

Annex D to Statement of Requirements

Local Area Coordination Services

Note to Applicants: This Annex applies to Partners delivering Local Area Coordination Services (LAC Services). Where the successful Partner is not delivering such services, this Annex will be replaced by the words 'Not Used'.

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1 Overview

1.1 Purpose

- 1.1.1 The purpose of this Annex to the Statement of Requirements (SOR) is to communicate to the Partner the NDIA's requirements and standards for the delivery of Local Area Coordination Services (LAC Services), as part of the NDIS Partners in the Community Program.

1.2 Role of Local Area Coordination

- 1.2.1 One of the services the Scheme provides to assist and support people with disability to exercise choice, is through the provision of LAC Services.
- 1.2.2 LAC Services are designed to:
- (a) assist people with disability, their families and carers to build and pursue their goals for a good life, exercise choice and control and engage with the Scheme; and
 - (b) ensure that people with disability can be supported outside the Scheme by working with communities and mainstream services to build awareness and to become more inclusive of the range of needs and aspirations of people with disability.
- 1.2.3 The LAC Services approach has emerged from a continuing search for better ways to include people with disability in society and ensure valued, quality and contributing lives.
- 1.2.4 LAC Services build relationships and connect people with disability and/or their families and carers in society with practical ways for making things happen.
- 1.2.5 The principles underpinning the LAC Services approach emphasise concepts of the natural authority of people with disabilities and their families and carers and the importance of accurate and timely information from a wide range of sources to enable people to make informed decisions and to gain more control over their lives.

1.3 Overview of LAC Services

- 1.3.1 The Partner must deliver the following Activities:
- (a) LAC in Advance in accordance with clause 3;
 - (b) Plan Implementation Activities in accordance with clause 4;
 - (c) Full Scheme Planning and Plan Review Activities in accordance with clause 5; and
 - (d) contribution to Information, Linkages and Capacity Building (ILC) services in accordance with clause 6.
- 1.3.2 The Partner must:
- (a) have appropriately skilled and experienced staff;
 - (i) at a ratio of LAC to active Participants that enables the LAC to provide an individualised, flexible and efficient response; and

- (ii) that provides all required supervision, coordination, analysis, administration and senior engagement with NDIA staff and external stakeholders;
- (b) deliver LAC Services using:
- (i) the NDIS Partners in the Community Program Guidelines;
 - (ii) the NDIA Operational Guidelines;
 - (iii) the NDIA IT System; and
 - (iv) any training material and processes provided by the NDIA;
- (c) meet the timeframes for Participant engagement and phasing as set out in Annex A (Service Areas and Timetables) to the SOR;
- (d) meet the Performance Indicators as set out in Annex C (Performance Indicators Schedule) to the SOR;

Note to Applicants: The relevant Bilateral Agreement requires a certain number of Participants to phase into the Scheme. Annex A (Service Areas and Timetables) to the SOR provides figures on a monthly basis.

- (e) adopt a capability building approach as a fundamental tenet of the LAC Services to guide Participants through their interactions with the Scheme and to build their confidence for increased independence, choice and control; and
- (f) act as the single lead Partner of LAC Services for each Service Area allocated in the Grant Agreement.

Note to Applicants: The NDIA has the capacity to workflow Participant activities to a single Partner through the NDIA IT System by Service Area to support the Partner with its management of the tasks by location.

2 LAC Services

2.1 Objectives

- 2.1.1 LAC Services play an important part in supporting people with disability to be ready for the transition to the Scheme. Local Area Coordinators help explain the Scheme and ensure people with disability and their families and carers can be connected to existing community activities and mainstream services.
- 2.1.2 Local Area Coordinators assist people with less complex needs and circumstances to understand the Scheme and in particular, the opportunities that the Scheme can provide them to pursue their goals of economic and social contribution.
- 2.1.3 Local Area Coordinators also guide people in their options for putting their Plan into action and building capacity to self-manage the supports set out in their Plan.
- 2.1.4 Before a Participant transitions into the Scheme (LAC in Advance), the Local Area Coordinators will:
- (a) assist people with disability, their families and carers to build and pursue their goals, exercise choice and control and engage with the Scheme; and
 - (b) support people with disability to navigate and optimise their engagement with the Scheme.

- 2.1.5 The Scheme recognises that the NDIA must strengthen voluntary links between the community and people with disability to stimulate social capital with the goal of increasing, rather than replacing, existing formal and informal arrangements.
- 2.1.6 A key design feature of the LAC Services is the emphasis on building trusting relationships and getting to know people with disabilities in the context of their family, friends, culture and community and being based in and connected to the local community.

2.2 Balancing Effort

- 2.2.1 The NDIA acknowledges the challenge of ensuring each Participant is supported adequately within the context of the time and volume pressures that will emerge from the obligations in the relevant Bilateral Agreement.
- 2.2.2 The Partner is expected to manage resources so that all Participants are supported to move through to Plan implementation in accordance with the targets in the Bilateral Agreement.
- 2.2.3 The NDIA acknowledges that the Partner may need to reduce the relative resource effort in other Activities during particular cohort or location phasing for a period of time in order to satisfy Bilateral Agreement obligations. Where this is required, the Partner must discuss and negotiate this with the NDIA Representative and document agreement to this in its regular performance reporting to the NDIA.

2.3 Exclusions

- 2.3.1 Partners will not be required to provide LAC Services to:
 - (a) children aged 0-6 years;
 - (b) Participants living in Large Residential Centres or who have been streamed by the NDIA as Super Intensive;
 - (c) Participants streamed by the NDIA as Intensive, with the exception of LAC in Advance services; and
 - (d) remote and very remote areas within a Service Area (see Annex A – Service Areas and Timetables for further information).
- 2.3.2 If a person with disability, or the family or carer(s) of a person with disability, who is in an excluded group as set out above, approaches the Partner, the Partner should assist the person, the family or carer(s) to contact the organisation (which may be the NDIA, an Early Childhood Early Intervention Partner (if the Partner is not providing ECEI Services in that Service Area) or another service provider in the relevant Service Area) that is the most effective source to assist that person, family or carer (i.e. provide a "warm referral").

2.4 Support to Trial Site Participants

Note to Applicants: In Service Areas that include or were Trial Sites, there will be a number of Participants who have already transitioned to the Scheme and will already have Plans that have been approved by the NDIA.

- 2.4.1 In Service Areas other than previous Trial Sites, Plan Implementation Activities commence after the first Plans are approved and Full Scheme Planning and Plan Review Activities will commence before the first Plan Review dates which will start from approximately 12 months after the Phasing Dates.
- 2.4.2 Responsibility for delivering LAC Services to individual Participants in previous Trial Sites will transition from the NDIA (or the NDIA nominee) to the Partner two months before the relevant Participant's Plan is due for review. From this time, the Partner must commence providing Plan Implementation Activities (section 4 of this SOR) and Full Scheme Planning and Plan Review Activities (section 5 of this SOR) for those individuals.
- 2.4.3 From the Phasing Date, the Partner must commence providing Plan Implementation Activities, and Full Scheme Planning and Plan Review Activities, to all Trial Site Participants whose Plan review is scheduled for two months or later than the Phasing Date.

3 LAC in Advance

3.1 Overview

- 3.1.1 The Partner must, on a rolling basis from six months in advance of a prospective Participant's Phasing Date, except if the Grant Agreement commences on a date that is less than six months in advance of the Phasing Date, in which case from commencement of the Grant Agreement, provide support to prospective Participants to engage with the Scheme. This will consist of a number of activities including:
 - (a) community awareness activities between six and three months in advance, except if the Grant Agreement commences on a date that is less than six months in advance of the Phasing Date, in which case from commencement of the Grant Agreement;
 - (b) assistance with eligibility enquiries;
 - (c) Participant readiness activities three months in advance and prior to Phasing Dates, except if the Grant Agreement commences on a date that is less than three months in advance of the Phasing Date, in which case from commencement of the Grant Agreement, consisting of:
 - (i) capacity building;
 - (ii) linkages and activation of informal, community and mainstream supports; and
 - (iii) completing data required to draft the Initial Plan; and
 - (d) recommend re-streaming of Participants where required.
- 3.1.2 As part of 3.1.1(c)(iii) the Partner will be required to undertake a planning conversation in accordance with the NDIA guidance and submit the information collected to the NDIA to complete and approve the Initial Plan.
- 3.1.3 To assist with the consistent delivery of these activities, the NDIA will provide the Partner with Training Products, PowerPoint presentations, scripting, and Frequently Asked Questions (FAQs).

3.1.4 The Partner must schedule, promote and organise all activities required under this LAC in Advance element in cooperation with the NDIA Regional Hub and the Community Readiness Framework that will be coordinated by the NDIA Regional Hub.

3.2 Community Awareness Activities

3.2.1 The Partner, working collaboratively with NDIA staff, must explain the Scheme and the rollout strategy determined by the Commonwealth and State and/or Territory governments to the community in the Service Area.

3.2.2 If the Grant Agreement commences on a date less than six months in advance of the Phasing Date, the Partner must deliver Targeted Community Awareness activities from the Commencement Date (excluding the Australian Capital Territory).

3.2.3 Community Awareness activities will include:

- (a) organising targeted forums to explain general information about the Scheme and the insurance principles;
- (b) explaining to potential Participants and their families and carers the access requirements inclusive of those for defined Programs and the phasing process as part of the agreed State and Commonwealth communication plan; and
- (c) initiating referrals to existing ILC services for community and mainstream connections, by working with relevant existing State or Territory government service coordination capabilities and any other effective means identified by the Partner.

3.2.4 Within the first three months of the Grant Agreement, Local Area Coordinators must also work to get to know their communities.

3.2.5 To achieve the outcome described in clause 3.2.4, the Partner will build on existing knowledge of local communities and:

- (a) develop maps of community resources, services and opportunities;
- (b) identify key service providers, including local government and disability and other human service and community services providers within the area that are currently involved in these services and/or interested in becoming involved in providing support and explore the opportunities they may be willing to offer for Participants;
- (c) explain the Scheme and associated quality and safeguarding requirements to potential Participants, their families and carers; and
- (d) explain the opportunities that the Scheme is expected to provide to Participants.

3.3 Assist Eligibility Enquiries

3.3.1 The Partner must be able to clearly explain to individuals the three categories for people likely to be eligible for the Scheme and guide them efficiently in their contact with the Scheme.

3.3.2 The three categories for entry into the Scheme are:

- (a) Entry Category One – Defined Programs: This category applies to those people in State and Commonwealth funded programs with disability requirements substantially the same as those of the NDIS Act. Most people currently receiving supports under these programs, subject to Commonwealth age and residency requirements being met, will be recognised as satisfying the NDIS Act disability requirements and will not have to provide additional evidence of their disability. The Partner will, if approached by a person in Entry Category One - Defined Program before an access decision has been made, need to:
 - (i) explain when these programs phase into the Scheme; and
 - (ii) offer ILC support services and assist with access to existing community and mainstream supports until such time as an individual's phasing into the Scheme commences.

Note to Applicants: Not all people accessing these defined programs will become Participants of the Scheme as the additional access requirements of age and residency (both in a Service Area and as an Australian resident) must still be met.

The NDIA will assess whether a person meets these requirements based on the provision of the required information from the respective Commonwealth and State and/or Territory governments.

The Partner must ensure that the person is aware of these legislative requirements and provide LAC Services as described in this SOR to people who are not Participants to assist them to access existing services in the community.

Defined Programs will be listed in the Operational Guideline for Access (currently listed in Appendix C of the Operational Guideline - Access Disability Requirements for Trial and Launch Sites) and Partners must ensure that Local Area Coordinators are able to explain Defined Programs.

- (b) Entry Category Two – Existing: Those people in State, Territory and Commonwealth funded programs that do not have disability requirements substantially the same as those of the NDIS Act.
- (c) Entry Category Three – New: Those people who have not accessed State, Territory or Commonwealth programs previously, including those with newly diagnosed disability and associated impairment. These individuals will not be familiar with disability supports.

Note to Applicants: Based on the Bilateral Agreements between the Commonwealth and State and/or Territory governments, the NDIA will advise the Partner of monthly maximum numbers of Entry Category Three – New per month for the period of the Grant Agreement.

3.3.3 For people with disability seeking access to the Scheme that fall into Entry Category Two and Three, the Partner must assist people to understand the phasing schedule and streamlined processes with State and/or Territory governments for data sharing to support streamlined Access Requests. Where necessary, the Partner will also assist people to make an Access Request.

- 3.3.4 The Partner will receive notification that a person has been determined eligible for the Scheme via a workflow advice through the NDIA IT System and will need to complete interactions and activities as defined in clauses 3.4 to 3.6 and assist the Participant to complete an Initial Plan Questionnaire as described in clause 3.7.
- 3.3.5 The Partner must monitor the number of people categorised as Entry Category Three – New that it is assisting to make Access Requests on a quarterly basis against the phasing numbers in the Bilateral Agreement.
- 3.3.6 The Partner and the NDIA acknowledge and agree that the provision of LAC Services is reliant on Participant Information being provided by the State and/or Territory governments. To the extent there are any errors or inconsistencies in this data, the NDIA and the Partner will work together to manage and address those errors.
- 3.3.7 The Partner must immediately notify the NDIA if, based on the number of Access Requests that quarter:
 - (a) the number of people with disability phasing into the Scheme is likely to exceed the agreed number of Entry Category Three – New for that quarter in accordance with the Bilateral Agreement by more than 10%; or
 - (b) the numbers of people with disability phasing into the Scheme is likely to be fewer than the agreed number for that quarter in accordance with the Bilateral Agreement by more than 10%.

3.4 Participant Readiness Activities – Overview

- 3.4.1 The Partner must commence Participant Readiness Activities three months in advance of the Phasing Date to ensure that Participants progress to Plan approval according to the rate set out in the Performance Indicators.
- 3.4.2 If the Grant Agreement commences on a date less than three months in advance of the Phasing Date, the Partner will deliver Participant Readiness Activities from the Commencement Date.
- 3.4.3 The Partner will receive notification that a person has been determined eligible for the Scheme via a workflow advice through the NDIA IT System.
- 3.4.4 Unless otherwise agreed by the NDIA in writing, within two Business Days of receipt of a workflow advice provided in accordance with clause 3.4.3, the Partner must organise an appointment for that Participant with a Local Area Coordinator.
- 3.4.5 The Partner must determine the most appropriate appointment type and Service Area for the Participant taking into account the information about the person that is visible in the NDIA IT System and other information provided when the Participant is contacted.
- 3.4.6 If the Partner has not worked with the individual prior to their being phased into the Scheme, the Partner must review existing information on the Participant's current supports and their goals.

- 3.4.7 Where the Partner has worked with the Participant previously, the Partner must, wherever possible, ensure that the original Local Area Coordinator is retained as the Participant's contact.
- 3.4.8 The Partner must record all interactions with Participants in the NDIA IT System and comply with the NDIA's Operational Guidelines, the NDIS Partners in the Community Program Guidelines and any other guidance materials provided from time to time by the NDIA when performing the LAC activities.
- 3.4.9 Upon commencement of a face-to-face conversation with the Participant, the Local Area Coordinator must sight proof of identification for the Participant, or where appropriate, the child representative or guardian, unless it is clear to the Local Area Coordinator that identity has already been verified by the NDIA.
- 3.4.10 Wherever Local Area Coordinators have verified a Participant's identity in accordance with clause 3.4.9, they must update the Participant record in the NDIA IT System to confirm that identity has been verified.

3.5 Participant Readiness Activities – Capacity Building

- 3.5.1 In undertaking the Participant Readiness Activities, Local Area Coordinators must support Participants to:
 - (a) build their confidence and skills to define needs for and access to existing services;
 - (b) effectively implement self-generated solutions for support, including through strengthening the Participants' circles of support, building self-advocacy skills, identifying and establishing options for valued roles in society and connecting the Participants to opportunities to implement these roles;
 - (c) understand and successfully use and self-direct their plan;
 - (d) understand and begin self-management of their Scheme funds;
 - (e) increase the capacity of growing children and young people to participate in planning;
 - (f) develop skills in areas such as:
 - (i) increasing confidence in negotiating and decision-making;
 - (ii) the ability to distinguish and access independent information, resources and support; and
 - (iii) identifying conflicts of interest.
- 3.5.2 Through their relationship with individuals, the Local Area Coordinators must identify risk factors that may signal an increasing need for support and suggest solutions to prevent these needs from escalating to a point where additional funding is required by the Participant, or there is a need for a re-streaming recommendation.
- 3.5.3 In suggesting solutions in accordance with clause 3.5.2, Local Area Coordinators must:
 - (a) provide effective information and linkages;
 - (b) build innovative connections to the community to ensure Participants can get the support they need without unnecessary escalation of needs; and
 - (c) record all interactions with such Participants in the NDIA IT System against that Participant's unique record.

3.6 Participant Readiness Activities – Linking to Informal, Community and Mainstream Supports

- 3.6.1 The Partner must ensure that Participants are aware of, and assisted to link to, informal, community and mainstream options that can assist them to pursue their goals.
- 3.6.2 Within the three months before the Phasing Date, the Partner must work with Participants to shape and explore self-initiated ideas and preferences and access community based supports.
- 3.6.3 If the Grant Agreement commences on a date less than three months in advance of the Phasing Date, the Partner must deliver the activities described in clause 3.6.2 from the Commencement Date (except in the Australian Capital Territory where this obligation will only apply to Entry Category Three – New entrants to the Scheme).
- 3.6.4 Over a number of contacts, either in a group based format or through individual meetings, the Local Area Coordinator must work with the Participant using strength-based planning techniques to build the confidence of the Participant to explore new opportunities and to expand their informal networks and solutions for support, through for example, assisting the person to map circles of natural supports and identify strategies to strengthen these and to promote and build confidence in self-advocacy.
- 3.6.5 The Local Area Coordinator must work together with families and carers to identify solutions to strengthen family and carer-based skills to address the needs of the Participant.
- 3.6.6 The Partner must record all interactions with Participants in the NDIA IT System against that Participant's unique record.
- 3.6.7 The Partner must ensure that supports that are available via the community, or that should be delivered by mainstream services in accordance with agreed Council of Australian Governments (COAG) interface principles, are not funded in the Participants' Plan; even where the service is not currently provided by mainstream services.

Note to Applicants: COAG has a vision for an inclusive Australian society that enables people with disability to fulfil their potential as equal citizens. COAG agreed that the principles outlined in [‘NDIS - Principles to Determine the Responsibilities of the NDIS and Other Service Systems’](#) (COAG interface principles), will be used to determine the funding and delivery responsibilities of the NDIS in achieving this vision.

- 3.6.8 The Partner must:
 - (a) maintain and update in the NDIA IT System details of a broad range of community supports that may be relevant to the needs of a Participant;
 - (b) identify and contact where necessary those organisations who may be able to assist a Participant pursue specific goals;
 - (c) record the referral of the Participant to these supports in the NDIA IT System; and
 - (d) provide personalised targeted support to Participants to facilitate the connections for the Participants.

3.7 Participant Readiness Activities – Complete the Initial Plan Process

3.7.1 For Participants who have been streamed by the NDIA as General, Supported and Intensive as part of conversations to achieve the outcomes required under clause 3.6 above, the Partner will be required to complete:

- (a) a Participant Statement outlining Participant goals;
- (b) a Carer Statement where requested by the carer;
- (c) data gathering required to complete an Initial Plan Questionnaire; and
- (d) a risk assessment of the Participant's current circumstances.

3.7.2 This data is to be entered into the NDIA IT System in time to allow the NDIA at least four weeks to develop and approve an individual Participant's Initial Plan prior to the Participants' Phasing Date.

3.8 Recommended Re-Streaming

3.8.1 Local Area Coordinators must build the capacity of Participants and their families to engage with the Scheme.

3.8.2 The NDIA will stream Participants to the Partner after determining their Access into the Scheme by one of three access streams.

3.8.3 The three streams under which a Participant may be assigned to the Partner are:

- (a) General Stream: Participants who require a general level of support from the LAC;
- (b) Supported Stream: Participants requiring more individual support from the LAC; and
- (c) Intensive Stream: Participants who are unable to engage in the Scheme pathway without intensive support.

Note to Applicants: An Intensive Participant may be a person who:

- (a) requires multiple meetings and/or meetings that involve multiple stakeholders;
- (b) has combinations of involvement with other service systems such as the Justice Department or Child Protection;
- (c) has insufficient support to assist with decision making;
- (d) has high 1:1 supports for behaviours of concern;
- (e) has current core funding outside the NDIS Act;
- (f) lives in a Group Home or Large Residential Centre;
- (g) has a Culturally and Linguistically Diverse (CALD) or Aboriginal and Torres Strait Islander background; or
- (h) is isolated with a history of trauma.

See clause **Error! Reference source not found.** for details on LAC Services responsibilities for Intensive Participants.

- 3.8.4 Participants who are identified by the Local Area Coordinator as having capacity to use online Scheme tools and do not require the assistance of a Local Area Coordinator may later be streamed as Self-Planning Participants (meaning those who wish to self-plan using online tools).
- 3.8.5 The Partner must provide support to all Participants streamed to them with the goal of increasing the confidence and capability of those Participants to increasingly engage in self-planning over time.

Note to Applicants: At a minimum the NDIA would expect to see 5% of Participants re-streamed to be Self-Planning Participants. Within the first year the Partner should facilitate at least 10% of Participants to explore using Self-Planning using online tools and must promote this option as part of their capacity building support to the Participant.

Partners will be assessed against the Self-Planning Participant re-streaming Performance Indicators to achieve these targets.

- 3.8.6 The NDIA IT System allows the Partner to submit a recommendation for re-streaming so that the NDIA can consider a change in the assignment of the Participant record.
- 3.8.7 The Partner may submit a recommendation for re-streaming of a Participant at any time, however this should generally only occur where:
 - (a) the Participant is confident and has the capacity to self-plan independently using the NDIA's online tools;
 - (b) the Participant has demonstrated that they require a general level of support from the LAC and no longer require an individual level (Supported Stream) of support from the LAC;
 - (c) the Participant has demonstrated that they require a more individual level of support from the LAC; or
 - (d) the Partner is concerned that the Participant would be exposed to a level of unacceptable risk should they not have access to more intensive support, to enable them to implement their plan.
- 3.8.8 The Partner must clearly record the reasons for making any re-stream recommendation in the NDIA IT System.
- 3.8.9 For the purposes of clarity, at the end of the LAC in Advance Period relevant to a Participant and/or Service Area, the Partner would have undertaken activities to:
 - (a) ensure the community in the Service Area has a sound understanding of the NDIS;
 - (b) ensure Participants that have been streamed to them from the NDIA have been supported to develop links to the community and mainstream services that can address their goals;
 - (c) collect all information required to complete the Initial Plan; and
 - (d) submit the information to the NDIA to enable the Initial Plan to be completed.

Note to Applicants: Rates of re-streaming, and performance relating to re-streaming recommendations accepted or declined by the NDIA will be made available in the Performance Reports.

4 Plan Implementation Activities

4.1 Overview

- 4.1.1 Following the approval of a Plan by the NDIA for all Participants streamed as needing a General or Supported level of assistance to engage with the Scheme (see clause 3.8.3), the Partner must:
- (a) undertake Plan handover discussions with Participants;
 - (b) where requested, assist Participants with implementing their Plans and monitor the implementation of the Plans;
 - (c) build community inclusion opportunities that reflect demand by Participants; and
 - (d) continue capacity building with Participants.

Note to Applicants: See clause 2.4 in relation to Trial Site Participants.

4.2 Plan Implementation Conversation

- 4.2.1 The Local Area Coordinator must have a conversation with each Participant to explain the Plan and support the Participant to understand their Plan (Plan Implementation Conversation).
- 4.2.2 The Plan Implementation Conversation should also be used to explain to the Participant how to link to supports and ensure service delivery is directed to assisting the Participant to meet their goals.
- 4.2.3 The Plan Implementation Conversation must include explanations of how the Participant can implement and monitor their Plan themselves, or with the support of the Local Area Coordinator, any next steps to be taken and who to contact for further information.
- 4.2.4 Following the Plan Implementation Conversation it is expected that the Participant will understand their Plan and know how the Local Area Coordinator will assist them to link to the supports in their Plan. The Partner should ensure the Participant understands in these supports from their Plan:
- (a) Informal supports;
 - (b) Mainstream and community supports, including what is available and how to link with these; and
 - (c) 'reasonable and necessary' supports, including how these supports will be managed (ensuring the Participants who are self-managing some or all of their funds, have provided their nominated bank account details to be recorded on the NDIA IT System).

- 4.2.5 Participants should understand how to:
- (a) choose a Registered Provider of Supports or other service provider;
 - (b) set up a service booking;
 - (c) navigate the Myplace Participant Portal (according to 4.2.6);
 - (d) make NDIS Payment Requests;
 - (e) monitor funding and implement and monitor their Plan; and
 - (f) how to provide feedback, complaints and explore their review rights.
- 4.2.6 The Local Area Coordinator should ensure the following activities are undertaken to enable the Participant to connect with, and set up the management of supports in their Plan using the [Myplace Participant Portal](#). These activities may include providing the Participant their Myplace access code and supporting them to:
- (a) understand what the Myplace Participant Portal is, and who it is for; and
 - (b) understand how to activate, access and navigate the Myplace Participant Portal following the Myplace Step-by-Step Guide.
- 4.2.7 The Local Area Coordinator should, at the conclusion of the Plan Implementation Conversation, agree with Participants on the frequency of their future contact to support the Participant and ensure the Participant has their direct contact details.
- 4.2.8 The completed plan implementation conversation tasks must be recorded in the NDIA IT System.

4.3 Plan Implementation

- 4.3.1 The Local Area Coordinator must assist Participants to start their Plan implementation by working with the Participant to:
- (a) identify options (funded, mainstream and informal networks) to achieve their goals;
 - (b) understand how the funds provided in their Initial Plan can be used;
 - (c) search for, and identify options for Registered Providers of Supports that best meet the Participant's preferences; and
 - (d) explain their goals to, and finalise Service Agreements with, Registered Providers of Support.

Note to Applicants: The primary tool to support this identification is the NDIA's online list of [Registered Providers of Supports](#).

This tool enables users to search and view information based on specific search criteria in order to identify Registered Providers of Supports which meet Participants' needs.

- 4.3.2 In assisting Participants in accordance with clause 4.3.1, the Partner must:
- (a) contact Participants where Plan expenditure is not consistent with expenditure that would be expected under their Plans, based on regular reports provided to the Partner from the NDIA; and

- (b) assist Participants to gather information from Registered Providers of Supports to assist with, and prepare for review of their Plans, including assisting with collating evidence from Partners.

4.4 Build Community Inclusion for Participants

- 4.4.1 The Local Area Coordinator must work with community groups, services, organisations, and other social structures to understand the needs of people with disability, their families and carers and better align their services to address these needs.
- 4.4.2 Combined with a focus on natural networks and community services, Local Area Coordinators will work at the community level with Participants to:
 - (a) activate neighbourhood, local and community resources as part of the natural support for Participants their families and carers; and
 - (b) build opportunities for the full inclusion of Participants, their families and carers in all aspects of community life.
- 4.4.3 The Local Area Coordinator must work with Participants, their families and carers, the community and other parties to encourage change in societal beliefs and structures, so that people with disability feel empowered and valued.
- 4.4.4 The Partner must develop and implement its Community Capacity Building Plan in a way which is complementary to those activities delivered by the Partner delivering ECEI Services in the same Service Area.
- 4.4.5 An understanding of the aspirations and experiences expressed by Participants and their families and carers post phasing as part of Plan implementation must be used to guide priority activities in this area.
- 4.4.6 The Partner must undertake a range of activities to support Participants, including:
 - (a) networking: developing links between Participants, families, carers, individuals, allies and organisations to enable a community to identify and tackle a problem together;
 - (b) self-help: bringing families, carers and Participants together to learn from each other through sharing stories which will then enable them to meet their own needs within the context of their communities;
 - (c) participation: facilitate the reduction or removal of physical, structural and other obstacles to participation in decision-making and service delivery and devising methods to encourage input from the wider community;
 - (d) resource provision: support and encourage the provision of funds and resources to enable the development of structures within communities which contribute to meeting the needs of Participants and their families and carers; and
 - (e) information collection: gathering information on community needs, attitudes and responses and providing accurate and timely information to Participants, families and carers to ensure informed choice.
- 4.4.7 In addition, the Local Area Coordinator may work with Registered Providers of Supports by giving them information on how to access:
 - (a) NDIA tools;

- (b) NDIA resources;
- (c) scheduled events for Registered Providers of Supports;
- (d) the Provider Registration toolkit;
- (e) Registered Providers of Supports pages on the NDIA Website; and
- (f) the NDIA support for Portal and registration and claiming issues, on the 1800 800 110 number for Registered Providers of Supports.

4.5 Support to Build Capacity to Self-Direct Plans

4.5.1 Local Area Coordinators must work with:

- (a) Participants to build their confidence and skills to Self-Direct their Plans; and
- (b) Participants and their families and carers to effectively implement self-generated solutions for support, including through strengthening the Participants' circles of support, building self-advocacy skills, and connecting the Participants to opportunities to implement these roles.

5 Full Scheme Planning and Plan Review Activities

5.1 Overview

- 5.1.1 For all Participants streamed as needing a general or supported level of assistance to engage with the Scheme (see clause 3.8.3), the Partner must undertake the following activities:
- (a) complete Plan Reviews for Participants who have a Plan Review scheduled from any date later than two months after the Commencement Date; and
 - (b) collect all data necessary, and enter into the NDIA IT System in time to allow the NDIA at least four weeks to finalise and approve Full Scheme Plans.

Note to Applicants: See clause 2.4 in relation to Trial Site Participants.

5.2 Complete Plan Reviews

Note to Applicants: All approved Plans have a scheduled review date, and in some cases additional review circumstances outlined in the Plan. A review date of 12 months is usually set for Plans, however in limited circumstances first Plans can have shorter durations.

- 5.2.1 For all Participants, the Partner must complete Plan Reviews in accordance with the scheduled review date of the Plan.
- 5.2.2 A Plan may be reviewed earlier than its scheduled review date where:
- (a) a Participant seeks an early review of a Plan in accordance with section 48 of the NDIS Act; or
 - (b) a Local Area Coordinator recommends to a Participant, based on his or her interactions with the Participant, and in consultation with the Participant, that there is a need for early Plan review and the Participant seeks an early review of a Plan in accordance with section 48 of the NDIS Act.

- 5.2.3 The Partner must assist Participants and the NDIA with requests for early review of Plans by:
- (a) reviewing the information, together with the Participant's existing Plan to provide the NDIA with evidence of the changed circumstances that indicate that the Participant's reasonable and necessary funded supports may need to change;
 - (b) clearly documenting reasons for the request for review of the Plan in the NDIA IT System, for the NDIA Delegate.
- 5.2.4 Approved early reviews and scheduled Plan reviews may be completed over the phone, or face-to-face, but must be done at a time and location, and using a method agreed with the Participant.

5.3 Complete Full Scheme Plans

- 5.3.1 For all Participants' Plan reviews in each Service Area, the Partner must build readiness to progress and finalise each Participant's Full Scheme Plan, and work to achieve a cost effective blend of informal, mainstream and reasonable and necessary funded supports in Plans.
- 5.3.2 In performing the activities described in clause 5.3.1, Local Area Coordinators must assist Participants to:
- (a) refine the Participants' statement of goals and aspirations in accordance with section 35 of the NDIS Act, and document these in the NDIA IT System;
 - (b) document the relevant community and mainstream supports they are currently accessing and that would be useful in addressing their needs in the future; and
 - (c) complete the Plan template in the NDIA IT system for consideration by the NDIA Delegate.
- 5.3.3 The Partner must assist the Participants to complete their Full Scheme Plans to be submitted to the NDIA for approval and record the details required by the NDIA IT System.

Note to Applicants: The Partner may assist completion of Participants' Full Scheme Plans using, [The Getting Plan Ready form](#).

- 5.3.4 The Planning Conversation Tool must be used to guide the Local Area Coordinator's conversation with Participants to complete their Full Scheme Plans.
- 5.3.5 The planning conversation referred to in clause 5.3.4, may be completed offline, but all relevant data must be recorded in the NDIA IT System.
- 5.3.6 The NDIA will update the Planning Conversation Tool from time to time, including as a result of feedback from the Partner who will be required to use the latest version of the Tool provided on the NDIA IT System.

- 5.3.7 Planning activities must be undertaken, so far as possible, at a location and in a manner of the Participant's choice.
- 5.3.8 The Planning conversation may be completed over several sessions if required.
- 5.3.9 The Full Scheme Plan must include:
- (a) an explanation of the Participant's current situation including goals, strengths, needs and wishes;
 - (b) options for community and mainstream support;
 - (c) record of informal support;
 - (d) any reasonable and necessary supports recommended to be funded; and
 - (e) all other information required by the NDIS Act and Rules made under the NDIS Act.
- 5.3.10 The Local Area Coordinator must consider a number of factors, within the context of the Scheme Objectives when developing the Full Scheme Plan, including:
- (a) outcomes from the Initial Plan;
 - (b) information gathered throughout the Planning conversation;
 - (c) aspirations, wishes and preferences of the Participant;
 - (d) existing services the Participant is receiving and whether these are still required;
 - (e) possible solutions which may not involve service provision for the Participant, for example, assistive technology; and
 - (f) supports and activities that will promote functional independence and strengthen capacity to continue undertaking the Participant's daily activities, and maintain social and community connections.
- 5.3.11 The Full Scheme Plan must be consistent with the concept of Participant directed choice and control, and reflect the Participant's needs and wishes.
- 5.3.12 The Local Area Coordinator is responsible for ensuring the Participant understands all aspects of the Plan.
- 5.3.13 The Local Area Coordinator must confirm with the Participant his or her choice for approach to Plan implementation and facilitate this choice. This choice must be identified when assigning the Plan for approval to the NDIA.
- 5.3.14 Where a Participant prefers to self-manage their Plan, the Partner will conduct a risk assessment of this approach, using the Planning Conversation Tool.
- 5.3.15 Where the Partner considers a Participant is unable to self-manage the Partner must:
- (a) make such a recommendation to the NDIA; and
 - (b) record in the NDIA IT System evidence, drawn from the risk assessment, of why the Participant is unable to self-manage,
- then the NDIA Delegate will approve or reject the recommendation as part of his or her approval of the Plan.

- 5.3.16 A Participants' Plan will be considered by the NDIA once it has been documented in the NDIA IT System and assigned to the NDIA for decision.
- 5.3.17 Assignment of the Plan must include certification from the Partner that confirms for the Delegate:
- (a) that the factors as set out in this clause have been considered;
 - (b) that the recommended funded supports meet "reasonable and necessary" criteria according to section 34 of the NDIS Act;
 - (c) that the recommended funded supports will facilitate an increase in independence and growth in capabilities;
 - (d) that the Participant is satisfied that the proposed Plan is consistent with his or her goals;
 - (e) the evidence for the Plan management recommendation, or request to self-manage is provided; and
 - (f) that there is a recommended review date of 12 months for the Plan, or an explanation wherever that review date occurs within less than 12 months.

6 LAC Contribution to Information, Linkages and Capacity Building (ILC)

6.1 Overview

- 6.1.1 Local Area Coordination is a key element of the ILC Policy Framework. The work undertaken by the Partner to enhance the capacity of each individual and build community inclusion opportunities for people with disability is a key contribution of to the goals of the ILC Policy Framework.
- 6.1.2 In addition to the support provided to Participants, twenty percent of Local Area Coordinators' total work effort must be used to work with:
- (a) people with disability who do not meet the access requirements of the Scheme to:
 - (i) build their confidence and skills to define needs for, and access to existing community and mainstream services; or
 - (ii) to provide linkages to community based supports; and
 - (b) the families and carers of people with disability to effectively implement self-generated solutions for support, including through strengthening the circles of support for people with disability; and
 - (c) communities to build greater community inclusion of people with disability.

6.2 Working with individuals not eligible for the Scheme

- 6.2.1 Through their relationship with people with disability and their families, Local Area Coordinators must:
- (a) identify risk factors that may signal an increasing need and suggest solutions that do not rely on funded supports; and
 - (b) build innovative introductions to existing community activities that offer viable, acceptable and effective alternative mechanisms to address a person's need for connection.

6.2.2 The Partner must record interactions with people with disability who are not eligible for the Scheme (including the number or frequency of interactions of each type) in the NDIA IT System.

6.2.3 Interactions which must be recorded in the NDIA IT System include:

- (a) Indirect interactions: For example, public forums the Partner participated in to provide general information about the National Disability Strategy and the Scheme; meetings with other government agencies to promote inclusion; attending local meetings and events; and individual stakeholder meetings to increase awareness of the Scheme and inclusion;
- (b) Direct but not personalised: For example, community forums to potential Participants and their families; copies of the NDIA's written information booklets distributed; and individuals requesting written information about the Scheme;
- (c) Direct with some personalisation: For example, people who were provided with short-term and non-ongoing support such as collation and provision of information relevant to a person's individual circumstances; adaptation of agreed written information to make it relevant to the person; time limited group based capacity building; and referral to and confirmation of a successful connection of a person to a community or mainstream service; and
- (d) Direct and personalised: for example, people who the Local Area Coordinators have worked with over time to:
 - (i) build their social networks;
 - (ii) support the person to attend local events or access their local community; or
 - (iii) organise activities that provide respite to the person or family.

6.1.3 These ILC activities must be delivered by Local Area Coordinators in a manner that is consistent with, and will contribute to, the achievement of the ILC Outcomes Framework, published in the ILC Commissioning Framework.

6.3 Building an Inclusive Community

Note to Applicants: Partners must deliver a Community Capacity Building Plan to NDIA detailing how they will deliver on their obligation to build and expand opportunities for greater social and economic participation for all people with disability in accordance with the requirements of this section.

6.3.1 Local Area Coordinators must work in a collaborative manner with community based organisations to build and expand opportunities for greater social and economic participation for all people with disability, regardless of whether they are Participants in the Scheme.

6.3.2 When collaborating with community organisations in accordance with clause 6.3.1 Local Area Coordinators must:

- (a) inform the community about the Scheme, its goals, activities, processes and functions;
- (b) identify and work closely with key stakeholders in the community to explain individual and collective needs of people with a disability to build on, and align to existing priorities and activities to increase accessibility, expand their embrace of and build inclusion of people with disability;

- (c) develop understanding of systemic and individual issues for people with disabilities in the Service Area to inform policy development and ongoing Scheme design and contribute these insights to the NDIA, in particular in the context of shaping local and regional markets and community development priorities that the NDIA may pursue; and
- (d) help maintain and grow social capital and philanthropic efforts to strengthen community inclusion of people with disability.

6.3.3 Local Area Coordinators must:

- (a) work to build local community partnerships and capabilities and identify and prioritise community development needs to address needs of people with disability; and
- (b) record and maintain their assessments of the accessibility, availability and attitude of organisations within the community to inclusion in the NDIA IT System.

6.3.4 The Partner must consolidate:

- (a) evidence and opportunities gathered by each Local Area Coordinator:
 - (i) in accordance with clause 6.3.3; and
 - (ii) of strategies that have been successful in progressing capacity building in the community; and
- (b) present suggestions for priority community development in the regular quarterly Strategic Analysis Reports to the NDIA.

Note to Applicants: Strategic Analysis Reports will be one mechanism through which progress against the Partner's Community Capacity Building Plan and will be monitored.

6.3.5 The Partner must, in collaboration with the NDIA, provide information to community and mainstream organisations, including those delivering ILC programs, to ensure understanding of the respective role of the mainstream system as agreed by COAG.

6.3.6 The Partner must inform the NDIA where Clients or other people with a disability, who do not meet the access requirements of the Scheme, have been unable to access mainstream services that are appropriate to address their needs.