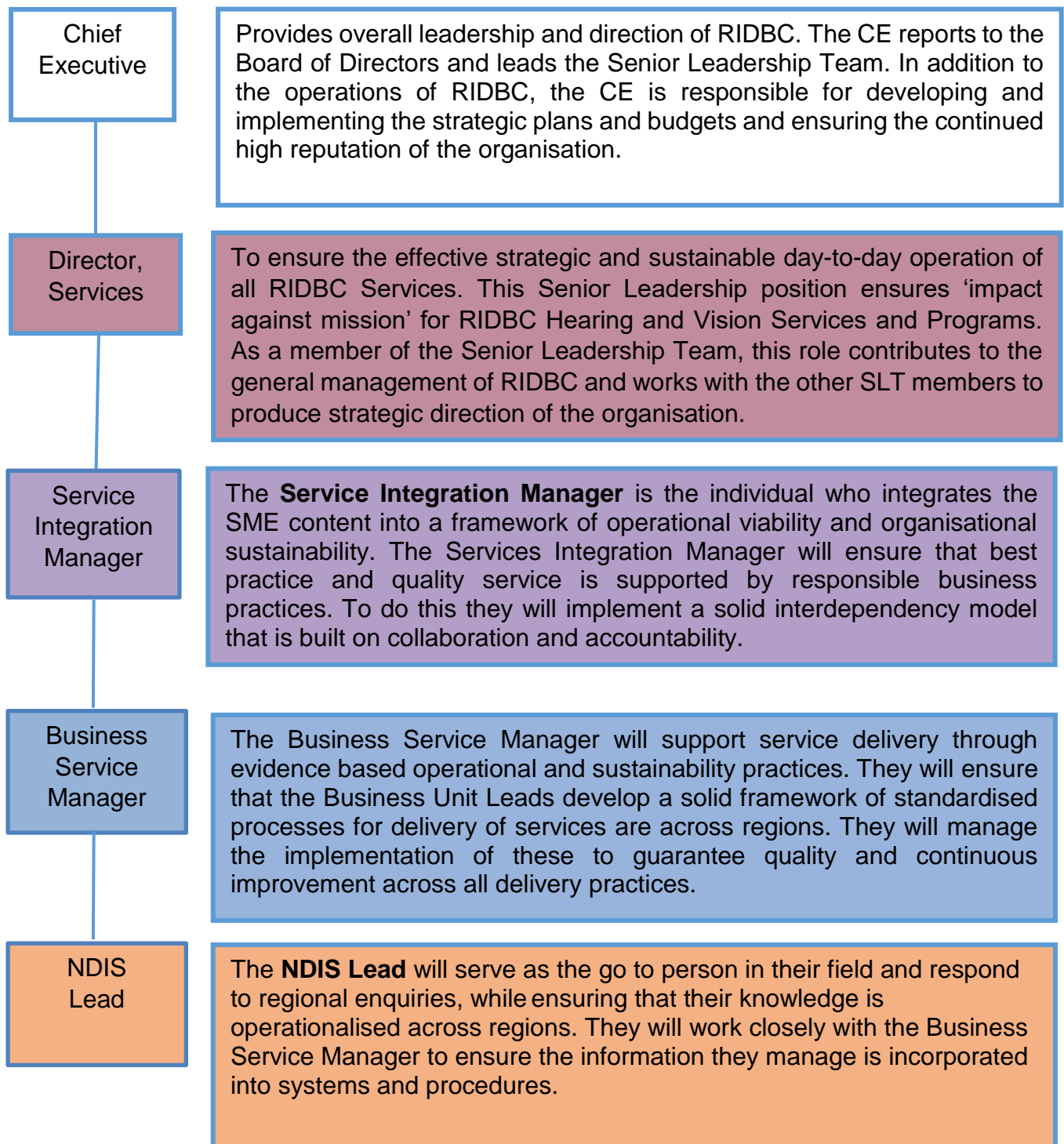


## YOUR PURPOSE – NDIS LEAD

### Organisational Relationships

It is important that you understand your role in the organisation, who you report to and who reports to you. This will assist in providing you with clarity around defining teams, reporting lines and responsibilities.



### Purpose Statement – NDIS LEAD


Will provide specific knowledge and information to the client management journey so that NDIS is addressed appropriately. Will serve as the link between RIDBC and the NDIA and will ensure the NDIS is managed through regions and services.

### Accountabilities - NDIS LEAD

To Client	<ul style="list-style-type: none"><li>• Ensure that the client is the first consideration in any decision or action</li><li>• Support clients in all NDIS matters</li><li>• Be respectful and inclusive of all clients &amp; families</li></ul>
To RIDBC	<ul style="list-style-type: none"><li>• Ensure that you represent RIDBC internally &amp; externally in a positive and productive way</li><li>• Comply to all RIDBC policies and procedures</li><li>• Commit to contributing to RIDBC achieving its mission through adherence to its values</li></ul>
To those you report to	<ul style="list-style-type: none"><li>• Ensure that you comply with all reasonable direction with the intention of achieving our required outcomes</li><li>• Contribute to an effective and positive relationship between yourself and your manager</li><li>• Report on matters in your scope as required and in a timely manner</li></ul>
To those you manage	<ul style="list-style-type: none"><li>• Ensure that you provide appropriate support and direction to those whom you manage</li><li>• Contribute to an effective and positive relationship through clear expectations and communications</li><li>• Measure team and individual achievements to review performance and improve outcomes.</li></ul>
To those you work with	<ul style="list-style-type: none"><li>• Ensure that you collaborate productively with colleagues to achieve outcomes</li><li>• Contribute to an effective and positive relationship between yourself and your colleagues</li><li>• Contribute to effective communication, knowledge sharing and feedback processes with your team</li></ul>

Responsibilities – NDIS LEAD




<p>RIDBC's mission is to provide quality &amp; innovative services to achieve the best outcomes for current and future generations of Australians with vision or hearing loss</p>	<p>Defining the important role that you will play in achieving the mission of RIDBC. Providing you clarity as to what is expected of you in this role in terms of actions</p>	<p>Determining the effectiveness of your actions through measurement of results and outcomes</p>
 <p><b>REACHING MORE PEOPLE</b></p>	<ul style="list-style-type: none"> <li>• Contribute to lobbying on behalf of NDIS participants with a sensory disability (through parliamentary submissions, engagement with senior NDIA staff with respect to issue facing hearing and/or vision impaired clients)</li> <li>• Directly, and through coaching of team, support current and future clients with transition – provide information on Scheme access, planning preparation, explain Plan and assist with implementation.</li> <li>• Collaborate with Regions to ensure all client NDIS matter are addressed</li> <li>• Contribute to the growth of client numbers</li> <li>• Manage team to deliver support co-ordination independent of services.</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to a cohesive team of professionals to ensure knowledge and processes are integrated effectively.</li> <li>• Contribute NDIS information and practices to the team to convert local opportunities to clients or partnerships.</li> <li>• Manage and utilise systems to ensure that NDIS data is tracked and used for client generation plans.</li> <li>• Work with Business Services Manager to co-ordinate training of Centre teams on all NDIS matters.</li> <li>• Report to the Service Integration Manager as required.</li> <li>• Develop and implement a solid framework of standardised processes for implementation of NDIS management across regions.</li> </ul>



## DELIVERING BEST PRACTICE

- Present and model leadership attributes that are consistent with agreed RIDBC strategy.
- Accountable for driving success in line with strategic intent across the Business Units including team leadership, service delivery and client engagement.
- In conjunction with Business Unit Team, review and assess innovative service models generated from the BPL function, to ensure viability in terms of NDIS
- Ensure all new and existing initiatives are supported by evidence, appropriate processes, and business targets
- Co-Ordinate people management and professional development
- Problem solve performance issues in consultation with Business Service Manager and employees
- Ensure adherence to the principles of the Professional Code of Conduct and Service Delivery Quality Practice Standards.
- Ensure appropriate measures are in place for NDIS Commission and practice standards, document control and change processes relating to NDIS
- Contribute to and implement the Continuous Improvement strategy across the regions.
- Establish, maintain and develop a robust communication system that ensures collaboration
- Conduct consistent reviews of performance and outcomes the NDIS team
- Collaborate with the Business Services Manager to enhance service delivery across all the region.
- Collaborate with other Area Managers to share experiences and knowledge for continuous improvement.
- Implement and monitor processes and systems that support NDIS management.
- Operate within an effective communication system that enables operational and business perspectives to be considered in service delivery
- Comply with policies and procedures.
- Engage with NDIA with respect to issues faced by organisation as a Provider (including service booking issues/failed payments)
- Inform Service Integration Manager and Director of Services, through the Business Services Manager on all relevant legislation that needs to be considered in decisions and actions.
- Ensure RIDBC remains up to date with regards to policy
- Support for clients in engaging with NDIA

	<p>and knowledge sharing is expected across all services.</p> <ul style="list-style-type: none"> <li>• Work closely with other managers to cultivate cohesion and drive all actions towards the strategic intent.</li> <li>• Deliver consistent and clear guidelines to ensure the NDIS team that work with you understand what is expected of them</li> <li>• Model a collaborative approach to work to those who report to you, ensuring and expecting equity and fairness in all working relationships.</li> <li>• Ensure an understanding of policies and procedures throughout the NDIS team.</li> <li>• Work within agreed decision making, prioritisation and approval processes to ensure fairness and equity across services.</li> </ul>	<p>when issues have been escalated (including reviews, complaints) directly and through coaching of team</p>
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 <p><b>SECURING OUR FUTURE</b></p>	<ul style="list-style-type: none"> <li>• Ensuring service bookings in NDIA portal to quarantine funds to be able to be claimed by RIDBC</li> <li>• Manage payment requests process from NDIA portal after service delivery (claims)</li> <li>• Understand and analyse reports on utilisation of NDIS</li> <li>• Operationalisation of the NDIS into RIDBC</li> <li>• Monitoring of client transition, with Business Service Manager to NDIS, and advice to Area /</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate and liaise with Business Service Manager to support day to day operations across all units</li> <li>• Contribute to the development of processes to implement for responsible management of the NDIS.</li> <li>• Collaborate with Finance on NDIS operations and sustainability measures.</li> </ul>
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	<p>Regional Managers as to client NDIS status</p> <ul style="list-style-type: none"><li>• Participate in ensuring that risk is managed across all sites and that any TPV and other legislative requirements are met</li><li>• Support Services to grow client numbers</li><li>• Contribute to development and implementation of Continuous Improvement Plan</li><li>• Grant applications under ILC funding (support to Services when funding opportunities arise)</li></ul>	<ul style="list-style-type: none"><li>• Measure and track individual and team performance in NDIS.</li><li>• Contribute to grant applications and government initiatives</li><li>• Collaborate with enablers to ensure new regional or local opportunities are responded to in an agreed way, in terms of actions and timeframes.</li></ul>
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## RIDBC Values – The RIDBC Way

<p><b>The values determine how we treat our clients, the organisation, our Managers, colleagues and teams</b></p>	<p><b>RIDBC expects everyone who represents the organisation to incorporate the RIDBC values into every decision, interaction and action</b></p>
<p><b>Integrity</b></p>	<p>Our actions match our words</p>
<p><b>Empowerment</b></p>	<p>Owning my experience</p>
<p><b>Community</b></p>	<p>Connected, not isolated</p>
<p><b>Respect</b></p>	<p>We all matter</p>
<p><b>Courage</b></p>	<p>Go beyond fear</p>
<p><b>Communication</b></p>	<p>Exchange with purpose</p>



I, \_\_\_\_\_, have read and understood my Purpose, Accountabilities and Responsibilities as **NDIS Lead**.

I undertake to fulfil the requirements of My Purpose.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director, Services

\_\_\_\_\_  
Date