

Welcome Booklet for co-design partners

ILC Co-design program
2015

1. What is ILC?

ILC stands for Information, Linkages and Capacity Building.

The idea for Information Linkages and Capacity Building (ILC) came from the Productivity Commission in their report into the National Disability Insurance Scheme (NDIS). The Productivity Commission recognised that not everything could or should be achieved by giving people with disability greater access to individual funding packages. They recognised that in order for people with disability to achieve social and economic participation, both individual capacity building and capacity building in the community would be required.

The Commission also recognised that there would be a group of people with disability who were not eligible for the NDIS but who still might need some form of support.

It is this collection of activities that will make up ILC.

All the governments around Australia have agreed on the ILC Policy.

The framework has five parts, called streams of activity:

- Information Linkages and Capacity Building
- Capacity Building of Mainstream Services
- Community Awareness and Improving Understanding of Disability in the Community
- Individual Capacity Building
- Local Area Coordination

The ILC Policy is a very high level document. It provides only general guidance on how it might be put into practice. It provides general descriptions of the type of activities that might be conducted but does not set priorities or outline how success might be measured.

The National Disability Insurance Agency (NDIA) therefore has to develop something called the ILC Commissioning Framework. The ILC Commissioning Framework will take the high level ILC Policy and translate it into action.

2. Why is the NDIA asking organisations to hold workshops on ILC?

The NDIA has some initial ideas about how to turn the ILC Policy into action. They have identified what success should look like and some priorities they think they should focus on. But the NDIA would like to hear from people with disability, their families and carers as well as people who work in the sector to see what they think.

Some people call this process “co-design”.

The NDIA want people with disability, their families and carers and others with an interest in ILC to feel comfortable and free to share their thoughts and ideas on how ILC should be implemented. By attending a workshop run by your organisation the NDIA hopes they will feel comfortable in sharing their ideas in a familiar environment.

That’s why the NDIA has looked for organisations to partner with, instead of running consultations itself.

3. What is co-design? Why is it important?

There are lots of different definitions of the term “co-design”.

In this context, co-design simply means involving people with disability, their families and carers and service providers in the design or review phases of a piece of work in order to make sure the service experience is the best it can be.

Co-design is all about learning. It can be learning when you don't know the answer or learning when you think you know the answer but are open to having your assumptions challenged.

The NDIA is constantly listening and learning so that they can deliver a scheme that best meets the needs of people with disability, their families and their carers, and that is sustainable into the future.

The NDIA believes the ILC Commissioning Framework will be stronger if they have a chance to hear from people with disability, their families and carers and providers while it is still being developed.

4. What kinds of things will be covered in the workshop?

The ILC Policy has already been agreed to by the Commonwealth and all state and territory governments. This workshop is not about the content of the policy – it is about how the NDIA should translate ILC Policy into action.

The NDIA already has had initial ideas about the priority areas of activity, as well as what success might look like and how it might be measured.

The NDIA wants to know if their ideas make sense. They want to uncover if they have missed anything or if there might be unintended consequences if the ideas are actioned.

The materials covered in the workshop will include:

- The ILC Policy
- The role of ILC in the NDIS
- The role of the ILC in the National Disability Strategy
- Examples of ILC activity
- The five priority areas of ILC investment identified by the NDIA
- Possible outcomes delivered by ILC and possible means of measurement

The NDIA understands participants will require some background on the ILC Policy in order to engage in the workshop activities. This information is included in this toolkit to help everyone – both facilitators and participants.

In this toolkit you will also find a Frequently Asked Questions (FAQ) document. The FAQs do not cover specific questions (e.g. “will the peer-to-peer model of support my group uses be funded under ILC”), but provide generic answers that should help facilitators answer questions that are likely to be asked during the workshops.

More information about ILC can also be found on the NDIS website:

<http://www.ndis.gov.au/ilc-policy>

<http://www.ndis.gov.au/consult-info-link-capacity-building>

Participants may also need general information about the NDIS in order to successfully take part in workshop discussions. You can find more information on the NDIS website:

<http://www.ndis.gov.au/document/what-national-disability-insuran>

5. Are there things that shouldn't be discussed in the workshop?

The NDIA is open to hearing everyone's ideas and thoughts. We want people to feel comfortable sharing what is important to them. However, there are two key goals for the workshop, as well as some things that are out of scope.

The goal of the workshops is to hear thoughts and ideas on:

- The NDIA's five proposed priority areas of investment. The NDIA wants to hear whether these priority areas reflect the priorities of people with disability, their families and carers and providers – and most importantly if anything is missing.
- What success might look like and how it should be measured.

The goal of the workshops is not to:

- Provide further feedback on the ILC Policy. The Commonwealth and all state and territory governments have already agreed to the ILC Policy. Consultations were held earlier in the year when it was being finalised. The focus is now on implementing the Policy, not revising it.
- Discuss whether current services will be funded in the future. The NDIA understands that many people and organisations will attend workshops to ask whether the program or service they currently use will still be funded under ILC in the future. This cannot be resolved in the workshop – the focus should be on what areas should be prioritised in the ILC in the future. Current experiences may however be valuable in determining priorities for the future – they may help people determine what is important to them.

The NDIA encourages facilitators to remind participants of the expected outcomes of the workshops as discussions progress. Facilitators will have the opportunity to record the content of any additional discussions in the “other” section of the reporting tool.

6. Who does the NDIA want to hear from?

The NDIA wants to hear from:

- People with disability
- Families and carers
- Service providers
- People who work in the sector
- Community organisations
- Members of the community

7. What is the role of the facilitators?

The role of the facilitator is to:

- Explain the purpose of consultations to participants
- Provide accurate information to participants on the NDIS and the ILC
- Respond to questions from participants on the NDIS and ILC
- Facilitate participant discussion on ILC roles, priority areas of investment and outcomes
- Ensure all participants have an opportunity to meaningfully participate and engage
- Ensure participants feel safe and comfortable in sharing their thoughts and ideas
- Record participant attendance
- Record participant discussions of ILC roles, priority areas and outcomes
- Fill out consultation analysis form
- Return the consultation form to the NDIA by the end of October

The role of the facilitator is not to:

- Provide personal opinions on the NDIS or ILC Policy
- Guess at possible funding scenarios for existing ILC services
- Include names or any information which could lead to identification of workshop participants

8. Do facilitators have to use all the materials in the toolkit?

The materials in the toolkit have been provided by the NDIA to ensure facilitators have everything required to run a successful workshop.

The NDIA is also aware that organisations who have volunteered to run the workshops know the needs of their members best and will have ideas on how to engage participants.

Facilitators should adapt materials, activities and timings to suit the needs of their participants. If some participants need longer for some discussions or activities, or the activities require modification facilitators should adapt accordingly.

9. How long is the co-design process for the ILC?

The NDIA needs to have the ILC Commissioning Framework finished by the end of the year, in order to start the next phase of work early next year.

The NDIA is working to a very tight timetable to ensure plans for the introduction of ILC are ready for all states and territories.

The NDIA understand this has not left very much time for the workshops to occur. But the NDIA still very much wants to hear what you think and do not want to miss this opportunity, even in this limited timeframe.

The NDIA is asking facilitators to return the consultation analysis form by Friday October 30.

The NDIA will still accept submissions after the cut-off date. However, feedback the NDIA receives after October may not be able to be fully considered before the ILC Commissioning Framework is finalised.

10. How will the NDIA report back to everyone?

Once all workshop outputs have been submitted to the NDIA, responses will be summarised and used to inform the next stage of the ILC Commissioning Framework. The NDIA will publish a summary of the feedback provided on the NDIS website.