



Discussions about service quality and safety are vital for success

Victoria is putting people with disability and their families, and the disability workforce at the centre of the NDIS rollout, and is undertaking a collaborative design approach regarding the future delivery of disability services.

Over the past year, Government has consulted with people with disability, their families, staff, and service providers regarding the future delivery of disability services in Victoria.

Future delivery of disability services

The National Disability Insurance Scheme (NDIS) is a once-in-a-generation reform. It is transforming the way disability services are funded and accessed to ensure all people with disability get the support and services they need and deserve.

More people with disability and their families will receive the support they need and deserve for the first time, and it will mean the end of waitlists.

To achieve this goal, the disability sector needs to expand, with more organisations providing a diverse range of disability services.

In December 2015, the Victorian Government announced that it would begin identifying which organisations are best placed to provide disability services currently provided by the State Government.

The next stage for the NDIS in Victoria is to measure the interest and ability of non-government disability service providers to deliver services across the state.

This will be done through an EOJ process which has been designed to test whether the strict conditions the Government has set for the future of disability services can be met, and to measure the interest and ability of the non-government sector to deliver services.

Working together to create a shared vision

Since early 2016, the Victorian Government has engaged with people with disability and their families, and disability workers across the state, and large, medium and small service providers in metropolitan, regional and rural areas regarding the future delivery of disability services.

Interviews and small workshops have been conducted to understand participants' lived experiences and their hopes for the NDIS, with a focus on quality of care, safety and choice.

This ongoing engagement goes beyond talking and listening. We see it as co-design, a form of community partnership that influences the way disability services are provided across Victoria.

Hearing people's personal stories and understanding different needs will move us closer to bridging the gap between planning and everyday experience.

A review of feedback so far

The experts on what is important in frontline service design and delivery are people with disability and their families, and staff. In the first rounds of engagement, we have already gained a rich and varied picture of stakeholders' experiences and expectations.

Priorities of those we spoke to, include:

- Quality support is individualised, responsive and based on genuine choice, and is designed in collaboration between participants, families and staff.
- A safe environment is created by good communication and trust between participants, families and staff.
- An effective workforce operates in an environment where staff are supported to be autonomous, develop professionally and collaborate, best-practice information is shared, and efficient administrative processes are in place.
- Innovations to service delivery can be at the organisation or individual level, and are based on a culture of continuous improvement and collaboration.
- Opportunities for clients to participate actively in the community is important to a fulfilling experience that allows participants to develop and grow.
- Stakeholders are eager to be engaged and expressed a strong desire for increased communications around the service transfer and the NDIS rollout.

We also heard:

- Trust and knowledge takes time to develop and is difficult to transfer from one person to another.
- Change can be disruptive, but can also be for the better if it is managed gradually, carefully planned, improves circumstances, and is responsive to individual needs.

Discussions about service quality are vital for success

The information gathered during these discussions has shaped the strict conditions Government has placed on the potential transfer of services and the EOI evaluation criteria, which measure and test the quality of potential service providers

The EOI evaluation criteria consists of:

1. Quality services

Deliver quality services that meet the needs of each individual with disability. The foundation of the NDIS is giving people with disability greater choice and control over the services they receive. Potential providers need to show how they will work with people with disability and their families, and staff to deliver individualised and responsive services.

2. Operational capability

Have the operational capability to deliver services under the NDIS. The NDIS will change the way services are delivered and funded. Potential providers need to be able to work with the new national scheme, grow to deliver new services, and ensure the transition is smooth for people with disability and staff.

3. Workforce development

Be a good employer that is able to attract, develop and manage staff. A good workplace culture that support collaboration, professional development and has high standards is critical to providing high quality care for people with disability. Providing staff with secure employment on fair terms and conditions is an important part of this.

4. Innovation

Be innovative. The NDIS is designed to support new ways of doing things and delivering services to best meet the needs of people with disability. Providers need to show that they can deliver innovative new approaches for people with disability.

Next steps

Government will continue to engage with participants, their families and staff as the process to identify which organisations are best placed to deliver disability services progresses.

Government will also use the co-design findings to ensure participants, their families and staff are communicated with in ways that suit them best, being open and upfront about processes, and reporting back on how the information they have provided has been used.

Want to learn more?

The Victorian Government is committed to consulting with people with disability, their families and staff throughout the transition to the NDIS and will provide regular updates throughout the process.

Visit www.vic.gov.au/ndis to find out more about:

- the rollout of the NDIS in Victoria
- upcoming events and community forums.