

Operational Plan Commitment between the National Disability Insurance Agency, Western Australia and the Commonwealth for Transition to Full Implementation of the NDIS

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Background

On 12 December 2017 the Prime Minister and Premier of Western Australia (WA) announced a new Bilateral Agreement for Transition to the National Disability Insurance Scheme (NDIS) in WA (Bilateral Agreement).

This Operational Plan sets out the key deliverables agreed between the National Disability Insurance (NDIA), the WA Government (WA) and the Commonwealth Government (Commonwealth) to support the transition to the full NDIS in WA. This Operational Plan also serves as the roadmap for transition to full implementation of the NDIS in WA.

The parties to the Operational Plan are the NDIA, the Commonwealth (through the Department of Social Services (DSS)) and WA.

1. Terms of the WA Operational Plan

1.1 Purpose

- 1.1.1 The Operational Plan identifies a program of work and the responsibilities of the parties during the transition to the full NDIS in WA and operationalises the Bilateral Agreement and supporting Schedules agreed between governments.
- 1.1.2 The Operational Plan should be read in conjunction with the Transfer Plan, which sets out the key deliverables between WA, Commonwealth and the NDIA to facilitate the transfer of WA NDIS participants into the NDIS in WA.
- 1.1.3 The parties acknowledge that the transition to full Scheme is a shared responsibility of all parties that requires a considered approach, as supported by National, Commonwealth and WA governance arrangements.
- 1.1.4 The Operational Plan identifies the key elements required in WA to transition to the full Scheme, including the respective roles and responsibilities of WA and the Commonwealth and the NDIA in achieving the outcomes in the Plan.
- 1.1.5 From 1 July 2018, the NDIS will be progressively rolled out in WA with transition arrangements being implemented by the CEO of the NDIA.
- 1.1.6 It is the expectation that the Operational Plan development will be iterative as actions are undertaken and content developed. Changes to the Plan shall be by agreement of the signatories.

- 1.1.7 For the removal of doubt, nothing within the Operational Plan shall override agreements between the Commonwealth and WA as set out in the Bilateral Agreement and supporting schedules.
- 1.1.8 The parties acknowledge actions agreed in the Operational Plan are to be implemented consistent with policies and frameworks agreed by the Council of Australian Governments Disability Reform Council (DRC) and Council of Australian Governments (COAG).
- 1.1.9 The parties acknowledge that actions highlighted in the Operational Plan will continue to be shaped by the development and finalisation of a range of policy settings that will have flow-on impacts to the key elements critical for transition to the NDIS, including but not limited to:
- The national NDIS Quality and Safeguarding Framework;
 - Ongoing work undertaken by the NDIA, the Commonwealth and the states and territories to define governance arrangements and roles and responsibilities for the market stewardship; and
 - The *Principles to Determine Responsibilities of the NDIS and Other Service Systems*, and the *Applied Principles and Tables of Supports (APTOS)*.

1.2 Working Together

- 1.2.1 The Operational Plan has been developed in partnership between the NDIA, the Commonwealth and WA. The parties are committed to closely collaborating on the Operational Plan to ensure it is founded on strong planning processes and a commitment to working together in achieving the best possible outcomes for people with disability, their families and carers in WA.
- 1.2.2 The parties will act in partnership on the co-production and co-delivery of the actions detailed in the Operational Plan, including through working groups established between the NDIA and jurisdictional representatives.

1.3 Key Elements

1.3.1 This Operational Plan and its' Key Elements will serve as a detailed operational roadmap to transition. The parties have identified the following Key Elements as critical for managing the transition to the NDIS. The Key Elements draw on lessons learnt from trial sites and build upon the WA experience and knowledge in funding and managing the State's disability service system. They are as follows:

Part 1 – Includes elements related to Scheme design and national policy that provide a framework for implementation. The implementation of these elements will commence as agreed in the Bilateral Agreements and further national policy development.

Part 2 – Includes elements for transition that the parties can work on together under current policy settings and existing inter-governmental agreements.

Part 1 – Bilateral and National Policy Elements

1. Phasing Arrangements
2. Government Workforce Transition
3. NDIA Locations and Infrastructure
4. Quality and Safeguarding
5. Continuity of Support Arrangements for Ineligible Clients
6. Market Readiness
7. Management of Mainstream Interfaces
8. Information, Linkages and Capacity Building (ILC)
9. Specialist Disability Accommodation for Participants
10. Implementation of Agreed Bilateral Funding Mechanisms

Part 2 – Administration and Service Delivery Operating Model Elements

11. Pre-intake Preparations
12. Data Exchange and Systems Planning
13. Interoperability of NDIS Legislation with WA and Commonwealth Legislation
14. Participant Readiness
15. Participants / Cohorts with Specific or Complex Requirements
16. Provider Readiness and Capability

17. WA Service Delivery Strategy

18. Functions to Support System Stewardship

19. Transition Working Arrangements for People in:

- Rural and Remote Locations
- Aboriginal and Torres Strait Islander Communities
- Participants from CALD backgrounds

20. Public Communication and Engagement

Part 1 – Bilateral and National Policy Elements

1. Phasing Arrangements

The WA Bilateral Agreement and Schedules for full Scheme transition detail high level phasing arrangements for WA. Phasing and related funding arrangements are set out in Schedule A (Participant Transition Arrangements in WA) and Schedule B (Financial Contributions for Transition) of the Bilateral Agreement. The NDIS Rules made under the NDIS Act 2013 will provide the detailed phasing for transition to full Scheme.

(a) Transfer:

The Bilateral Agreement and Schedules A and I detail high level phasing arrangements for the transfer of WA NDIS to the NDIA. Phasing and related funding arrangements are set out in Schedule I - Transfer of WA administered sites to the NDIA.

Deliverable:

A Transfer Plan and Transfer Schedule for all existing WA NDIS participants showing by service region and volume will be developed.

A Prescribed Program Rule to be registered to ensure all WA NDIS participants are able to transfer to the NDIS.

The Becoming a Participant and Facilitating a Participant's Plan Rules are amended and registered

Agreed Actions:

The Transfer Plan will provide detail of the methodology to operationalise Schedule I:

- 1.1 Establish a timetable for the transfer of WA NDIS areas to the NDIA.
- 1.2 Outline key messages developed by the NDIA and Department of Communities (Communities) for public communications and engagement.
- 1.3 Agree WA NDIS participant data transfer arrangements.

- 1.4 Ensure the transfer process minimises disruption to the supports and services provided to WA NDIS participants, including through the continuation of existing strategies and funded supports until a person's plan is reviewed.
- 1.5 Identify and agree responsibilities for transfer actions.

The arrangements will need to include communications strategies to ensure differentiation between NDIA PITC functions and WA NDIS Local Coordination. The role of Local Coordinators in transfer areas will be negotiated between Communities and the NDIA where appropriate. The NDIA and WA will agree to the mechanism to give effect to this in advance of the scheduled transfer of a WA NDIS area.

Timeframe:

The Rules will be developed by the Commonwealth and WA by Quarter 4, 2017 - 18. The detailed phasing schedule for 2018/19 and 2019/20 will be developed and agreed by WA and the Commonwealth, in consultation with the NDIA, by Quarter 4, 2017 - 18, and implemented in sequence throughout transition.

(b) Transition:

The Bilateral Agreement and Schedule A detail high level phasing arrangements for transition to full scheme. Phasing and related funding arrangements are set out in Schedule B (Financial Contributions for Transition in WA).

Deliverables:

Phasing Rules giving practical effect to Schedules A of the Bilateral Agreement and enabling timely and efficient phasing of eligible participants to the NDIS. This Rule will be developed and agreed by Quarter 4, 2017 - 18.

A detailed sub-area phasing approach that is jointly developed by WA and NDIA, consulting with Commonwealth program areas when necessary.

Timeframes:

The Rules will be developed by the Commonwealth and WA by Quarter 4, 2017 - 18. The detailed phasing schedule for 2018/19 and 2019/20 will be developed and agreed

by WA and the Commonwealth, in consultation with the NDIA, by Quarter 4, 2017 - 18, and implemented in sequence throughout transition.

2. Government Workforce Transition

To give effect to clause 32 of the Bilateral Agreement between the Commonwealth and WA, the parties will develop and agree on a NDIA Workforce Plan (Schedule J) in addition to working arrangements for state-wide implementation at transition. The implementation of this plan will ensure that the transition period and prospective NDIS operations in WA are adequately staffed, leveraging the skill and experience of existing WA Government disability staff.

To facilitate the development of the NDIS workforce, the first offer of employment for the NDIA will be to appropriately skilled existing WA Government disability staff. For the purposes of Schedule J, 'disability staff' refers to all WA Government disability staff affected by the national rollout of the NDIS, regardless of whether roles are directly involved in the delivery of services to clients.

To safeguard the existing employment conditions of WA Government disability staff, and to facilitate a timely transition, it is agreed that Part 6-3A of the Fair Work Act 2009 will be the mechanism under which disability staff will be permanently employed by the NDIA. In the instance of NDIA requiring WA Government disability staff outside this scope, other recruitment mechanisms will be used.

This work is separate to broader and ongoing work on market, sector and workforce development.

Deliverables:

Working arrangements to support the first offer of employment to the NDIA will be agreed between parties to give effect to the Bilateral Agreement Schedule J.

The NDIA and WA will implement an agreed NDIA Workforce Plan that will identify affected WA Government disability staff to be employed by NDIA.

Timeframes:

The First Offer of Employment Working Arrangements will be finalised by Quarter 4, 2017 - 18.

Workforce transition of WA Government staff will be implemented on a staged geographical basis to align with the agreed bilateral phasing schedule from Quarter 1, 2018 – 19.

3. NDIA Locations and Infrastructure:

The NDIA will have a physical presence across WA during transition and at full Scheme, including a network of offices and staff within local communities.

Deliverables:

The NDIA will develop and execute a property and infrastructure acquisition strategy that aligns with agreed phasing arrangements and takes into consideration property procurement processes and the existing Commonwealth and State infrastructure.

Timeframes:

The NDIA Strategic Property Plan will be shared with specific locations by Quarter 4, 2017 - 18.

The NDIA will establish a physical presence in locations prior to the agreed phasing schedule. NDIA sites and infrastructure will progressively roll out throughout transition and be staffed commensurate with the participant cohorts identified in the detailed Phasing Schedule.

4. Quality and Safeguarding

The NDIS Quality and Safeguarding Framework was released in December 2016. To give effect to Schedule F (Transitional Arrangements for Quality and Safeguarding in WA) of the Bilateral Agreement, transitional quality and safeguards working arrangements will be developed, in line with the national framework, for state-wide implementation during transition. WA will complete readiness activities in anticipation of moving to the new NDIS Quality and Safeguards Commission.

Deliverables:

The WA Transitional Quality Assurance and Safeguards Working Arrangements will ensure the operation of a consistent quality assurance and safeguarding approach during transition in WA, in line with the national Framework.

The NDIA will work with WA and the Commonwealth to develop the Transitional Quality and Safeguarding Working Arrangements for application state-wide.

Key Quality and Safeguards Deliverables:

- WA Transitional Quality and Safeguards Working Arrangements
- WA Section of Provider Registration Guide to Suitability (PRGTS)
- 'WA How to Register' and 'Pending State Approval' pages on Q&S section of NDIS website.

Timeframes:

The Transitional Quality Assurance and Safeguards Working Arrangements will be drafted for agreement by Quarter 1, 2018 -19. These Working Arrangements will remain in place until they are superseded by the National Quality and Safeguards Framework to be implemented at full scheme implementation.

5. Continuity of Support Arrangements:

Continuity of support will apply for people resident in an area of WA, or part of a cohort that is transitioning to the NDIS if:

- they receive support but do not meet the NDIS access requirements set out in the NDIS Act 2013, or are receiving supports that do not meet the definition of reasonable and necessary support in the NDIS Act 2013; and
- the funding for this support is attributed to a program/service which will cease when the NDIS is introduced in WA.

The intent of the Continuity of Support Working Arrangements will ensure the supports received once the NDIS is introduced will enable similar outcomes to the outcomes they were aiming to achieve prior to the introduction of the NDIS.

Deliverables:

The parties will develop the Continuity of Support Working Arrangements for:

- Existing clients of disability programs who are under 65 years, or Aboriginal and Torres Strait Islander people who are under 50 years, and who do not meet the access requirements for the Scheme, and;
- Existing clients aged 65 and over, and Aboriginal and Torres Strait Islander clients aged 50 and over.

Timeframes:

The parties will agree to Continuity of Support Working Arrangements for these clients by Quarter 2, 2018 - 19.

6. Market Readiness

The NDIA released its *Market Approach (Statement of Opportunity and Intent)* in November 2016, which details the role of the NDIA in monitoring, analysing and intervening in the NDIS marketplace. The application of the Market Approach at the market level, has been documented in the internal NDIA Market Enablement Framework, and operationalised through tripartite working arrangements with Commonwealth, state, and territory governments. The parties will develop working arrangements for transition in Western Australia in line with this approach, and identify and utilise their existing levers to influence market responsiveness to meet demand for disability supports during transition.

Governments will share existing knowledge of the local market for disability supports with the NDIA, including gap analyses or market development activities in PITC activities, to put into effect Clause 29 of the Bilateral Agreement and Schedule E (Sector and System Readiness in WA) of the Bilateral Agreement.

Deliverables:

The parties will develop Transitional Working Arrangements to implement the Market Approach; sharing information about market gaps, promoting market access and maximising choice and control for participants in WA; and to enable the NDIA to undertake market development activities. These arrangements will detail roles and responsibilities associated with their implementation.

In relation to Assistive Technology and Home Modifications (AT&HM), the Parties will establish an agreed approach and support for AT&HM transition to the NDIS.

Timeframes:

The Market Readiness working arrangements will be agreed by Quarter 2, 2018 - 19.

An agreed approach and support for AT&HM transition to the NDIS will be developed by Quarter 2, 2018 - 19.

7. Management of Mainstream Interfaces:

The parties will support participants' access to mainstream services where required as outlined in the Applied Principles and Tables of Support (APTOS) agreed by COAG. Governments will work with the NDIA to ensure the interface between the NDIS and mainstream services efficient and effective at the local level, and in line with COAG policy decisions. This approach will give effect to Schedule H (Arrangements for the interface between the NDIS and mainstream services in transition) of the Bilateral Agreement.

Deliverable:

The NDIA's Mainstream Interface Working Arrangements will be implemented in WA to ensure national consistency in relation to the intersections between the NDIS and mainstream agencies, in line with decisions taken by the Disability Reform Council on mainstream interfaces. Participant pathways will reflect how people interact locally with the NDIS and other services in WA.

The parties will develop and work to a schedule of issues to ensure the interface between mainstream and NDIS supports at a state level are established, maintained and communicated to maximise social and economic participation.

Timeframes:

The Mainstream Interface Working Arrangements will be completed by Quarter 1, 2018 – 19 and implemented throughout transition.

8. Information, Linkages and Capacity Building (ILC):

The parties agree to work together to ensure ILC-type activities are available during the transition in line with phasing. This will ensure a robust system of ILC activities that supports transition and complements support to participants as well as providing support to non-

participants and the community. ILC activities are intended to complement WA activities, and not replace them.

Deliverable:

A robust set of ILC activities that assists transition and complements supports to participants as well as providing support to non-participants and the community.

The NDIA will develop, in consultation with WA and the Commonwealth, an ILC Transition Plan by Quarter 1, 2018 - 19. The ILC Transition Plan will be agreed by all parties and will include:

- Agreeing the date on which the NDIA will commence funding ILC activities in WA;
- Identifying supports and/or contracts that during transition to the ILC commissioning date will either continue to be maintained by WA and the Commonwealth or cease, and respective timeframes
- Identifying any funding that will be provided to WA and the Commonwealth by the NDIA to support ILC activity during the transition to the ILC commissioning date.
- Performance indicators for the delivery of activities and supports delivered by WA and NDIA.
- A process for managing and working with relevant organisations to enable them to remain sustainable during transition and understand future requirements; and
- Agreeing a communications plan to provide regular and consistent information to people with disability, their families and carers, and organisations who work with them, about the implementation of ILC in WA.

Timeframes:

The ILC Transition Plan will be agreed by Quarter 1, 2018 - 19 and implemented throughout transition.

9. Specialist Disability Accommodation for Participants

The NDIA and WA will work together to determine a process which will give effect to the arrangements set out in Schedule K to the Bilateral Agreement in relation to Specialist Disability Accommodation (SDA).

The DRC released the SDA Pricing and Payments Framework in June 2016 to develop benchmark prices for SDA in consultation with both the jurisdictions and sector. It is expected that parties will work together to implement the Framework in WA throughout transition and implementation to full scheme.

Deliverables:

An approach to SDA for participants will be developed and agreed as a part of Market Readiness Working Arrangements (Element 6) which will include:

- managing changes to management and ownership of the state's disability accommodation portfolio during transition to full Scheme; and
- implementation of the SDA Pricing and Payments Framework in WA.

Timeframe:

Consistent with Element 6, the parties will develop an agreed approach to SDA for participants as a part of Market Readiness Working Arrangements by Quarter 1, 2018 - 19. These will be implemented throughout transition.

10. Implementation of Agreed Bilateral Funding Mechanisms:

Governments and the NDIA will jointly consider the practical considerations of the Bilateral Agreement regarding the funding of Government programs and the management of in kind supports (Bilateral Agreement, Schedules B, C and D).

Deliverable:

Transition Financial Management Working Arrangements will define clear responsibilities for efficient administration of funding mechanisms, the maintenance of Government supports, services and programs, and bulk purchase arrangements, and performance reporting during transition. The management of in-kind will be outlined in a separate Working Arrangement.

Timeframes:

The parties will agree on Working Arrangements by Quarter 4, 2018 - 19. As per Bilateral Agreement, Schedule B Clause 9, the parties will agree to invoicing arrangements and the implementation of those arrangements will align with the detailed phasing schedule (Element 1).

Part 2 – Administration and Service Delivery Operating Model**11. Pre-intake Preparations:**

The parties will agree on preparations (not covered elsewhere in this plan) to be completed prior to transition commencing, that will streamline the eligibility and intake of participants into the NDIS commencing from Quarter 1, 2018 - 19.

Deliverable:

Pre-intake Preparation details to streamline the intake of potential participants into the NDIS, responding to the needs of potential participants and act in accordance with Schedule A to the Bilateral Agreement.

Timeframes:

The parties will develop Pre-Intake Preparation Working Arrangements by Quarter 1, 2018 - 19. Implementation of these Working Arrangements will align with the commencement of participant pre-planning.

12. Data Exchange and Systems Planning

The parties will work together to maximise the use of data on existing specialist disability clients, their current supports, and support providers to manage the seamless transition of those clients to the NDIS (Bilateral Agreement; Clauses 36-38; Schedule E, Clause 4).

Deliverable:

An Information and Data Management Working Arrangement including details of a data standard, data collection, data cleansing, data matching, data storage and data transfer activities with the NDIA, to support streamlined intake to the NDIS and associated timeframes.

Timeframe:

All parties will confirm Information and Data Management Working Arrangements and its legal authorisation by Quarter 4, 2017 - 18. The parties will subsequently implement the Data Management Working Arrangements in line with pre-transition arrangements (Element 11) and phasing (Element 1).

13. Interoperability of NDIS Legislation with WA and Commonwealth**Legislation:**

WA and the Commonwealth will review their own legislation to ensure it supports and does not impede the transition to full implementation of the NDIS. Lessons learnt from relevant evaluations, reviews and the experience of trial site operations will be incorporated into this work.

Where legislation or regulation is inconsistent with the NDIS Act 2013, WA and the Commonwealth will develop and implement remediation strategies in conjunction with the NDIA to manage these inconsistencies during the transition period.

Key areas include, but are not limited to:

- Quality and Safeguards: Role of the WA Ombudsman, Guardianship and Administration, Mainstream Services, restrictive practices, Mental Health, Child Protection, The Department for Children's Protection.
- Regulatory and administration: Business registration, Work Health and Safety regulations, building codes (group homes).

Deliverable:

WA and the Commonwealth will develop Working Arrangements to mitigate any legislative or administrative inconsistencies, with remediation strategies defined and implemented prior to transition, or as soon as practicable.

Timeframe:

The parties will develop Working Arrangements and remediation strategies by Quarter 4, 2017 - 18, or earlier. Implementation to occur prior to commencement of transition, with legislative changes enacted as identified in the Working Arrangements.

14. Participant Readiness:

WA, the Commonwealth and the NDIA will identify and implement strategies to support and prepare people with disability, their families and carers to transition to the NDIS and maximise their capacity to exercise choice and control (Bilateral Agreement, Schedule E, Clause 5b).

This includes establishing or reshaping existing ILC-type supports to support participant readiness activities, including plan development. In the six months in advance of transition, the NDIA will provide PITC functions to facilitate the smooth transition of participants into the NDIS (Bilateral Agreement; Schedule A; Clause 20).

Deliverables:

Participant Readiness Working Arrangements to support and prepare people with disability, their families and carers to transition to the NDIS, including plan development are in place. These arrangements will meet the timeframes for transition in the Bilateral Agreement.

The NDIA will provide PITC functions six months in advance of the scheduled phasing of a service district (Bilateral Agreement, Schedule A, Clause 20).

Timeframes:

With input from WA, the NDIA will develop Working Arrangements for the effective integration with, and referral pathways for, effective engagement with Partners by Quarter 2, 2018 - 19. The NDIA and WA will develop a strategy for the phasing schedule by Quarter 1, 2018 - 19.

15. Participants / Cohorts with Specific or Complex Support Requirements:

The parties may need to provide some additional pre-planning support to some prospective participants and cohorts of prospective participants to ensure their access to the NDIS is seamless, and that their ongoing support requirements are met.

For the purpose of this Operational Plan, individuals with complex support needs are defined as those who meet the NDIS disability access requirements and may require a higher level of support to engage and navigate the NDIS pathway. These may include participants or potential participants who:

- (a) are experiencing (or are at risk of experiencing) multiple and interrelated conditions or factors which contribute to an intensity of support need. This includes multiple diagnosis, clinical complexity, psychosocial disability, dual diagnosis, significant medical conditions or significant deteriorating health conditions, complex behavioural support needs, are hard to reach – in addition to having an intellectual disability; or
- (b) are experiencing (or are at risk of experiencing) one or more situational factors that impacts on the complexity of their supports needs or the ability of their natural supports to meet their needs or to assist decision making, e.g., a lack of natural supports, family or carer stress, a breakdown in carer arrangements, young people who have left or are leaving care, a history of trauma or abuse, involvement in the criminal justice or forensic system, and multi-agency involvement in supporting an individual; or
- (c) have multiple family members with disability or a parent or carer with disability; and challenge the service system's capacity to respond to their support needs due to its structure, organisation or resourcing.

Individuals in this target group include those with a severe or profound disability as well as those who have a mild or moderate disability and who have complex support requirements due, but not limited to, homelessness, incarceration and hospitalisation (mental health) of some individuals.

WA clients defined as having complex support requirements align to the NDIA's classification of participants who require extensive support to engage with the NDIS and would fall into the intensive or super intensive streams or would require a complex support needs pathway, once this tested and rolled out to all States and Territories.

Implementing the Maintaining Critical Supports (MCS) Framework for those with complex needs:

WA and the NDIA are committed to implementing the MCS Framework for those with complex needs, as recommended by the SOWG. This will provide clarity on how participants will be supported to maintain critical specialist disability services, particularly when in crisis or at a point of transition.

Deliverable:

A participant pathway pilot (Complex Support Needs) to be delivered in a metropolitan site in WA to test key features of the pathway that identifies prospective participant cohorts who have specific or complex support requirements and the additional strategies required to ensure participants experience a transition appropriate to their circumstances.

Timeframe:

The parties will develop Working Arrangements for Participants and Cohorts with Specific or Complex Support Requirements by Quarter 1, 2018 - 19. These will be arranged for implementation prior to transition.

WA to agree to SOWG Critical Services Incident Response (CSIR) escalation framework by Quarter 2, 2018 - 19.

NDIA to ensure Complex Supports Provider Panel is operational by Quarter 3, 2018 - 19.

16. Provider Readiness and Capability

Provider readiness and capability development will ensure providers deliver support or products to NDIS participants through offering quality services, understand and operate within a contestable funding environment, and adapt to NDIS systems and processes. Providers may also play a key role in supporting the transition of their existing clients to the NDIS (Bilateral Agreement, Clause 29; Schedule E, Clause 5a).

Communication and education strategies will help ensure existing and potential providers are supported to participate in the NDIS, minimise risks to support continuity, and assist providers' transition to the NDIS. Local activities will focus on practical issues such as preparedness for the principles and operating model of the scheme, provider registration and NDIA terms of business, NDIA price guide, invoicing arrangements, cash-flow management, and promoting information and advice channels.

Deliverable:

An agreed approach to enable provider readiness and capability will form a part of the Market Readiness Working Arrangements (refer Element 6).

The parties will leverage existing government investment in sector development activities and infrastructure (Bilateral Agreement, Schedule E, Clause 7).

Timeframe:

Consistent with Element 6, the parties will develop an agreed approach to enable provider readiness and capability as a part of Market Readiness Working Arrangements by Quarter 2, 2018 - 19.

17. WA Service Delivery Strategy

The NDIA and WA will work together to determine the most effective approach for managing the impact of the NDIS transition on the role of WA direct delivery of disability and related supports.

Deliverable:

The NDIA and WA will develop and implement an approach for managing transition issues arising from the role of WA in direct provision of disability and related supports during the transition period that are within the scope of the NDIS.

Timeframe:

The approach for managing transition issues arising from the role in direct provision will be developed by WA and NDIA by Quarter 1, 2018 - 19.

18. Functions to Support System Stewardship:

WA will work with the Commonwealth and the NDIA to support the orderly transmission of relevant State-based knowledge and systems to the NDIS, where this complements and adds to the intent of the NDIS. Arrangements to ensure continuity of key functions currently provided by WA that are necessary to full scheme are outlined in the Operational Plan and Schedule H (Workforce) of the Bilateral Agreement. This work will be informed by the advice and learnings of the ESC and OWG.

Deliverables

System Stewardship Management Working Arrangements to support the identification and transfer of key Department of Communities administrative functions, relevant state-based knowledge and expertise to the NDIA or otherwise identified most appropriate body.

Timeframe:

The Working Arrangements for System Stewardship will be developed by the NDIA in partnership with WA and the Commonwealth by Quarter 1, 2018 - 19.

19. Transition Working Arrangements for People in:

19.1 Rural and Remote Locations,

19.2 Aboriginal and Torres Strait Islander Communities, and

19.3 Culturally and Linguistically Diverse (CALD) Communities

The transfer of knowledge, expertise and practice capability and identification of the additional data required specific to participant, provider and market readiness activities is required to support the smooth transition to the NDIS for people with disability in the above cohorts, their families and carers.

19.1 Transition Working Arrangements for People in Rural and Remote Locations:

Those delivering services to Rural and Remote locations face the challenges of geographic spread, low population density, limited infrastructure, and difficulty in attracting and maintaining professional personnel.

Deliverable:

WA and the Commonwealth will share local knowledge and current practices for the NDIA to incorporate into Working Arrangements to implement the NDIA Rural and Remote Strategy during transition and at full implementation of the NDIS in WA.

Timeframe:

The NDIA will develop Rural and Remote Working Arrangements for WA by Quarter 4, 2017 - 18 and will implement these Working Arrangements in line with the phasing schedule (Element 1).

19.2 Transition Working Arrangements for People in Aboriginal and Torres Strait Islander Communities:

The NDIA Aboriginal and Torres Strait Islander Engagement Plan outlines how the NDIA will provide appropriate supports, and choice and control for Aboriginal Australians. The parties

will work together to develop Working Arrangements to implement the NDIA Aboriginal and Torres Strait Islander Engagement Plan and support the delivery of the NDIS to Aboriginal participants, their families and carers, and communities. These working arrangements will intersect and interact with the arrangements developed for rural and remote communities in WA (Element 18).

Deliverables:

WA and the Commonwealth will transfer local knowledge, expertise and practice to support Aboriginal and Torres Strait Islander people to transition to the NDIS. The parties will incorporate this knowledge into the Working Arrangements to give effect to the NDIA Aboriginal and Torres Strait Islander Engagement Plan.

Timeframe:

The NDIA will develop Working Arrangements for Aboriginal and Torres Strait Islander Participants in WA by Quarter 4, 2017 - 18. The NDIA will implement these Working Arrangements in line with the phasing schedule (Element 1).

19.3 Transition Working Arrangements for people in Culturally and Linguistically Diverse (CALD) Communities:

WA, the Commonwealth and the NDIA will work together to support people with disability, their carers, families and communities to have a smooth transition to the Scheme in line with the phasing schedule.

Deliverables:

The NDIA CALD strategy will inform agreed Working Arrangements for WA.

Timeframes:

The NDIA will develop Working Arrangements to accommodate the needs of Western Australians from CALD backgrounds by Quarter 4, 2017 - 18. These Working Arrangements will be implemented in line with the detailed phasing schedule (Element 1).

20. Public Communication and Engagement:

The parties will work together to develop a joint Communication and Engagement Strategy and a range of associated plans to communicate the NDIS to a range of stakeholders

including the general public, existing Department of Communities, WA NDIS Trial and NDIS Trial clients, potential participants and other specific audience groups. The joint strategy will reflect the agreed national communications strategy and protocols for transition to full scheme.

Deliverable:

A WA Communication and Engagement Strategy and local communication plans and other communication plans for special projects or specific audiences as required.

Timeframes:

The parties will develop a joint Communication and Engagement Strategy by Quarter 4, 2017 – 18.

The parties will complete communication plans for service regions by Quarter 1, 2018 - 19 for areas phasing in 2018/19 and January 2019 for service regions transitioning in 2019/20.

GLOSSARY

Aboriginal and Torres Strait Islander (ATSI)	Aboriginal and Torres Strait Islander peoples is the collective term for all people who identify and are recognised as descendants of the original inhabitants of Australia, and acknowledges the many Aboriginal and Torres Strait Islander groups in Australia.
Assistive Technology (AT)	Assistive technology is the term used to cover aids, equipment and technology that provide practical solutions to everyday activities for people with disability.
Bilateral Agreement	An agreement between the Commonwealth and jurisdictional Governments regarding roles and responsibilities for the transition to full coverage of an NDIS in Australia. The WA NDIS Bilateral Agreement is between the Commonwealth and the State Government of WA.
Block funding	A method of funding to a provider that funds a level of service (i.e. number of places or number of beds). Funding can take account of the individual needs of people (e.g. case based funding) but is not controlled by the individual service recipient.
Carer	A person who provides ongoing care, support and assistance to a person with disability, a chronic illness (which includes mental illness) or who is frail, without receiving a salary or wage for the care they provide.
Cash contribution to NDIS	Cash funding provided by State and the Commonwealth to the NDIS. See In Kind Contribution (a non-cash contribution from jurisdictions to the NDIS).
Choice and Control	Enabling participants to control the supports they receive and to choose how support is provided. This can also involve a range of options from choosing providers to managing their own support funding; choose types and timing of provision support, which provider and how payments will be administered.
Co-design	A design process which empowers, encourages and guides users to develop solutions for themselves.
Council of Australian Governments (COAG)	The Council of Australian Governments (COAG) is the peak intergovernmental forum in Australia. The members of COAG are the Prime Minister, State and Territory Premiers and Chief Ministers and the President of the Australian Local Government Association.
Continuity of Support	People with disability, their families and carers will be provided with continuity of support that will ensure that the support they receive once the NDIS is introduced will enable them to achieve similar outcomes to the outcomes they were aiming to achieve prior to the introduction of the NDIS.
Data Standard	The information being sought by the NDIS about existing clients funded for supports by States and Territories to assist with streamlined intake, access and planning processes.
Defined Programs	Approved Commonwealth, State and Territory programs whereby people receiving support from these programs can transition to the NDIS without a requirement to provide evidence of disability because the eligibility of these programs align with NDIS disability criteria.
Disability Staff	For the purposes of Schedule J, “disability staff” refers to all WA Government disability staff materially affected by the national rollout of the NDIS, regardless of whether the roles are directly involved in the delivery of services to clients.

Eligibility requirements	Also known as 'access requirements,' is the criteria a person must meet to become a participant in the NDIS.
ESC	Executive Steering Committee.
Evidence Base	The evidentiary base for decision making by NDIA personnel, including whether a person meets the access criteria and is eligible for funding for reasonable and necessary supports, as well as the factual information compiled by the NDIA from its experience in trial sites, data collection and independent research.
Full Scheme	The dates by which the Scheme will be available to all eligible residents.
In-kind contribution	Contributions from jurisdictions and the Commonwealth to NDIS which are not in the form of cash but instead are in the form of providing support to individuals on behalf of the NDIS through existing government programs.
Partners in the Community (PITC)	PITCs build relationships with people with disability and their families and carers; help build and support informal support systems; and connect people with mainstream services and local, community based supports. PITCs assist participants to implement and manage their plans and will monitor their progress, when necessary. PITCs also have an on-going role in community education and community capacity building, and be an important source of information about the on-the-ground effect of the NDIS.
Mainstream Interface Principles and Tables of Support	The interactions of the NDIS with other service systems that reinforce the obligations of other service delivery systems to improve the lives of people with disability, in line with the National Disability Strategy. The principles outlined in this document determine the funding and delivery responsibilities of the NDIS and other systems in achieving this vision. The principles can be found at https://www.coag.gov.au/node/497 .
National Disability Insurance (NDIA)	The NDIA is an independent statutory body whose role is to implement the National Disability Insurance Scheme (NDIS), which will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.
National Disability Insurance Scheme (NDIS)	The NDIS is an insurance scheme created to provide assistance for persons or entities for the purpose of assisting people with disability to realise their potential for physical, social, emotional and intellectual development, and to fully participate in social and economic life.
NDIS Rules	NDIS Rules will give practical effect to the intent of the NDIS Act 2013. https://www.comlaw.gov.au/Details/F2013L01063
Outcomes Framework	The NDIA's mechanism for measuring success for people with disability in areas like choice and control, social inclusion, education, employment, health and housing.
OWG	Operational Working Group
Participant	A person becomes a participant in the NDIS on the day the CEO determines the person meets the access criteria and has been assessed as satisfying the criteria as per the NDIS Act 2013 criteria.
Parties	Parties refers to the signatories to this Operational Plan.
Planning process	The process in which the NDIA helps a participant to plan for the assistance they need from the NDIS to attain their goals.
Provider	An organisation or individual who provides support and/or care, aids and equipment. The provider may directly supply the support (NDIS Funded Provider) or assist with the management of an NDIS participant's plan (Plan Management Agent). Providers can offer a range of support services and operate in a single location or multiple locations.

System Stewardship	System stewardship refers to the responsible planning, management and administration of existing government functions through the transition to the NDIS.
Quality and Safeguards Framework	The NDIS Quality and Safeguarding Framework provides a nationally consistent approach to help empower and support NDIS participants to exercise choice and control, while ensuring appropriate safeguards are in place and establishes expectations for providers and their staff to deliver high quality supports.
Reasonable and necessary supports	Defined as the most appropriate, cost effective support to enable a participant's social and economic participation. The NDIA publishes operational guidelines to assist decisions on what is to be funded as a reasonable and necessary support by NDIS in a participant's plan. For supports to be reasonable and necessary they must meet all elements of the test set out in s34 of the NDIS Act 2013.
Rural and Remote	The Rural, Remote and Metropolitan Areas classification is based on the Modified Monash Model (MMM) has seven categories based primarily on population numbers and an index of remoteness http://www.doctorconnect.gov.au/internet/otd/publishing.nsf/Content/ (link to MMM locator) Note: Remote is 6 and Very Remote is 7
Service Delivery Operating Model (SDOM)	The SDOM is the overarching design of how the Agency will operate, at a service delivery level, to best deliver on the intent of the NDIS. The design of the SDOM seeks to ensure the Agency administers the NDIS in a fair, flexible and cost efficient way.
Supported Accommodation	Accommodation support options range from a low level of formal support provided every few days (for example, in-home and drop-in support services), through to support provided 24 hours a day.
Transfer Plan	The Transfer plan operationalises the transfer of WA NDIS participants to the NDIS. It covers the period 1 April to 31 December 2018.
Transfer activities	Activities undertaken to support the transfer of existing WA NDIS participants and providers to the NDIS.
Transition activities	Activities undertaken to support people with disability and service providers to access and operate within the NDIS (excluding transfer activities).