

# The Victorian Government's commitment to continued, high quality service delivery

The Victorian Government has set strict criteria for the future of disability services in Victoria.

The National Disability Insurance Scheme (NDIS) will mean better outcomes for people with disability who will have greater choice and control over services and decisions affecting their lives.

In December 2015, the Victorian Government announced that it would begin identifying which organisations are best placed to provide disability services currently provided by the State Government.

The next stage for the NDIS in Victoria is to measure the interest and ability of non-government disability service providers to deliver services across the state. This will be done through an EOI process which has been designed to test whether the strict conditions the Government has set for the future of disability services can be met, and to measure the interest and ability of the non-government sector to deliver services.

There will be no transition of services if strict conditions the Government has set are not met. These include the requirement that potential providers are able to deliver high quality and safe disability services; and manage and develop a high quality workforce employed on fair terms.

These conditions reflect the Government's commitment that as the NDIS rolls out no one should be worse off - not people with disability and not workers.

They also reflect the collaborative design approach Victoria is taking to the future of disability services.

Most importantly, the Government must be satisfied that any transfer of services to nongovernment providers is the best option for all affected people - Victorians with disability and their families, and the disability workforce.

The Victorian Government has said it expects to remain a service provider in some form. The EOI process will help the Government understand the extent to which services are able to be delivered by non-government providers and where the Government may need to continue to provide services.

The Government has also developed strict criteria against which potential providers will be measured.

## **Collaboration with participants, families and staff**

Victoria is undertaking a collaborative design approach regarding the future delivery of disability services. This includes evaluation criteria, which have been developed in close consultation with people with disability, family members, and staff.

Interviews and small workshops have been conducted to understand participants' lived experiences and their hopes for the NDIS, with a focus on quality of care, safety and choice.

From this engagement, the Government learned that the main priorities were **quality support, workforce satisfaction, and choice for people with disability.**

**Quality support** includes measures that are tailored to individuals, responsive to their needs, and based on genuine choice and collaboration.

**Workforce satisfaction** comes from working together and sharing information to create an environment that supports professional development.

And **choice** means giving people with disability real options for how their supports can make sure they live their lives their way.

These findings have directly fed into the development of the evaluation criteria, which measures and tests the quality of potential service providers.

#### **Approach to evaluating quality: Evaluation Criteria**

##### **Threshold Evaluation Criteria**

In addition to meeting the Government's conditions of transfer, providers wishing

to take on disability services currently provided by the Victorian Government will only be considered if they pass a strict threshold assessment.

This means that potential providers must be able to demonstrate to the Government's satisfaction that they:

- would be able to deliver services under the NDIS;
- are financially viable;
- have a strong safety record; and
- employ disability workers on fair terms.

The threshold evaluation criteria is a pass/ fail test, and potential providers will only be considered if they pass all of the criteria.

If the threshold criteria are met, potential providers will then be measured against Qualitative Evaluation Criteria.

##### **Qualitative Evaluation Criteria**

The qualitative evaluation criteria includes the following elements:

1. Quality Services
2. Operational Capability
3. Workforce Development
4. Innovation

Providers will be assessed and ranked on their responses to these criteria which is an essential step in ensuring the right providers are supporting Victoria.

### 1. Quality services

*Deliver quality services that meet the needs of each individual with disability*

The foundation of the NDIS is giving people with a disability greater choice and control over the services they receive. Potential providers need to show how they will work with people with disability and their families, and staff to deliver individualised and responsive services.

Providers will be assessed on their:

- Approach to and experience in delivering an individually driven service model
- Ability and approach to manage participant and family complaints
- Ability and approach to building connections to a local community and fostering social capital

### 2. Operational capability

*Have the operational capability to deliver services under the NDIS*

The NDIS will change the way services are delivered and funded. Potential providers need to be able to work with the new national scheme, grow to deliver new services, and ensure the transition is smooth for people with disability and staff.

Providers will be assessed on their:

- Ability to deliver the Disability Services under the NDIS
- Ability to ensure any transfer of services is smooth
- Financial viability and ongoing sustainability

### 3. Workforce development

*Be a good employer that is able to attract, develop and manage staff*

A good workplace culture that supports collaboration, professional development and has high standards is critical to providing high quality care for people with disability. Providing staff with secure employment on fair terms and conditions is an important part of this.

Providers must demonstrate:

- Proven success in attracting, managing and retaining a quality workforce

### *Be innovative*

The NDIS is designed to support new ways of doing things and delivering services to best meet the needs of people with disability. Providers need to show that they can deliver innovative new approaches for people with disability.

Providers must demonstrate:

- Experience in and approach to delivering continuous improvement and innovative models of delivery
- Propose innovations to the model of delivery for services which benefit participants, families, community and employees