



Getting communities ready for the NDIS

Conducting community consultations

Is your Community ready?

The Queensland Government is getting our state ready for the rollout of the National Disability Insurance Scheme (NDIS) from 1 July 2016.

People with disability will have more opportunities, more choices and more connections. This will open doors to new possibilities in our economy and community life.

Everyone in the community has a role to play to ensure the NDIS is a success.

This brochure outlines:

- conducting consultations and things to consider
- recording stakeholder consultations.

Conducting consultations

Engaging with a broad range of community stakeholders is important in order to gain a holistic picture of service gaps and opportunities. The following factors should be taken into consideration when conducting consultations:

Listen with intent

The purpose is to listen to stakeholders and to identify what is important to them. Explore stakeholders' experiences using a small number of open-ended questions. As you listen carefully to what stakeholders say, probe further with more open ended questions. Your ability to listen and ask pertinent questions will facilitate the gathering of high quality stories.

Sometimes just listening is enough

Capture the words verbatim where you can, and explore the aspects that you don't understand.

Exact words are useful for quotes in reports or presentations.

Privacy and dignity

Be mindful that you maintain the privacy and dignity of stakeholders, particularly individuals with a disability. Consider the environment where the interview will be conducted and try also to minimise the disturbance for others in the area.

Confidentiality

The stories/experiences you collect need to be managed in a confidential way. This includes how they are stored, who has access to the data and how the experiences are retold when used in reports or presentations. Individual peoples' confidentiality must be respected and maintained at all times and must align with any organisational or government policies. Let stakeholders know their identity will be kept confidential.

Consent

You should have some information available (written and verbal) explaining the NDIS, the project you are involved in and why you want to talk to the stakeholder, and how the information will be used.

Asking questions

It is a good idea to have a discussion framework prepared, with a series of questions listed. This will provide a structure around which to conduct the discussion. Example questions may include:

- Are there community events/teams/clubs/ that cater for people with a disability?
- Is the general level of community service provision sufficient to cater for those with a disability?

- Looking into the future and thinking about how this town will change, what services for people with a disability do you think will be necessary?
- What is your one big idea for getting better disability services to more people?

Recording consultations

Obtaining participant details at the beginning of a discussion is the easiest way in which to maintain a register of consultations. A register can be used to provide follow-up information to participants who consent to further communication.

For more information

- www.ndis.gov.au for further information on the NDIS and to sign-up for the NDIS e-newsletter or call the **NDIS Hotline 1800 800 110**
- www.communities.qld.gov.au/ndis for information on Queensland's NDIS preparations, the Queensland NDIS events calendar and to sign up to the Queensland NDIS e-blast
- www.qld.gov.au/disability for information about current services for Queenslanders with disability or call **13 QGOV (13 74 68)**
- follow us on **Twitter @NDIS** or **@disabilityQLD**
- for people with hearing or speech loss **TTY 1800 555 677**
- speak and listen **1800 555 727**
- for people who need help with English **TIS 131 450**