

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2017-2018 Budget Estimates Hearings

Outcome: National Disability Insurance Agency

Question No: NDIA SQ17-000133

Topic: Local Area Coordinators

Hansard Page: Written

Senator Siewert, asked:

Can you please outline what prior local contact is required of Local Area Coordinators?

Answer:

The contracts with Partners, who provide Local Area Coordination on behalf of the National Disability Insurance Agency (NDIA), require that they are actively engaged in their community in advance of the phasing period of the area in which they are operating.

Six months before phasing participants into the National Disability Insurance Scheme (NDIS), Partners undertake community engagement and awareness activities and assist with enquiries about new access requests and assist those currently receiving state or commonwealth based disability supports to transition to the NDIS.

Three months before phasing, Partners undertake planning conversations and record the participant's statement and gather information required to enable the funded supports within a participant's first plan to be developed by an NDIA delegate.

In this role, Partners work closely with NDIA staff who also undertake participant, community and provider awareness and engagement sessions. All Partners are required to recruit their Local Area Coordinator workforce from the community they service and must be able to demonstrate that their staff have the experience and skills to engage with the diverse community of people with disability that they will work with.