



Disability Services Commission

Western Australian National Disability Insurance Scheme (WA NDIS) Operational Policy

Service Providers in the WA NDIS trial sites

1. Keywords

Service provider, trial site, plan, choice and control, self-manage, panel contract, service agreement, disability service organisations, outcomes.

2. Policy statement

This operational policy describes the relationship between people with disability, their chosen service provider and WA NDIS.

3. Principles

People with disability have the same right as other members of society to participate in, direct and implement the decisions that affect their lives.

People with disability can exercise choice and control in the selection, design and implementation of their supports and services.

The lives of people with disability, their families and carers are enhanced when they can determine their preferred supports and services and exercise control over the resources as detailed in the plan, to the extent that they desire and have capacity for.

The Commission maintains a strong partnership with the community sector, with disability service organisations being key stakeholders in the design and delivery of disability services in Western Australia.

4. Introduction

People who receive WA NDIS funding may choose:

1. a service provider on the Disability Services Commission's (Commission) Panel Contract for Individually Funded Services (Panel Contract), or
2. to engage a service provider directly by self-managing funding.

5. Definition

A **service provider** is a person (such as a neighbour) or an entity (such as an organisation) that provides paid services which are identified in the individual plan and funded through WA NDIS.

6. Implementation

This operational policy will be implemented in WA NDIS trial sites.

Service providers on the Panel Contract

Service providers must be selected from the Commission's Panel Contract for Individual Funding and/or Disability Professional Services, unless funding is self-managed.

To be approved on to a Panel Contract, a service provider must meet specific governance, financial and qualitative criteria that demonstrate a range of competencies. Having a Panel Contract with the Commission does not guarantee that individuals will choose an organisation to provide services.

The service provider will have a Service Agreement with the Commission; this is the contract that sets out the obligations of both parties. It specifies the type and price of services and activities that the service provider can provide, the outcomes to be delivered, the reporting and quality requirements, and other operational matters as contained in the General Provisions for the Purchase of Community Services by Public Authorities, February 2012.

This Service Agreement operates to ensure that people with disability are provided with a quality service that meets the National Disability Services Standards. Service providers with a Service Agreement are automatically captured in the Commission's quality management system and will have an independent evaluation within one year of commencement and every three years thereafter, or as determined by the Commission.

When a Service Agreement is established, the Commission will assign a Service Contracting and Development Officer to manage the agreement. This officer is the main point of contact in relation to the content and obligations under the Service Agreement and the relevant Support Clusters and Price Framework.

All services to be provided by a service provider must meet goals identified in an individual's plan that is developed by the individual, often with the assistance of others such as their family and the Local Coordinator. The service strategies to be delivered by the provider must be within those specified in its Service Agreement and the relevant Support Clusters and Price Framework.



The majority of services in the WA NDIS trial site will be individually funded and hence, service providers will need to be on the Panel Contract for Individual Funding. As this is a transition process there are still a small number of service providers that either have block funding which attracts service-level funding or place based funding such as Disability Professional Services. “

Providers of services engaged directly by the individual

People who wish to self-manage all or some of the funded supports and are approved to do so by WA NDIS are free to exercise choice and control over who provides these services. This means that the individual may select a service provider which is not on the Commission’s Panel Contract, but reflects the individual’s own preferences and circumstances. The Local Coordinator is aware of these arrangements through the planning and ongoing engagement with the person with disability, however the agreement is between the individual and the person or entity which provides their services.

The individual reaches agreement with WA NDIS to self-manage funds for supports as identified in their individual plan and assumes responsibility for:

- receiving and managing any funding provided;
- purchasing the supports identified in the plan (including paying any applicable indirect costs associated with the supports, e.g. tax or insurances);
- implementing safeguards as outlined in the plan;
- the quality of the service being delivered; and
- acquitting the funds and meeting other agreed accountability requirements.

7. Related documents

Delivering Community Services in Partnership Policy 2011, Department of Finance
Disability Services Regulations 2004 (amended 2016) (Standards for Disability Services)
General Provisions for the Purchase of Community Services by Public Authorities,
February 2012

Individualised Funding Policy, June 2015

Procurement Guidelines

Shared Management Policy November 2011, Disability Services Commission

WA NDIS Direct Funding Accountability Framework November 2013, Disability Services
Commission

WA NDIS Operational Policy – Managing the Funding for Supports in a Plan

WA NDIS Operational Policy – Safeguarding

WA NDIS Operational Policy – Safeguarding

WA NDIS Perth Metropolitan: Support Clusters and Price Framework

WA NDIS Lower South West: Support Clusters and Price Framework

8. Evaluation and review date

30 June 2017 or earlier if required.

For further information contact

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Date 30 June 2016

