

Northern Territory Quality and Safeguarding Workshop – Questions & Answers

The NT Quality and Safeguarding Workshop was held by the NT Government, through the Office of Disability on 4 November 2016. The workshop was facilitated by Rex O'Rourke, Senior Manager, NDIS Implementation, Office of Disability. This document provides summarises the questions and answers from the workshop.

Questions and Answers

Q - During the assessment process, will the role of Aboriginal Community Control (ACC) be recognised as best practise in remote communities?

A – **Yes.** The NT Quality and Safeguarding Framework and assessment process is not prescriptive on a service model. The NT Framework and assessment process requires providers to demonstrate that there services are culturally safe, secure and competent. ACC providers will, through its governance and operational model, be in a better position to meet these requirements, and for this reason, would be considered best-practice with respect to cultural safety, security and competency.

Q - Should it be made explicit that ACC is best practise?

A – **No.** The NT Framework and assessment process is not prescriptive on a service model. The NT Framework will seeks to

Q - Do providers have to complete the NT assessment process if the provider is already registered for services in other jurisdictions?

A – **Yes.** The assessment process will be flexible, and we will work together with providers to take into account assessments undertaken in other jurisdictions.

Q- What if a provider is currently undergoing a similar assessment i.e. aged care assessment. Can these assessment reports be cross referenced? I.e. each assessor will be assessing the providers' core requirements. How do we incorporate this information into the new assessment?

A- **Yes.** The assessors will work, where possible, to undertake assessments in line with scheduled aged care assessments. The process will take into account any other assessments undertaken.

Q-Do providers have to re-enter information from SSP portal into the NT online self-assessment tool?

A – **Yes.** Providers are required to complete the NT self-assessment. However, providers will not need to load information into the new NT self-assessment online system.

Q- Self Assessment – will there be a link to for providers to access a copy of their self-assessment?

A – **Yes.** Providers will be able to access and print a copy of their self-assessment and quality improvement plan.

Questions and Answers

Q- What are the timeframes between self-assessment and independent assessment?

A – The initial priority is for providers with existing clients that are phasing to the NDIS from 1 January 2017. The Office of Disability will contact each provider with existing clients prior to the commencement of the phasing for the particular region; at this time, the Office of Disability will arrange for the self-assessment and discuss timeframes.

Q- Independent Assessment – is this process ongoing? Will there be a timeframe for review?

A - **Yes.** The need for a review will be driven by the outcomes of the assessment report and quality improvement plan, and will take into account the service to clients and level of risk.

Q- Will there be an appeals process on outcome of the independent assessment?

A – **Yes.** A provider can request a review of decision, which will be an internal review in first instance conducted through the Office Of Disability. If a provider does not agree with the outcome, the provider can seek a review of decision by the Chief Executive, Department of Health.

Q - What are the timelines for assessment and registration?

A – The initial priority is for providers with existing clients that are phasing to the NDIS from 1 January 2017. Assessments will be in-line with the NDIS phasing. NTG, through the Office of Disability will work with service providers to support them with the assessment and registration process.

Q - What if a provider's service is chosen by a client but is not registered in time with NDIA?

A – The NT Government is committed to assist providers to register as quickly as possible to support the client's wishes.

Q - When will the Self -Assessment Tool go live?

A - Early December 2016. The independent Assessors will be trained and ready to go from this date. Cheryl Harris, Senior Policy Officer, NDIS Provider Registration, Office of Disability is also attending the independent assessor training on Friday 11 November 2016.

Q - What if a provider is unsure of the projected phasing in timelines for their services?

A - Providers can check these timelines with the Office of Disability or the NDIA.

Q - A number of contracts for services will expire at the end of this year. What will happen during the transition period?

A - NT Government is committed to continue funding for these services until support plans for existing clients are activated.

Q - SPP – Should providers continue to populate the current SPP? When will this SPP close?

A - The SPP has been provided to support providers prepare for the NDIS and can be used up the commencement of their assessment process. The NT self-assessment online system will go live in early December 2016.

Questions and Answers

Q - Will a sole trader go through the same assessment process i.e. a Therapist?

A - The assessment of a sole trader does not warrant a comprehensive assessment because of the lower risk. A modified assessment is used.

Q - Remote Areas Phasing Strategy – How will this be done?

A -Participant phasing in remote areas will be measured, over a longer period of time to builds trust and rapport with participants and to ensure NDIS plans are comprehensive and tailored to the unique operating environment of each participant.

Further Actions to be taken and other notes

NT Government will distribute the following documents to providers:

- Questions and Answers from this workshop
- Presentation from this workshop
- NT Quality and Safeguarding Framework
- Overview of the NT Quality and Safeguarding Framework
- Domains, Elements and Indicators Guide

NT Government will develop and distribute the following documents to providers:

- Critical Incident Guidelines
- Information about Restrictive Practises

In line with the phasing schedule, the Office of Disability will meet with existing providers to support them through the transition to NDIS. The Office of Disability encourages providers to prepare for assessments ahead of time and to utilise the current SPP.

The Office of Disability will revisit providers in the Barkly region in relation to the NT Quality and Safeguarding assessment process. The Office of Disability will work with these providers and NDIA in relation to scheduling these assessments.

The NDIA and NT Government hold regular operational meetings to keep communication channels open during transition.

Further information can be obtained from the Office of Disability by emailing:
NDISProviderRegistration@nt.gov.au.