



Disability Services Commission

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

## Service Providers in the WA NDIS

Document reference number: N22

Version 1.3

Publish Date: 1/07/2017

### 1. Keywords

Service provider, 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 Disability Services Commission (the Commission) maintains a strong partnership with the community sector, with disability sector organisations being key stakeholders in the design and delivery of disability services in WA.

### 4. Introduction

People who receive WA NDIS funding may choose a service provider who registered with the Commission and is on the Disability Services Provider Panel (DSPP) to engage a service provider directly by self-managing funding.

A **service provider** is an entity that is registered to be on the DSPP that provides paid services which are identified in the individual plan and funded through WA NDIS.

## 5. Implementation

This operational policy will be implemented in WA NDIS areas.

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

Service providers on the DSPP will have a Service Agreement with the Commission, this is the contract that sets out the obligations of both parties: i.e., the Service Agreement focuses on the compliance (accountability, quality and safeguarding) structures between the service provider and the Commission.

It also describes the type of activities that the service provider can provide, the outcomes to be delivered and the reporting and quality requirements. Being on a DSPP is contingent on the acceptance of the WA NDIS Support Clusters and Price Framework (or similar frameworks) as and when they are implemented.

This Service Agreement operates to ensure that people with disability are provided with a quality service that meets the National Standards for Disability Services. Service providers with a Service Agreement must meet the mandatory quality requirements of the DSPP. The requirements are based on risk and service type as described in the DSPP Request for Registration document.

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 of and obligations under the Service Agreement. All services provided by a service provider must meet goals identified in a person's plan. 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 will be individually funded and hence, service providers will need to be on the DSPP.

### **Services engaged directly by the person**

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 a person may select a service provider which is not on the DSPP, 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. In these circumstances, the person is responsible for all aspects of the service to be delivered, including but not limited to Working With Children checks (where required) and meeting worker requirements such as superannuation, occupational health and safety requirements and insurances.

The person 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
- acquitting the funds and meeting other agreed accountability requirements.

## **6. Communication**

This document will be published on the Commission's website and intranet, and relevant employees and other stakeholders advised of its existence.

## **7. Evaluation and review**

This policy will be reviewed in 24 months or whenever required by a significant change to relevant policy, people, process, technology and/or information. Evaluation of the policy will take into account operational learning, feedback from stakeholders and relevant data.

## **8. Related documents**

Delivering Community Services in Partnership Policy, Department of Finance

Disability Services Regulations 2004

General Provisions for the Purchase of Community Services by Public Authorities

Individualised Funding Policy

Self-Management of Funded Supports Policy

Procurement Guidelines

WA NDIS Direct Funding Accountability Framework

WA NDIS Operational Policies

- Self-management of Funded Supports
- Safeguarding

WA NDIS Perth Metropolitan: Support Clusters and Price Framework

WA NDIS Lower South West: Support Clusters and Price Framework