



Government of **Western Australia**
Department of **Communities**

2016/17 Information, Linkages and Capacity Building (ILC) Grant Round

- Final Report

**Sector Engagement &
Development**

Disability Services

April 2019

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Executive Summary

Information, Linkages and Capacity Building (ILC) is the part of the National Disability Insurance Scheme (NDIS) which provides information and capacity building for all people with disability, regardless of eligibility for individualised funding.

In 2016 the Commonwealth and West Australian (WA) State Governments provided \$2.587 million to WA to be distributed across three priority areas identified by the Department of Communities (Communities):

- Priority Area 1: Information and advice on the WA NDIS
- Priority Area 2: Preparation for the formal WA NDIS planning process
- Priority Area 3 Self-management

An Expression of Interest (EOI) process was chosen as the procurement method and advertised on Tenders WA on 31 January 2017, closing on 28 February 2017.

An Evaluation Panel assessed the 88 applications received, forwarding 21 for direct negotiations in order to define the outcomes, deliverables, funding amounts and reporting requirements.

The grant agreements began on 10 May 2017 and ceased on 31 October 2018 with the following results across all three priority areas:

- **504** information sessions/workshops
- **7,587** people attended an information session/workshop
- **20,922** website hits/likes
- **4,516** one-to-one meetings (all mediums)
- **85** resources developed (some produced in multiple languages)

People with disability and their families/carers reported an increase in knowledge, skills, and attitudes across the three priority areas because of these engagements. Organisations reported they received benefit from the extensive collaboration with other ILC grant recipients, ensuring effective sharing of resources, lack of duplication and an increase in message reach.

Organisations reported that the transition from a WA Government administered NDIS to one administered by the Commonwealth posed communication challenges. However, organisations were successful in adapting to the new environment, ensuring that people with disability received accurate information in various formats.

Recommendations focused on increasing the length of the funding period and for information provision about the NDIS to continue. These recommendations are consistent with the sector feedback nationally which informed the development of the ILC Investment Strategy for Full Scheme (the Strategy), [Strengthening ILC – A national strategy towards 2022](#), released in December 2018. The Strategy outlines several changes in response to this sector feedback, including funding duration and in the development of the National Information Program as one of the four discrete ILC programs to be rolled out in 2019

Background

ILC is the part of the NDIS which provides information and capacity building for all people with disability, regardless of eligibility for individualised funding. It also ensures that mainstream services and community organisations become more inclusive of people with disability. This two-pronged approach enables people with disability to participate in their community.

In WA ILC initiatives have been funded by both the WA Government and the National Disability Insurance Agency (NDIA), with a Transition Plan outlining the responsibilities of both parties until 1 July 2019, when the NDIA becomes responsible for fully funding, procuring and overseeing new grant activities in WA.

On 25 November 2016, the Disability Services Policy and Planning team tabled a discussion paper to the Disability Services Corporate Executive. This paper identified three potential priority areas for the first ILC grant allocation in WA. These areas were identified through consultation with the community and disability sector, learnings from the WA National Disability Insurance Scheme (WA NDIS) and feedback from the Ministerial Advisory Council on Disability.

The three priority areas were:

- **Priority Area 1: Information and advice on the WA NDIS** - People with disability, their families and carers can gain information about the WA NDIS in a timely manner and in a format, that suits them.
- **Priority Area 2: Preparation for the formal WA NDIS planning process** - People with disability, their families and carers who are eligible for the WA NDIS know what to expect and how to prepare for their individual planning process.
- **Priority Area 3 Self-management** - People with disability, their families and carers who are thinking about or wanting to self-manage have guidance and information about what self-management is, what the requirements are and their responsibilities under the WA NDIS.

The Commonwealth and WA State Governments provided \$2.587 million to be distributed across these priority areas.

The priority areas and associated outcomes and scope were endorsed by Disability Services Corporate Executive on 13 January 2017.

The procurement process, including grant negotiations, award, management and acquittal were undertaken by the Disability Services Sector Engagement and Development (SED) Directorate.

Procurement Process

An Expression of Interest (EOI) process was chosen as the procurement method to:

- allow existing and new parties to advance an application and provide scope for a panel;
- identify applications with best potential to achieve the identified outcomes and scope for negotiation to further shape the proposal;
- enable the panel to recommend applications that will ensure priority groups are addressed; and
- enable direct negotiation with a provider in an area where no application was received.

Respondent(s) were able to apply for one or more priority areas and/or submit multiple EOIs under each priority area. For each submitted EOI respondent(s) were required to outline initiatives and clearly identify:

- Target group;
- Geographical areas; and
- Budget.

Respondent(s) demonstrated their capacity and ability to deliver a proposed initiative through addressing the following qualitative criteria:

1. Strategies and Methodology – the degree to which proposed initiative facilitates the achievement of community and priority area outcomes;
2. Organisational Capacity and Capability – information on a respondent(s) skills, experience and capacity to provide a proposed initiative; and
3. Evaluation Methodology – the methodology (quantitative and qualitative) to be applied to monitor, evaluate and report on initiative outcomes.

The EOIs were advertised on Tenders WA on 31 January 2017, closing on 28 February 2017. Eighty-eight applications were received across all three priority areas, with 21 funded. Details by priority area are listed in table 1.

Table 1- Applications by Priority Area

Priority Area	Applications Received	Applications Funded	Funding
1. Information and advice on the WA NDIS	36	10	\$1,066,000 (41%)
2. Preparation for the formal WA NDIS planning process	38	7	\$876,000 (34%)
3. Self-management	14	4	\$645,000 (25%)
TOTAL			\$2,587,000

An evaluation panel assessed the applications and identified suitable applicants. Direct negotiations were conducted with the identified suitable applicants by SED in

order to define the outcomes, deliverables, funding amounts and reporting requirements.

The grant agreement term for all organisations, except for the two organisations from the Pilbara region, was 10 May 2017 to 31 October 2018. The Pilbara-based organisations were negotiated separately and commenced on 30 June 2017 and concluded 31 October 2018.

A list of the successful organisations and their projects, including funding and geographic coverage by priority area is included in [Appendix One](#).

Outcomes Achieved

	Priority One: Information and Advice on the WA NDIS	Priority Two: Preparation for the formal WA NDIS planning process	Priority Three: Self-management
Information sessions/workshops held	266	109	129
Information session/workshop – number of people attending	4,127	1,232	2,228
Website hits/likes	15,844	N/A	5,078
One-to-one meetings (all mediums)	1,235	573	2708
Resources developed (some produced in multiple languages)	38	32	15

For more detailed information please refer to [Appendix Two: 2016/17 ILC Outcomes](#).

Overall outcome

Benefits

- People with disability and their families/carers reported an increase in knowledge, skills, and attitudes across the three priority areas.
- The process used worked well and extensive collaboration with other ILC grant recipients ensured effective sharing of resources, lack of duplication and an increase in message reach. Examples include:
 - Autism Association of WA (AAWA) collaborated with local Pilbara and Kimberley based providers funded to deliver ILC activities by providing information rather than hosting information sessions in these regions.
 - Partnerships developed with 144 organisations, both ILC and other, to facilitate the spread of information across the state;
 - AAWA, Carers WA and Multicultural Futures collaborated, utilising resources developed by AAWA and translating them into the six most frequently spoken languages in Australia after English; and
 - Advisory groups developed in the East and West Kimberley comprised of local organisations led by the ILC grantee to monitor engagement with Aboriginal people across the region.
- Tools and resources are available state-wide beyond the term of the grant, with many organisations having a dedicated web page for their ILC activities and resources. Many of the resources were developed as part of a co-design process with participants, their families and carers ensuring relevant information and establishing strong relationships.
- Several organisations participated in the ILC Showcase sharing their resources and experiences to organisations currently participating in or interested in participating in ILC in the future.
- Extensive knowledge of the NDIS, and how to impart that information and engage successfully with people with disability, their families and carers has been embedded within many organisations through the development and training of staff.
- Some organisations have continued to fund a position dedicated to assisting current and potential NDIS participants by providing ongoing support and assistance with engaging with the NDIS. These roles have also focussed on creating linkages with other organisations to ensure that individuals are supported across the sector.

Challenges

- The transition from a WA Government administered NDIS to one administered by the Commonwealth had an impact on some projects. This was specifically evident in the development of tools and resources. However, as a result many directed their focus to engaging directly with people at information sessions, workshops and through one-to-one information provision.
- Transient staff in regional and remote locations made engaging with people with disability, particularly with Aboriginal and Torres Strait Islander (ATSI) people, challenging.
- One remote provider experienced staffing challenges, with their project lead ceasing their employment prior to the end of the grant period. This resulted in a gap in activity in that region until a replacement could be recruited.
- Providing support to the following groups was challenging:
 1. People with complex communication needs – the development of Augmentative and Alternative Communication (AAC) systems is required to supplement or replace speech or writing for those with impairments in the production or comprehension of spoken or written language.
 2. ATSI people – requirements for interpreters, continuity of support, a preference for face-to-face contact, culturally secure delivery of information and unlikely to engage with the NDIS due to high levels of bureaucracy and the individualised nature of the supports; and
 3. Culturally and Linguistically Diverse people (CaLD) – language barriers, distrust in bureaucratic systems, stigma around disability and a cultural disconnect with the concepts of choice and control.
- Promoting technology-based systems designed for people who have regular access to phones and/or internet posed a challenge for people with disability residing in remote locations and for ATSI and CaLD people.
- Sourcing interpreters for ATSI and CaLD, including those who are deaf/hard of hearing, was challenging and added additional expense.

Recommendations

- The term for ILC projects to be extended, particularly for those targeting the following:
 - ATSI people;
 - CaLD people;
 - People residing in regional and remote locations; and
 - People with complex needs.
- A systematic and coordinated approach by participating organisations to promote projects and resources.
- Community education required to reduce the stigma and cultural beliefs around disability.
- Information about NDIS concepts such as choice and control, and self-management options needs to be preceded by easy-to-understand information about the meaning and intent of the NDIS.
- The continued provision of information about the NDIS delivered using culturally appropriate channels and platforms.

A list of the successful organisations and their projects, including funding and geographic coverage by priority area is included in [Appendix One](#).

For more detailed information about deliverables and results please refer to [Appendix Two: 2016/17 ILC Outcomes](#).

APPENDIX ONE: LIST OF 2016/17 ILC ORGANISATIONS

Priority Area One: Information and advice on the WA NDIS			
Outcome: People with disability, their families and carers can gain information about the WA NDIS in a timely manner and in a format that suits them.			
Organisation	Project	Geographical Coverage	Funding
Access PLUS WA Deaf (The Western Australian Deaf Society)	<p>Access PLUS focused on developing Auslan training resources to assist people who are deaf or deafblind, as well as parents and carers of children who are deaf, to gain information about the NDIS.</p> <p>In addition, one-on-one information sessions have been provided in the metropolitan area.</p> <p>Social media is a very popular medium within the deaf community and communication via this medium is a high priority when disseminating information and resources.</p> <p>For those in regional and remote area short videos in Auslan enable better understanding among the population in these areas</p>	Goldfields/Esperance Perth Metro South West Wheatbelt	\$95,000
Alzheimer's WA	<p>Alzheimer's WA held information sessions and workshops for people living with younger onset dementia in the metropolitan area.</p> <p>A video has also been developed to provide information on the NDIS. Because of this information a number of people have now accessed support from the NDIS who previously did not realise that they were eligible.</p>	Perth Metro	\$67,000
Autism Association of WA	<p>The Autism Association of WA developed an information and advisory service to provide people with disability, their families and carers an opportunity to receive up-to-date information, face-to-face or by phone.</p> <p>Workshops were held across the state and easily accessible resources developed.</p>	Goldfields/Esperance Perth Metro Pilbara South West Wheatbelt	\$160,000
Carers WA	<p>Carers WA have developed resources and workshops as part of a comprehensive community engagement and education program. To reach a wider audience, they have also engaged in partnerships in regional areas and utilised digital and social media to great effect.</p> <p>The Carers WA Advisory Team have received training to enable them to field phone queries from individuals seeking information about the NDIS.</p>	Goldfields/Esperance Great Southern Kimberley Mid-West/Gascoyne Perth Metro South West Wheatbelt	\$160,000
DDWA (Developmental Disability WA)	<p>DDWA developed information sessions for people with intellectual and complex communication needs, their families and carers. Sessions are designed to raise awareness and increase access to current and relevant information and advice about the NDIS.</p> <p>Online resources developed to cover topics such as 'What can the NDIS do', 'My goals', and 'Things I can choose'.</p>	Goldfields-Esperance Kimberley Perth Metro Pilbara South West Wheatbelt	\$90,000
EPIC (Empowering People in Communities)	<p>EPIC developed culturally secure and accessible information for people with disability, their families and carers across the Pilbara, some in partnership with another Pilbara-based service provider to ensure maximum reach.</p> <p>EPIC used local radio in Karratha and Roebourne.</p> <p>Staff have been trained to field information about the NDIS on a one-to-one basis, delivering information to people who seek additional information or require additional support to do so.</p>	Pilbara	\$72,000
Far North Community Services Ltd	<p>Far North engaged with Aboriginal and Torres Strait Islander people in the Kimberley to promote information about the NDIS to people with disability and their families.</p> <p>An Advisory Committee, with representation from Aboriginal leaders to ensure that the project is culturally secure and accessible, has supported and promoted yarning sessions for people to discuss the NDIS.</p>	Kimberley	\$150,000

	These sessions have been well received by local people with one person travelling a significant distance from a remote community to attend.		
Lifestyle Solutions (Aust) Ltd	Lifestyle Solutions developed culturally secure and accessible information and workshops for people with disability and their families across the Pilbara, some in partnership with another Pilbara-based provider to ensure maximum reach.	Pilbara	\$76,000
Richmond Wellbeing	Richmond Wellbeing developed and delivered a series of workshops across the state, supported by resources and materials, designed to support individuals with psycho-social disability. The aim is for those with psychosocial disability to be able to understand how the NDIS works and develop the confidence to identify and describe their own support needs. In doing this they are better able to exercise choice and control over the supports they receive.	Goldfields-Esperance Kimberley Perth Metro Pilbara South West Wheatbelt	\$76,000
Senses Australia	A series of workshops and one-to-one consultation sessions to increase people's knowledge about eligibility and planning for the NDIS. Accessible resources for people who are deaf, blind or deafblind developed, including Auslan videos and podcasts. Senses found that these workshops reinforced the need for face-to-face sessions in Auslan. Participants felt confident to ask questions and share experience in their language. Some participants reported an increased understanding of the NDIS and as a result are in the process of testing their eligibility.	Perth Metro South West Wheatbelt	\$120,000
TOTAL FUNDING			\$1,066,000

Priority Area Two: Preparation for WA NDIS individual planning			
Outcome: People with disability, their families and carers who are eligible for the WA NDIS know what to expect and how to prepare for their individual planning process.			
Organisation	Project	Geographical Coverage	Funding
Access PLUS WA Deaf (The Western Australian Deaf Society)	<p>Access PLUS focused on developing Auslan training resources to assist people who are deaf or deafblind, as well as parents of children who are deaf, to better navigate NDIS individual planning.</p> <p>In addition, one-on-one information sessions were delivered in the metropolitan area.</p> <p>Social media is a very popular medium within the deaf community and communication via this medium is a high priority when disseminating information and resources.</p> <p>For those in regional and remote area short videos in Auslan enable better understanding among the population in these areas.</p>	Goldfields/Esperance Perth Metro South West Wheatbelt	\$90,000
DDWA (Developmental Disability WA)	An integrated model of support for people with complex support needs, including adaption of resources from University of New South Wales, was co-designed to create a planning resource kit for people with disability, their families and carers living in WA.	Goldfields/Esperance Kimberley Perth Metro Pilbara South West Wheatbelt	\$115,000
Down Syndrome Association of WA	<p>The 'NDIS and Me – Steps to Plan' sessions utilising a small group learning approach provided information on how the NDIS works for people with disability and their family and carers.</p> <p>A Planning Workbook developed and available on-line.</p>	Great Southern Kimberley (online) Perth Metro Pilbara (online) South West Wheatbelt	\$70,000
Far North Community Services Ltd	<p>Far North formed an Advisory Committee with representation from Aboriginal and Torres Strait Islander leaders.</p> <p>Information sessions conducted and culturally relevant planning tools developed to aid Aboriginal people to engage in the NDIS planning process</p>	Kimberley	\$170,000
Multicultural Futures (Fremantle Multicultural Centre)	<p>People with disability from Culturally and Linguistically Diverse backgrounds were engaged in various ways to help them prepare for their individual planning session, understand how to develop an individual plan, and identify strategies to help them achieve their goals.</p> <p>Feedback from participants indicated that one-to-one consultation is the most effective strategy for this target group.</p> <p>Library sessions and information stands at the Harmony Festival and International Film Festival in Mandurah were promoted through the Office of Multicultural Interests Harmony Newsletter, Radio Fremantle and local newspapers.</p>	Perth Metro	\$30,000
Richmond Wellbeing	<p>Richmond Wellbeing developed and delivered a series of workshops across the state, designed to support individuals with psycho-social disability.</p> <p>Multiple resources were developed to support people, including those who are Aboriginal and Torres Strait Islander, with psychosocial disability to participate successfully in planning.</p> <p>The desired outcome is for people with psychosocial disability to be able to discuss, examine and gain skills and confidence to determine their own path, including; being able to assess their current needs, describe their goals and aspirations and how they would best like to achieve these.</p>	Goldfields/Esperance Kimberley Perth Metro Pilbara South West Wheatbelt	\$76,000

WAIIS (WA's Individualised Services)	<p>WAIIS have conducted information sessions State-wide.</p> <p>These workshops focused on the NDIS planning process and provided information for people with disability and their families and carers to prepare them to engage in individualised planning.</p> <p>These sessions were well received by participants indicating an increased understanding of the planning process</p>	State-wide	\$325,000
TOTAL FUNDING			\$876,000

Priority Area Three: Self-management			
Outcome: People with disability, their families and carers who are thinking about or wanting to self-manage have guidance and information about what self-management is, what the requirements are, and their responsibilities are under the WA NDIS.			
Organisation	Project	Geographical Coverage	Funding
Carers WA	<p>Carers WA developed resources and workshops providing practical advice and case scenarios to enhance carers understanding of self-management for people with a disability and their families.</p> <p>Carers WA actively engaged with other organisations, resulting in the development of complementary resources.</p> <p>The Carers WA Advisory Team received training to enable them to field phone queries from individuals seeking information about self-management within the NDIS.</p>	<p>Goldfields Great Southern Kimberley Perth Metro Mid-West/Gascoyne South West</p>	\$175,000
Down Syndrome Association of WA	<p>The 'NDIS and Me - Steps to Self-manage' workshops presented information on the NDIS, how self-management works and things to think about when you are looking at management options.</p> <p>Participant feedback indicated people appreciated the opportunity to discuss the pros and cons of the different management options, and to learn about the software programs that other people with disability are using to keep track of their funding.</p> <p>A Guide to Self-Management (workbook) has been developed and is available online.</p>	<p>Kimberley (online) Perth Metro Pilbara (online) South West Wheatbelt</p>	\$70,000
Multicultural Futures (Fremantle Multicultural Centre)	<p>Communication strategies were used to engage with people with disability from Culturally and Linguistically Diverse backgrounds, to ensure they have information to make an informed choice about self-management of individual funds and to understand the requirements and responsibilities.</p> <p>Feedback from participants indicated that one-to-one consultation sessions have been found to be the most effective strategy for this target group.</p> <p>Library information stands, promoted through the Office of Multicultural Interests Harmony Newsletter, Radio Fremantle and local newspapers have been used to successfully spread the news about the workshops at events such as Harmony Festival, and the International Film Festival Week in Mandurah.</p>	Perth Metro	\$30,000
WaiS (WA's Individualised Services)	<p>WaiS conducted workshops in the Metropolitan area, Kimberley and Pilbara for people with disability and their families regarding the legal and technical aspects of self-management of funding.</p> <p>WaiS produced a resource "Engaging Your Own Supports – legal considerations". Feedback indicates that this booklet is highly valued by families as a guide when self-managing funding.</p> <p>Feedback from workshop participants was positive with most stating that their confidence to self-manage funding has increased as a result of the information provided.</p>	State-wide	\$370,000
TOTAL FUNDING			\$645,000

APPENDIX TWO: 2016/17 ILC OUTCOMES

Priority One: Information and Advice on the WA NDIS

Organisation	Deliverable	Result
AccessPLUS (The WA Deaf Society)	NDIS information sessions in the geographical regions of North, South and Central South Metropolitan (Metro), South West (Bunbury), Wheatbelt (Northam), Goldfields -Esperance (Kalgoorlie).	<ul style="list-style-type: none"> • 35 sessions held throughout stated regions • Due to efficiencies gained, sessions were held in additional regions across the Kimberley and Pilbara • 250 attendees
	A suite of accessible Auslan training resources that will support deaf people, deafblind people, and parents with a deaf child to gain relevant information about WA NDIS in both an accessible format and timely manner. Information will be provided in Word Document and PDF to enable use with a Braille reader by deaf blind people.	<ul style="list-style-type: none"> • All resources developed and available at www.accessndis.org.au • Website data indicates more than 6,500 hits recorded, including downloads, for the “What is NIDS” workbook resource. • 13 NDIS resources developed and published.
Alzheimer’s Australia	Four 3-hour information sessions delivered in the metropolitan area (North, South, East and Central) to provide information on the WA NDIS. (Target – minimum of 10 attendees at each)	<ul style="list-style-type: none"> • Four information sessions held <ul style="list-style-type: none"> ○ A total of 17 people attended group sessions. This was lower than expected, likely due to some of the session dates occurring after an area had already rolled out and leading to people having a 1:1 session rather than attending a workshop. • 34 face-to-face sessions, resulting in 16 people receiving NDIS plans.
	Five consumer focus groups to assist in the co-design of resource and session development. Key learnings/discussions from each session were recorded.	<ul style="list-style-type: none"> • Input and feedback on the development of resources was received via email and phone. • Focus groups were held but were ineffective, one-to-one sessions had better outcomes.
	Resources suitable for the target group providing relevant information on the WA NDIS. <ul style="list-style-type: none"> ○ 1 x video highlighting information regarding the WA NDIS. ○ 2 x printed flyers providing information on the WA NDIS. ○ 1 x NDIS consumer-directed FAQ sheet. ○ 1 x NDIS access/process flowchart. 	<ul style="list-style-type: none"> • Young Onset Dementia (YOD) & NDIS information sheet • NDIS Video • YOD & NDIS FAQ • NDIS & YOD Booklet – containing a flow chart and information related to the NDIS
	Web page for people with younger onset dementia with links to the WA NDIS. (Target reach Greater than 200 people accessing the web page with a minimum of 10% accessing from a regional or remote location in WA.)	<ul style="list-style-type: none"> • https://www.alzheimerswa.org.au/our-services/65-services-support/ndis/ • https://www.alzheimerswa.org.au/training/dementia-champions-program/dementia-change-champion-younger-onset-dementia-program/ • https://www.alzheimerswa.org.au/our-services/65-services-support/ndis/ • https://www.alzheimerswa.org.au/our-services/65-services-support/ • Received an average of 130 website views monthly over a 3-month period.
	Pre and Post Survey findings to measure NDIS understanding. <ul style="list-style-type: none"> ○ Target: 80% of target group reporting increased understanding of how the WA NDIS can support them (based on pre and post survey results) 	<ul style="list-style-type: none"> • Pre-workshop –participants understanding of NDIS <ul style="list-style-type: none"> ○ Very Poor – 45% ○ Poor – 35% ○ Fair - 20% • Post-workshop – participants understanding of NDIS <ul style="list-style-type: none"> ○ Good – 65% ○ Very Good – 35%
Autism Association of WA	An information and advisory service was set up to provide face-to-face and phone information to people with disability about the NDIS, eligibility, process, transfer and transition arrangements, funding management options and implementing their NDIS plan.	<ul style="list-style-type: none"> • 575 phone consultations <ul style="list-style-type: none"> ○ 49 regional ○ 526 Metro • 161 face-to-face consultations

		<ul style="list-style-type: none"> ○ 133 people referred to a Local Coordinator
	A variety of standalone tools and resources were developed to augment information sessions and workshops	<ul style="list-style-type: none"> • 5 fact sheets developed: • 3 Facts sheets were translated in to 6 languages in collaboration with Carers WA. The languages chosen reflected the 6 most common languages spoken in Australia besides English as determined by the Australian Bureau of Statistics: <ul style="list-style-type: none"> ○ Arabic ○ Chinese ○ Filipino ○ Hindi ○ Swahili ○ Vietnamese • Information sheets were uploaded to the AAWA website, the Disability Services website and distributed via the Information and Advisory Service and Information Sessions.
	Delivery of information sessions	<ul style="list-style-type: none"> • 25 Sessions held (grant agreement stated 21) <ul style="list-style-type: none"> ○ 4 x regional – 2 x Bunbury, 1 x Esperance and 1 x Kalgoorlie ○ 21 x metro • 413 people attended an information session
Carers WA	Community education program delivered as both workshops and information sessions across all regions of WA	<ul style="list-style-type: none"> • 36 Workshops (12 required by grant agreement) <ul style="list-style-type: none"> ○ 939 attendees • 72 Information Sessions • 738 attendees
	A designated NDIS webpage was developed and maintained which outlines the NDIS and the WA NDIS, including transfer and transition. Relevant resources and tools, including those developed by Carers WA, were uploaded to this page to assist Carers.	<ul style="list-style-type: none"> • 5078 website hits • The following resources were developed: <ul style="list-style-type: none"> ○ Carers WA My Plan, My Future Workbook ○ A guide to the NDIS in WA; ○ Carers WA NDIS flyer; ○ Partnered with Autism Association of WA in the translation of their fact sheets into six languages (Arabic, Chinese, Filipino, Hindi, Swahili, and Vietnamese) other than English.
	A closed and moderated Facebook page was developed to share information and for members to share experiences.	<ul style="list-style-type: none"> • 3141 page 'likes'.
DDWA (Developmental Disability WA)	Information sessions and workshops for people with Intellectual Disability who have complex communication needs, their families and support networks	<ul style="list-style-type: none"> • Six workshops for people who are non-verbal, their families and carers • Two forums with a wide range of stakeholders including people with complex communication needs, their families and carers. • Complex Communication Needs (CCN) Facebook Group was formed with 47 members (state-wide) • Two abstracts reporting on the process and outcomes of this project were presented at the International Society for Augmentative and Alternative Communication conference held in Queensland in July 2018 • Complex Communication Needs and NDIS survey explored the use of Augmentative and Alternative Communication (AAC) systems and specific language within those systems.

	Resources	<ul style="list-style-type: none"> • A series of Complex Communication Readers (paper based and online books with photos) covering 12 topics were developed and identified as the most accessible information format for people with complex communication needs. • The Readers are available as card sets, Talking Mats and online resources. The Readers were uploaded to the Tar Heel Reader website which allows accessibility on any technology (e.g. mobiles, computers and tablets). • An educational Complex Communication Needs video is available on YouTube at https://www.youtube.com/channel/UCiFos6hLDvUQcX8Vh6DNwrg
EPIC (Empowering people in Community)	People across the regions of the City of Karratha, Shires of Ashburton and East Pilbara have access to current, readily available and relevant information about WA NDIS	<ul style="list-style-type: none"> • Across Karratha, Tom Price, Newman, Roebourne, Onslow and Wickham areas, almost 1,600 people were supported to increase capacity to access information about WA NDIS (excl. radio adverts). • Information sessions with Local Coordinators complemented the information sessions.
	Resources are developed and available that are culturally appropriate and relevant to people with disabilities, their families and carers so that they can make an informed choice.	<ul style="list-style-type: none"> • Developed flyers, pamphlets, a presentation, social media videos and radio adverts, including • 'NDIS in the Pilbara', and 'NDIS in WA - FAQ'.
	Information sessions held across the City of Karratha and the Shires of East Pilbara and Ashburton	<ul style="list-style-type: none"> • Karratha: 1 • Roebourne: 2 • Onslow: 1 • Port Hedland: 1 • Radio information in Karratha • A stall in South Hedland during Disability Awareness week
	One to one information appointments are facilitated by trained staff who provide an unbiased view on the WA NDIS in the Pilbara.	342 one-on-one information sessions were held.
Far North Community Services	Culturally appropriate WA NDIS packages in written and audio format covering eligibility, the role of Local Coordinators and how WA NDIS may be able to assist people to achieve specific measurable goals	<ul style="list-style-type: none"> • Face-to-face yarning and listening was the most appropriate way to share information. • Audio resources were developed in several local languages and brought out to local communities Information was distributed in Broome, Fitzroy Crossing and surrounding communities, Halls Creek and Kununurra. • Coordinators have had contact with 65 people to provide individually tailored information.
	WA NDIS information will also be promoted via social media and film presentations for services	<ul style="list-style-type: none"> • Films were commenced but due to the change from WA NDIS to NDIS focus was redirected to audio presentation, one-to-one consultations and information sessions with good results.
	Information has been provided in culturally appropriate ways and may include yarning sessions, meeting with Elders and community representative, one-to-one meetings with individuals and families, carers, community groups, services providers and other relevant stakeholders.	<ul style="list-style-type: none"> • This was the most effective strategy and resulted in positive outcomes in the areas of health, wellbeing, safety, housing, registration and engagement with the NDIS, and supported community living. <ul style="list-style-type: none"> ○ 18 Yarning Sessions -20 Attendees ○ 34 Information Session – 165 Attendees ○ Information Stalls – Shinju Matsuri & NDIS Expo ○ Information Sharing (1 to 1) – 108 Individuals ○ Expo – approx. 50 Attendees ○ Presentations @ NDIS Expo – 2 ○ Participant Pathway Review Consultation – 30 Attendees ○ 12 people tested eligibility & now have NDIS plans ○ Six-person Advisory committee: <ul style="list-style-type: none"> ▪ Far North CEO

		<ul style="list-style-type: none"> ▪ Life Without Barriers Regional Manager (Kimberley and Goldfields) ▪ Kimberley Institute ▪ Local Operations Area Manager Kimberley ▪ KACS Kununurra ▪ Representative from an Aboriginal organisation in Derby.
Lifestyle Solutions	Due to key person resigning and moving on grant activity has been suspended. Grant activity to expend the remaining 1/3 of the funds will resume once new person has completed induction.	<ul style="list-style-type: none"> • Information Sessions held: <ul style="list-style-type: none"> ○ Port Hedland – 2 ○ South Hedland – 5 ○ Tom Price – 1 ○ Newman – 1 ○ Paraburdoo - 1
Richmond Wellbeing	Seven metropolitan and nine rural workshops	<ul style="list-style-type: none"> • Seven workshops were offered in the Perth metropolitan region <ul style="list-style-type: none"> ○ Total attendees: 49 • Nine workshops were offered in rural areas <ul style="list-style-type: none"> ○ Total attendees: 53
	Resources developed as agreed include PowerPoint presentations, support tools and handouts.	<ul style="list-style-type: none"> • Workshop participants received resources and content handouts that were co-developed with consumer/carer involvement and involvement of Aboriginal staff for materials used in information sessions for ATSI clients and their families.
	Lists of relevant service providers in each location and fact sheets and carer/consumer information produced by the Grantor and WA NDIS.	<ul style="list-style-type: none"> • Participants were provided with lists of relevant service providers in each location, fact sheets and carer/consumer information.
Senses Australia	Senses Australia delivered a series of workshops, individual consultation sessions and accessible resources for people who are Blind, Deafblind and Deaf.	<ul style="list-style-type: none"> • Five metropolitan and three regional workshops (Busselton and Bunbury) were delivered. • A total of 80 people participated in eight workshops with an average attendance rate of 10 people per workshop. • A total of 15 people received individual consultations following workshops. • The Senses Australia website with the 'NDIS in Western Australia' Auslan video received 100 visits per month since upload, and the YouTube metrics showed it was viewed 88 times.

Priority Two: Preparation for the formal WA NDIS planning process

Organisation	Deliverable	Results
AccessPLUS (The WA Deaf Society)	NDIS information sessions in the geographical regions of North, South and Central South Metropolitan (Metro), South West (Bunbury), Wheatbelt (Northam), Goldfields -Esperance (Kalgoorlie).	<ul style="list-style-type: none"> • 35 sessions held throughout identified regions • Due to efficiencies gained, sessions were held in additional regions across the Kimberley and Pilbara • 250 attendees
	Auslan videos and resources to provide information on how to prepare for the NDIS planning process.	<ul style="list-style-type: none"> • Three Individual Planning Auslan Videos • Two NDIS in WA information videos • Workbook entitled “Getting ready for NDIS in WA and Developing a Plan
DDWA (Developmental Disability WA)	Model of planning support for people with complex needs	<ul style="list-style-type: none"> • A co-designed, piloted and documented model of pre-planning support for people with complex support needs, their families and carers for the WA context
	Resources	<ul style="list-style-type: none"> • The ‘Mapping Needs: Complex support needs planning’ booklet was adapted for the WA context based on pre-existing University of New South Wales (UNSW) resources. The adapted resource is available online at https://ddwa.org.au/wp-content/uploads/2018/12/MAPPING_NEEDS_12-Dec-2018.pdf
Down Syndrome Association	Workshops and individual consultations	<ul style="list-style-type: none"> • 10 Workshops delivered <ul style="list-style-type: none"> ◦ Total attendees: 179 • 32 individual consultations
	Resources in accessible formats	<ul style="list-style-type: none"> • Resources produced are ‘NDIS and Me: Steps to Plan Workbook’, NDIS and Me web and Facebook pages • Increased activity on social media/website pages
Far North Community Services	Culturally appropriate planning tools are developed to assist ATSI people living in the Kimberley to plan with WA NDIS Local Coordinators	<ul style="list-style-type: none"> • 8 people assisted with registration, waiting to develop plan • 7 people with registration in progress • 13 people who tested eligibility and found not eligible • 9 people referred to mainstream service • 11 people who began the process of registration or testing eligibility, and then moved and contact was lost • 24 people provided with information on the NDIS • 2 people referred to Local Coordination • 8 people felt confident to manage registration and planning process themselves • 18 people known to have developed and implemented NDIS plan
Multicultural Futures (Fremantle Multicultural Centre)	Workshops and individual consultations	<ul style="list-style-type: none"> • 34 Information sessions <ul style="list-style-type: none"> ◦ Total attendees: 357 • 19 individual consultations
	Resources in accessible formats	<ul style="list-style-type: none"> • Me, My Plan, My Future information flyers were translated into seven languages identified as the most prominent in the project locations of Cockburn/Kwinana and Rockingham/Mandurah. These are available online at http://www.disability.wa.gov.au/wa-ndis/wa-ndis/information-linkages-and-capacity-building/resources/ • To maximise reach, information was broadcast via community radio in various languages, including 6EBA FM, RTR Radio, Curtin Radio, Radio Fremantle and Coast FM in Mandurah

		<ul style="list-style-type: none"> Seven CaLD Community Leaders were trained around providing NDIS individual planning information to their communities
Richmond Wellbeing	Nine regional and seven metropolitan workshops	<ul style="list-style-type: none"> Seven workshops were offered in the Perth metropolitan region <ul style="list-style-type: none"> Total attendees: 21 Nine workshops were offered in regional areas <ul style="list-style-type: none"> Total attendees: 36
	Resources developed including PowerPoint presentations, support tools and handouts, co-designed with consumer and carer involvement and involvement of Aboriginal staff for materials used in information sessions for ATSI clients and their families	<ul style="list-style-type: none"> Workshop participants received resources and content handouts that were co-developed with consumer/carers involvement including ATSI clients and their families.
	Examples of individual planning questions and templates for planning and information on where participants can get help and further information regarding the WA NDIS following training were provided.	<ul style="list-style-type: none"> Workshop sessions included examples of individual planning questions and templates for planning. Information on where participants could get help and further information regarding the WA NDIS (post the training workshop) was provided
	Lists of relevant service providers in each location, fact sheets and carer/consumer information produced by the Grantor and WA NDIS	<ul style="list-style-type: none"> Richmond Wellbeing provided lists of relevant service providers in each location, fact sheets and carer/consumer information produced by DSC and WA NDIS
WaiS (WA's Individualised Services)	Minimum of ten 'understanding the WA NDIS planning process' workshops	<ul style="list-style-type: none"> 14 workshops (7 metro, 7 regionals (Broome, Albany, Newman, Bunbury, Esperance, Kalgoorlie and Narrogin) <ul style="list-style-type: none"> Total attendees: 389
	Phone hotline/Face to face contact providing information and coaching to people to support them in the WA NDIS planning process.	<ul style="list-style-type: none"> 422 people supported via phone/face to face
	Online and written information available via the organisation's website and social media	<ul style="list-style-type: none"> 11 Written Resources Developed Online program developed based on WaiS Preparing to Plan card set titled, "Planning for a Good Life". 97% of people supported through this project reported that they had increased confidence and understanding of the planning process for the NDIS in WA

Priority Three: Self-management

Organisation	Deliverable	Result
Carers WA	Develop resources and coordinate with organisations such as MyPlace and WA Individualised Services (WAIS), that have previously developed self-management resources to avoid duplication and to complement those existing resources.	<ul style="list-style-type: none"> • 4 resources produced • 5078 website views
	The development and delivery of workshops which include practical sessions and case scenarios based on the lived experience of people with disability and their families who self-manage.	<ul style="list-style-type: none"> • 32 workshops <ul style="list-style-type: none"> ○ Total attendees: 781 • 39 information sessions <ul style="list-style-type: none"> ○ Total attendees: 617
	Training of the Carers WA staff members in NDIS protocols including knowledge and application of the resources developed.	<ul style="list-style-type: none"> • 4 internal staff training workshops <ul style="list-style-type: none"> ○ 26 staff trained - 5 part of the Carers WA Advisory team
	The provision of phone and email support for carers following the workshops, and for those considering self/shared management.	<ul style="list-style-type: none"> • Phone support – 141 individuals • Email support – 1370
	Provision of an online peer mentoring tool to support carers of people with disability, to mentor other carers through their own lived experience.	<ul style="list-style-type: none"> • 2 WA members joined the Carers Australia NDIS Peer Mentors Network
Down Syndrome Association	Workshops	<ul style="list-style-type: none"> • 12 Workshops delivered <ul style="list-style-type: none"> ○ Total attendees: 171 • 25 individual consultations
	Resources in accessible formats	<ul style="list-style-type: none"> • Resources produced are 'Managing your plan in the NDIS' booklet, NDIS and Me web and Facebook pages • Increased activity on social media/website pages
Multicultural Futures (Fremantle Multicultural Centre)	Workshops and individual consultations	<ul style="list-style-type: none"> • 34 Information sessions <ul style="list-style-type: none"> ○ Total attendees: 352 • A total of 14 individual consultations were delivered • Information booths (additional to contracted requirements) were provided at Harmony day and three community expos in the project locations of Cockburn-Kwinana and Rockingham-Mandurah
	Resources in accessible formats	<ul style="list-style-type: none"> • Me, Managing My Future information flyers were translated into seven languages identified as the most prominent in the project locations These are available online at http://www.disability.wa.gov.au/wa-ndis/wa-ndis/information-linkages-and-capacity-building/resources/ • To maximise reach, NDIS and self-management information was broadcast via community radio in various languages, including 6EBA FM, RTR Radio, Curtin Radio, Radio Fremantle and Coast FM in Mandurah • Seven CaLD Community Leaders were trained around providing NDIS and self-management information to their communities
WAiS (West Australia's Individualised Services)	The Organisation delivered a minimum of ten workshops regarding 'self-management'	<ul style="list-style-type: none"> • 12 workshops <ul style="list-style-type: none"> ○ Total attendees: 307 attendees ○ 94% indicated that the information presented increased their confidence and understanding to make an informed choice.

	Phone hotline/Face to face contact during business hours providing information and coaching to people to support them in the WA NDIS self-management process	<ul style="list-style-type: none"> • 1158 people supported via phone/face to face/email
	Online and written information is available online via the Organisation's website and social media.	<ul style="list-style-type: none"> • Online programme developed – “Be a Boss” • Four resources were developed that can be freely accessed by people. These resources are in Easy Read and tagged accessible and focus on people being able to better understand their legal decisions and considerations with employees and contractors
	Develop three peer support networks, in response to local demand, with a focus on regional areas	<ul style="list-style-type: none"> • 3 Peer Support Groups developed: <ul style="list-style-type: none"> ○ 2 metro; and ○ 1 regional (Newman).