# Terms of Reference

## Digital Community of Interest

### Purpose

The Digital Partnership Office (DPO) **has been established within the National Disability Insurance Agency (NDIA)** to facilitate the Agency partnering with third parties, and providing access and support to develop digital services for National Disability Insurance Scheme (NDIS) participants and providers. The NDIA recognises that customer experience can be greatly improved for NDIS participants and providers alike, but the opportunity for digital solutions to address information asymmetry for participants in particular is fundamental to delivering the goals of the Scheme.

To ensure the NDIA continues to understand the requirements of participants, providers and Digital Partners in supporting the ongoing delivery of future solutions, including Application Programming Interfaces (APIs), the DPO will consult across a spectrum of digital market players through the Digital Community of Interest (DCI).

The DCI is designed to encourage innovation and help guide the future direction of the NDIA Digital Roadmap, including API development and release.

### Membership

The NDIA Director - DPO will Chair the DCI. Organisations and individuals wishing to be Members must self-nominate and complete an expression of interest questionnaire as part of the selection process. The Chair of the DCI will assess applications for Membership based on the need to ensure that there is a balanced representations across the parties that support the operation of the Scheme.

Membership to the DCI will be capped at 20, including representatives from the NDIA.

Members are expected to have a high level of personal and professional integrity, work together and bring a broad perspective to issues, with the aim to find solutions and proposals that will benefit a wide range of stakeholders.

It is intended that the DCI will include at least two NDIS participants. The Community may also invite observers to attend meetings as required.

Responsibilities of Membership include:

* Commitment to the stewardship of the disability services sector with a focus on the NDIS to constantly balance promoting participant outcomes, market development and financial sustainability;
* Commitment to working constructively and collaboratively to deliver on the purpose of the Community;
* Act with due diligence and good faith;
* Deal with other Members and other representatives associated with the Community ethically, with courtesy and respect; and
* Progress any action items assigned to them.

Membership will be reviewed annually by NDIA with consideration to Members’ ongoing capacity to participate in meetings. Membership changes may be initiated where a Member’s ongoing ability to participate in meetings is impacted. Members are free to withdraw at any time from the Community should they wish. Members are asked provide details of their withdrawal in writing with at least 2 weeks’ notice prior to the next scheduled DCI meeting.

The DCI will be supported by a Secretariat established within the NDIA.

### Operations

#### Frequency and timing of meetings

Meetings will be scheduled quarterly (four per calendar year) by either video conference or in suitable locations that can accommodate accessibility requirements as well as the size of the Community.

A schedule of items for discussion will be developed by the NDIA with consultation from Members ahead of all meetings.

The Secretariat will advise Members in advance of meeting dates, venue and times. Discussion with Members outside of meetings will be coordinated by the Secretariat.

#### Records management

The Secretariat will provide ongoing coordination, record-keeping and liaison with Members for all matters to do with the operations of the Community of Interest.

Draft minutes and action items arising will be circulated for comment as soon as possible via email following each meeting. Members will be given the opportunity to request changes as required.

Once endorsed, the meeting minutes will be published on the NDIS website and on the DPO Portal.

#### Risks and issues management

The Chair will identify risks and significant issues, and ensure that:

* Records associated with risks and issues are appropriately maintained, in accordance with NDIA procedures;
* Corporate risks and systemic issues are communicated to relevant key stakeholders in the NDIA; and
* Risks are appropriately assessed and mitigation strategies implemented as deemed necessary.

#### Communication procedures

The Chair is responsible for communicating decisions to Members and other key stakeholders within the NDIA.

Members will ensure that the Secretariat has current contact details and are advised of any specific communication or accessibility requirements.

#### Payment of expenses

Members will not be paid or reimbursed by the NDIA for the cost of their time spent attending meetings or attending to other issues (i.e. consultancy or sitting fees). Attendance by Videoconference or Teleconference will be available to ensure maximum flexibility for all Members.

Approach to any reimbursement of expenses will remain consistent with NDIA policy.

#### Conflicts of interest and roles

Perceived and/or actual conflicts of interest, and/or conflicts of roles are to be declared by all Members as soon as they arise:

* ‘Conflicts of interest' arise when an individual’s personal, financial, business plans or other interest compromises, influences or affects their role as a Member of the Community of Interest. A conflict of interest can be real or apparent and can also be both financial and non-financial in nature.
* ‘Conflicts of roles’ arise when Members represent two different roles, the performance of which may raise perceived or actual conflicts.

The NDIA will be responsible for determining the appropriate course of action for dealing with specific conflicts of interest/roles. Depending on the conflict involved, the Chair may excuse the Member from the meeting for the relevant agenda item, or may take other appropriate action as required. Failure to declare a conflict of interest would represent a reason for Membership of the DCI to be revoked.

### Review of Terms of Reference

The Terms of Reference document will be owned by the DPO. A review of, and required updates to this document will be completed every 12 months.

### Contact Details

|  |  |
| --- | --- |
| **Role** | **Details** |
| Chair | Julian Quail Julian.quail2@ndis.gov.au |
| Secretariat | [DPO@ndis.gov.au](mailto:DPO@ndis.gov.au) |