



Government of **Western Australia**
National Disability Insurance Scheme

Information, Linkages and Capacity Building

Commissioning Framework

July 2017 – June 2018

Contents

BACKGROUND.....	3
The National Disability Insurance Scheme in Western Australia	3
Information, Linkages and Capacity Building.....	3
NDIS ILC Policy Framework	4
ILC FUNDING.....	4
ILC Goals, Objectives and Outcomes	4
Goals	4
Objectives	4
Outcomes	5
Focus Areas for Investment	5
ILC IN THE NDIS.....	7
Consultation.....	7
Alignment with the National Framework	7
Local Coordinators.....	8
Grants Process	8
ILC AND MAINSTREAM RESPONSIBILITIES	10
ILC AND BLOCK FUNDED SERVICES	10
QUESTIONS?	10
APPENDICES	11
Appendix 1 - Focus Areas, Definitions and Examples	11
Appendix 2 – Types of Outcomes across Activity Streams.....	12
Appendix 3 – Terms and Definitions.....	13

BACKGROUND

The National Disability Insurance Scheme in Western Australia

The introduction of the National Disability Insurance Scheme in July 2013 reinforced the strategic direction of Western Australia in moving to a local decision making model based on individualised planning and funding.

The National Disability Insurance Scheme (NDIS) in Western Australia is the State Government's model of the NDIS. The NDIS in WA is run by the Department of Communities (Communities).

The NDIS in WA will apply the same requirements for eligibility, reasonable and necessary supports and portability as the rest of the country yet will be flexible and responsive to circumstances unique to WA. In particular, WA's remote and regional areas present challenges because of the significant distances from major population centres and fewer local service providers, especially for people with disability, some of whom may lead transient lifestyles.

The NDIS offers people with disability, their families and carers, the opportunity to design, choose and control the supports and services they need to live a good life in their local communities. It will support eligible people with disability to create a plan and gain access to reasonable and necessary supports and services based on their needs and goals.

The NDIS is made up of two parts being:

1. Individual plans that provide reasonable and necessary supports for eligible people with disability.
2. Information, linkages and capacity building (ILC).

The NDIS sits within the framework of the National Disability Strategy¹. The connections between the National Disability Strategy, the NDIS and ILC are expected to achieve better outcomes for people with disability, their families and carers.

Information, Linkages and Capacity Building

The purpose of ILC is to contribute to the long-term sustainability of the NDIS. It is designed to efficiently and effectively connect people with disability, their families and carers, with appropriate disability, community and mainstream supports. ILC will support families and carers to maintain and strengthen their capacity to continue in their caring roles. ILC will also promote collaboration and partnership with local communities, mainstream and universal services to create greater inclusivity and accessibility of people with disability, their families and carers. Consequently, ILC will increase the capacity of individuals their families and carers, the community and mainstream organisations, as well as raise community awareness.

Importantly, proposed ILC activities can also directly benefit people with disability who do not have NDIS individual plans, as well as their families and carers. The rationale is that providing appropriate ILC initiatives to those who do not have individual plans will reduce the need for such plans because individuals will remain independent and connected to their communities.

¹ [National Disability Strategy | Department of Social Services, Australian Government](#)

NDIS ILC Policy Framework

In August 2015, the Disability Reform Council endorsed an ILC Policy Framework². The ILC Policy Framework provides guidance in developing a transition and implementation strategy for ILC and is the responsibility of the National Disability Insurance Agency (NDIA; a Commonwealth Government agency).

The ILC Policy Framework describes five activity streams, namely:

- information, linkages and referrals (activity stream 1)
- capacity building for mainstream services (activity stream 2)
- community awareness and capacity building (activity stream 3)
- individual capacity building (activity stream 4)
- Local Area Coordination (see page 6 for details of this aspect of the NDIS in WA).

The NDIA has developed its own ILC Commissioning Framework, which is the Commonwealth Government's implementation plan for the ILC Policy Framework.

ILC FUNDING

The national indicative budget for ILC activities between 2017 - 18 and 2019 - 20 (excluding costs associated with Local Area Coordination) is shown in Table 1 and is likely to be allocated to states and territories on a per capita basis.

Financial Year	National indicative budget (\$ '000)
2017 - 18	\$73,514
2018 - 19	\$113,539
2019 - 20	\$131,130

Table 1: Indicative national budget for ILC

ILC Goals, Objectives and Outcomes

Goals

- People with disability have the ability to achieve their goals (capability)
- Community – people with disability are included in all aspects of community life (opportunity).

Objectives

There are two ILC objectives – capability and opportunity.

- **Capability** - people with disability are informed, connected and have the skills and confidence they need to participate in, and contribute to, the community (incorporating activity streams 1 and 4).

² NDIS ILC Policy Framework [National Disability Insurance Scheme](#)

- **Opportunity** - mainstream services, community programs and disability services providers have the information and skills they need to meet the needs of people with disability (incorporating activity streams 2 and 3).

Outcomes

The expected ILC outcomes are that people with disability:

- are connected and have the information they need to make decisions and choices
- have the skills and confidence to participate and contribute to the community and protect their rights
- use and benefit from the same mainstream services as everyone else
- participate in and benefit from the same community activities as everyone else
- actively contribute to leading, shaping and influencing their communities.

The intent of the ILC outcomes is to create:

- increased access to quality information that is easy to understand
- greater knowledge and relevant referrals resulting in connection and engagement with community and mainstream services
- increased capacity for a person with disability to contribute to and participate in the life of the community with greater confidence and have valued connections and relationships
- more inclusive and supportive communities achieved through increased awareness and removal of barriers to inclusion and participation
- positive and enduring changes to the lives of people with disability, their families and carers.

Figure 1 is produced by NDIA and shows the relationship between the ILC goals, objectives, activity streams and outcomes.³

Focus Areas for Investment

The following focus areas have been identified as priorities for ILC investment:

- specialist or expert delivery
- cohort-focused delivery
- multi-regional activities
- remote/rural delivery
- delivery by people with disability, for people with disability.

Appendix 1 defines the focus areas and includes examples.

³ Figure used from NDIA's ILC Commissioning Framework. NDIA is the owner of the intellectual property rights.

Ordinary life

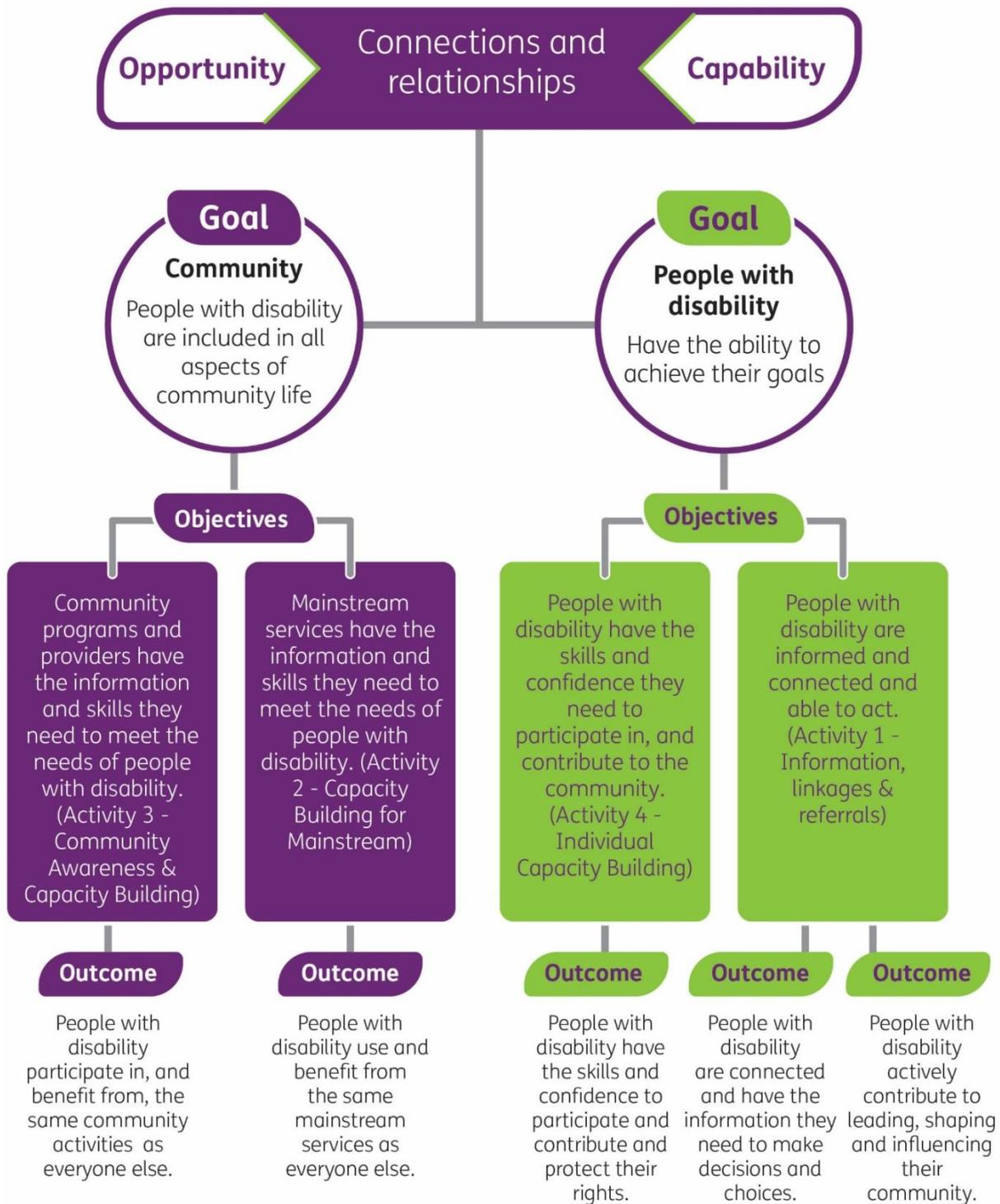


Figure 1: The relationships between ILC goals, objectives, activity streams and outcomes © National Disability Insurance Scheme Launch Transition Agency 2013

ILC IN THE NDIS

This NDIS ILC Commissioning Framework 2017/18 for WA (WA ILC Commissioning Framework) is WA's implementation plan for the ILC Policy Framework and will support the objects and principles of the following legislation and strategies:

- Disability Services Act 1993
- National Disability Insurance Scheme Act 2013
- Disability Discrimination Act 1992
- UN Convention on the Rights of Persons with Disabilities
- Carers Recognition Act 2004
- National Disability Strategy.

Consultation

ILC has been the subject of numerous consultations across Australia over the last 18 months. The WA ILC Commissioning Framework has been informed by the following consultations:

- The WA Ministerial Advisory Council on Disability, on behalf of the State Government, led an independent state-wide consultation process on the NDIS in WA. A series of discussion papers provided an opportunity for people with disability, family members, carers, support workers, advocates, service providers and other interested members of the WA community to comment and provide feedback on the NDIS in WA. A discussion paper on ILC formed part of this consultation.
- The NDIA consulted extensively on the Commonwealth Government's ILC Commissioning Framework across Australia. This process included written submissions and face-to-face meetings with people with disability, their families and carers, sector organisations and other stakeholders.
- Formal and informal feedback from people with disability, families, carers, disability service organisations, the broader non-government sector and other interested parties.

Alignment with the National Framework

To meet the State Government's commitment to a nationally consistent NDIS in WA, the WA ILC Commissioning Framework aligns with key areas of the NDIA's ILC Commissioning Framework. Similar language and terms have also been used for clarity and consistency.

Areas of alignment between the NDIA's ILC Commissioning Framework and WA's ILC Commissioning Framework include the:

- activity streams and focus areas for investment
- goals, objectives and outcomes.

Two key points of difference between the Commonwealth Government’s NDIS and the NDIS in WA are that WA will manage its own:

- Local Coordinator services
- grants processes for the delivery of ILC initiatives.

Local Coordinators

Local Coordinators have been an intrinsic part of the disability service model in WA for over 20 years. They have provided valuable support to individuals, their families and carers to assist them in areas such as planning, accessing information, participation in the community and engaging with local supports and services.

The role of Local Coordinators in the NDIS in WA will continue to be the responsibility of the State Government. More information on the role of Local Coordinators is available on the Communities website.⁴

It is important to note that costs associated with the Local Coordinator role in the NDIS is separate to the funding available for the delivery of ILC initiatives.

Grants Process

Communities will allocate ILC funding through non-recurrent, time-limited grants across activity streams 1- 4. ILC grant processes will be transparent, accountable and align with the principles of WA’s Delivering Community Services in Partnership Policy⁵ (DCSP Policy). Processes will be flexible in order to be responsive to the changing environment as the NDIS is implemented.

Organisations will not have to be registered with the Communities to apply for ILC funding.

Application guidelines and response forms will be developed to clearly define:

- the five focus areas, the corresponding four activity funding streams and the priority areas for each round of funding
- the selection criteria that apply to each of the priority areas (this will give maximum flexibility to consider the five focus areas across the four streams)
- specific outcomes that will be developed dependent on the focus areas to be targeted as part of the request for funding document.

Examples of the types of specific outcomes for ILC initiatives across the activity streams are shown in Appendix 3. The examples are those identified by NDIA in its ILC Outcomes Framework Discussion Starter.⁶ The examples are not an exhaustive list and may change over time. Communities will negotiate with all organisations to determine what outcomes are appropriate for each initiative to be funded.

⁴ <http://www.disability.wa.gov.au/wa-ndis/wa-ndis/what-is-the-wa-ndis/local-coordinators/>

⁵ https://www.finance.wa.gov.au/cms/Government_Procurement/Policies/Delivering_Community_Services_in_Partnership.aspx

⁶ <https://ndis.gov.au/communities/ilc-home.html>

All applications will be assessed within the context of the priority areas for ILC investment that will be identified each year in consultation with stakeholders. When assessing applications, consideration will also be given to:

- evidence of need
- innovation
- best practice
- enduring positive change
- value for money.

Applications will be evaluated by panel members with relevant knowledge, experience and expertise. People with disability, and/or a family member or carer will participate on panels. The composition of panels will change for each round of funding and will depend on the priority areas identified. A single panel will be used to assess all applications for each round of funding.

All applicants will be required to declare any conflicts of interest and detail how the conflicts will be managed if they were to be successful in their application for funds. Following each round of funding, Communities will provide general information about the evaluation process, including which organisations were funded and the initiatives to be implemented, how much funding each organisation will receive, and a summary of the overall strengths and weaknesses of the applications received. The information will be posted on the Communities website and the Tenders WA website.

Examples of projects that can be considered

The ILC activity streams, focus areas and outcomes work together to determine the activities that could potentially be funded. Of particular interest is the tangible positive difference likely to be made to the lives of people with disability, and/or their families and carers. Therefore, the types of activities that will be considered for ILC funding are those that:

- build the capacity of individuals, mainstream organisations and communities, as well as improve accessibility and inclusivity for people with disability
- benefit people with disability, their families, carers and other members of the community
- provide information about a particular disability or condition that would be able to be used by people with disability, as well as family members and carers, such as a website or phone information line

Examples of projects that cannot be considered

Projects that do not demonstrate consistency with the ILC activity streams, focus areas and outcome areas or which are funded through more appropriate sources will not be considered for funding. Examples include:

- the provision of individual or systemic advocacy services (this would not preclude organisations that provide individual or systemic advocacy services from applying for funding to deliver initiatives that are within scope).
- the provision of policy advice
- activities that should be included in an individual's plan

- an organisation’s sustainability funding (overheads directly associated with delivering an ILC activity should be included in the pricing of an ILC proposal)
- activities that are the responsibility of Commonwealth, State, Territory or local government bodies
- activities that duplicate those already available
- general mainstream services responsibilities -
 - where more appropriate funding sources exist
 - funding that replicates the work of Local Coordinators
 - organisations or other government agencies looking to meet their obligations under the National Disability Strategy.

ILC AND MAINSTREAM RESPONSIBILITIES

Under the National Disability Strategy all levels of government, business and the community retain responsibility to ensure that their programs, services and activities are inclusive and accessible for all people, regardless of ability. The core responsibilities of other service systems continue, as detailed in the Council of Australian Government’s Principles to Determine the Responsibilities of the NDIS and other Service Systems⁷.

ILC AND BLOCK FUNDED SERVICES

ILC funding is not intended to deliver activities that have been historically block funded by Communities. However, it is acknowledged there are a number of organisations currently delivering initiatives that may fit within ILC activity streams and focus areas. Should funding cease for a block funded service that may align with an ILC activity stream, there is no guarantee that the service will be funded through ILC because of the competitive nature of the grants process and the priority area focus.

QUESTIONS?

While the WA ILC Commissioning Framework will guide the implementation and delivery of ILC activities in WA for 2017/18 and beyond, it is not intended to be a static framework. It will evolve to address changing priorities and community expectations during transition to the full NDIS scheme and will be reviewed on a regular basis to ensure that it retains currency and relevance over the long-term.

Therefore, consultation with stakeholders, monitoring and evaluation of ILC activities will play a critical role in informing this Commissioning Framework in the future. Input and feedback will be sought on an ongoing basis.

Questions and/or feedback about ILC in WA can be emailed to:
ILC@communities.wa.gov.au or phone: 1800 996 214 (freecall).

⁴ [Principles to determine the responsibilities of the NDIS and other service systems](#)

APPENDICES

Appendix 1 - Focus Areas, Definitions and Examples

Focus Area	Definition	Example
Specialist or expert delivery	Focus on activities that provide specific skills and knowledge in relation to disability – for example, diagnostic specific expertise or expertise in particular models of support or capacity building.	The provision of informed coaching/mentoring to families and carers of people with disability to assist them develop and maintain their resilience.
Cohort-focused delivery	Focus on activities for specific groups of people that require detailed cultural or other knowledge to be effective – for example, multilingual activities to assist Aboriginal and Torres Strait Islander peoples or people from culturally or linguistically diverse backgrounds.	A yarnning circle (peer group) for Aboriginal women run by a local Aboriginal organisation.
Multi-regional activities	Focus on activities that would be inefficient if delivered separately in different local areas – for example, advice or information that is not based on location and could be relevant anywhere.	A community awareness campaign to increase employment opportunities for people with disability.
Remote/rural delivery	Focus on ensuring activities are designed to address local needs, circumstances and conditions in rural and remote locations.	A project that connects young people with disability in a rural area with each other via multimedia or social media.
Delivery by people with disability, for people with disability	Focus on supporting organisations that are run and controlled by people with disability. These are sometimes called user-led organisations.	A mobile application developed by people with disability for people with disability.

Appendix 2 – Types of Outcomes across Activity Streams

Activity Stream	Potential Outcomes for ILC Initiatives
1. Information, Linkages and Referrals	<ul style="list-style-type: none"> • Increased access to high quality, accessible, relevant and easy to understand information • Improved knowledge about disability and/or where to find support from mainstream and community services • Increased effectiveness of referrals resulting in a connection with mainstream and community services • Increased use of information to make decisions to shape and plan an ordinary life
2. Capacity Building for Mainstream Services	<ul style="list-style-type: none"> • Increased understanding of rights, obligations and barriers surrounding disability within mainstream services • Positive change in attitudes and culture within mainstream services • Increased knowledge and capability within mainstream services • More inclusive behaviour within mainstream services • Active involvement and collaboration in mainstream services to drive inclusion for people with disability
3. Community Awareness and Capacity Building	<ul style="list-style-type: none"> • Increased community understanding of rights and barriers for people with disability • Positive change in individual attitudes and community culture • Increased knowledge and capability within business and community based organisations • More inclusive behaviour within communities, and • Active involvement and collaboration in the community to drive inclusion for people with disability
4. Individual Capacity Building	<ul style="list-style-type: none"> • Increased skills and capacity • Increased motivation, confidence and empowerment to act • Increased self-advocacy, independence and relationship building • Increased participation in community life • Increased contribution to community life

Appendix 3 – Terms and Definitions

Term	Definition
Capacity building	Increasing people’s knowledge, skills and abilities. This might apply to an individual – perhaps developing their skills in a certain area to allow them to live more independently. Or it might apply to the community as a whole – for example, building the capacity of organisations to be more inclusive.
Commissioning	A strategic approach to the identification and funding of activities that benefit individuals and communities. The Commissioning Framework explains how the Communities intends to identify and fund activities in ILC.
Community programs and activities	Activities and programs run by, in and for the local community including everything from local businesses to local sporting or recreational groups.
Information, Linkages and Capacity Building	ILC is part of the NDIS. ILC is a set of activities that will increase the capacity of people with disability, their families and carers to achieve their goals and increase the capacity of the community to be more inclusive.
Mainstream services	Services and programs usually funded by Commonwealth, State or local governments that everyone in the community can use such as health, education or transport -sometimes referred to as universal services.
National Disability Strategy 2010–2020	The National Disability Strategy 2010–2020 is a 10 year plan for improving the lives of people with disability in Australia. It has been agreed to by all the governments in Australia.
Outcomes	An outcome is the result of an action. In the case of ILC, it is the change or difference made to a person’s life which results from an activity or support or service they have used. We also expect to see changes at the community level as a result of ILC activities.
NDIS individual plan	People with disability in WA that meet the eligibility requirements for the NDIS develop a NDIS individual plan. An individual plan is a document that describes the life a person would like to lead, how they will achieve this, and who and what will help them achieve this.