. Welcome and objectives
2. I-CAN fundamentals
3. I-CAN statements and scoring
4. Assessment preparation
5. Case Study Introduction - Cognitive Disability and Communication Support Needs
 - Pre-populating information
 - Strategies for working with non-verbal individuals or those using Augmentative and Alternative communication (AAC)
 - Using visual aids and simplified language effectively
 - Including family members and other key informants
 - Interview practice, I-CAN statements and scoring
6. What's Next
7. Questions and Answers

Learning Objectives

By the end of this session, participants will be able to:

- Explain I-CAN fundamentals
- Develop skills in writing strengths-based I-CAN statements and be able to score accurately
- Prepare effectively for assessments using best-practice guidelines.
- Analyse case study scenarios involving cognitive disability and communication support needs.
- Apply strategies for engaging non-verbal individuals or those using AAC.
- Demonstrate the use of visual aids and simplified language.
- Organise assessments to include family members and key informants.

Welcome and Introductions

- Introductions
- Overview of session goals and relevance to assessment and accreditation.
- Pre-workshop documents
 - Case Study: Olivia Jones - One-Page Profile and OT Functional Assessment Report
 - I-CAN v6 Scoring Manual
 - I-CAN v6 Self Assessment Checklist



I-CAN Fundamentals

- I-CAN Structure
 - Introductory Information (including Reason for Assessment, About Me, Current Life Situation)
 - Support Needs Assessment -12 Domains (each domain has 4 sub-domains except Physical Health which has 10)
 - Assessment Observations & Recommendations
- The 'I-CAN' formula
 - (name) **can** (do what) with (this type of support)

I-CAN Scoring Steps



1. DESCRIBE



2. IDENTIFY



3. SCORE

Describe I-CAN Statements

Using the 'I-CAN' formula:

- John can take his regular medication when his support staff put his pills out with a glass of water with his breakfast and dinner.
- Sandy can participate in shopping when she has her visual menu planner. Sandy matches the pictures on her planner to the items in the store at Coles and will place them in the trolley. Sandy will ask her support worker for assistance if she is unable to reach the item on the shelf. Sandy can purchase the items using her debit card with prompting support from her support worker.
- Keith can take the clean laundry to his bedroom when staff put the clean clothes on Keith's trolley and let him know that its time to put the clean laundry away.

I-CAN Scoring

Toileting

Harriet can manage her toileting needs with 1:1 support.

- Is this an I-CAN statement?
- How would you score the frequency?
- How would you score the type of support?

Activity: I-CAN Statement

You have 5 minutes to write your best I-CAN statement/s for Sally based on the below information taken from her Functional Assessment Report:

For dressing tasks, Sally typically waits for staff direction, indicating a need for external prompting and guidance. She has the capacity to complete dressing tasks whilst seated. With prompting, she is able to choose her clothing.

Ongoing supervision and prompting are required to ensure the appropriateness of her clothing choices based on the weather, the occasion, and cleanliness. This need for guidance also reflects potential impairments in judgment and understanding of social norms and environmental cues.

Sally will independently put on her pyjamas without prompting, suggesting some level of functional independence in familiar and less demanding contexts.

Assessment Preparation

Key Steps:

- Obtain consent
- Establish who are the key informants that need to be involved in the assessment
- Provide information to the participant about the purpose and process of the I-CAN assessment
- Gather personal and contextual details (identify sensitive topics)
- Gather relevant background information and reports
- Pre-populate sections of the assessment report with information obtained (ensure details are fact-checked during the assessment)

Importance of Preparation

Why preparation matters:

- Ensures adequate information is gathered and accurate scoring
- Builds trust and rapport with the participant
- Supports a smooth, person-centred assessment process

Impact of not preparing:

- Insufficient information gathered – leading to incorrect scoring and support recommendations
- Participant distress – confusion, frustration, or disengagement
- Missed goals – failure to capture aspirations and needs

Case Study: Cognitive Disability and Communication Support Needs

Olivia is a 58-year-old woman with intellectual disability, Pica, and dysphagia. She lives in shared supported accommodation with eight other residents. Olivia is non-verbal and communicates through gestures, vocalisations, and body language. She enjoys music, walking in the garden, sitting in the sun, puzzles, and arts and crafts.

Activity: Pre-populating Information

Using Olivia's One Page Profile and Occupational Therapy Functional Assessment Report:

- Write a person-centred, strength-based paragraph about Olivia for the About Me section of the I-CAN
- Identify which sections of the I-CAN you could pre-populate information in using the background information?
- Group discussion – Share 'About Me' examples with the group

What is Augmentative and Alternative Communication (AAC)?

AAC refers to methods and tools that support communication for people with speech or language difficulties.

- **Augmentative** – Adds to spoken language
- **Alternative** – Replaces spoken language

AAC strategies include:

- **Unaided** methods like gestures and facial expressions,
- **Aided** methods such as communication books or high-tech devices like speech generating devices, tablets with specialised apps.

Strategies for Non-verbal Individuals and AAC

- Always address the person first, even if responses come via AAC or support person.
- Confirm understanding by repeating back what you interpret.
- Use visual supports (pictures, symbols, communication boards).
- Allow extra time for responses.
- Ask yes/no questions if appropriate, but balance with open-ended prompts.
- Collaborate with support workers familiar with AAC device settings and to clarify responses if needed
- Check if the person uses low-tech AAC (e.g., picture cards) or high-tech AAC (speech-generating devices).
- Avoid rushing - respect the person's communication pace.

Examples of Adapted Open-Ended Questions

“What activities do you enjoy?”

Show pictures of activities (e.g., walking, music, puzzles) and let the person point or gesture.

“What would you like to do more often?”

Use a choice board or AAC device with options like “go outside,” “listen to music,” “visit family.”

“How do you like to spend your day?”

Present a visual schedule and ask the person to indicate preferred parts.

“What helps you feel comfortable?”

Use yes/no cards or symbols for things like “quiet space,” “music,” “favorite chair.”

“What is important to you?”

Offer images of family, friends, hobbies, and let the person select or gesture.



Using Visual Aids and Simplified Language

Why is this important?

- Enhances Understanding
- Promotes participation
- Ensures Accuracy
- Supports Person-centred Practice
- Reduces Distress and Risk

Involving Family and Key Informants in Assessment

Why It's Important:

- Provides accurate, holistic information about the person's needs and preferences.
- Ensures person-centred planning when the participant is non-verbal or uses AAC.
- Helps identify goals, routines, and sensitive topics that may not be evident during the assessment.

How to Involve Them:

- Invite family and key informants to attend the assessment in person.
- If they cannot attend:
 - Link them via Teams or other video platforms during the session.
 - Contact them prior or after the assessment for input and clarification.

Interview Considerations

Thinking about the case study, Olivia:

- How would you set up the environment?
- How would you start the assessment?
- What open-ended questions could you adapt for non-verbal communication?
- How would you involve her support workers while keeping Olivia at the center?

Activity – Interview Practice / I-CAN Statements

- Work in groups of 3-4 to practice interviewing:
 - Person 1: Olivia (participant) and her service coordinator, Sophie
 - Person 2: Assessor
 - Person 3-4: Recorder
- Use open and closed questions to gather information about Olivia's self care or communication supports
 - Draft 2–3 I-CAN statements for Olivia using the information obtained
 - Focus one or two subdomains in the self care or communication domain
- Share your statements with the group
- Discuss challenges and strategies

I-CAN Scoring Steps



1. DESCRIBE



2. IDENTIFY



2. SCORE

Identify and Score I-CAN Statements

Ava can self-feed using a teaspoon, modified bowl and anti-slip mat with her family and support workers following the mealtime management plan to ensure her feeding safety. This includes ensuring that the foods are of a level 5 texture, and that Ava is correctly positioned, alert throughout the meal, and provide prompting to eat slowly.

Activity – Scoring I-CAN Statements

- Choose one of your I-CAN statements your group wrote for Olivia
- Focus on either:
 - Self care subdomain, or
 - Communication subdomain
- Use the I-CAN v6 Scoring Manual – use as a reference for scoring
- Score Olivia's support needs based on that statement

What's Next

- I-CAN Assessment and Accreditation process
- Important resources
 - I-CAN v6 Scoring Manual
 - I-CAN v6 Sample report
 - I-CAN v6 Self Assessment Checklist

Questions and Answers



ASK YOUR QUESTIONS



SHARE YOUR INSIGHTS



DISCUSS ANY
CHALLENGES



I-CAN v6 Workshop 2

Cohort Focus: Person with physical disability

Domain Focus: Mobility / Physical Health

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Acknowledgement of Country

Before we begin, I would like to acknowledge the Traditional Owners and Custodians of the Country on which we meet today, and their continuing connection to land, sea, and community. I pay my respects to their Elders, past present and emerging.

I would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples here today.

Accessibility



There will be questions and answers at the end



Raise your hand if you have any questions



Live Captions are available



An accessible recording will be made available

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- Keep yourself on mute unless speaking
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- Phones, put on silent, take calls if an emergency
- Should you have any connection issues, log out and rejoin meeting
- We will have a 10-minute break halfway through the workshop
- Look after yourself, write 'be right back' (BRB) in the chat.

Agenda

1. Welcome and objectives
2. Key component of the I-CAN
3. I-CAN Statements and Scoring
4. How to describe supports for people with progressive or fluctuating disabilities
5. Case Study Introduction - Person with physical disability
 - Practice writing I-CAN statement
 - Practice sessions around scoring I-CAN statements
6. Considerations for completing an I-CAN via telehealth
7. Questions and Answers

Learning Objectives

By the end of this session, participants will be able to:

- Explain the key components and purpose of the I-CAN
- Develop skills in writing strengths-based I-CAN statements
- Apply the scoring system accurately across domains
- Analyse a case study involving physical disability to determine appropriate support needs
- Accurately document support needs in the I-CAN report for people with progressive or fluctuating disabilities
- Understand the key strategies for completing I-CAN assessments via telehealth

Welcome and Introductions

- Introductions
- Pre-workshop documents
 - Case Study: Tom Thomas – About Me, I-CAN Scoring Activity
 - I-CAN v6 Scoring Manual
 - I-CAN v6 Scoring System
 - Allied Health Professions Australia - Telehealth Guide for Allied Health Professionals & Checklists for Clients and Clinicians

The Core of the I-CAN

- The success of the I-CAN relies on the use of the strengths-based statements.
- The 'I-CAN formula' is key for producing strong, clear, strength-based statements.
- As your confidence grows, the structure will become more natural, and you may not need to use the formula word-for-word – but the same principles still guide your writing.

I-CAN Formula re-cap

(name) can (do what) with (this type of support)

For example:

John can take his regular medication when his support staff put his pills out with a glass of water with his breakfast and dinner.

Describe - I-CAN statements

Using the 'I-CAN' formula:

- Simon **can** make a hot drink when the tipping kettle has been filled to hold 1.5 cups of water by a carer and the items Simon needs are left in a position that Simon can reach.
- Omar **can** take his dog for a walk when he a carer puts the dog on the lead and hands the lead to Omar. He can manage when the carer accompanies Omar and assists Omar to care for his dog when out in the community, and takes the dog off the lead and places him in the backyard on their return.
- Lily **can** shower every morning in her accessible bathroom, when she is seated in her shower commode chair, all the items she needs are positioned within reach and when a carer washes the areas of her body that she is unable to reach.

I-CAN Scoring Steps



1. DESCRIBE



2. IDENTIFY



2. SCORE

Scoring: Frequency of Supports

Frequency of Support



0	Never	No support is required
1	Occasionally	Less than once per week
2	Weekly	1-6 times per week
3	Daily	1-3 times per day
4	Frequently	4 or more times per day
5	Continuously	Consistently throughout the day

Scoring: type of support

	0	Not Applicable	The described support need has been scored elsewhere in the I-CAN, or the domain is not relevant at the time of assessment.
	0	Independent	The person does not need any support.
	1	Managed Independence	This support need is managed through the independent use of aids or equipment e.g. wheelchair, hearing aids, glasses, communication device or a simple strategy such as independently using a checklist or phone reminders.
	2	Minor	The person may need brief or minor support from another person, for example simple first aid, giving a brief prompt or word of reassurance, minor setup or occasional supervision or mentoring, monitoring for signs of discomfort, or brief physical assistance for a minor aspect of the task.
	3	Moderate	The person may need a series of prompts or instructions, reassurance or emotional support or more regular supervision, interpreting or clarifying communication for an unfamiliar communication partner, or physical assistance for some aspects of the task.
	4	Extensive	The person needs extensive support for the majority of or for the entire task, such as hand over hand support, extensive emotional support, intensive communication support including speaking on behalf of the person, input or assessment by health care professional, or close supervision/monitoring. Alternatively, this task is completed wholly for the person, for example external financial management or guardianship.
	5	Pervasive	The person needs the direct simultaneous support of two or more people, such as a 2:1 hoist transfer or 2:1 response to behaviours of concern such as administering PRN.

I-CAN Scoring- things to remember

- Score the highest cumulative support
- Duplicate scoring
- Never/not applicable
- Scoring of goals – making sure the goal has a support need to score

Activity 1 – Scoring I-CAN statements and goals

- Review and score the 6 I-CAN statements and goals on the next 2 slides
- Use the I-CAN v6 Scoring Manual – use as a reference for scoring
 - What is the Frequency of Support?
 - What is the Type of Support?
- You have 10 minutes and then we will review as a group

I-CAN Scoring

Score the following I-CAN statements:

1. Transfers & Positioning: Emma can transfer between her bed and her wheelchair, and between her wheelchair and the toilet, and her wheelchair and her tilt tub water chair, with the support of two support workers and a hoist. Emma transfers at least 6 times a day.
2. Transfers & Positioning: Sam can manage all transfers with the use of rails, arm rests. He can transfer on/off his bed, shower chair, utility chair, toilet, lift recline chair and into/out of a vehicle.
3. Walking & Moving: Pete can use his wheelchair to move around the home environment, using his feet to self-propel. He can access the community 4 times per week when staff propel his wheelchair.



I-CAN Scoring

Score the following I-CAN goals:

4. Community, social & civic life: Tom to be able to use his iPad to activate his TV and choose what to watch. Tom to be assessed by an Occupational Therapist to review his technology options to control his TV.

5. Mobility Goal: Mia will work with her physiotherapist each week to improve her safe mobility and community access by increasing her lower limb strength, enhancing balance, and reducing her risk of falls.

6. Physical Health Goal: Olivia would like to maintain good hydration and nutrition to support her skin integrity and assist with her pressure injury management. Olivia to be assessed by a dietitian every 6 months, with a personalised Nutrition Plan developed and implemented by Olivia and her support workers.



Fluctuating or progressive conditions

- Describe what changes, how often, and how long support needs fluctuate.
- Note episodic patterns (days/weeks/months) in the subdomain.
- Outline all supports used during different phases.
- Estimate how much of the year each support is required.
- Score based on the highest cumulative support need.
- Document short-term higher support needs in the description.
- For progressive conditions, note recent changes and expected future needs.

Fluctuating condition – Example I-CAN Statement

Dave can mobilise safely with his 4 wheeled walker with regular supervision to ensure his safety. During winter and times of illness, his mobility may temporarily reduce, and he can mobilise with support using an attendant-propelled wheelchair. These episodic periods typically last for approximately 1-2 months, after which Dave is usually able to return to his baseline mobility once his health improves or the weather becomes warmer.

Progressive conditions – Example I-CAN Statement

Sam can manage soft, minced foods and thickened fluids safely with supervision and support from his carers, who assist with pacing, safe-swallow strategies, and monitoring for signs of fatigue. During periods of deterioration, Sam can maintain his intake with increased support, including spoon-feeding, additional time, closer supervision, and assistance to reduce aspiration risk, as well as supplements to support his nutritional needs. These episodes are occurring more frequently, 2-3 times per week, and his Speech Pathologist, Jenny Smith, has indicated that he is likely to require more intensive support over time, including possible transition to alternative feeding methods.

Case study: Physical Disability Support Needs

Tom is a 53-year-old man with a spinal cord injury at level C6/7 result in quadriplegia and other health related conditions. He lives in Sydney with his wife, Maisie, and their dog, Buddy. Tom has two adult children. Daniel, who lives in Newcastle, and Sophie, who lives in Launceston, and he maintains regular contact with both.

Tom enjoys a range of community activities, including going to the movies, doing the grocery shopping, and socialising with friends and family. He is an avid sports fan, following the Sydney Swans in the AFL and the Cronulla Sharks in the NRL. On Sunday mornings, he likes to listen to Macca on the radio and often tunes into The Conversation Hour during the week.

Activity 2 – I-CAN Statement

You have 5 minutes to re-write this into an I-CAN statement using the I-CAN formula:

Tom is unable to eat independently due to reduced hand function and fatigue. He requires lightweight cutlery and can only drink from straw. Carers need to place the cutlery and his thermal insulated mug in his hand as he can't do this independently.

Once completed, feel free to post in the Teams chat function or you can you feedback to the group.

Activity 3 – I-CAN Scoring

- Work in groups of 5-6 people to score the subdomains for Tom:
 - Groups 1-2: Mobility Domain
 - Groups 3-4: Community, Social & Civic Life Domain
 - Groups 5-6: Physical Health Domain
- These domains were provided in the pre-workshop materials
- Use the I-CAN v6 Scoring Manual – use as a reference for scoring
- You have 15 minutes to score and report back to the group

Telehealth assessments

Key considerations:

- How to engage with your participant via telehealth
- Ensure your participant has the technology and appropriate supports for the assessment
- Check your technology prior to assessment, and have a plan if technology fails
- Allow for breaks and have regular check-ins.

Questions and Answers



ASK YOUR QUESTIONS



SHARE YOUR INSIGHTS



DISCUSS ANY
CHALLENGES



I-CAN v6 Workshop 3

Cohort Focus: Person with psychosocial disability

Domain Focus: Domestic Life / Behaviours of Concern /
Mental and Emotional Health

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Agenda

1. Welcome and objectives
2. I-CAN Re-cap and Scoring
3. How to document behaviours of concern or mental health support needs
4. Case Study Introduction - Person with psychosocial disability
 - Review About Me and I-CAN statement
 - Review scoring of I-CAN statements
5. Managing discrepancies in reported support needs
6. Identify and document risk factors sensitivity
7. Assessing with trauma informed lens
8. Questions and Answers

Learning Objectives

By the end of this session, participants will be able to:

- Describe the purpose and structure of the I-CAN support needs assessment.
- Document behaviours of concern and mental health support needs using person-centred language.
- Write and score I-CAN statements accurately through case-based practice with a psychosocial disability example.
- Recognise and manage discrepancies in reported support needs across sources.
- Identify and record relevant risk factors with appropriate sensitivity.
- Apply trauma-informed principles when assessing support needs.

Welcome and Introductions

- Introductions
- Pre-Workshop documents
 - I-CAN Workshop 3 – Pre-Workshop Activities
 - I-CAN v6 Scoring Manual
 - I-CAN v6 Scoring System
 - Trauma Informed Practice resources

I-CAN Re-cap

- The success of writing a good I-CAN report is dependent on the accurate and consistent use of strengths-based statements.
- The 'I-CAN formula' provides a clear structure to produce clear, concise, strength-based statements.
- With increasing confidence, the writing style will feel more natural. The formula may not be used exactly as written, but its foundational principals will still inform the development of each statement.

I-CAN Formula

(name) can **(do what)** with **(this type of support)**

For example:

Sarah can **prepare her lunch** independently when **ingredients are set out on the bench** and her support worker provides **step-by-step verbal prompts**.

I-CAN Steps



1. DESCRIBE



2. IDENTIFY



2. SCORE

Describe – I-CAN Statements

Using the 'I-CAN' formula:

- Simon **can** manage feelings of anxiety when a support person provides a calm, predictable environment, checks in using simple prompts, and prompts Simon use his pre-taught breathing strategy. Simon can maintain engagement in daily activities when he is offered reassurance and the space to regulate at his own pace.
- Omar **can** participate in community activities four times per week, when a support person prepares him with clear expectations and accompanies him. He can manage distress-related behaviours (e.g., pacing, raised voice) when the support person provides reassurance and guidance to move to less busy environments, stays close, and assists him to transition safely back home when he becomes overwhelmed.

I-CAN Statements

Using the 'I-CAN' formula:

- Lily **can** complete her morning routine each day when a support person provides gentle prompts, prepares the environment, and helps her initiate each step. She is able to shower when she feels emotionally supported and when the carer provides encouragement, maintains her privacy, and assists her to continue when low mood or fatigue impacts her motivation.

Case study: Psychosocial Disability Support Needs

Nicola is a young woman currently living in a refuge after a period of significant instability at home. Before entering the refuge, she experienced frequent hospital admissions following suicide attempts, many of which occurred after arguments with her parents.

Nicola enjoys watching TV shows like 'The Summer I Turned Pretty' and 'Gossip Girl'. She has plans to do a 'euro summer holiday' once all her friends have saved up enough money. Nicola is now approaching the end of high school. She feels excited about finishing and the possibilities ahead, but she is also anxious about losing the structure and consistency school has provided during a very difficult period in her life.

Despite these challenges, Nicola is a fiercely loyal and determined young woman. She enjoys spending time with her friends, listening to music, and exploring the outdoors. She has been diagnosed with Major Depressive Disorder and Panic Disorder, both of which impact her daily functioning and her ability to manage stress and changes in routine.



Activity 1 – Review the About Me description

- Open the About Me description you completed in the pre-workshop activity.
- Review your description:
 - Is it person-centred?
 - Does it describe the person in a strengths-based way?
 - Does it outline what they like doing or an important quality about them?
 - Does it avoid describing disability or medical conditions?
- You're welcome to share your description in the Teams chat.
- An example of how it could be written will be posted in the Teams chat.

Activity 2 – Review the I-CAN Statement

Cleaning & Domestic Tasks:

Nicola struggles to keep her house clean and needs daily reminders because she doesn't maintain basic cleanliness on her own, especially when she is depressed. She usually lets dishes pile up overnight and can only manage to clean them in the morning if she happens to have enough energy. Nicola doesn't have good routines and becomes easily overwhelmed by simple household tasks. She also doesn't think she can manage hanging clothes on the line or remembering to take them down when she is unwell and uses the dryer instead.

Activity 2 – Review the I-CAN Statement

- Open the I-CAN statement you completed in the pre-workshop activity.
 - Does your I-CAN statement use the I-CAN formula?
 - Does it describe the frequency the support is provided?
 - Does it describe what type of support is provided e.g. supervision, verbal prompting, physical assistance?
- You're welcome to share your I-CAN statement in the Teams chat.
- An example of how it could be written will be posted in the Teams chat.

Scoring: Frequency of Support

Frequency of Support



0	Never	No support is required
1	Occasionally	Less than once per week
2	Weekly	1-6 times per week
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Scoring: Type of support

	0	Not Applicable	The described support need has been scored elsewhere in the I-CAN, or the domain is not relevant at the time of assessment.
	0	Independent	The person does not need any support.
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	2	Minor	The person may need brief or minor support from another person, for example simple first aid, giving a brief prompt or word of reassurance, minor setup or occasional supervision or mentoring, monitoring for signs of discomfort, or brief physical assistance for a minor aspect of the task.
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	5	Pervasive	The person needs the direct simultaneous support of two or more people, such as a 2:1 hoist transfer or 2:1 response to behaviours of concern such as administering PRN.

I-CAN Scoring - Things to Remember

- Identify all the supports & score the highest cumulative support
- Be care not to duplicate scoring
- When to leave domains blank or use Independent or Not applicable
- When writing goals, make sure the goal has a support need to score
- Remember to score the support being provided not the frequency of the activity / task is completed.

Activity 3 – Review I-CAN Scoring

- Open the I-CAN Scoring task you completed in the pre-workshop activities.
 - What is the Frequency of Support?
 - What is the Type of Support?
- You're welcome to share your scoring for each I-CAN Statement in the Teams chat.
- The scoring for each I-CAN Statement will be posted in the Teams chat.
- We will now review and discuss the scoring for each I-CAN Statement.

I-CAN Scoring

1. **Cooking:** Isla can prepare simple meals in the evening when a support person sets out ingredients, offers step-by-step guidance, and reminds her to use her coping strategies if she becomes anxious or overwhelmed. She can complete tasks with reassurance and clear structure.
2. **Shopping:** Maria can complete a short shopping trip twice a week when a support person helps her plan the list, accompanies her, and provides reassurance and grounding cues when she starts to feel overwhelmed. She can remain engaged when transitions are slow and predictable.
3. **Cleaning:** Ella can complete dishes and light tidying tasks when supports are aligned with her higher-energy periods in the morning. She manages more independently when the task is short, structured, and supported with gentle reminders to help her overcome low motivation linked to her depressive symptoms.



I-CAN Scoring

4. Community, social & civic life: Owen can participate in community activities 3 times per week when accompanied by a support person who helps him recognise risk and provides gentle prompts. He can manage impulsive running, shouting, or property interference when transitions are gradual and when he is given clear expectations and opportunities to take breaks.

5. Disruptive or Offensive Behaviour: Sofia can interact safely with others when she receives frequent monitoring and extensive emotional support throughout the day to recognise early physical signs of panic, escalating fear and emerging aggression. She requires staff to maintain distance and use trauma-informed de-escalation strategies, as outlined in her Positive Behaviour Support Plan, during periods of escalation. Sofia needs frequent prompting and calm reassurance, especially during transitions or unexpected changes. She re-establishes safety more effectively when provided with extensive support and protected space to regain control.

Documenting Behaviours of Concern & Mental Health Needs

Use respectful, neutral, non-judgemental language

- Focus on what supports the person needs, not what they “fail” to do.
- Describe observable behaviours, not interpretations.
- Reference the person’s Positive Behaviour Support Plan
- Highlight existing strengths, coping strategies, preferences, and what works well.
- Link the behaviour to what support enables safety, wellbeing, and participation.

Example:

Instead of “*Sam becomes aggressive when overwhelmed*” →

“Sam communicates distress through raised voice and pacing when sensory input is high.

He benefits from quiet environments and predictable routines.”

Managing Discrepancies

Acknowledge and explore differences

- Recognise variation between self-report, carer report and clinician report.
- Ask clarifying questions (e.g. “Talk me through how you do that task?”).
- Document discrepancies factually (e.g., “carer reports... participant reports...”).

Use a balanced, transparent approach

- Consider context: environment, time of day, existing supports.
- Note patterns across sources rather than determining who is “right”.
- Recognise lived experience while considering cognitive/psychosocial factors.
- If disagreement remains, record both perspectives and score the higher support need.
- Set goals to review or reassess areas of uncertainty.

Examples of Documenting Discrepancies

- David reported he can walk safely indoors without assistance. His support worker, Cindy, reported that David walks safely with supervision and minor guidance to manage his falls risk and balance changes, particularly when he becomes fatigued in the late afternoon.
- Ava reported that she can manage her daily routine independently when she is feeling well and able to stay focused. Her support worker, Jacob, reported that Ava completes her routine with prompting and encouragement, with more frequent prompting on days when her mood is low or when she is feeling overwhelmed.

Identifying & Documenting Risk Factors

Approach risk with care, clarity, and dignity

- Use neutral, non-blaming language.
- Describe risk indicators and context (not labels like “non-compliant,” “dangerous”).
- Document what increases risk (triggers, situations, environmental stressors).
- Document what reduces risk (strategies, supports, relationships, environments).
- Avoid unnecessary detail that may stigmatise, retraumatise, or reduce dignity.

Focus on safety & support needs

- Clearly link risks to required supports, not deficits.
- Highlight protective factors: strengths, routines, trusted people, coping strategies.

Example of Documenting Risk

Mary reported that she enjoys going out independently to visit local cafes and shops twice a week and feels confident navigating familiar routes. Her support worker, Taylor, reported that Mary engages well in community activities when she has support to plan her outings and scheduled check-ins, particularly on days when she is experiencing heightened anxiety or when environments are busy. Recent incident reports outline several occasions where Mary became distressed while alone in the community and a member of the public has driven her home. Based on this information, the behaviour support clinician has recommended a review of Mary's Positive Behaviour Support Plan and to limit her independent outings to her local café only, which is a quiet environment where she is well-known by staff. It is recommended that she has support when accessing other community settings to provide distant supervision and reassurance, if required.

Trauma Informed Assessment: Key Principles

Create Safety - Calm, predictable environment; explain what to expect.

Build Trust - Clear purpose, transparency, choice.

Use Strength-Based Language - Respectful, accessible communication.

Recognise Trauma Responses - Behaviours may reflect trauma, not “non-compliance.”

Adapt to Disability Needs - Adjust pacing, communication, and support.

Questions and Answers



ASK YOUR QUESTIONS



SHARE YOUR INSIGHTS



DISCUSS ANY CHALLENGES

We Welcome Your Feedback

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Report – Legislation weekly

The contents of this document are **OFFICIAL**.

Reporting period: 4 October 2024 to 10 October 2024

Report prepared: 11 October 2024

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Support Needs Assessments and budget models

Out of 179 questions and comments raised during the reporting period, a total of 4% of the discussion related to Support Needs Assessments (SNA) and budget models.

Attendees were seeking further clarity in these areas, for example:

- 'Who will conduct the Support Needs Assessment?'
- 'How does the restriction of what can be spent each month in relation to funding assist with those living with degenerative conditions, such as Alzheimer's/dementia? Things can change quickly at any point, and they may require an increase straight away.'
- Does this mean that funding will be flexible (for non-stated supports) across core and capacity building funding?'

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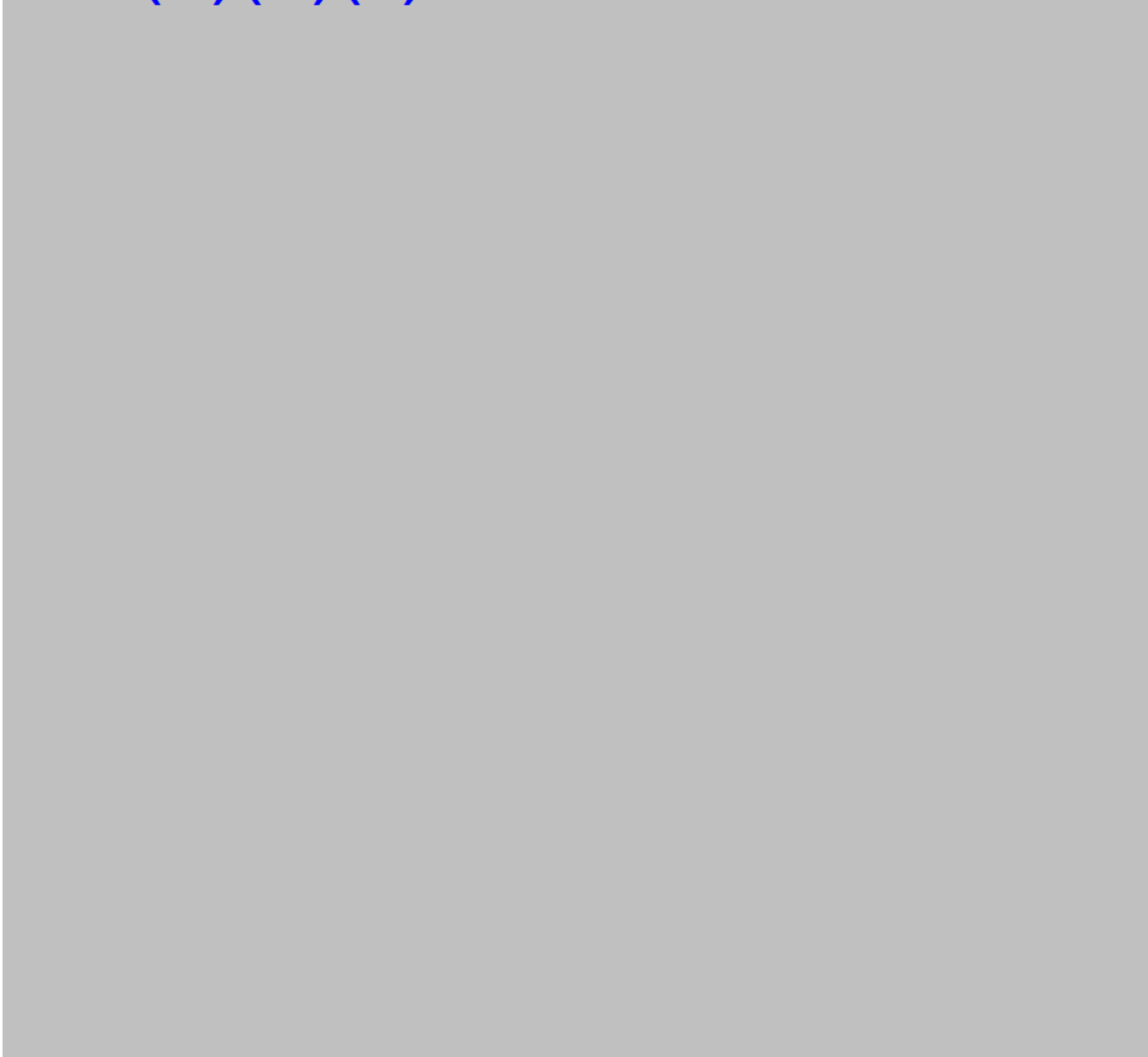
Report – Legislation weekly

The contents of this document are **OFFICIAL**.

Reporting period: 11 October 2024 to 17 October 2024

Report prepared: 18 October 2024

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2. Themes

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Support Needs Assessments

13% of discussions related to support needs assessments. Attendees were seeking further clarity, for example:

- 'Who will conduct the support needs assessment?'
 - including their qualifications?
- 'Is the support needs assessment similar to a functional capacity assessment?'
- 'Needs assessment concerns me, I hope it will be a regular therapist my son is already using, not someone he hasn't ever met or doesn't know the background info.'

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Report – Legislation fortnightly

The contents of this document are **OFFICIAL**.

Reporting period: 7 February 2025 to 20 February 2025

1. Executive summary

This report provides a summary of legislation related discussions from engagement and consultation activities delivered by the Engagement and Inclusion, Co-design and Provider Engagement Branches.

Key issues included:

- for community, mainstream and sector stakeholders: a lack of clarity and concern about the introduction of support needs assessments, foundational supports and notice of impairments for existing participants. These stakeholders want to better understand how these reforms fit together and the sequence of changes that will impact participants.

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Sentiment is:

- neutral from community and mainstream stakeholders with some emerging negative sentiment about support needs assessments
- mostly positive from participants and sector stakeholders who took part in co-design and consultations
- improving from providers due to the ongoing delivery of education sessions.

There remains a need to provide additional information on topics, such as:

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- Notice of Impairments, support needs assessments and foundational supports.

This report includes [recommendations](#), [quantitative findings](#), [sentiment](#), [themes](#) and full detail in [appendices](#).

2. Recommendations

There is an opportunity to improve the participant, stakeholder and provider experience by:

- Communicating and publishing additional information on support needs assessments, Notice of Impairments, foundational supports and the role of navigators.

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Recommendations from the previous reporting period saw the publishing of [claiming advice for replacement supports](#) for providers.

3. Quantitative findings

Engagement and Inclusion Branch

During the reporting period:

- 22 engagement activities were held where legislation was discussed:
 - 21 state and territory community engagement activities, with a breakdown of:
 - 8 in QLD
 - 7 in NSW/ACT
 - 3 in SA/NT
 - 2 in VIC/TAS

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- 1 in WA
 - 1 stakeholder meeting with a disability peak body.
- 682 stakeholders were reached.
- This included the quarterly Disability Representative and Carers Organisation Forum.

Co-design Branch

During the reporting period:

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- 60 stakeholders were reached.
- 1 face to face participant workshop was held to inform new framework planning

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4. Sentiment

Engagement and Inclusion Branch

The sentiment from engagement activities remained neutral in most cases. The majority of discussions were with stakeholders seeking clarity on legislative updates and changes.

There appears to be some frustration and negative sentiment emerging about support needs assessments as a result of the release of the tender. Participants, family members and sector stakeholders are starting to ask more questions about which tools will be used, who will deliver the assessment and share concerns about the appropriateness and limitations of using 'off the shelf' assessment tools. This is detailed in [themes](#).

Co-design Branch

Discussions were mostly positive, with a focus on improving plain language communications, keeping the participant at the centre of everything we do and enhanced education and capacity building of the NDIA workforce.

Feedback included:

- Clarity needed on the concept of budget flexibility, surrounding legislation and how it would work practically.
- Concerns that changes offload a lot of responsibility back onto participants. Supporting participants needs to be a focus.
- Supportive of the large amount of co-design and consultation that needs to support this work.
- Concerned about timelines and reaching diverse communities.
- Having enough time for meaningful consultation on topics.

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Providers continue to express dissatisfaction with the information available in the areas outlined in [themes](#).

5. Themes

Engagement and Inclusion Branch

There were 14 questions and comments raised during the reporting period, which identified the top key themes below.

Support needs assessment

50% of comments sought clarity about support needs assessments, what they will look like, who will do them and how they differ from independent assessments. Concerns were raised around qualifications and safety of in-home visits. For example:

- 'Who will deliver Support Needs Assessments? I hear it will be planners who will be 'trained' but these types of assessments really need qualified professionals not 'trained' staff who do not really comprehend the complexities of disabilities.'

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6. Appendix 1 – Engagement and Inclusion Branch -detailed comments

The detailed comments below were raised in engagements and directly come from Simply Stakeholders, aside from minor amendments to punctuation, spelling or expansion of acronyms.

Support Needs Assessment

- Stakeholder needs more information and agreement on what needs supports assessments look like.
- People are worried it will be independent assessments 2.0 but not independent. They are keen to understand who will do the assessments, what will the qualifications be?
- Stakeholder highlighted concerns that disabled women are not comfortable with assessors coming into their homes and have a history of violence and abuse. Overall issue with assessors coming into people's homes and safety aspect.
- 'Who will deliver support needs assessments? I hear it will be planners who will be 'trained' but these types of assessments really need qualified professionals not 'trained' staff who do not really comprehend the complexities of disabilities.'
- 'We are keen to hear more about this and how health might or might not be involved.'
- 'The tender for support needs assessments, is this done in co-design or in parallel. Will they marry up?'
- 'Is co-design for support needs considering the gaps with Culturally and Linguistically Diversity (CALD) and First Nations?'

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Report – Legislation engagement

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Reporting period: 21 February 2025 to 6 March 2025

1. Executive summary

This report provides a summary of legislation-related discussions from engagement and consultation activities delivered by the Engagement and Inclusion, Co-design and Provider Engagement Branches.

This report includes [recommendations](#), [quantitative findings](#), [sentiment](#), [themes](#) and further detail in [appendices](#).

Key issues:

- All audiences are seeking more information about impairment notices, NDIS support rules, support needs assessments and eligibility reassessments.
- Additional clarity/information on the new and old planning frameworks is required.
- Lack of clarity and transparency in rules, processes and delegate decision making.

Current sentiment:

- Negative to neutral sentiment for participants, community and mainstream stakeholders – confusion about reforms.
- Providers report positive sentiment about understanding legislative changes.
- Mostly positive from participants and stakeholders who took part in co-design consultations, with a focus on culturally appropriate and cohort-specific needs.

There remains a need to:

- Provide additional information about key reforms – notice of impairments, support needs assessments and eligibility reassessments.
- Provide additional information for providers about new and old planning frameworks (particularly stated and flexible supports) and NDIS Supports (including pricing-related changes).

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2. Recommendations

There is an opportunity to improve the participant, stakeholder and provider experience by publishing:

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- a statement that explains how support needs assessments will be different to Independent Assessments.

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5. Themes

Engagement and Inclusion

There were 41 questions and comments raised, which identified the top key themes below.

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Support needs assessments

27% of comments were from people expressing concerns that the concept of support needs assessments resembles Independent Assessments and asked for clarity about:

- who is going to pay for the assessments
- if assessments will be conducted by professionals who do not know the participant, as this could be risky from an intersectionality perspective
- the availability of a qualified workforce to conduct the assessments.

Concerns were also raised about the Agency's deficit-based approach, which is making participants feel vulnerable and highlights past traumas.

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Report – Legislation engagement

The contents of this document are OFFICIAL.

Reporting period: 7 March 2025 to 20 March 2025

1. Executive summary

This report provides a summary of legislation-related discussions from engagement and consultation activities delivered by the Engagement and Inclusion, Provider Engagement and Co-design Branches.

This report includes [recommendations](#), [quantitative findings](#), [sentiment](#), [themes](#) and includes further detail in [appendices](#).

Key issues:

- Desire from both community and provider stakeholders for more information about notice of impairments, support needs assessments, eligibility reassessments and NDIS supports.
- Plan changes, plan management decisions and the future of the support coordination, noted by providers.

Current sentiment:

- Community sentiment is neutral, but questions indicate there is still confusion about certain topics, such as notice of impairments and support needs assessments.
- Consistent for providers with positive sentiment about the usefulness of sessions, noting a slight decline in provider understanding since the previous reporting period.
- Participants gave positive feedback about the New Framework Planning co-design workshops, though some noted concerns about the timeliness of information shared.

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2. Recommendations

There is an opportunity to improve the participant, stakeholder and provider experience by:

- publishing communications to:

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- differentiate between functional capacity assessments and support needs assessments
- provide more clarity about the consultation and tender process for support needs assessments, and how they differ from independent assessments

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3. Quantitative findings

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Co-design

There were:

- 2 New Framework Planning workshops discussing the new framework journey design concept. This included 12 NDIS participants from Participant First who had previously been part of round one workshops in February 2025.

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4. Sentiment

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Co-design

NDIS participants in the New Framework Planning workshops spoke very positively about their experience. When asked to rate the workshops against the co-design principles, the feedback was overwhelmingly positive and is detailed further in [appendices](#).

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5. Themes

Engagement and Inclusion

There were 11 questions and comments raised which identified the top key themes below.

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Supports needs assessment

36% of questions related to if consultation on the support needs assessment occurred, how it feels similar to independent assessments and requests to see communications clarifying how they are different. There is also uncertainty about the correlation with functional capacity assessments.

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Co-design

New Framework Planning

A key theme was the complexity of balancing choice and control with safeguards in new framework plans.

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7. Appendix 3 – Co-design

Workshop participants were asked to rate the New Framework Planning workshops against co-design principles and gave very positive feedback, as follows:

- Honesty (91% positive, 9% neutral)
- Inclusive (75%, 25% neutral)
- Ready to learn (85% positive, 15% neutral)
- Timely (40% positive, 50% neutral, 10% negative)

The score regarding timeliness was specifically in response to the information shared in order to be ready for the workshops being supplied at short notice.

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Report – Legislation engagement

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Reporting period: 21 March – 30 April 2025

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2. Recommendations

There is an opportunity to improve the participant, stakeholder and provider experience by:

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- publishing further guidance for participants and providers on flexible and stated supports, and support needs assessments

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4. Sentiment

Engagement and Inclusion

Participants are concerned about upcoming changes to the participant pathway, in particular, support needs assessments and who will complete them and whether draft plans would be provided. [s22\(1\)\(a\)\(ii\) - irrelevant material](#)

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Provider Engagement

There were 68 questions and comments raised, which identified the top key themes below.

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Support needs assessment

10% of discussions related to the design and implementation of supports needs assessments. Providers sought clarification on who will complete the support needs assessments, will functional capacity assessments still be required and elaboration on what the strengths-based approach will entail. For example:

- *‘Will there be more information available with respect to the new framework plans and the assessment process, that is, who will be completing these “assessments” prior to the implementation of these and will there be training available for stakeholders.’*

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Report – Scheme reform engagement

The contents of this document are OFFICIAL.

Reporting period: September 2025

1. Executive summary

This report summarises results from 92 Scheme reform engagement and co-design activities delivered by the Engagement and Inclusion, Provider Engagement, Office of the Participant Advocate and Co-design Branches in September 2025.

Engagement and co-design activities included webinars, meetings, information sessions, working groups, forums and advisory and reference groups. 3,330 participants, parents, carers, providers, sector representatives and other stakeholders were engaged through these activities.

Key themes:

Business areas discussed a range of topics and identified a range of themes. The topics raised across multiple business areas and the key themes included:

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A new way of planning

- Community support for the announcement to delay start date of the new way of planning to mid-2026.
- Questions about what the support needs assessment (SNA) will include, how they will be used to develop support needs and questions about the tool.
- Questions about impairment information and how this will be issued to existing participants.

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Sentiment:

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Sentiment was somewhat positive for the SNA tool however stakeholders still have multiple questions they want resolved.

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2. Engagement activities

In September 2025, the Engagement and Inclusion, Office of the Participant Advocate, Provider Engagement and Co-design branches conducted 92 engagement activities engaging 3,330 stakeholders.

Engagement and Inclusion

62 engagement activities were held where Scheme reform was discussed, engaging with a total of 2,862 stakeholders, consisting of:

- 2 online national participant webinars, attended by 343 stakeholders
- 55 state and territory Community Engagement activities, attended by 2,469 stakeholders
- 5 Sector Advice stakeholder meetings, attended by 50 stakeholders.

Provider Engagement

2 engagement activities were held where Scheme reform was discussed, engaging with a total of 115 providers, consisting of:

- 2 legislation information sessions, attended by 115 stakeholders.

Co-design

18 co-design activities were held to support Scheme reform, engaging with 241 stakeholders, consisting of:

- 5 co-design working groups and engagement groups, speaking with more than 76 participants, parents, carers and sector representatives
- 7 engagements with participant groups, speaking with 114 participants
- 5 NDIA reference and advisory groups, speaking with 45 sector representatives
- 1 expert advisory panel session, speaking with 6 sector representatives.

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3. Themes

Each branch identified a range of themes through engagement activities. Themes which were identified across multiple branches were related to a new way of planning, funding periods, Thriving Kids and navigators.

Engagement and Inclusion

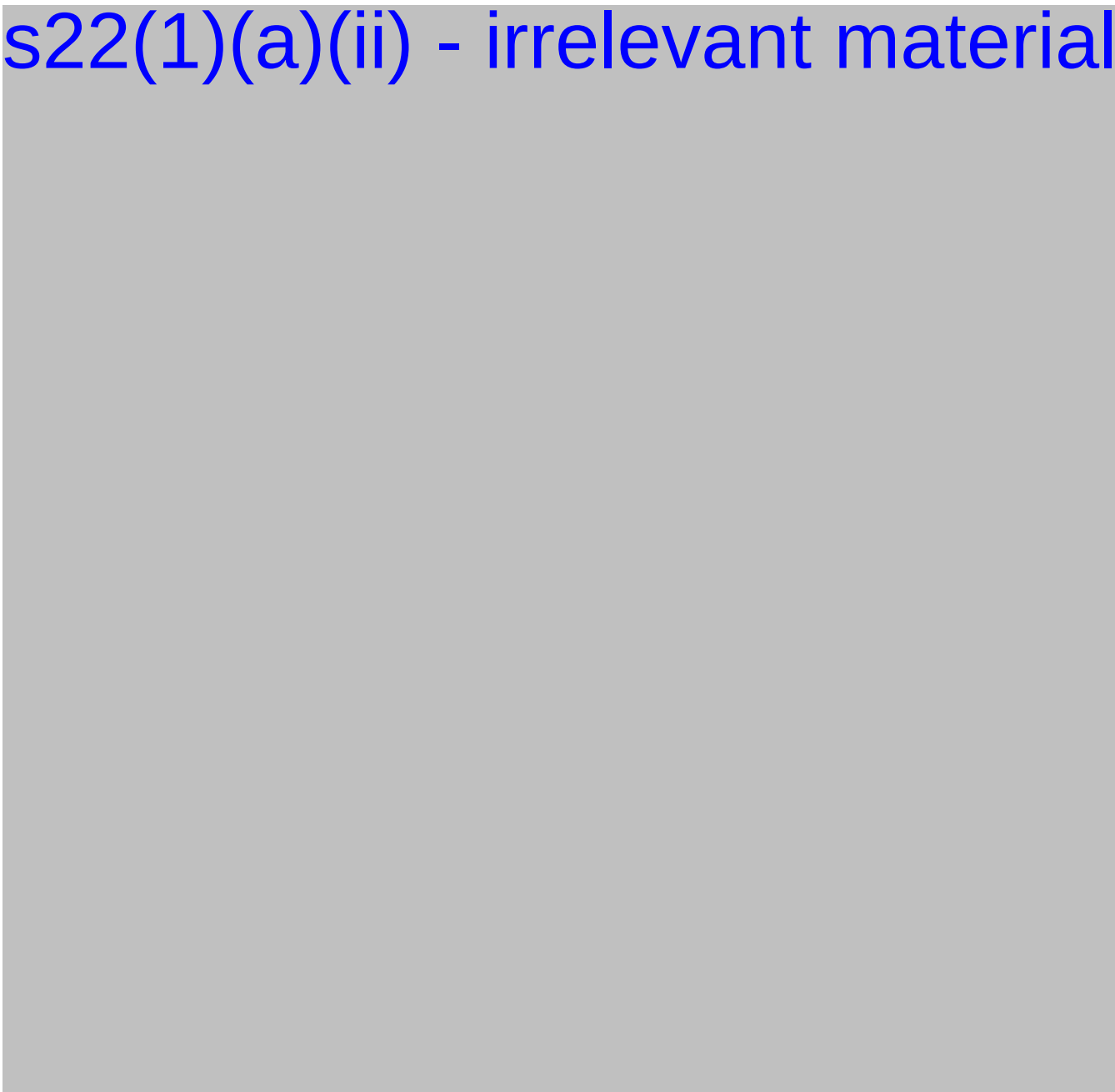
There were 82 questions and comments raised. The top themes raised were SNAs and the tool, Thriving Kids, impairment information and funding periods which made up over three quarters of the comments.

Support needs assessment and the tool

33% of comments from stakeholders were related to SNAs. Stakeholders raised comments about the process for SNAs, detailed comments about the SNA tool and how they will be used to identify a person's needs. Topics of discussion included:

- More information was requested about who will complete SNAs and what knowledge and skills they will have.
- Questions about where SNAs will be completed including whether they will be online, homes or in other locations like hospitals.
- Questions about the evidence requirements for SNAs including whether people still need to provide evidence about their functional capacity or reports from allied health.
- Concerns about SNAs being like independent assessments.
- Stakeholders supported the use of an off-the-shelf tool for consistency but were concerned about how it would work for complex cases.
- Concerns about how scoring in the SNA would be used and the impact on people's needs.
- Concerns over how the SNA will be used to identify a person's needs, especially for complex needs.
'How can one assessment sort all my daughter's needs given she has multiple disabilities - intellectual disability, acquired brain injury (ABI) and physical disability from strokes and dementia due to the strokes?'

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Co-design

Of the 18 co-design activities, 10 activities focused on the future navigator design, 6 were focused on new way of planning. We also held:

- one session focused on participant safeguarding
- the first meeting of the First Nations Participant Consultation Group.

From these activities the following key themes were identified on Scheme reform priorities.

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A new way of planning

Stakeholders communicated positively about the announcement of the delay to rolling out the new way of planning until mid-2026. They spoke about appreciating how it would allow more time for proper design and testing of the new pathway experience.

Stakeholders raised concerns around the depth of information required during the SNA process, and the need for flexibility for participants with degenerative conditions.

Stakeholders raised anxiety around the Thriving Kids transition and its impact on eligibility to the NDIS.

- “Don’t roll it out too early. We need structure and scaffolding in place... so it’s not another year of turmoil, chaos and trauma.”

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Report – Scheme reform engagement

The contents of this document are **OFFICIAL**.

Reporting period: October 2025

1. Executive summary

This report summarises results from 130 Scheme reform engagement and co-design activities delivered by the Engagement and Inclusion, Provider Engagement, Office of the Participant Advocate and Co-design Branches in October 2025.

Engagement and co-design activities included webinars, meetings, information sessions, working groups, interviews, forums and advisory and reference groups. 3,792 participants, parents, carers, providers, sector representatives and other stakeholders were engaged through these activities.

Key issues:

The primary topic raised across multiple branches was Support Needs Assessments (SNAs) with several similar themes. Communication was the other key topic for this period.

Support Needs Assessment

- Stakeholders are unclear about what a SNA includes and the process, how participants should prepare for them and how it will impact them.
- Stakeholders want to know what training and qualifications assessors will have and whether they will have lived experience of disability.
- There are fears and anxiety about the introduction of SNAs and some stakeholders compare them to Independent Assessments.
- There is a call for more information provided in the participant's preferred communication method.
- The SNA process should be empathetic trauma-informed, culturally sensitive and prioritise open dialogue to support participant dignity.

- There are questions about how the I-CAN tool will be completed for progressive conditions and what assessments will be used for people under 16 years of age.
- A small number of stakeholders can see the benefit of SNAs for the participant and the Agency.

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Outcomes:

Recommendations from the previous reporting period resulted in:

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- Reports compiling SNA feedback being used to inform co-design activities associated with process design for SNAs.

Sentiment:

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Sentiment was negative around SNA tool with concern around who will administer the tool and how the tool will work across the diverse range of disabilities and support needs. s22(1)(a)(ii) - irrelevant material

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3. Engagement activities

In October 2025, the Engagement and Inclusion, Office of the Participant Advocate, Provider Engagement and Co-design branches conducted 130 engagement activities engaging 3,792 stakeholders.

Engagement and Inclusion

72 engagement activities were held where Scheme reform was discussed, engaging a total of 3,139 stakeholders, consisting of:

- 2 online national participant webinars, attended by 387 stakeholders
- 62 state and territory Community Engagement activities, attended by 2,728 stakeholders
- 8 Sector Advice stakeholder meetings, attended by 24 stakeholders.

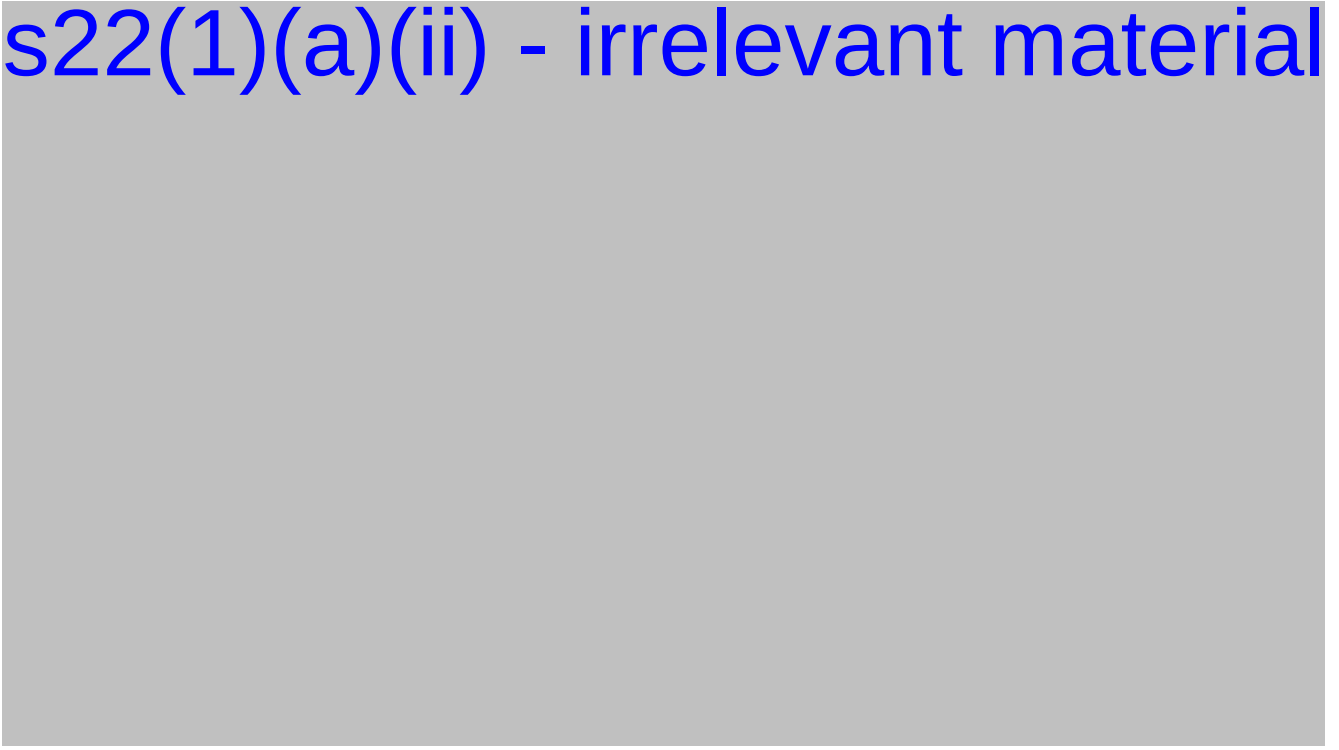
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Co-design

20 activities were held to support Scheme reform, engaging approximately 259 stakeholders, consisting of:

- 6 co-design working groups and engagement groups, speaking with approximately 104 participants, parents, carers and sector representatives
- 7 engagements with participant groups, speaking with approximately 99 participants
- 3 NDIA reference and advisory groups, speaking with approximately 37 sector representatives
- 2 Design Hub Expert Panels, speaking with 8 sector representatives
- 1 meeting with mental health representatives' disability organisations, speaking with 3 sector representatives
- 1 meeting of the Co-design Advisory Group, speaking with 8 sector representatives.

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This document was released under the Freedom of Information Act 1982 by the National Disability Insurance Agency.

4. Themes

Each branch identified a range of themes through engagement activities. Themes which were identified across multiple branches were related to SNA and Agency communication.

Engagement and Inclusion

There were 106 questions and comments raised, which identified the top key themes below.

Support Needs Assessment and assessment tool

58% of discussions from stakeholders related to SNA and the assessment tool. Stakeholders raised questions around the tool and the processes. Topics of discussion included:

- Multiple stakeholders raised questions about who will conduct the SNA and whether it will be therapists or people with lived experience along with what training or qualifications they will need.
- Stakeholders were seeking clarity on whether other reports and evidence will be needed alongside SNAs.
- Questions about often can the I-CAN be completed, especially for progressive conditions where support needs can change rapidly.
- Concerns over the impact of SNAs to participants and exactly how these will be used as part of planning processes.
- Questions about what assessments will be used for participants under 16 years of age.
- Several stakeholders raised SNAs sound like an updated version of Independent Assessments.
- While much of the commentary about SNAs was negative, there was some positive feedback from stakeholders thinking they will be effective for participants and the Agency and some interest in undertaking one.

‘I think SNAs will be much better than the current assessments that are done by occupational therapists, I am looking forward to attending my assessment. Can they be done in person because I don't like talking on the phone or in virtual meetings.’

Other

The other 40% of questions related to:

- visibility of participant information for providers
- will allied health providers still provide assessments when SNAs are introduced
- NDIS supports
- participant pathway issues – plan reassessments and planning.

Co-design

Of the 20 co-design activities, 14 activities focused on new ways of planning, including activities to support the Design Hub. We also consulted on the future navigator design, participant safeguarding and to support Service Guidance.

From these activities the following key themes were identified on Scheme reform priorities.

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Support Needs Assessments

The SNA process needs to be empathetic and prioritise open dialogue and participant dignity. Assessors must be trauma-informed and culturally sensitive.

The Agency should provide practical details to participants when taking part in SNA process. For example, what to bring, what will be discussed, and how to prepare.

Participants should be able to access assessor information. For example, their qualifications and cultural or lived experience options.

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Office of the Participant Advocate

36 activities with Participant First and PRG members were held through October. This covers a wide range of initiatives which informs Scheme Reform and other key activities across the Agency.

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Support Needs Assessments

14 activities focused on supporting participants to prepare for an SNA.

- **Process clarity:** Participants are unclear about what an SNA is and how it will impact them.
- **Fear and mistrust:** Participants advised that using SNAs would increase the fear and mistrust they already feel when engaging with the NDIA.
- **Correspondence from Agency:** Even after reviewing draft SNA correspondence, participants did not understand what the SNA would do and who would be completing them.
- **Access to information:** Information about SNAs needs to be clearly communicated to participants through their preferred communication methods and information formats to help reduce concerns based on uncertainty.

‘You’re just giving me some rando and now they’re making decisions about my future, but they don’t know me... that’s scary’ – NDIS participant.

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5. Sentiment

While provider sentiment was positive for sessions on Scheme reform, sentiment towards other topics was largely negative. These topics include SNAs, Thriving Kids, a new way of planning, funding periods and how changes are communicated.

Engagement and Inclusion

Community sentiment regarding the SNA tool is largely negative with the occasional positive comment. There were recurring concerns from the community about the qualifications of those who will administer the tool. There is also widespread apprehension about how a single assessment tool will work for the diverse range of participant disabilities and support needs. The current available information does not meaningfully address participants' questions, concerns, and anxieties.

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Co-design

Stakeholders have expressed concern and anxiety around new ways of planning, identifying poor co-design practices and a lack of input from people with disabilities.

Stakeholders expressed fear about the policies and elements outside the scope of co-design during the activities. For example, in trying to discuss improvements to plan layouts and language there was a significant amount of feedback provided around the policy and implementation of funding periods.

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Report – Scheme reform engagement

The contents of this document are **OFFICIAL**.

Reporting period: November 2025

Executive summary

This report summarises results from 97 Scheme reform engagement and co-design activities delivered by the Engagement and Inclusion, Provider Engagement, Office of the Participant Advocate and Co-design Branches in November 2025.

Engagement and co-design activities included webinars, meetings, information sessions, working groups, interviews, forums and advisory and reference groups. 4,704 participants, parents, carers, providers, sector representatives and other stakeholders were engaged through these activities.

Key issues:

Each branch discussed a range of topics. The primary topic raised across multiple branches was Support Needs Assessments (SNAs) with several similar themes. Funding periods was the other key topic for this period.

Support Needs Assessment

Stakeholders voiced concerns around SNAs and the assessment tool. Stakeholders want to know:

- The training, background and qualifications of the assessors.
- The frequency and the amount of time the SNAs will take.
- The process for changing or challenging the results if not happy with them.
- Whether additional existing allied health reports and functional capacity assessments (FCAs) will also be considered.
- The cultural safety considerations for how the SNAs will be implemented for First Nations participants and culturally and linguistically diverse (CALD) participants especially in rural and remote areas.

s22(1)(a)(ii) - irrelevant material

New way of planning and participant plans

Co-design heard feedback around the new way of planning with a focus on changes to the participant plan. Themes included:

- Greater accessibility of resources in a variety of formats which use plain English and avoid jargon to improve inclusion.
- Participants want self-service options so they can view, update and track progress with plans through digital tools and the NDIS app.
- Participants want to be empowered through greater transparency about decision making, including better visibility over draft plans, SNA reports and budget calculations with the ability to provide feedback and corrections before decisions are final.
- Greater flexibility in the new way of planning was welcomed however the complex rules are confusing.
- Participants want our resources to be simpler and clearer with reduced length, visual summaries and easier to find information.

s22(1)(a)(ii) - irrelevant material

s22(1)(a)(ii) - irrelevant material

Outcomes:

Recommendations from the previous reporting period resulted in:

- A report compiling SNA and I-CAN tool feedback provided to the University of Melbourne for consideration in further iterations of the tool.

s22(1)(a)(ii) - irrelevant material

Sentiment:

s22(1)(a)(ii) - irrelevant material

Sentiment from stakeholders regarding Scheme reforms and in particular SNAs continues to be negative with the lack of clear detailed information causing increased confusion and anxiety. s22(1)(a)(ii) - irrelevant material

Engagement activities

In November 2025, the Engagement and Inclusion, Office of the Participant Advocate, Provider Engagement and Co-design branches conducted 97 engagement activities engaging 4,704 stakeholders.

Engagement and Inclusion

59 engagement activities were held where Scheme reform was discussed, engaging a total of 4,093 stakeholders, consisting of:

- 5 online national participant webinars, attended by 661 stakeholders
- 49 state and territory Community Engagement activities, attended by 2,991 stakeholders
- 3 Sector Advice stakeholder meetings, attended by 43 stakeholders
- Engagement and Inclusion attended 2 Department of Health, Aging and Disability webinars, attended by 398 stakeholders.

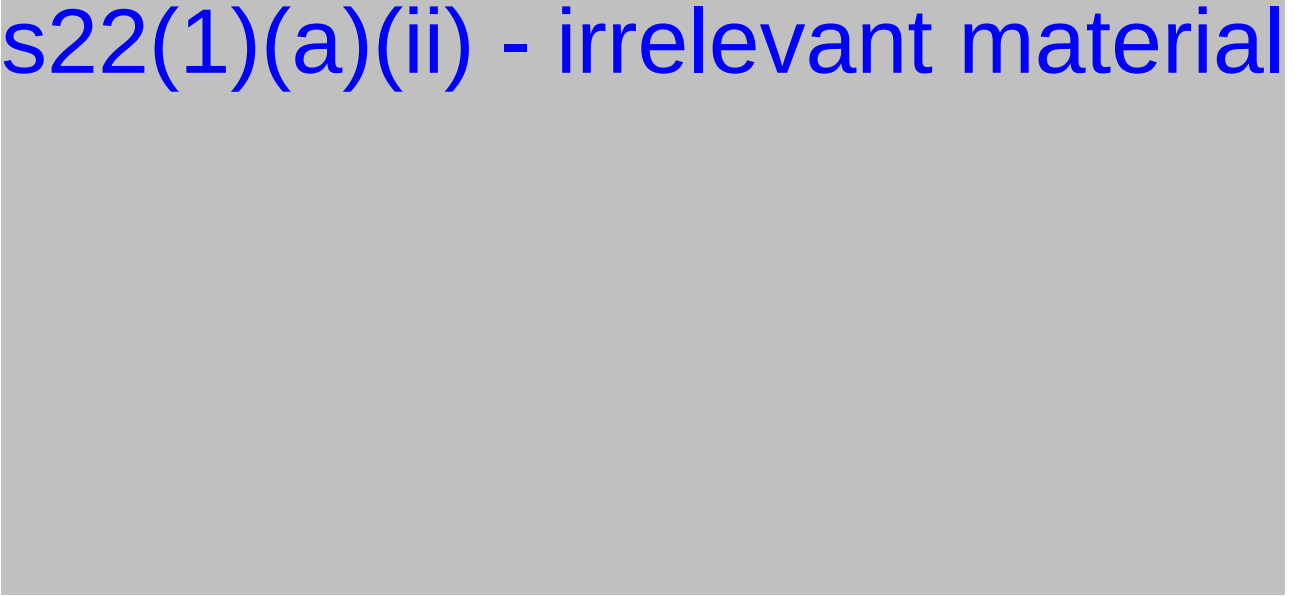
s22(1)(a)(ii) - irrelevant material

Co-design

13 activities were held to support Scheme reform, engaging a total of 144 stakeholders, consisting of:

- 5 co-design working groups and engagement groups, speaking with 49 participants, parents, carers and sector representatives
- 6 engagements with participant groups, including 3 engagements conducted by the Design Hub, speaking with 64 participants
- 1 meeting of the Co-design Advisory Group, speaking with 4 sector representatives
- 1 Quarterly Reform Forum, speaking with approximately 40 sector representatives from Disability Representative and Carer Organisations (DRCOs) and Independent Advisory Council (IAC) members.

s22(1)(a)(ii) - irrelevant material



Themes

Each branch identified a range of themes through engagement activities. Themes identified across multiple branches were related to SNA, funding periods, the new way of planning and participant plans.

Engagement and Inclusion

There were 282 questions and comments raised between engagements led by the NDIA and the Department of Health, Disability and Ageing. From these engagements the top key themes below were identified.

Support needs assessment and assessment tool

56% of discussions from stakeholders in NDIA sessions related to SNA and the assessment tool. Stakeholders raised concerns around the process and assessments.

A large amount of discussion was about the processes for the SNAs. These discussions included:

- Stakeholders wanting to receive a copy of the SNA questions before the assessment and a copy of the SNA before the plan was created.
- Requests for information on the process for changing or challenging the result of the SNA.
- Concerns over the training and qualifications of the assessors and worries, they won't have an allied health or medical background.
- Stakeholders want to know who can attend to support the participant during the SNA.
- Questions about the format of the SNA and whether it will be face-to-face, in their own home, online or via telehealth and will they be conducted by the NDIS in the hospital.
- Confusion over whether the SNA will take place, if it is before or after access met.
- Questions over how change of circumstances will work with reassessments and the role of local area coordinators (LAC) in this process.
- The I-CAN tool is for participants 16 years and older and stakeholders want to know if there will be changes in the planning process for younger participants.
- Questions about whether existing reports and assessments (such as FCAs) will be considered and the process if the SNA and a report or assessment results don't match.

- Questions about how long the SNA will take and how often participants will have an SNA.

Other discussions around SNAs included:

- Questions around what cultural safety measures will be implemented and how the SNA will work in rural and remote areas with First Nations participants and CALD participants.
- Stakeholders want to know how the SNA will change plan funding and what supports it will include.
- Stakeholders are anxious and fearful as they are unsure who will be affected by SNAs and what will happen if they don't know or understand their support needs.
- Stakeholder are concerned about the overall impact of SNAs, especially on those with psychosocial disabilities.
- A stakeholder also raised that she had heard the Agency will be using artificial intelligence (AI) for SNAs.

'Can a participant request they be assessed by an SNA with actual clinical acumen rather than just internal NDIA training? Or is it just an arbitrary roll of the dice as to whether they are assessed by an SNA with clinical nous versus an undergraduate SNA?'

s22(1)(a)(ii) - irrelevant material

s22(1)(a)(ii) - irrelevant material

Provider Engagement

There were 56 questions and comments raised, which identified the top key themes below.

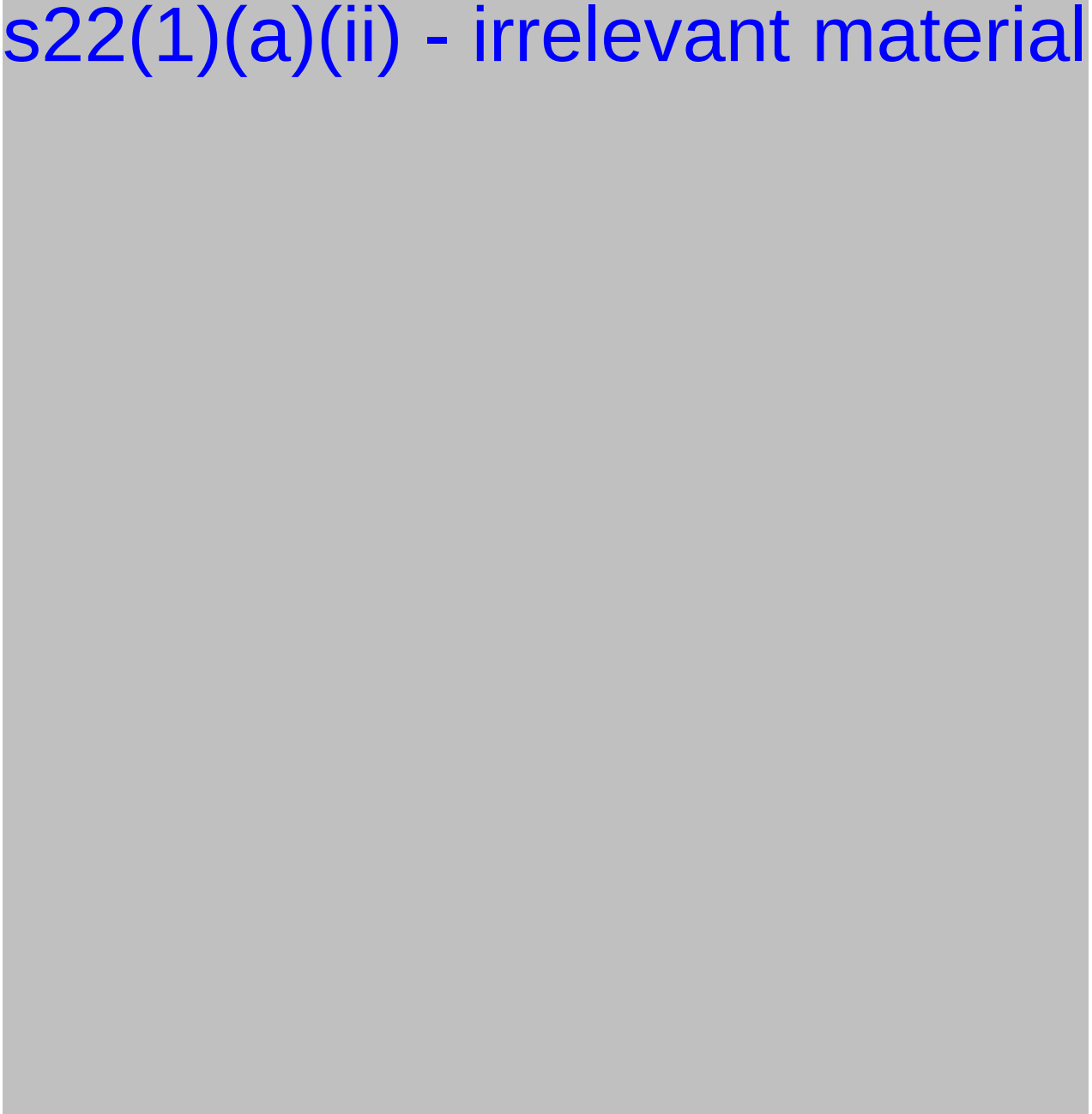
s22(1)(a)(ii) - irrelevant material

Support Needs Assessments

28% of legislation related questions were about the SNAs. Providers are concerned about:

- how the assessments will be administered
- how allied health reports and evidence will be considered
- review rights.

s22(1)(a)(ii) - irrelevant material



Sentiment

While provider sentiment was positive for sessions on Scheme reform and stakeholder sentiment positive for some elements of co-design and MND sessions, other sentiment was largely negative. This includes SNAs and Thriving Kids.

Engagement and Inclusion

Community sentiment regarding the reforms and in particular the SNAs, is increasingly negative. The current information available lacks the depth required to meaningfully address participants' questions, concerns, and anxieties. In the absence of clear and detailed information, speculation and misinformation are spreading within the community, contributing to confusion and distrust.

Sentiment is further deteriorating as participants increasingly question if assessments use AI to generate budgets. There is growing fear that decisions are automated and that participants will have limited or no ability to appeal these budget outcomes. This perception contributes to heightened anxiety and distrust in the process.

s22(1)(a)(ii) - irrelevant material