



Community partnerships help deliver on the NDIS promise

Collaboration is the key to delivering on the promise of the National Disability Insurance Scheme (NDIS) in Victoria.

This fact sheet explains how the Victorian Government is working with people with disability, their families, the disability workforce and providers to co-design the transfer of accommodation and respite services to non-government providers so that people with disability remain firmly at the centre.

Working together to create a shared vision

Victoria has always been a leader in providing high quality disability services and we are committed to getting the NDIS right.

Since 2016, the Victorian Government has engaged with people with disability, families and disability workers across the state to design the best disability services for Victoria.

Conversations and small workshops have been conducted to understand participants' lived experiences and aspirations for disability service delivery, with a focus on quality support, safety and choice.

This ongoing engagement goes beyond talking and listening. We see it as co-design, a form of community partnership where we work together to shape the way disability services are designed and provided.

We want to ensure that the people at the heart of the reform have input and influence in any proposed changes so that future disability services meet their needs and improve their lives.

Co-designing the transfer of accommodation and respite services

Following an Expression of Interest (EOI) process to measure the interest and capacity of non-government providers to deliver accommodation (also known as Supported Independent Living) and respite (Short Term Accommodation Assistance) services across Victoria, the Government is proceeding with a tender process for these services in 2018.

We are confident that non-government organisations can meet our strict standards around quality and safety, and share our commitment to people with disability, families and the disability workforce.



These standards were developed in consultation with people with disability, families and workers as part of our collaborative co-design approach. We worked together to understand what is most important to people with disability, families and the workforce in accessing and delivering disability services. These insights have formed the basis of the evaluation criteria to assess non-government providers.

Our commitment to partnership and collaboration will continue as we move into the next phase of transferring government operated disability accommodation and respite services; where prospective providers are invited to submit detailed tender proposals to Government for further assessment.

Prospective providers have been shortlisted from the EOI process and will be further assessed on their ability to provide high quality services that are person-centred, individualised and safe, and are delivered by skilled and committed staff employed on fair conditions.

Once again, the tender evaluation criteria have been shaped by our discussions with people with disability, families and the workforce. Quality services and safety of participants and workers will continue to be rigorously tested through the evaluation of tender proposals.

What does quality and safety look like?

In the latest round of engagement, people with disability, families and workers reaffirmed that quality outcomes are those that are person-centred, individualised and safe, enabled by trusted workers, with ongoing communication and access to advocacy and support.

Feedback through the engagement highlighted the potential to encourage innovation and flexibility for people with disability, families and workers through the transfer of services.

The evaluation of tender responses will be based on a service provider's demonstrated ability to:

- deliver quality and safe services that meet the needs of people with disability and families
- create supportive and engaging environments for people with disability and workers
- embed person-centred values in daily practices and operations
- deliver a transition with minimal disruption that maintains quality outcomes.

The Government will facilitate a smooth transfer process by working in partnership with people with disability and their families, workers, advocacy groups and service providers to shape how people with disability are supported to transfer to new providers in the best way possible.

Overall, it is clear that a transfer of accommodation and respite services needs to keep people at the centre – people with disability, families and the workforce – with services delivered in environments characterised by strong, supportive values.

Thanks to co-design, prospective providers have a clear sense of the Government and community's expectations around best-practice disability services, and the criteria on which they will be assessed.

You can visit the Victorian Government's NDIS website to find out more about transfer process, including a transfer overview fact sheet.

National leader in consultation and engagement

The Victorian Government is committed to ensuring people with disability, their families and carers actively participate in decision-making so that they can help shape the design and implementation of the NDIS in Victoria.

As well as engagement around co-design, our NDIS Implementation Taskforce continues to provide a forum for nominated members, including people with disability and other key stakeholders, to work closely with the Government on the transition to the NDIS. More than 30 organisations are represented, with members including people with disability, unions, participant advocates, peak bodies and the NDIA.

How is the transfer different to transition to the NDIS?

The transfer of services is about you receiving your current accommodation or respite services from a new provider rather than from Government. This is separate to your transition to the NDIS. The NDIS is being introduced by region in Victoria and you may have already been contacted by the NDIA to develop your plan for all the services you need funding for.

Want to learn more?

Visit www.vic.gov.au/ndis to find out more about:

- The outcomes of co-design engagement so far
- The transfer process for accommodation and respite services
- An overview of disability reforms in Victoria
- The rollout of the NDIS in Victoria