

Management of Capacity through NDIS Transition – FNGO Factsheet

This document provides guidance to service providers on managing capacity during the key periods of transition. The Queensland Government is committed to working with disability service providers to ensure a smooth transition and clear messaging about what will happen to services and funding through transition.

The management of vacant service capacity during transition is an important element of transition arrangements. Capacity is defined as per section 6.2 of the [Disability Services Funding Accountability Guidelines](#), where the recipient no longer requires their support.

Please note that this capacity management process only relates to capacity generated due to a person no longer requiring support. Capacity to be notified as per current practice through the online [Service capacity notification form](#) until location transition end date. However, Notification is **not required** when a service user has received an approved plan with the NDIA.

This communique **does not** relate to:

- Accommodation Support and Respite Services (AS&RS) delivered by the department.
- Community Care services. Further advice will be provided in a separate communique.

This communique is made up of three parts:

- **Part A** – confirms the process for managing capacity during transition and outlines the key stages
- **Part B** – provides specific information for statewide, non-SAT, and Emergency Response services
- **Part C** – provides specific information for Information, Linkages and Capacity Building (ILC) mapped activities, and Advocacy services.

PART A

For capacity notified prior to six months from location transition commencement date, there will be no change to the existing capacity management process. At six months prior to transition, there are three key stages:

- 1. Six months prior to location transition commencement date**
 - Individualised funding will be withdrawn and formal notification will be provided as per current practice.
 - Block capacity may be filled, as determined by the department, to new clients with urgent and critical need or existing clients prioritised high for services.
- 2. Three months prior to location transition commencement date**
 - Capacity will not be filled during this period.
 - Individualised funding and the associated services will be withdrawn immediately.
 - Funding and services for block capacity will be reduced on the commencement date of location transition, in line with the principles and processes of the framework for the [Reduction of Funding and Services through a Service Agreement](#).
 - Formal notice regarding the reduction of funding and services will be provided via the Service User Cessation Details Report in the Open Data Collection (ODC).
- 3. From commencement of location transition date**
 - Capacity will not be filled during this period.
 - Funding and Services will be reduced in line with the principles and processes of the framework for the [Reduction of Funding and Services through a Service Agreement](#).
 - Formal notice regarding the reduction of funding and services will be provided via the Service User Cessation Details Report.

PART B

Statewide Services intake arrangements during transition to the NDIS (including statewide reverse referral and cross regional service delivery).

- For capacity that becomes available in statewide services, the decision to fill or not fill capacity will be based on:
 - where the client lives at the time they no longer require supports,
 - the capacity rules that apply to that location at that time and in line with the key stages as outlined in Part A.
- Capacity in services relating to a client living in a transitioning location cannot be allocated to another person living in a non-transitioning location or transitioned location.
- This intake rule applies to statewide services, regardless of how they are managed; through the online Capacity Notification process or reverse referral.
- **Reverse Referral:** please note this process relates to **statewide** reverse referral. All other reverse referral capacity notifications will follow the same capacity rules as outlined in Part A. In particular, new clients should not be accepted from three months prior to location transition commencement date.

Non-SAT Services intake arrangements during transition to NDIS

- In the lead up to a location commencing its transition to NDIS, Non-SAT providers may accept new clients but should also refer clients to the NDIA to make an access request.

Six weeks immediately prior to location transition commencement date

- New clients should not be accepted by the Non-SAT providers six weeks prior to transition commencement. Providers are to refer new clients to the NDIA to commence their planning.
- Non-SAT providers are to refer existing clients to the NDIA to commence their planning, if services are required after the program is finished. State funded Non-SAT services that existing clients are receiving will cease when the program is finished, or when the person has an approved plan with the NDIA.

Emergency Response Services intake arrangements during transition to NDIS

- Emergency Response providers are an exception to the Non-SAT access process as the intent of this funding initiative is to provide one-off and short-term supports to meet immediate and urgent needs.
- For areas that are in transition, the department has agreed that Emergency Response providers can continue to support new clients during and up to the transition end date for a location, where necessary.
- Emergency Response providers are also asked to refer clients residing in transition locations to the NDIA to discuss their support needs and the potential impact of the emergent need into the future.

PART C

Information, Linkages and Capacity Building (ILC) mapped activities and Advocacy services

- The department has agreed that ILC mapped activities and advocacy services will continue to be funded until 30 June 2019.
- These activities include:
 - Information and referral services (including Parent Connect services)
 - Interpreter and translation services
 - Advocacy services.
- Service providers in this group have been advised by letter from the department that this funding will continue at existing levels until 30 June 2019.
- These services can continue to support new clients through to 30 June 2019.