



**Government
of South Australia**

Minister for Human Services

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Our ref: MCOR/0070
Your ref: 7128198

Ms Nat Cook
Member for Hurtle Vale
PO Box 158
WOODCROFT SA 5162

Sent by email: Tristan.rust@parliament.sa.gov.au

Dear Ms Cook,

Freedom of information application

I refer to your application under the *Freedom of Information Act 1991* (the Act), received by the Office of the Minister for Human Services on 12 October, 20108 seeking access to:

Copies of any and all documents (including but not limited to physical and electronic material) regarding Ministerial agenda item "Engagement and Support for NGO's" from 18 April 2018.

Unfortunately, the Minister's Office was unable to make a determination on your application within the 30 days, therefore it is considered to be a 'deemed refusal' under section 19(2)(b) of the Act. However, our office has continued to process your application outside of this timeframe. Section 19(2)(a) of the Act provides that an agency can release documents outside of the thirty-day timeframe, and this is still taken to be a determination under the Act.

Three documents have been identified as falling within the scope of your application and I have determined to release two documents in full and one document in part.

Document one contains the mobile phone number of a departmental employee and I consider that the release of this information would be an unreasonable disclosure of information related to the employees' personal affairs and have determined it to be exempt pursuant to clause 6(1) of Schedule 1 of the Act.

Please find enclosed a copy of the document, and a document schedule containing a brief description of the document.

If you are dissatisfied with my determination, you can seek an internal review by writing to the Minister for Human Services as the Principal Officer of the agency. Your request should be sent within 30 days of your receipt of this letter.

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your FOI application, and the documents to which you are given access, may/will be published on the agency's disclosure log. A copy of PC045 can be found at <http://dpc.sa.gov.au/what-we-do/services-for-government/premier-and-cabinet-circulars>.

If you have any questions in relation to this matter, please contact Amanda Hockings, Office Manager, on telephone 8463 3388 or by email at amanda.hockings2@sa.gov.au. If you are dissatisfied with the outcome of your FOI application, you have the right to complain to the Ombudsman SA. Please contact the Ombudsman directly on (08) 8226 8699.

Yours sincerely



Amanda Hockings
ACCREDITED FOI OFFICER

24/12/2018

SCHEDULE OF DOCUMENTS – MCOR/0070

Freedom of information application from the Ms Nat Cook seeking access to *Copies of any and all documents (including but not limited to physical and electronic material) Copies of any and all documents (including but not limited to physical and electronic material) regarding Ministerial agenda item "Engagement and Support for NGO's" from 18 April 2018..*

No	Author	Addressee	Date	Description of document	Determination	Reason
1.	Department of Human Services		18/4/2018	Agenda Item	Released in Part	Exempt – Clause 6(1) – Personal Affairs
2.	Department of Human Services			Draft Key Messages	Released in Full	
3.	Department of Human Services			Draft Engagement Implementation Plan	Released in Full	



MINISTER FOR HUMAN SERVICES MEETING			
AGENDA ITEM			
TITLE OF PAPER:	Non government disability sector engagement		
MEETING DATE	<table border="1" style="width: 100%;"> <tr> <td style="width: 60%; text-align: center;">18 / 4 / 18</td> <td style="width: 40%;"> NOTING <input type="checkbox"/> DISCUSSION <input type="checkbox"/> </td> </tr> </table>	18 / 4 / 18	NOTING <input type="checkbox"/> DISCUSSION <input type="checkbox"/>
18 / 4 / 18	NOTING <input type="checkbox"/> DISCUSSION <input type="checkbox"/>		
KEY POINTS	<ol style="list-style-type: none"> 1. The Department for Human Services (DHS) is proposing to develop a strategy and implementation plan for engagement with the non government disability sector 2. The strategy will focus on ensuring providers feel well supported by the government as they transition to the National Disability Insurance Scheme 3. The plan will include regular opportunities for the Minister to meet with providers 4. An initial draft of some key messages and proposed activities is attached for discussion 		

Minister's Comments:

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BACKGROUND

South Australia has a non government sector of approximately 1500 NDIS registered disability providers.

These providers are facing various challenges associated with the transition to the NDIS as their businesses change from operating with block funding to the new fee-for-service model.

The Department for Human Services (DHS) has traditionally dealt with providers on matters of contracts and brokerage, but now also needs to play a role in supporting the sector through this period of change and expansion.

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DISCUSSION

It is proposed that DHS develops a formal engagement strategy and implementation plan to outline how it will engage with the sector through the remaining period of the NDIS rollout.

It is suggested that the strategy cover the following elements:

- Context and background
- Purpose and engagement goals
- Audience analysis
- Key messages
- Consideration of other government partners
- Engagement activities
- Communications methods
- Consideration of the APY Lands
- Evaluation methods
- Implementation plan

The strategy would then inform the department's activities, ensuring interactions with the sector are strategic, well planned and consistent.

It is proposed that activities would include:

- Regular events with the sector focussing on NDIS transition
- Opportunities to bring providers together with the National Disability Insurance Agency (NDIA) and Local Area Coordinators
- Activities specifically targeting regional and remote providers
- The development of a sector reference group
- Activities related to access and inclusion

The strategy would also highlight opportunities to engage with the sector through activities run in conjunction with other state government departments (such as the Department for State Development) and local government.

It would outline how the department will respond to any new issues within the sector as they arise to ensure a collaborative approach to problem solving and decision making.

Draft key messages and a draft activity plan are attached for discussion, after which a full strategy will be developed for the Minister's consideration.

FINANCIAL IMPLICATIONS (if relevant)

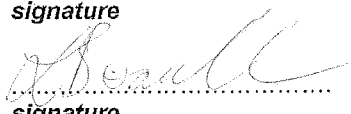
None

OPTIONS FOR CONSIDERATION (if relevant)

If the Minister would like to lead any specific activities within the plan, for example, an Industry Round Table.

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Director, Office of the Chief Executive	Nancy Rogers
		<i>signature</i>	
Deputy Chief Executive/	Lois Boswell		17.19.18
		<i>signature</i>	

ATTACHMENTS

- 1. Draft key messages
- 2. Draft activity plan

Contact Officer:	Anna Bartsch, Manager, NDIS Communications and Engagement [REDACTED] anna.bartsch@sa.gov.au
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DRAFT KEY MESSAGES

Non-government disability sector

We (DHS / the State Government) are alongside you in this transition, to support you, listen to you and advocate for you.

Any decisions we make as a government will be made in the best interests of the sector and South Australians living with disability.

We acknowledge that the transition is complex and presents many challenges for your businesses.

We all have the same big picture, long term goal – to improve the lives of thousands of South Australians living with disability.

We encourage you to see this change as an opportunity – to expand your service offering, to grow your client base and to be part of a progressive, dynamic and highly valuable sector.

DRAFT ENGAGEMENT IMPLEMENTATION PLAN

Activity	Purpose	Audience	Timing/Frequency
Minister’s Industry Round Table	For the Minister to hear directly from providers about issues raised at the Quarterly Check In and any other topical subjects	Peak representatives from the Quarterly Check In – potentially the NDS State Committee?	Quarterly, post Quarterly Check In
Metro Quarterly Check Ins	To understand the issues facing the sector; to workshop solutions; to facilitate communication between the sector and the NDIA/LACs	Has been providers as selected by NDS – should we broaden this out?	Quarterly (near end of quarter)
Regional Quarterly Check Ins	To understand the issues facing the regional sector; to workshop solutions; to facilitate communication between the sector and the NDIA/LACs	All providers in the local regional area	Quarterly (mid quarter)
Monthly Industry Breakfast	To discuss any current issues between DHS and the sector, plus any transition or business issues more broadly	Sizeable/influential providers; including NDIS State Committee members	Monthly – middle of each month; ideally third Thurs of each month
Subject-specific workshops	To problem solve and make decisions on topics that are only relevant to a specific subset of the sector, eg Supported Independent Living quotes for accommodation providers	Providers for whom the subject is relevant	As required, as identified at Quarterly Check Ins and/or according to sector need

Activity	Purpose	Audience	Timing/Frequency
Individual meetings with providers	To address and transition or broader issues relevant to individual providers	Individual providers	As required/requested
Provider Readiness Project	To reduce the risk of market failure and retain diversity within the state's sector	81 providers selected, including regional/remote and SRFs	Ongoing
Disability Policy Unit activities	Focussed on access and inclusion; sometimes targeted at specific audiences such as women or the ATSI community	Community broadly	Variable
Disability Engagement Group	Consultation for advice on variety of topics and issues related to policy development for people with disability in South Australia.	Mostly people with disability but also some carers and industry representatives; voluntary position	As required
Ministerial engagement activities	Specifically designed for the Minister to engage with the sector (and potentially media) eg listening posts at Community events; media announcements	Variable	As opportunities arise
Community Expos – potential round two	To link providers with potential clients now once people are on the scheme and actively looking for supports and services	Entire SA sector	TBC

Activity	Purpose	Audience	Timing/Frequency
Monthly newsletter	To keep the sector informed about developments within DHS and other news and events across the sector	Mailing list of approx. 400	Monthly
Other written communications	Variable, depending on the business need	Providers with an existing relationship with DHS	As required
NDIS Mental Health Implementation Group	Addresses issues relating to mental health and psychosocial services	Mental Health NGOs, the Federal Department of Social Services, the NDIA and Local Area Coordinators	Monthly
Industry Development Working Group	Focused on skills and employment development, disability workforce hubs and market readiness	Informed by the sector (however the sector is not a member)	Six weekly
Other activities with DSD around industry and skills	Connecting with providers as well as potential trainees and job seekers	Providers and potential sector workers	To be discussed with DSD
NDIA ATSI engagement	To assist ATSI communities in the far north and west of the state to connect with the NDIA and with providers	ATSI community and regional providers	Expected June – Sep 2018

Activity	Purpose	Audience	Timing/Frequency
NDIA - other potential activity	Discussions are considering engagement opportunities with CALD communities; potentially also activity around plan utilisation and community connections	TBC	TBC
NDS Monthly State Committee meetings	Opportunity for DHS Executives to attend and hear issues discussed at the NDS SA State Committee	NDS SA State Committee	Generally meets on the first Thursday morning of each month