**Sector Development Fund**
Making a difference to people with a disability, their families, providers and workers
December 2018

# The purpose of this document is to summarise and communicate the impact of the NDIS Sector Development Fund

## Background
The Sector Development Fund (SDF) was established to support the disability sector as it transitioned to the NDIS. It helped people with disability and their families, service providers, and the disability workforce navigate the transition. It supported projects which informed people with disability and their families about their new support options, built provider capacity, and expanded workforces. It also funded projects that developed and trialed innovative approaches in disability services and funded studies to build the evidence base about the disability market.

## Purpose of this document
This document summarises the key projects and impact of the SDF to:
- Promote the impact and advances in disability services made possible by SDF-funded projects
- Highlight key available resources from the SDF that may continue to assist as the NDIS rolls out
- Recognise the importance of transition funding as the JMF launches and as the NDIS rolls out
- Communicate innovative developments in the disability sector to the public in a clear and easily understood manner

## Contents of this document
This document provides a summary of the key achievements of the SDF across various dimensions:
1) A national overview (3 page report)
2) Outcomes (1 page summarising impact across the 5 outcomes)
3) KPIs (1 page summarising impact across the 5 KPIs)
4) Different types of projects (1 page for each of the 9 project types e.g. housing. Some similar typologies have been combined, e.g. online information and education and face-to-face information and education)
5) Specialist population groups (1 page for each of the 6 population groups e.g. Aboriginal and Torres Strait Islander, rural and remote)

# The Sector Development Fund invested $112 million nationally across 107 projects to improve access to the NDIS, build the workforce, and test innovative technologies

**Investing for success**
$112 million for 107 projects supporting Australia's transition to the NDIS

**Reaching out across the country**
with projects at the national, state, and local level

**Making a difference**
Supporting providers and workers, people with disability, their families and carers as the NDIS rolls out

## Building the capacity of people with disability, their families and carers

**Through resources and engagement:**
- >3,400 face-to-face workshops and activities, which engaged >33,000 participants
- >2,600 online workshops
- >291,200 website hits
- Newsletters reaching >8,300 people
- >2,500 families reached through social media

**$32 million**

**$45 million**

## Building the capacity of providers

**Through training and resources:**
- >30 online workshops, which engaged >2,400 providers
- >250 in-person workshops, which engaged >1,500 providers

## Building the workforce

**Through recruiting and upskilling workers:**
- >30 online sessions, which engaged >1,100 workers
- >80 in-person sessions , which engaged >6,000 workers

## Developing knowledge and evidence to guide the NDIS into the future

**Through testing new ideas and evaluating past initiatives:**
- Over 300 providers engaged face-to-face through 20 sessions and nearly 100 providers involved online through 5 sessions
- >60 workers engaged in-person
- >700 participants engaged in >20 face-to-face sessions
- > 3,100 newsletters sent
- >1,200 website hits

**$23 million**

**$12 million**

Note: The number of funded contracts under SDF was 91, however a number have been separated into two projects for reporting given distinct project components/outcomes. Project investment summarised by KPI, where KPIs 2 and 3 combined in building capacity of providers figure.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# The Sector Development Fund has increased awareness of the NDIS amongst people with disability and improved the disability sector's capacity to deliver care

## Building the capacity of people with disability, their families and carers

The Sector Development Fund (SDF) has funded projects that:

- Built the capacity of people with disability and their families and carers to engage with the NDIS
- Reached out to regions and Aboriginal and Torres Strait Islander communities to improve knowledge of and engagement with the NDIS
- Improved access to the NDIS for culturally and linguistically diverse communities
- Developed resources to meet identified needs, such as specialist disability accommodation

### Example project

- JFA Purple Orange received funding to lead the Peer Connect project with 18 Disability Support Organisations (DSOs). The DSOs established peer support networks of people with disability to share information, encourage discussion and increase understanding of the NDIS and capacity to exercise choice and control. Peer Connect initially convened 300 peer groups that held 3,200 meetings attended by more than 28,000 participants. 21 online sessions were also held, which were accessed by more than 1,000 workers.
- **Find out more:** The Peer Connect website provides a wide range of resources, including webinars on facilitating peer networks and partnership in self-directed support, resources on planning for a good life, and information on supported decision making and parenting.

## Building the capacity of providers

The SDF has funded projects that:

- Built capacity in indigenous organisations and trained more indigenous workers, and increased cultural competence of mainstream service providers
- Trained providers in designing programs to increase community inclusion
- Assisted providers with transitioning to the NDIS
- Trialed new technologies and approaches in disability services
- Identified under-serviced disability types such as psychosocial disabilities
- Supported initiatives to develop more effective services for NDIS participants

### Example project

- The First Peoples' Disability Network received funding to address the lack of Indigenous-specific disability support services and cultural competence among mainstream disability support providers. The project included meetings with Indigenous organisations to build capacity and increase the number of Indigenous organisations registered with the NDIS. It also included cultural awareness training and mentoring for mainstream service providers.
- **Find out more:** the First Peoples Disability Network website provides information supporting Indigenous people with disability. The Network also created a video describing the Ten Point Plan for the Implementation of the NDIS in Aboriginal and Torres Strait Islander communities.

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# The Sector Development Fund has also broadened the range of services available and funded studies to better understand the disability market



## Building the workforce

The SDF has funded projects that:

- Helped increase the disability workforce, especially in rural or high need areas
- Attracted talented and diverse workers and encouraged students to consider the disability sector

**Example project**

- National Disability Services received funding to pilot and evaluate 29 different innovative initiatives to expand and develop the disability workforce. The initiatives focused on enhancing the role of technology, workforce development in rural and remote areas, redesigning and testing new roles for workers, identifying factors or conditions that create good practice, and streamlining administrative practices.
- **Find out more:** The Innovative Workforce Fund website showcases the piloted projects that engage, develop and utilise workforce in new ways to support people with disability under the NDIS. The website also provides access to a wide range of resources created by these projects, including on diversifying the disability workforce and designing service user-led support.



## Developing knowledge to guide the NDIS into the future

The SDF has funded projects that:

- Updated ABS survey methods to better monitor NDIS outcomes
- Evaluated the NDIS as it rolls out
- Identifies gaps, challenges, and what works in the disability services market, including in the workforce and in meeting the needs of people with disability
- Developed a national certification scheme so that all NDIS participants receive the same protections

**Example project**

- The Australian Bureau of Statistics (ABS) received funding to increase and improve the population level data the experiences of people with disability, their carers, and older people. The ABS refined its data collection to measure community and social participation and experiences with health services, as well as level of satisfaction with the range and quality of service options. The survey improves knowledge of the social and economic circumstances of people with disability and carers, and supports policy development and monitoring of outcomes for people with disability.
- **Find out more:** A summary of the key findings from the 2015 Survey of Disability, Ageing and Carers (SDAC), including in podcast and video form, is available from the ABS.

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# The Sector Development Fund supported five outcomes to improve services, engage communities, and build the market as the NDIS rolls out across Australia

**Investing for success**
$112 million across 107 projects to achieve 5 outcomes

**Reaching out across the country**
with projects at the national, state, and local level

**Making a difference**
To participants, families, providers and their workforce

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## Outcome 1
Build community capacity and engagement

**$40 million across 26 projects contributing to outcome 1**
($6 million across 4 projects specifically targeting outcome)

**Project objectives:**
- Engaging with people with disability and communities across Australia
- Increasing awareness of the NDIS in Indigenous communities
- Improving access for culturally and linguistically diverse communities

**Example activities:**
- 2,600 online sessions, 9,300 website hits and 70 newsletters helping families to engage

**Example projects:**
- Peer Connect
- Disability Loop, including the NDIS Champions program
- The Peer-to-Peer project for carers
- QLD Community Capacity Building Toolkit
- The Inclusion Hub

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## Outcome 2
Increase the capacity of people with disability and their families to exercise choice and control and develop new forms of support to meet the needs of people with disability

**$45 million across 37 projects contributing to outcome 2**
($39 million across 31 projects specifically targeting outcome)

**Project objectives :**
- Building capacity for people with disability, parents, siblings, carers and communities to engage with the NDIS
- Resources to assist communities to develop specialist accommodation
- Trialling innovative technologies and service models

**Example activities:**
- To increase awareness of choice, 300 peer groups held 3,200 meetings with more than 28,000 participants, and 21 online sessions were held for over 1,100 NDIS workers

**Example projects:**
- The Ready Set Go booklet
- Peer support resources from Siblings Australia
- The Community Inclusion Initiative

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## Outcome 3
Build disability sector capacity and service provider readiness to manage the transition

**$37 million across 39 projects contributing to outcome 3**
($31 million across 33 projects specifically targeting outcome)

**Project objectives :**
- Building capacity of providers to transition to the NDIS
- Training providers to work with specific population groups, e.g. cultural competence training for Aboriginal and Torres Strait Islander and culturally and linguistically diverse communities
- Assisting providers to increase community inclusion

**Example activities:**
- Over 2,400 providers participated in 90 workshops on transitioning to the NDIS operating environment

**Example projects:**
- The Culturally and Linguistically Diverse (CALD) NDIS ready toolkit
- The Costing and Pricing Learning Program from Curtin University

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## Outcome 4
Assist with the expansion and diversification of the workforce required to meet increased demand

**$27 million across 19 projects contributing to outcome 4**
($23 million across 16 projects specifically targeting outcome)

**Project objectives :**
- Training more Aboriginal and Torres Strait Islander workers
- Marketing campaigns for disability services careers
- Developing place-based workforce action plans

**Example activities:**
- Workshops promoting careers in the disability sector for 3,600 high school students and over 500 TAFE students. 500 providers were involved and the website received 169,000 hits

**Example projects:**
- CareCareers
- The Innovative Workforce Fund
- Queensland NDIS NGO Workforce Strategy

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## Outcome 5
Build the evidence base about what works

**$36 million across 42 projects contributing to outcome 4**
($12 million across 22 projects specifically targeting outcome)

**Project objectives:**
- Evaluating the NDIS trial sites to inform the full rollout
- Research to identify gaps, barriers and what works in disability services
- Improve ABS data collection of people with disability and carers

**Example activities:**
- Piloted audits with 22 providers to develop and implement national practice standards and verification

**Example projects:**
- Webinars from Mental Health Australia
- Resource package on specialist disability accommodation
- The Housing Hub
- NDIS Housing Blueprint

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# The Sector Development Fund supported five Key Performance Indicators to encourage innovation, develop providers, and increase choice and control

**Investing for success**
$112 million across 107 projects to achieve 5 KPIs

**Reaching out across the country**
with projects at the national, state, and local level

**Making a difference**
To participants, families, providers and their workforce

| **KPI 1** | **KPI 2** | **KPI 3** | **KPI 4** | **KPI 5** |
|---|---|---|---|---|
| Increase the capacity of people with disability and their families to exercise choice and control, both in engaging with the NDIS and in purchasing supports in an open market in order to realise their aspirations | Develop a market capable of providing the necessary supports required for full scheme | Increased mix of support options and innovative approaches to the provision of support | Increase the disability services workforce, making it more diverse and better equipped to meet the needs of people with disability | Develop an evidence base to inform an insurance approach to disability support |

**KPI 1**

**$49 million across 37 projects contributing to KPI 1**
($32 million across 28 projects specifically targeting KPI)

**Project objectives:**
- Increasing access to the NDIS for rural and remote, and Aboriginal and Torres Strait Islander communities
- Improving engagement with people who have complex needs
- Supporting carers and families of people with disability to understand and navigate the NDIS

**Example activities:**
- 100,000 website hits, over 3,100 newsletters sent, and over 80 providers attending 70 workshops for a project building understanding of the NDIS through clear and accessible resources

**Example projects:**
- Peer Connect
- Disability Loop
- The Ready Set Go booklet
- The Inclusion Hub

**KPI 2**

**$36 million across 38 projects contributing to KPI 2**
($32 million across 32 projects specifically targeting KPI)

**Project objectives:**
- Supporting NGO providers with business development skills necessary for the NDIS
- Co-creating community plans and encouraging local decision-making in remote communities
- Providing training, resources and support to providers in areas such as mental health, psychosocial disability and early childhood intervention

**Example activities:**
- Over 20 online and face-to-face workshops for 370 providers to develop the capacity of mental health service providers

**Example projects:**
- The Community Inclusion Initiative
- The Culturally and Linguistically Diverse (CALD) NDIS ready toolkit

**KPI 3**

**$29 million across 18 projects contributing to KPI 3**
($13 million across 8 projects specifically targeting KPI)

**Project objectives:**
- Trialling and evaluating innovative use of technologies
- Developing innovative service models, including to increase access to the NDIS in rural and remote communities
- Supporting the development of specialist disability accommodation

**Example activities:**
- Over 400 participants involved in 16 sessions of an incubator project supporting independent living co-operatives

**Example projects:**
- The Supporting Independent Living Cooperative
- The Housing Hub
- NDIS Housing Blueprint

**KPI 4**

**$27 million across 19 projects contributing to KPI 4**
($23 million across 16 projects specifically targeting KPI)

**Project objectives:**
- Training more Aboriginal and Torres Strait Islander workers, including to work in remote communities
- Marketing campaigns to attract diverse and talented workers to the sector
- Increased the allied health sector workforce within disability services

**Example activities:**
- Over 1,700 workers supported through employment and career development projects and over 24 providers involved in a project to develop the workforce and skills of the disability services sector

**Example projects:**
- The Innovative Workforce Fund
- Queensland NDIS NGO Workforce Strategy
- CareCareers

**KPI 5**

**$38 million across 41 projects contributing to KPI 5**
($12 million across 22 projects specifically targeting KPI)

**Project objectives:**
- Evaluating the NDIS Trial to inform the full rollout
- Research to identify gaps, barriers, and what works in implementing an insurance approach to disability support
- Updated ABS methodology to increase and improve population level data on people with disability and carers

**Example activities:**
- Piloted audits with 22 providers to develop and implement national practice standards and verification

**Example projects:**
- The 2015 Survey of Disability, Ageing and Carers
- Cross sector service coordination for people with high and complex needs

Note: Investment against each KPI is reported for projects that specifically targeted each KPI (figures in brackets) and projects that contributed to the KPI (these figures add to more than the total figures for SDF investment and projects because most SDF projects contribute to achieving more than one KPI). Engagement numbers likely understated as not all projects reported engagement numbers. The number of funded contracts under SDF was 91, however a number have been separated into two projects for reporting given distinct project components/outcomes.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Information and education: The Sector Development Fund invested in 36 projects that provided information and education about the NDIS rollout

| | |
|---|---|
| **Investing for success** Across 36 online and face-to-face information and education projects | |
| **Reaching out across the country** with projects at the national, state, and local level | |
| **Making a difference** To participants, families, providers and their workforce | |

## Information and education

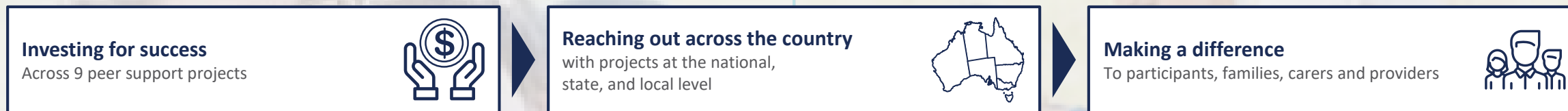| | |
|---|---|
| **Key projects** | Websites, online and face-to-face workshops, information sessions, focus groups, and peer groups were used to: <br>• Train providers in skills needed for the transition to the NDIS, including financial management, marketing and business development, and strategic planning and change management. The NDIS Organisational Readiness project also provided access to individualised support from consultants. <br>• Create customised information resources and outreach strategies for hard-to-reach populations groups, including families of children under 18 with disability, people from culturally and linguistically diverse backgrounds, and people with psychosocial disability. This included use of media, social media, peer groups, community events, and face-to-face sessions. <br>• Promote careers in disability services, including to high school and TAFE students and their career advisors, through workshops and promotional campaigns. An accredited Remote Disability Worker Training program was also developed to increase services in remote and Indigenous communities. |
| **Key activities** | • 21 Australian Disability Enterprises participated in online training modules on corporate governance for the transition to the NDIS <br>• 22 online and face-to-face workshops for nearly 350 participants to build the capacity of mental health service providers <br>• Building the capacity of carers to engage with the NDIS through 6 workshops, 14 focus groups attended by over 100 carers and 80 peer conversations reaching 500 carers <br>• Peer Connect convened 300 peer groups that held 3,200 meetings attended by more than 28,000 participants. 21 online sessions were also held, accessed by more than 1,000 workers. |
| **Find out more** | • The Peer Connect website provides resources on how peer networks can be used to support the disability community. Resources include webinars on facilitating networks and e-markets and the NDIS, and information on supported decision making and parenting, and planning for a good life. <br>• Resources from the Community Inclusion Initiative include factsheets and a guide for providers on supporting community participation for people with disability. <br>• Webinars to build the capacity of mental health providers for the NDIS are available from Mental Health Australia. Topics include costing, pricing, and marketing for psychosocial disability providers. <br>• NDIS Provider Readiness Toolkit, Costing and Pricing Learning Program, and Marketing from the Frontline e-learning module |

Note: Investment and project figures on this slide add to more than the total figures for SDF investment and projects because some SDF projects fit within more than one typology;
Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Peer support: The Sector Development Fund (SDF) invested in 9 peer support projects for people with disability, their families and carers

| Investing for success | Reaching out across the country | Making a difference |
|---|---|---|
| Across 9 peer support projects | with projects at the national, state, and local level | To participants, families, carers and providers |

## Peer support

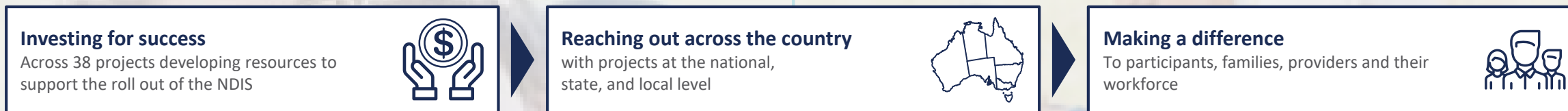| | |
|---|---|
| **Key projects** | • The Peer Connect project created peer support networks for a range of different population groups to share information, improve understanding of the NDIS, and increase choice and control. <br>• Siblings Australia ran a project assisting adult siblings of people with disability to engage with the NDIS. This included creating opportunities and resources for siblings to access peer support and learn from others with similar experiences. <br>• The Peer Conversation Partners program trained and supported 37 carers of NDIS participants to provide advice about the NDIS to carers of future NDIS participants through a 1800-number. |
| **Key activities** | • The Peer Connect project convened 300 peer groups that held 3,200 meetings attended by more than 28,000 participants. 21 online sessions were also held, accessed by more than 1,000 workers. <br>• 20 face-to-face workshops for 700 participants, over 1,200 website hits and 3,100 newsletters sent by a project that used peer education and community engagement to build the capacity of people with psychosocial disability and their carers to engage with the NDIS. |
| **Find out more** | • A wide range of resources is available from Disability Loop, including resources for training  people with disability as NDIS Champions, to act as leaders in peer support. Disability Loop initially hired 30 people with disability as 'NDIS Champions' to develop materials about the NDIS for their peers. The project aimed to build understanding of the NDIS through clear and accessible resources, and achieved 100,000 website hits, over 3,100 newsletters sent, and over 80 providers attending 70 workshops. <br>• The Peer Connect website provides resources on how peer networks can be used to support the disability community. <br>• Peer support resources for siblings of people with disability, including information about events and workshops is available from the Siblings Australia website. <br>• Carers can find out about and request a peer conversation through the Peer-to-Peer project. |

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Resources: The Sector Development Fund (SDF) invested in 38 projects that developed resources to support the roll out of the NDIS

| Investing for success | Reaching out across the country | Making a difference |
|---|---|---|
| Across 38 projects developing resources to support the roll out of the NDIS | with projects at the national, state, and local level | To participants, families, providers and their workforce |

## Resources

| | |
|---|---|
| **Key projects** | The SDF funded projects that developed a wide range of resources to support the roll out of the NDIS, including websites, training programs, and information resources for providers, workers, and people with disability, their families and carers. For example:<br>• Information about navigating the NDIS for people with disability, families and carers, including targeted resources for specific population groups. For example, information resources and support on early childhood intervention providers and opportunities for parents of children with disability.<br>• Resources designed to grow the market and meet demand for accessible and affordable housing options for people with disability, including checklists for establishing and running specialist disability accommodation projects and guidance on attracting investors.<br>• Resources for providers and workers to build skills necessary for the NDIS, such as workshops in unit costing and cash flow analysis, and training and mentoring in creating culturally sensitive disability services |
| **Key activities** | • 100,000 website hits, over 3,100 newsletters sent, and over 80 providers attending 70 workshops for Disability Loop, a project building understanding of the NDIS through clear and simple resources available in a range of accessible formats.<br>• 9,000 website hits for the NDIS Housing Blueprint.<br>• The Inclusion Hub attracted over 9,500 website hits, engaged 2,600 participants, and sent out over 70 newsletters assisting families to engage with early childhood intervention. Resources have also been shared widely across social and industry media platforms, and been promoted by early childhood intervention providers to the families they support. |
| **Find out more** | • The Ready Set Go booklet provides information and advice for parents of children with disability, including on how to choose a school, preparing children for school, and educational and additional supports available.<br>• A resource package to support families and community members to establish specialist disability accommodation projects and attract the interest of potential funders and developers is available from the Frankston Peninsula Carers website.<br>• NGO providers can access a range of resources to support their transition to the NDIS, including a video about loan financing options for disability service providers and the Costing and Pricing Learning Program from Curtin University.<br>• The CareCareers website includes a job board, employer directory, information about courses to advance careers in the disability sector and registration for the disability induction program.<br>• The Housing Hub provides a platform for people with disability to find suitable housing. |

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Workforce: The Sector Development Fund (SDF) invested in 27 projects supporting workforce innovation and upskilling and attracting workers

**Investing for success**
Across 27 projects to build the disability sector workforce

**Reaching out across the country**
with projects at the national, state, and local level

**Making a difference**
To participants, families, providers and their workforce

## Building the workforce

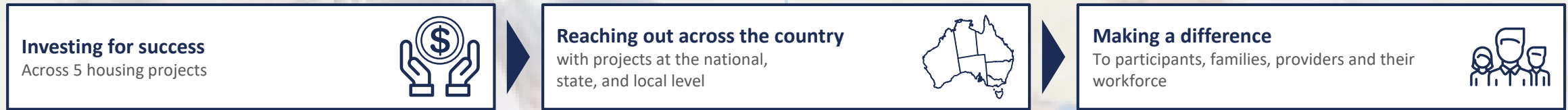| | |
|---|---|
| **Key projects** | Projects to build the workforce included projects targeted at upskilling workers, attracting new workers, and encouraging workforce innovation. For example:<br>• Projects attracting more and diverse workers to the disability sector, including Aboriginal and Torres Strait Islander workers and workers in remote areas, through activities such as training programs, community information sessions, and promotional campaigns.<br>• Increasing the allied health workforce, including through promotional campaigns, and creating traineeships and a jobs board. Another project created a strategy to attract more allied health students and create more effective allied health student placements within the NDIS.<br>• Wide-ranging training for workers and providers, from business skills needed for the NDIS to training for mental health workers and early childhood intervention providers. |
| **Key activities** | • Over 1,700 workers supported through employment and career development workshops and over 24 providers involved in a project to develop the workforce and skills of the disability services sector.<br>• 29 technicians completed a Certificate II or III in Engineering (Production Technology) in the initial cohort of an accredited training course in repairing assistive technology equipment.<br>• Nearly 60 training and information forums for managers and support workers increased understanding of the NDIS. Managers were trained in the operational and business systems required for the market-based NDIS system. Workers were trained in supporting consumer choice and control in daily living activities. |
| **Find out more** | • The Innovative Workforce Fund website showcases innovative projects and provides access to a wide range of resources, including on diversifying the disability workforce and designing service user-led support.<br>• The CareCareers website includes a job board, employer directory, information about courses to advance careers in the disability sector and registration for the disability induction program.<br>• Queensland's Workability project website includes the Queensland NDIS NGO Workforce Strategy and resources for providers, job seekers, and people seeking career progression, education and training.<br>• The First Peoples Disability Network has created a video on how the disability sector can better support Indigenous people with disability.<br>• A wide range of resources are available to upskill providers for the NDIS, including the Costing and Pricing Learning Program, and e-modules on marketing from the frontline. |

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Housing: The Sector Development Fund (SDF) invested in 5 projects to increase and improve housing options for people with disability

| Investing for success | Reaching out across the country | Making a difference |
|---|---|---|
| Across 5 housing projects | with projects at the national, state, and local level | To participants, families, providers and their workforce |

## Housing

**Key projects**

- The Supporting Independent Living Cooperative (SILC), an incubator project to support family co-operatives providing supported disability accommodation, including through forums, costing tools, professional support, and attracting expertise from the mainstream housing sector.
- The NDIS Housing Blueprint identified priority investments to develop the specialist disability accommodation market, including a housing demand study and The Housing Hub, a platform to connect people with disability with suitable housing.
- 12 specialist disability accommodation projects were funded to help meet immediate needs for housing. A capital works expert provided ongoing monitoring of the projects.

**Key activities**

- The NDIS Housing Blueprint website received 9,000 hits.
- Over 400 participants were involved in 16 sessions for the Supporting Independent Living Cooperative (SILC), an incubator project for family co-operatives providing supported disability accommodation.
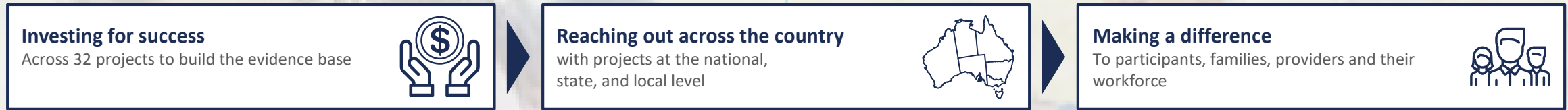
**Find out more**

- The Supporting Independent Living Cooperative (SILC) website provides resources and information about creating sustainable homes for people with disability.
- The Housing Hub provides a platform for people with disability to find suitable housing.
- A wide range of NDIS housing resources are available from the Summer Foundation website, including a housing plan tool, and information on housing options and living more independently.
- A resource package to support families and community members to establish specialist disability accommodation projects and attract the interest of potential funders and developers is available from the Frankston Peninsula Carers website.

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Evidence base: The Sector Development Fund (SDF) invested in 32 projects to build the evidence base to guide the NDIS

| Investing for success | Reaching out across the country | Making a difference |
|---|---|---|
| Across 32 projects to build the evidence base | with projects at the national, state, and local level | To participants, families, providers and their workforce |

## Evidence base

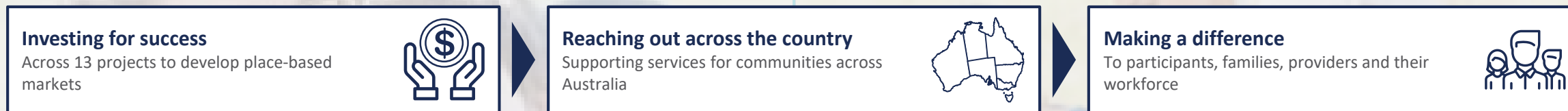| | |
|---|---|
| **Key projects** | • Updating ABS methodology to increase and improve population level data on people with disability and carers. <br> • An evaluation of NDIS trial sites, including through large-scale surveys of providers, workers, and people with disability, their families and carers, to collect learnings for the full NDIS rollout. <br> • Research to identify issues, barriers and enablers to engagement with the NDIS for each population group, and to identify what works in each state and territory and nationally that can be built upon. <br> • Projects developing resources on best practice in areas from early childhood intervention to mental health services, NGO provider business models, and national practice and quality standards. |
| **Key activities** | • Audits were piloted with 22 providers to develop and implement national practice standards and verification. <br> • 9,000 website hits for the NDIS Housing Blueprint. <br> • 60 workers were involved in a research project with students, NDIS participants, and providers to identify strategies for effective allied health student placements within the NDIS. |
| **Find out more** | • A range of resources were developed to improve the viability and sustainability of NGO providers, including a video about loan financing options. <br> • The Inclusion Hub provides resources for families and providers on best practice early childhood intervention. <br> • Summaries of SDF-funded projects and key SDF resources are available on the SDF website. <br> • The Innovative Workforce Fund website showcases innovative projects and provides access to a wide range of resources, including on diversifying the disability workforce and designing service user-led support. <br> • A summary of the key findings from the 2015 Survey of Disability, Ageing and Carers (SDAC), including in podcast and video form, is available from the Australian Bureau of Statistics. <br> • The Cross sector service coordination for people with high and complex needs: Harnessing existing evidence and knowledge paper provides evidence to inform policy direction. |

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Place-based markets: The Sector Development Fund (SDF) invested in 13 projects to develop place-based markets for the NDIS

| Investing for success | Reaching out across the country | Making a difference |
|---|---|---|
| Across 13 projects to develop place-based markets | Supporting services for communities across Australia | To participants, families, providers and their workforce |

## Place-based market development

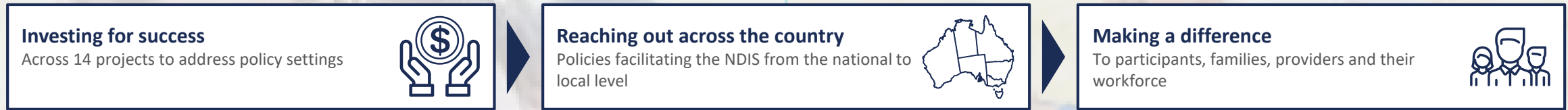| | |
|---|---|
| **Key projects** | Place-based market development projects focused on developing the market and availability of services for NDIS participants in communities across Australia, including:<br>• Developing state-level strategies to build the workforce and increase the availability of services, including in Queensland and South Australia<br>• Training more workers and improving access to NDIS supports for discrete rural and remote communities and Aboriginal and Torres Strait Islander communities<br>• Co-designing Community Plans with remote communities in the Northern Territory to inform service provision about the unique needs and priorities of each area, and direct the appropriate services to these areas |
| **Key activities** | • Over 1,700 workers participated in employment and career development workshops and over 24 providers were involved in a project to develop the workforce and skills of the disability services sector in South Australia<br>• 4 providers conducted work placements as part of an accredited Remote Disability Worker Training program for Indigenous workers with links to remote communities, to increase availability of locally-delivered NDIS supports |
| **Find out more** | • A Strategic Plan 2018-2021 for the Machado-Joseph Disease Foundation, to ensure the organisation's continued support of Aboriginal Australians, their families and communities living with MJD under the NDIS.<br>• The QLD Government's Community Capacity Building Toolkit provides a toolkit for communities to undertake baseline capability analysis and develop community of practice networks to meet local needs. The toolkit was produced from consultations and capacity building projects with three remote Indigenous communities and three rural and remote communities in QLD.<br>• Queensland's Workability website provides access to the Queensland NDIS NGO Workforce Strategy and the North Queensland NDIS Workforce Action Plan, as well as resources for providers and job seekers. |

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Policy settings: The Sector Development Fund (SDF) invested in 14 projects to address policy settings for the NDIS

**Investing for success**
Across 14 projects to address policy settings

**Reaching out across the country**
Policies facilitating the NDIS from the national to local level

**Making a difference**
To participants, families, providers and their workforce

## Policy settings

**Key projects**

- Designing and implementing the National Quality Verification and Certification Scheme for the NDIS. The Scheme creates nationally consistent standards for a broad range of providers, so that NDIS participants receive the same protections no matter where they live.
- Developing the Behaviour Support Practitioner Competency Framework, to ensure people with disability receive individualised care and are supported to participate and contribute to social and economic life.
- Reviewing the Specialist Disability Accommodation Pricing and Payments Framework 2015, to inform the development funding and market settings to replace the existing Framework.
- Research and analysis on the desired skills, training and attributes (including formal qualifications) for disability support workers, to inform regulation of the NDIS workforce and the allocation of expenditure on preparing the workforce for the NDIS.
- Analysing optimal investment in Information, Capacity Building and Linkages (ILC) by the NDIS.
- Developing a key performance indicators (KPI) framework for the NDIS, to measure and analyse market effectiveness.
- Developing and implementing an Engagement Framework for people with disability who have specific or complex needs, who would be unlikely to successfully engage with the NDIS.
- Increasing coordination between the NDIS and mainstream service systems to support streamlined and timely access to services, reduce the impact of disadvantage, and contribute to the long-term sustainability of the NDIS.
- Projects aligning the quality assurance and safeguards standards in the Northern Territory and Western Australia with the principles of the NDIS.

**Key activities**

- Audits were piloted with 22 providers to develop and implement national practice standards and verification.
- 200 providers were involved in 140 face-to-face sessions to develop quality assurance standards and practices in the Northern Territory to meet the requirements set for the NDIS, including by assessing provider policies and practices.

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Advisory/consultancy support: The Sector Development Fund (SDF) invested in 19 projects involving advisory or consultancy support

**Investing for success**
Across 19 projects involving advisory or consultancy support

**Reaching out across the country**
From national projects to remote communities

**Making a difference**
To participants, families, providers and their workforce

## Advisory/consultancy support

**Key projects**

- In a project to improve access to the NDIS for Aboriginal and culturally and linguistically diverse communities, the Victorian Aboriginal Community Controlled Health Organisation (VACCHO) delivered professional development training for Aboriginal service providers and the Centre for Ethnicity and Health developed a series of multilingual videos to raise awareness of the lived experience of culturally and linguistically diverse families around the NDIS.

- A range of expert consultants to were engaged to assist with developing quality assurance standards and practices in the Northern Territory to meet the requirements set for the NDIS.

- The National Aboriginal Community Controlled Health Organisation (NACCHO) was funded to assist Indigenous health organisations to access business opportunities under the NDIS and develop viable service models in in urban, remote and rural settings.

- A capital works expert was funded to advise on the monitoring and risk management of the Specialist Disability Accommodation Initiative.

- The ACT used partnerships of consultants and advisory groups to deliver several initiatives to build the capacity of providers, including *Opening Doors*, a program delivered by Nous Group, Lifestyle Solutions and First Peoples Disability Network to build culturally sensitive disability services, and *Ready4*, a partnership of National Disability Services, ACTCOSS and RSM Bird Cameron, to support providers to build a range of business development and governance skills.

- The NDIS Individualised Business Consultant project formed a consortium of business consultants to offer expertise in areas including business solutions, structural and operational knowledge of the sector and ICT and data management to 13 providers.

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Early childhood: The Sector Development Fund (SDF) invested in 3 projects supporting early childhood services in the NDIS

| **Investing for success** Across 3 projects targeting early childhood | **Reaching out across the country** To children with a disability and their families | **Making a difference** Training providers and workers and improving access and services for participants and communities |
|---|---|---|

## Early childhood

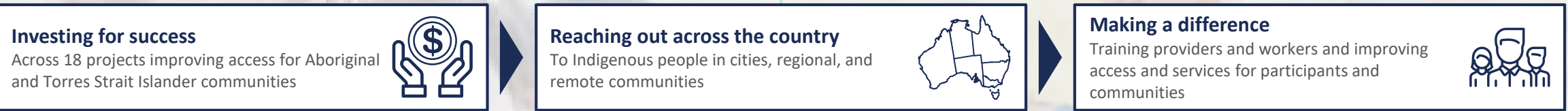| **Key projects** | • Developed *The Inclusion Hub* to support families of young children with disability to engage with early childhood intervention in the NDIS, including choosing providers and supporting their children's inclusion in mainstream and community services.<br>• Established national guidelines for best practice in early childhood intervention and resources to support provider best practice.<br>• Built the capacity of early childhood intervention providers to deliver best practice and outcomes-focused services to children through forums, research, working groups and online resources. |
|---|---|
| **Find out more** | • The Inclusion Hub provides information about accessing early childhood education through the NDIS and choosing providers. Resources include webinars, a glossary of key terms used in the NDIS, and a resource directory of useful webpages and documents. Since its launch, *The Inclusion Hub* has been shared widely across social and industry media platforms, and been promoted by early childhood intervention providers to the families they support. During the project period *The Inclusion Hub* attracted over 9,500 website hits, engaged 2,600 participants, and sent out over 70 newsletters.<br>• Several resources are available for early childhood intervention providers, including the Early Childhood Intervention Review: Nepean Blue Mountains/Hunter Trial Sites Report, research on the current state of practice prepared by the Social Policy Research Centre, and information on best practice, collaborative team work, inclusion and transitions from the Online Community of Best Practice Blog. |

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Aboriginal and Torres Strait Islander: The Sector Development Fund (SDF) invested in 18 projects improving access to the NDIS for Aboriginal and Torres Strait Islander communities

**Investing for success**
Across 18 projects improving access for Aboriginal and Torres Strait Islander communities

**Reaching out across the country**
To Indigenous people in cities, regional, and remote communities

**Making a difference**
Training providers and workers and improving access and services for participants and communities

## Aboriginal and Torres Strait Islander

### Key projects

- Raising awareness and understanding of the NDIS in in urban, regional and remote Indigenous communities and addressing specific barriers that Indigenous communities may face, including through community events and consultation forums.
- Community-based approaches to supporting remote communities, including in the APY Lands in South Australia, to engage with and benefit from the NDIS.
- Training more indigenous disability services workers, building the capacity of Indigenous organisations, and increasing the cultural competence of mainstream service providers through cultural awareness training and mentoring.
- Delivering an accredited Remote Disability Worker Training program, to increase availability of locally-delivered NDIS supports for Indigenous communities.
- Assisting Indigenous health organisations to access business opportunities under the NDIS and develop viable service models in in urban, remote and rural settings.

### Find out more

- The First Peoples Disability Network website provides information supporting Indigenous people with disability. The Network also created a video describing the *Ten Point Plan for the Implementation of the NDIS in Aboriginal and Torres Strait Islander communities.*
- A report summarising the key achievements of a project run by the Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council supporting Indigenous families in the APY lands to engage with the NDIS, and describing how the NDIS can be successfully rolled out in the APY lands.
- A Strategic Plan 2018-2021 for the Machado-Joseph Disease Foundation, to ensure the organisation's continued support of Aboriginal Australians, their families and communities living with MJD.
- The QLD Government's Community Capacity Building Toolkit was produced from consultations and capacity building projects with three remote Indigenous communities and three rural and remote communities in QLD.

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Diverse communities: The Sector Development Fund (SDF) invested in 5 projects improving access to the NDIS for culturally and linguistically diverse communities

**Investing for success**
Across 5 projects improving access for culturally and linguistically diverse communities

**Reaching out across the country**
To culturally and linguistically diverse communities

**Making a difference**
Training providers and workers and improving access and services for participants and communities

## Culturally and linguistically diverse

**Key projects**

- Working with culturally and linguistically diverse communities in QLD to assess what supports were needed to improve access to and engagement with the NDIS, and producing resources, training sessions, community briefings, and support to providers based on these insights.
- Targeted strategies in the ACT for people from culturally and linguistically diverse backgrounds to increase engagement with the NDIS.
- In QLD, 18 bicultural community education workers speaking 10 different languages were recruited to engage people from culturally and linguistically diverse backgrounds who are socially isolated. This project also translated fact sheets into 33 languages, consulted community leaders to develop appropriate engagement strategies and ran community workshops and information sessions.
- In Victoria, culturally and linguistically diverse organisations were supported to understand and transition to the NDIS, including through training programs specifically for the culturally and linguistically diverse sector and working with peak bodies.
- Western Australia delivered information about the NDIS to culturally and linguistically diverse communities through ethnic radio, news bulletins and targeted information sessions.

**Find out more**

- Visit the Culturally and Linguistically Diverse (CALD) NDIS ready toolkit.

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Rural and remote: The Sector Development Fund (SDF) invested in 17 projects improving access to the NDIS for rural and remote communities

**Investing for success**
Across 17 projects improving access for rural and remote communities

**Reaching out across the country**
To rural and remote communities across Australia

**Making a difference**
To people with disability, their families and carers, and providers and their workforce

## Rural and remote

**Key projects**

- Trialing and evaluating innovative use of technologies in improving access to disability services and support in rural and remote areas, including trialing telehealth services.
- Co-creating Community Plans in remote communities in the Northern Territory, to inform service provision and direct necessary services to these areas.
- Developing an accredited Remote Disability Worker Training program.
- Scholarships for disability care training for workers on Norfolk Island.
- Grants for providers that identified ideas for service innovation and enhancements for remote communities.
- Increasing the disability services workforce in remote communities, including increasing the Aboriginal and Torres Strait Islander disability workforce to service rural and remote Aboriginal and Torres Strait Islander communities.
- In Victoria, a pilot project that operated in three rural and regional areas identified local, innovative and efficient responses to meet the needs of people with disability, their families and carers in rural and regional areas.

**Find out more**

- A report summarising the key achievements of a project run by the Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council supporting Indigenous families in the APY lands to engage with the NDIS, and describing how the NDIS can be successfully rolled out in the APY lands.
- The QLD Government's Community Capacity Building Toolkit was produced from consultations and capacity building projects with three remote Indigenous communities and three rural and remote communities in QLD.

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Mental health: The Sector Development Fund (SDF) invested in 8 projects supporting mental health services within the NDIS

| Investing for success | Reaching out across the country | Making a difference |
|---|---|---|
| Across 8 projects supporting mental health services | From national projects to regional communities | Training providers and their workers, and improving services for people with disability |

## Mental health

**Key projects**

- Building understanding of the NDIS and the capacity for choice and control among people with psychosocial disability and their carers, including through peer education and information workshops and supported decision-making.
- Mental health service providers were supported to transition to the NDIS, including through workshops and webinars on marketing, costing and pricing, and workshops on how to determine what service users require to improve the quality of their lives.
- In Western Australia, targeted information sessions were delivered for people with psychosocial disability and a focus group with participants was used to evaluate what worked well and what could be improved in the future.

**Find out more**

- Mental Health Australia's *The Guide for Mental Health Carers on the NDIS* and the *Mental Health Carer Checklist* are available here.
- Resources on the NDIS Capacity Building Project, including a webinar for mental health carers and information workshops, are available from Mental Health Australia.
- Mental Health Australia has released the following research papers: *Supported Decision Making, Psychosocial Disability and the NDIS,* and *Mental Health Carers and the NDIS: Issues Paper.*
- Webinars for mental health and psychosocial disability providers, including on marketing, costing and pricing, are available from Mental Health Australia.
- The *Workforce Development Scoping Paper* explores the impact of the NDIS on the mental health workforce.

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Complex needs: The Sector Development Fund (SDF) invested in 3 projects supporting access to the NDIS for people with disability who have complex needs

| Investing for success | Reaching out across the country | Making a difference |
|---|---|---|
| Across 3 projects supporting people with disability who have complex needs | From national projects to regional communities | Training providers and their workers, and improving services for people with disability |

## Complex needs

**Key projects**

- Research was conducted to explore best practice examples of coordinated, cross-sectoral approaches, identify key themes, and provide recommendations for the NDIS rollout for people with disability complex needs.
- Developing the Behaviour Support Practitioner Competency Framework, to ensure that behaviour support practitioners have the appropriate skills and experience to assess NDIS participants with complex behavioural needs, and to develop and support the implementation of behaviour support plans
- Assisting people with disability found ineligible for the NDIS through information and advice, referrals, assistance with reapplication, and enablement-focused interventions, including assessing needs and goals, facilitating medical appointments, and purchasing home supplies

**Find out more**

- The Cross sector service coordination for people with high and complex needs: Harnessing existing evidence and knowledge paper was prepared by The Centre for Disability Research and Policy at the University of Sydney and the Young People in Nursing Homes National Alliance to explore best practice and provide recommendations for the NDIS rollout

Note: Engagement numbers likely understated as not all projects reported engagement numbers.

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.

# Project categories map to the KPIs and outcomes

## Building the capacity of people with disability, their families and carers

**Through resources and engagement:**

- **KPI 1:** Increase the capacity of people with disability and their families to exercise choice and control, both in engaging with the NDIS and in purchasing supports in an open market in order to realise their aspirations
- **Outcome 1:** Build community capacity and engagement
- **Outcome 2:** Increase the capacity of people with disability and their families to exercise choice and control and develop new forms of support to meet the needs of people with disability

**$32 million**

## Building the capacity of providers

**Through training and resources:**

- **KPI 2:** Develop a market capable of providing the necessary supports required for full scheme
- **KPI 3:** Increased mix of support options and innovative approaches to the provision of support
- **Outcome 3:** Build disability sector capacity and service provider readiness to manage the transition

**$45 million**

## Building the workforce

**Through recruiting and upskilling workers:**

- **KPI 4:** Increase the disability services workforce, making it more diverse and better equipped to meet the needs of people with disability
- **Outcome 4:** Assist with the expansion and diversification of the workforce required to meet increased demand

**$23 million**

## Developing knowledge and evidence to guide the NDIS into the future

**Through testing new ideas and evaluating past initiatives:**

- **KPI 5:** Develop an evidence base to inform an insurance approach to disability support
- **Outcome 5:** Build the evidence base about what works

**$12 million**

Source: Review of SDF investment and projects using project reporting, internal DSS data, reporting from states and territories, interviews with stakeholders, and analysis by ARTD and AlphaBeta.