

Overview of NDIS Local Area Coordination (LAC) Services

North East Melbourne Area



NDIS roll-out in North East Melbourne

- The Brotherhood is partnering with the NDIA to deliver the first LAC services for the NDIS in Melbourne, in 5 LGAs:
 - Banyule
 - Darebin
 - Nillumbik
 - Whittlesea
 - Yarra
- We are on schedule to open for business on Friday, 1 July 2016.



WHAT: The LAC Services role

- Assist people with disability, their families and carers to build and pursue their goals for a good life, exercise choice and control and engage with the Scheme;
- Ensure that people with disability can be supported outside the Scheme by working with communities and mainstream services to build awareness and to become more inclusive of the range of needs and aspirations of the needs of people with disability;
- Support participants of the Scheme to navigate and optimise their engagement with the scheme;
- Promote opportunities for people with disability.



WHO will LAC support, HOW will it be done?

- All people with disability, their families and carers will be offered:
 - capacity building services; and
 - Information and linkage to mainstream and support services.
- Additionally, participants in the Scheme will be assisted through the planning process
 - Pre-planning capacity building and linkages
 - Developing a Plan to submit for Agency approval
 - Assisting to implement their plans after confirmation by NDIA
 - Maintaining contact, and reviewing progress of plans



WHO will LAC support, HOW will it be done?

- Build community inclusion by:
 - Capacity building of the community
 - develop relationships and support local communities to include people with disability
 - identify gaps in the market place
 - drive, facilitate, and record change over time in the accessibility and the availability of options in the community and improvement in attitudes to people with disability
 - Provide information to Providers about the needs of people with disability
 - Provide information to mainstream services about the Scheme



WHO: Which Participants will BSL work with?

- Participants can engage with the scheme in different ways:
 - some will plan for themselves
 - others will want assistance in developing and implementing a plan (after it has been approved by NDIA)
 - some require more intensive and complex support
- BSL provides support to Participants who need information and support for self-planning or some assistance in developing their plan, with a goal of increasing confidence and capability to self-plan over time



WHERE will our LAC Services be located?

- Four sites have been selected, leased and equipped at:
 - **Banyule and Nillumbik** – 65 Main Street, Greensborough
 - **Darebin** – 293 High St, Preston
 - **Whittlesea** – 1/1 Latitude Drive, Thomastown
 - **Yarra** – 95 Brunswick Street, Fitzroy
- 2 more offices will be established (Nillumbik and Whittlesea)



Our LAC Services team

- LAC Managers
- Senior Local Area Coordinators and Local Area Coordinators
 - assisting people with disability to plan, organise and access the support and services they need
- Peer Linkage Coordinators
 - people with a lived experience of disability to assist and resource others to connect with community and mainstream support and peer networks
- Customer Service Officers
 - first point of contact for those accessing LAC services and administrative work



Training our team

- Disability-friendly employer training for all Brotherhood senior staff
- Training and induction for LAC staff starts on June 14 including:
 - Pathway Services, NDIA/BSL policies and procedures
 - Customer service
 - IT systems
 - Community participation and social inclusion
 - Coaching and mentoring
 - Cultural awareness and unconscious bias
 - Results-based accountability



Our service delivery approach

- We will be focusing on our customers!
- Collaborative, working in partnership with NDIA, providers and mainstream services to ensure that our customers are delighted.
- Continuously improving and adapting as we learn.
- Highly accountable; Data collected through NDIA's IT system.
- NOTE: We will finalise our community capacity building plan by September 2016 – in close consultation with the community

