

From: s22(1)(a)(ii) - irrelevant material on behalf of McNAUGHTON, SCOTT
Sent: Monday, 29 April 2024 2:37 PM
To: s22(1)(a)(ii) - irrelevant material
Subject: Info: 'Nothing before February 24' initiative [SEC=OFFICIAL]



Message from the Deputy CEO
Service Delivery
Scott McNaughton



Hi all,

[Earlier this month](#), I asked for your support as all areas of the Agency work together to improve the current wait times for participants. I want to thank all of you for your hard work and support, even stepping outside of your normal role to assist. While we continue to receive a high number of requests from participants (or their nominees), I recognise the impacts this is having through increased enquiries, escalations and complaints, in particular around open plan change requests.

Noting the impact of this to our participants and the additional work across the Agency, we continue to review how we can reduce our wait times and additional work coming in. That is why the Service Delivery Leadership Team have agreed to introduce the 'Nothing before February 24' initiative. This will focus on all parts of Service Delivery collectively completing the oldest work we have in PACE and therefore reduce the additional work coming through follow ups and other enquiries.

Some participants have been waiting several months for their first plans and reviews, so we need to work hard to improve the participant experience and reduce wait times.

'Nothing before February 24'

Starting from today, the 'Nothing before February 24' is a four-week initiative for our Service Delivery Group and will end on Friday 24 May 2024.

This initiative will involve all parts of Service Delivery doing what we can to support participant wait times to be reduced. From us prioritising workflow across Branches, minimising distractions for delegates such as reassignment of escalations, and involving all levels of delegates giving time to plan approvals.

This initiative will see our Group prioritise all first plan and unscheduled planning work currently sitting in PACE before February 2024. Once the initiative is complete, we should only have work from February 2024 remaining. This is an important goal I ask for your support to help us achieve. To help us move forward, we need to action all outstanding work from last year and from January 2024, so we can get back to our BAU performance timeframes.

To achieve this, our National Workload Management Team has been reviewing how best to ensure the correct work is available for each area in Service Delivery to complete.

For our staff who work in a **Core planning role, Specialist Service Delivery and Operations Performance and Capability Divisions**, you will soon receive further information outlining how you will receive the correct work relevant to your role to support this initiative. The National Workload Management Team will continue to support and provide regular updates to each Division and Branch throughout the initiative.

Even if you do not work in these areas, I ask for your support to ensure as a Group we are all helping our peers to deliver this important initiative.

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Thank you again for your hard work and support during this time. I look forward to providing another update soon.

Cheers

Scott

Scott McNaughton

Deputy CEO

Service Delivery

National Disability Insurance Agency

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From: Falkingham, Rebecca
Sent: Monday, 27 May 2024 12:07 PM
To: s22(1)(a)(ii) - irrelevant material
Subject: A message from the CEO | For Agency staff and partners [SEC=OFFICIAL]



Message from the
CEO
Rebecca Falkingham



Key takeaways

- s22(1)(a)(ii) - irrelevant material
- [Redacted]
- Nothing Before February 24 campaign
- s22(1)(a)(ii) - irrelevant material
- [Redacted]

Good afternoon everyone

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I am pleased to report that our Nothing Before February 24 campaign to reduce the backlog of current wait times for participants is progressing very well. Over the past 4 weeks the Service Delivery campaign has completed more than 9,700 unscheduled reassessments and almost 2,100 first plans. A huge team effort by all involved—thank you.

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Kind regards

Rebecca Falkingham
Chief Executive Officer
National Disability Insurance Agency



The NDIA acknowledges the Traditional Custodians of Country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures and to Elders past, present and emerging.



From: s22(1)(a)(ii) - irrelevant material on behalf of McNAUGHTON, SCOTT
Sent: Friday, 7 June 2024 10:34 AM
To: s22(1)(a)(ii) - irrelevant material
Subject: For info: Service Delivery group update [SEC=OFFICIAL]



Message from the Deputy CEO
Service Delivery
 Scott McNaughton



Hi all,

This year continues to fly and while the first half of the year had its challenges, with your hard work and commitment we are progressing in the right direction. The second half of the year will see us achieve more milestones and reinforce our foundation to support our more than 649,000 participants, their families, carers and the wider disability community.

I want to make sure you are kept informed, so I have a few updates I want to share with you. These include:

- 'Nothing before February 24' initiative
- s22(1)(a)(ii) - irrelevant material
- [REDACTED]
- [REDACTED]
- [REDACTED]

'Nothing before February 24' initiative

Last month, all areas of Service Delivery focused on the [Nothing before February 24 initiative](#). I am so proud and grateful for how you have all worked together to complete the oldest work we had in PACE to improve the participant experience and reduce additional work from enquiries, escalations and complaints. During this successful initiative, **we completed more than 13,500** of our oldest first plans and unscheduled reassessments. This resulted in a significant reduction to participant wait times and demonstrated how effectively we can use PACE to support our participants.

Thank you so much for all your efforts – this is a fantastic achievement which has made such a difference for many participants.

While we have completed this initiative, we still have a lot of work in the pipeline and we all need to keep collectively completing an average of 4-5 plan approvals, per full-time staff member, per week in each team. If we do this, we will continue to process the incoming volumes of work. I encourage you to reach out to your line manager if you need any support.

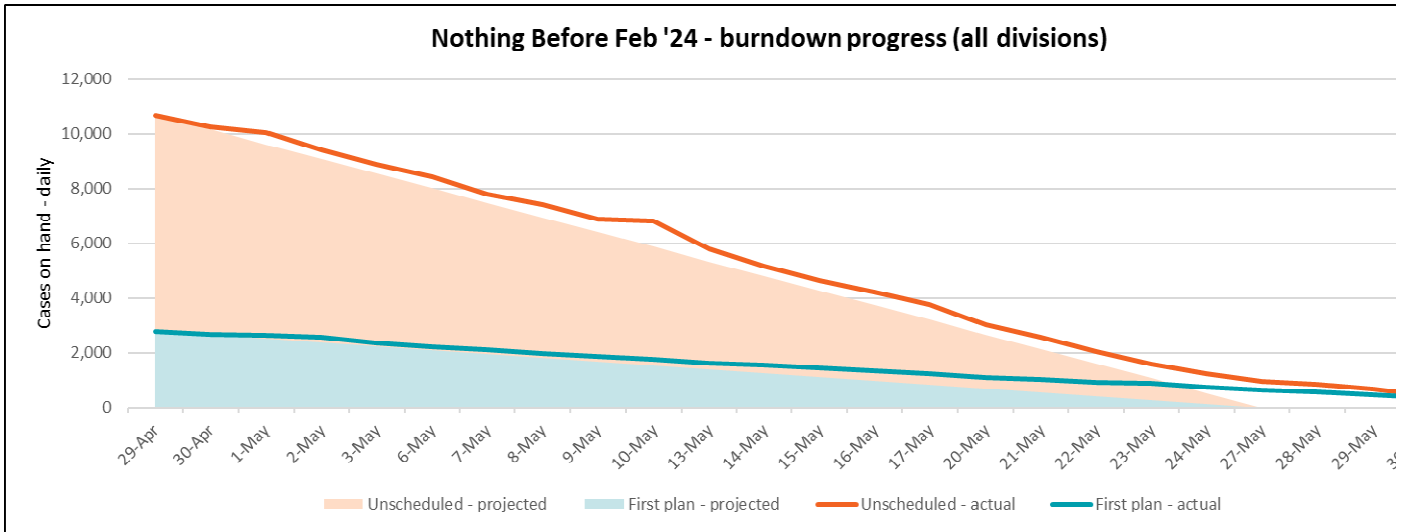


Image caption: A chart showing the burndown progress of the Nothing Before February 24 campaign.

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Thanks again for all you do.

Cheers

Scott

Scott McNaughton

Deputy CEO

Service Delivery

National Disability Insurance Agency

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From: [Falkingham, Rebecca](#)
To: [s22\(1\)\(a\)\(ii\) - irrelevant material](#)
Subject: A message from the CEO | For Agency staff and partners [SEC=OFFICIAL]
Date: Monday, 17 June 2024 12:29:20 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)



Key takeaways

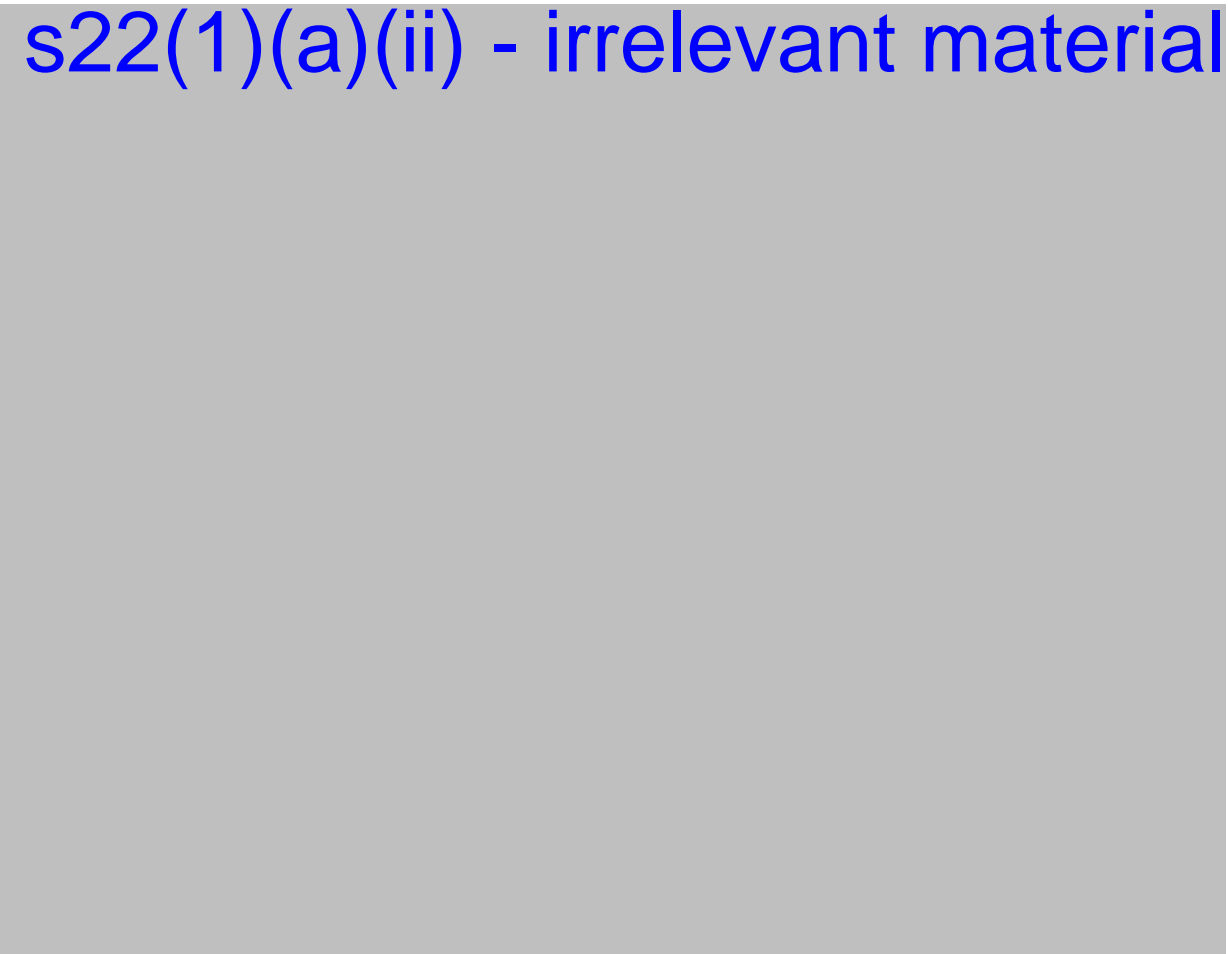
- 'Nothing before Feb 24' update
- [s22\(1\)\(a\)\(ii\) - irrelevant material](#)
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Good afternoon everyone,

Over the past month our Service Delivery Teams have been working diligently on our 'Nothing before February 24' initiative. The Agency is currently receiving more than 5,000 plan change requests each week—60% higher than the same time last year. This initiative is just one part of our approach to address this increase—focusing on the oldest and most urgent cases in PACE to reduce backlogs of plan approvals and changes.

I wanted to highlight the entire team's impressive work to process more than 13,500 of our 'oldest first plans' and unscheduled reassessments.

Thank you to all of you who worked so hard to achieve this milestone—it has made such a difference for so many participants.



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Thank you once again for your efforts and have a good week.

Kind regards

Rebecca Falkingham

Chief Executive Officer

National Disability Insurance Agency



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