

**Summary of key issues discussed at
14 April 2014, CEO Round
Table Committee Meeting**



Committee members present:

Marcus Stafford (Chair), Ron Regan, Terry Simpson, Marina Re, Judy Hogben, Leanne Pearman, Justine Colyer, Rob Holmes, Sue Ash and Darren Ginnelly.

Other meeting attendees:

Robyn Massey, Wendy Murray, Fleur Hill, Robyn McWaldron and Denise Berry (minutes)

Provision of information to NDIA

R Massey provided members with an overview of the provision of information to NDIA.

R Massey advised:

- Anyone who lives in the NDIA trial site will be required to sign up for section 55 of the National Disability Insurance Scheme Act 2013 otherwise they will not be eligible for NDIA services. Section 55 enables NDIA the power to obtain information from other persons to ensure the integrity of the National Disability Insurance Scheme. Please refer to the attached extract from the National Disability Insurance Scheme Act 2013 which provides further details in relation to this item.
- The Commission will also have section 55 issued on them by NDIA and will seek State Solicitors advice on privacy principles and what alternative options are available.
- It was suggested that rather than the Commission drafting a piece of legislation along the lines of section 55 is it worth exploring something different and using the LSW My Way trial site as a model.

Key issues raised by members for further consideration by the Commission

- Section 55 is a very important topic and needs to be discussed further. DSC cannot sit on this for too long.
- Where is choice and control occurring – how are PWD being treated differently from other people.
- What are the downsides in following the legislation?
- What are the downsides for not following? Feed into ultimate decision making process.
- Section 55 very similar to Centrelink / Commonwealth model.

Client Transition Project – Current state of play (verbal update)

F Hill provided members with an update on the Client Transition Project.

F Hill advised:

- The Commission has commenced a process to transition 60% of its existing accommodation service to the non-government sector.
- Group 1 is progressing well. Group 2 are engaged and Group 3 will be engaged by June / July.
- The Minister is taking an active role and has been well received by families.
- There are 6-7 discussion sessions scheduled for this year and DSC are encouraging families to come along.
- Information session with advocacy / peak organisations.
- There are two Service Provider Expo's planned – One North of the river and One South. These will be coordinated by the Independent Information Officer through Therapy Focus.
- Transition arrangements will take some time, as expected.
- Changes in service providers are not anticipated for several months.
- Significant work being undertaken to ensure transition is complete and sustainable – information sheet for families soon to be released on this issue.
- Recognise that several organisations are working through issues regarding the transfer of business and that this may slow the process in some areas.
- J Hogben advised that the information session that she attended families were not aware of industrial issues.

F Hill reiterated to members that DSC cannot give advice on industrial issues; organisations must seek their own independent advice.

Key issues raised by members for further consideration by the Commission

- Organisations are now receiving a high volume of employment applications from Commission staff.
- Families would feel happier with the transition process if Commission staff could go directly with their family member. Some staff / individuals have been together for many years.

New Tenders – group discussion.

- R Regan noted that the tender process was in transition and it was time to talk about the challenges that lie ahead.
- D Ginnelly noted inconsistencies, delays and frustration experienced, especially in the My Way areas.
- J Hogben noted inconsistencies in how the Commission describe tenders and delays in getting funding to the families. It is clear that more discussion is needed.
- R Massey noted that more discussion is needed regarding pricing for Individual Funding Tenders – WA compared to the rest of the country.
- R Massey advised that the Commission is in the development stage of their ICT Systems. It is an enormous challenge and it is vital that the Commission has input from the sector at the development stage. The service provider portal will be developed in conjunction with the sector.

- M Stafford noted that we do not want to waste the opportunity to show case and problem solve this issue. Further discussion regarding this issue to be undertaken.

Key issues raised by members for further consideration by the Commission

- What Strategic decisions have been made now the NDIA / WA Model has been signed.
- The Commission has numerous things on the project plan that the sector are unfamiliar with. Need to bring to the table – more partnership consultation needed.
- Costs for assessments (ID & Autism) in WA compared to the rest of the country (\$4000 metro / \$6000 country) good to put this issue on the table.
- ICT Systems – What will be the linkages to the system for organisations? What systems are other agencies using? Must be user friendly, sector interface is crucial. Service Provider portal needs to be developed in collaboration with the sector.
- Further discussion to be held with the Commission and organisations regarding the process around new tenders.

Home Ownership and Affordability for people living with disability in WA Final Report (overview)

T Simpson advised that the final Report has been completed and is awaiting the Commission's endorsement. T Simpson outlined that there are twelve recommendations for further consideration and discussion. NDS will take carriage of disseminating the Report once the Commission's acceptance has been received.

Quality Systems - Update

W Murray provided members with an overview of the Quality System.

Please refer to the attached PowerPoint presentation which provides further details in relation to this item.

W Murray advised:

- From July 1 2014 the WA system will be built around the National Disability Standards. It will be aligned with the standards but modified, where appropriate, to incorporate key local concerns.
- WA will engage fully in the national discussion about quality, and progressively adapt its system where there is a national consensus about future direction.
- The WA approach to quality is to view it as a comprehensive responsibility of both the Commission and the sector. Significant development work is being undertaken at the moment to identify key responsibilities for the different facets of quality. The enhanced quality system will have three key elements to harness this.

- Quality assurance and risk management
- Actions for remediation
- Facilitation of service provider and sector development.
- Fundamental systems have not changed. Introduction of Individual Planning will have a higher profile.
- There will be sector engagement over the next 3 months. There will be a sector workshop in April, possibly at NDS WA. Information session in May and a full day sector briefing in June. The Commission would like as much input from the sector as possible.
- General Information packages have been provided to Disability Sector Organisations. This included the Draft Safeguarding paper, National Standards and general information.
- Factors influencing WA are the NDIS and WA NDIS My Way Trial. The trial sites are subject of a large scale independent evaluation. This will include significant service user feedback. The results will inform future development of quality systems in WA, and perhaps nationally.

Key issues raised by members for further consideration by the Commission

- Members noted their frustration that the end result had been presented, there has not been sufficient consultation with the sector.
- Quality System has stalled, has been left sitting for over twelve months.
- What will organisations be required to do from 1 July 2014? Re-alignment of nine National Standards into six – platform for discussion in May.
- Need for a sector wide approach for safeguarding

State of Readiness' - 1 July launches in LSW and Hills

R Massey provided members with an overview of the 'State of Readiness' – 1 July launches in LSW and Hills.

R Massey advised:

- The State Government's WA NDIS My Way model will be used in two locations: Lower South West (from 1 July 2014) and Cockburn-Kwinana (from 1 July 2015). The Commonwealth Government's National Disability Insurance Agency (NDIA) model will operate in the Perth Hills area at the same time. There will be a two year trial period.
- Discussions between the Disability Services and Mental Health Commissions regarding the process for supporting people with psychosocial disability under WA NDIS My Way have been formalised with a Memorandum of Understanding (MOU) between the two departments.
- There is a communications protocol in place which means that the Commission and NDIA will not speak on each other's behalf.
- Data Sharing MOU has just been signed.
- NDIA and the Commission are working closely in the transition phase. M Walker and R Massey are meeting once a week and will be looking at how to link in with mainstream providers.

- There will be no cash flow transition, stops 1 July. Payments to Disability Service Agencies will be paid by invoice. This will have an impact on smaller organisations. The Commission has no say in how NDIA will allocate payments.
- Further discussion is required around cash flow and working capital transition arrangements.
- R Holmes advised that there has been good feedback regarding the development phase. There have been positive changes in relation to how My Way Coordinators are working, improved communication with organisations and less focus on being the gate keeper.

Key issues raised by members for further consideration by the Commission

- Smaller organisations will be the most adversely affected by the cash flow / invoice issue.
- The Commission, NDIA and the Round Table Committee have a role to support the smaller organisations.
- Members to take a proactive approach: do organisations understand how they need to be financially viable? Do we have a responsibility to support smaller organisations?
- Members outlined that they would like cash flow and working capital added to the Round Table Sector Forum program for further discussion..

ENDORSED BY THE CHAIR, CEO ROUND TABLE

Denise Berry
30 April 2014