

Educating, Empowering and Enabling the Disability Ecosystem

M2m c/o InCite Pty Ltd

Disability Welfare to Disability Rights

- 1971 - United Nations (UN) Declaration on Rights of Mentally Retarded Persons
- 1981 - United Nations declares International Year of Disabled Persons
- 1986 – Australian Human Rights Commission Act
- 1992 – Disability Discrimination Act
- 2008 - National Disability Agreement, signed by Commonwealth, State and Territory governments
- 2011 – The National Disability Strategy 2010-2020
- 2013 - National Disability Insurance Scheme (NDIS) Act

The National Disability Strategy



The National Disability Strategy (NDS) is a national plan for improving the life experiences of Australians with disability, their families and carers. It seeks to foster an inclusive society that enables people with disability to fulfil their potential as equal citizens.

National Disability Strategy objectives

The National Disability Strategy 2010-2020 identified six broad outcome areas:

- Health and wellbeing
- Learning and skills
- Economic security
- Personal and community support
- Inclusive and accessible communities
- Rights protection, justice and legislation

**From the National Disability Strategy 2010-2020. The Articles outlined in the UN Convention on the Rights of Persons with Disabilities (CRPD) map to these domains.*



National Disability Strategy evolution

The Australia's Disability Strategy 2021-2030 (still in review) has identified the following as key areas of focus:

- The vision, outcome areas and guiding principles for the new Strategy
- A stronger focus on improving community attitudes
- Clearly describing roles and responsibilities of governments and the community
- Regular public reporting that shows whether the key outcomes for people with disability are improving
- Developing targeted action plans to drive better implementation
- How people with disability can be engaged in the delivery and monitoring of the next Strategy.



Current Challenges for Government

- 4.5 million People with a Disability (PwD) who require on average 80,000 days of care per person over their lifetime
- 2.5 million Carers (of whom 70% are women) and an aging population requiring support
- At various stages through the life of a PwD, assessments, services and supports are obtained from multiple channels with little or no consistency or efficient sharing of data which is overwhelming for carers and PwD
- The NDIS was established to provide a framework for transparent, consistent and sustainable supports across Australia instead cost blowouts and the call for independent assessments has created fear and distrust across the disability community
- Under the NDIS, the Government is spending hundreds of millions on systems and processes and consolidating hundreds of millions of data sets from legacy applications
- Hundreds of millions are being spent on ILC grants without clearly defined criteria, coverage maps and/or measurement of outcomes
- There is an ever-increasing network of Service Providers collectively spending millions on marketing and building and maintaining infrastructure at the expense of service provision
- PwD and the NDIS are now at increasing risk and exposure to fraud with a rapidly expanding Quality & Safeguards Commission increasingly challenged to keep up with demand

Challenges for PwD, Parents and Carers (PWD P&C)

- Making decisions and managing the care for a PwD (and the elderly) is still primarily done by PwD P&C.
- There is a massive disparity of knowledge and support in the PwD P&C community and, besides Google, knowledge and guidance comes more from the informal sharing of information from mum to mum (M2M) in the school playground or over coffee than a formal system of guidance
- PwD, their parents and carers still have to personally navigate and determine which services and supports are relevant from an ever - increasing pool of providers.
- There is no central repository for their information, no personalized journey map and no personalised roadmap of services or expected outcomes
- The proliferation of Service Providers (and the cost of their infrastructure) has actually added more layers, more cost, more risk and more confusion for PwD P&C without improving the ability to measure the quality of care, quality of life outcomes or the achievement of the objectives of the individual PwD.
- Parents and carers of PwD have the greatest incentive to provide/sources the best support they can, but they are often isolated, have little knowledge, empowerment or access to a personal roadmap that aligns the personal life journey and objectives of their PwD to the services and supports that may be out there and that are relevant to their PwD.
- The disability journey is personal, long and complex and while government is spending millions on the back end and service providers what are they doing to educate, empower and enable PwD, parents and carers to document, store and manage their personal information and profile in order to make personal decisions and manage and monitor outcomes for a lifetime of care and support.

Massive investments...NDIS, PITC, ILCs, First 2000 days, NDDA...

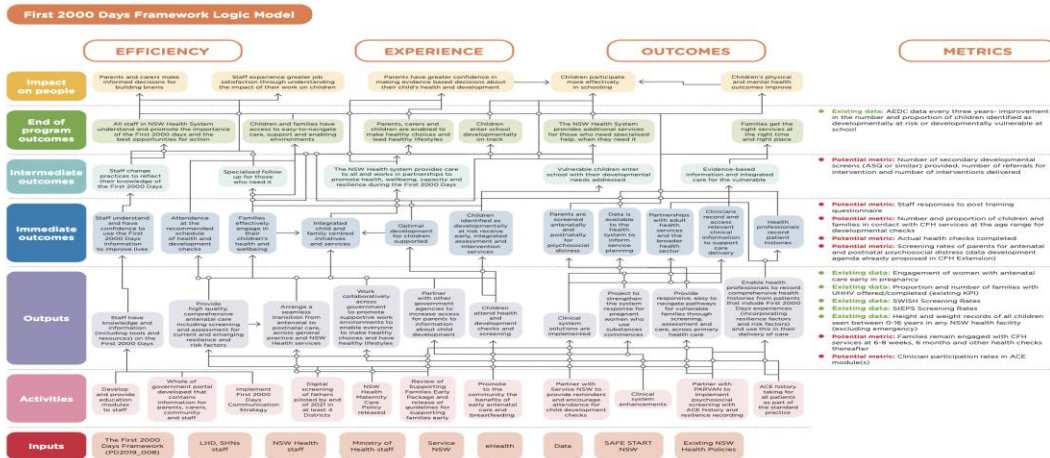
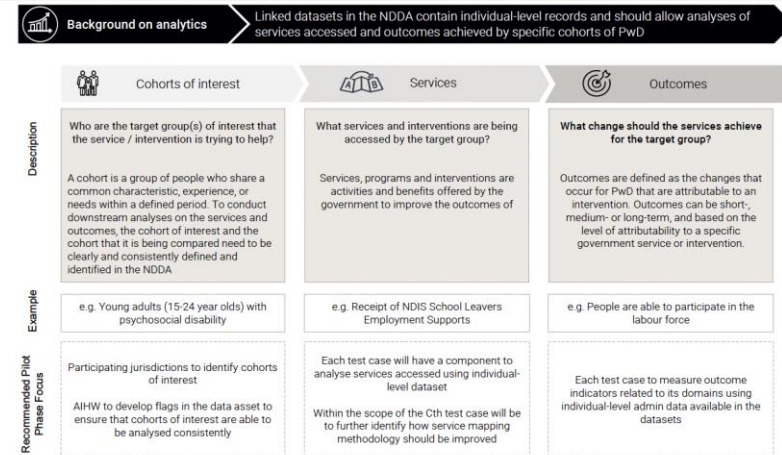
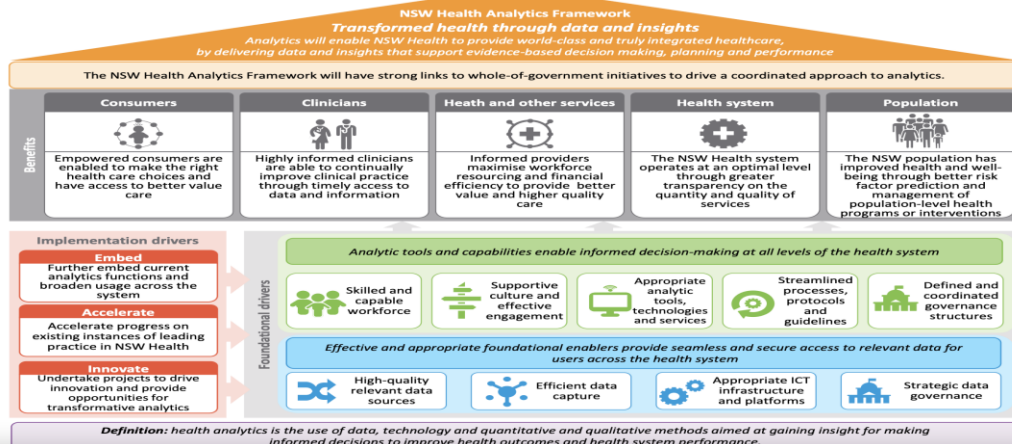


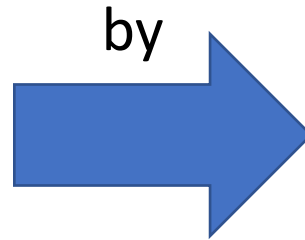
Figure 1: NSW Health Analytics Framework



But is this helping PwD P&C manage their lifetime journey or become an included, productive and valued member of their Community???

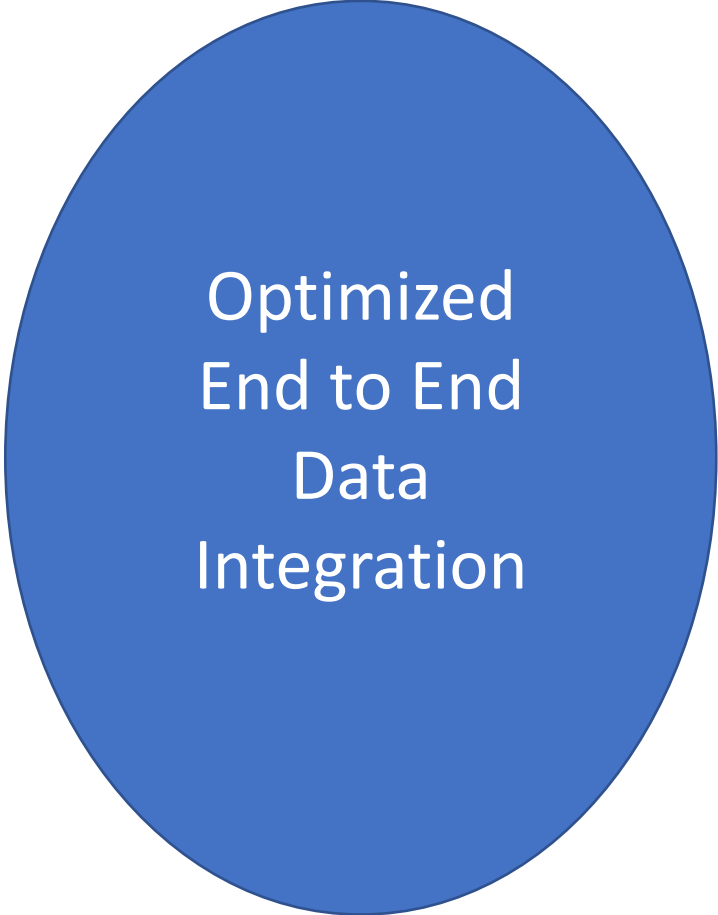
Our Value Proposition

- Restore trust and confidence in the Government's Disability Strategy and the sustainability of the NDIS
- Facilitate a framework for the NDIS to be transparent, responsive, respectful and connected with participants
- Support improvements in the identified six outcome areas



- Educating, empowering and enabling People with Disability and their Carers to manage their life journey and access services
- Engage their local community organisations to contribute more effectively
- Improving the integration across service providers by creating a national disability data framework and a consent based secure data repository

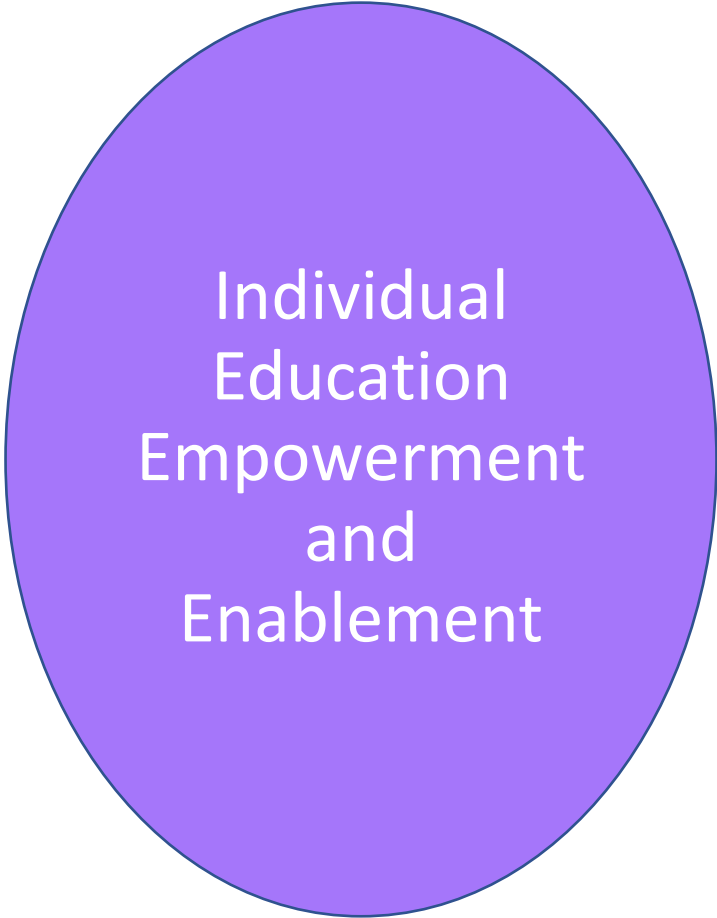
Securing Data and Integrating Service Provision



Optimized
End to End
Data
Integration

- 4.5 million PwD, only 450,000 on the NDIS
- Over 16,000 NDIS providers
- Duplication of infrastructure, functions, processes and data
- Escalating costs and inefficiencies
- Few standards or common data models
- Creation of massive data lakes/data assets
- Poor governance and accountability around data integrity, privacy and security
- Data is managed in silos by functions and service provision not aligned to the life journey of the PwD
- No ability to link policy, performance, planning and budgeting with individual outcomes

Educate, Empower and Enable the Individual



Individual
Education
Empowerment
and
Enablement

- At the heart of the disability Community are the PwD (4.5 million) and the Parents/carers (2.6 million) who continue to be the primary source of care and decision making for their PwD for the majority of their lives.
- Most parents/carers are the source of concerns or questions regarding their child's general and developmental health and well being.
- There is no one more motivated to help a PwD than Parents and immediate family.
- The parent/carer talks to friends and family and/or spends hours trawling the internet conducting their own research
- When a parent suspects something is not right with their child – they seek professional medical advice – generally their GP and thus begins the journey of countless doctor and specialist visits, countless forms, expensive assessments and a disparate range of recommendations for “support” with no definitive outcomes.
- There is no personal data management and journey mapping solution for the PwD & Carers.

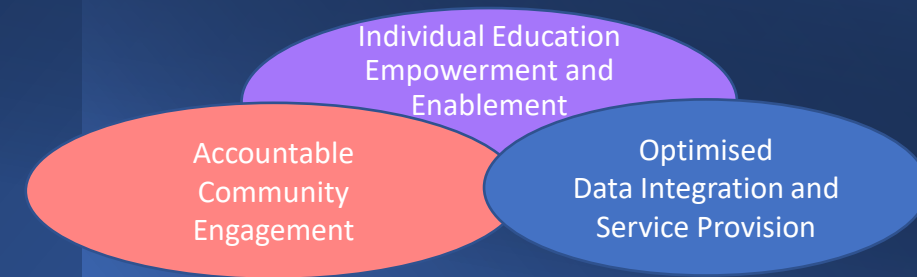
Accountable Community Engagement



Accountable Community Engagement

- There are over 565 Local Gov/Councils/Communities across Australia who are highly trusted to represent the local and specific needs and capabilities of their community:
 - They have qualified staff and are already implementing Local Disability Inclusion Plans and Strategies with knowledge and understanding of local legislative and regulatory frameworks
 - They are already engaged with local providers and can help foster and build collaborative networks and partnerships across multiple aspects of the disability services and supports including Health & Wellbeing, Learning & Skills, Economic Security & Participation, Employment, Housing, Transport, Social & Community, Inclusion & Accessibility
 - Local Governments have the ability to provide a range of services within their LGAs and can be a catalyst for supporting local services such as Disability Community Boards aligned to the specific needs of their community.
- By providing a framework and funding to develop and support local bodies such as Disability Community Boards the Federal Government will be extending their policies and governance directly into Communities and enabling a consistent model for local engagement and transformation where people in the community can help each other, under the governance and security of local, state and federal government.
- Disability Community Boards could become the first point of contact for ensuring PwD in their community are supported at all stages of life, that services are fair and equitable and can become a first point of local issue resolution.

Our Concept



- MyJourney

Government to establish a secure MyJourney platform which allows a PwD (and their carers) to create a personal profile and journey map which includes personal information, medical information, personal targets, interventions and supports and achievement of outcomes across all the milestones on a person's life journey. The platform has smart checklists and data models that align to the National Disability Data Asset. The journey and data is owned and managed by the PwD and their designated Carer but, because it is based/conforms to defined best practice data models defined by the NDIS, it is interoperable with the disability ecosystem data framework including Government and Service Providers.

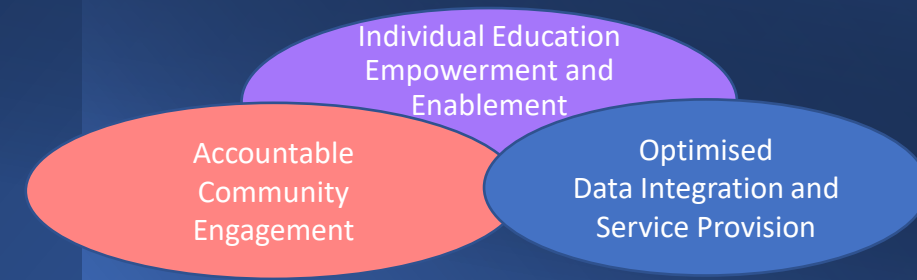
- MyCommunity

Government (NDIS) defines/creates a Disability Community Platform that can be rolled out and customized for each Local Government Area (LGA). The Disability Community Platform includes a framework to establish Local Community Disability Micro-boards (comprised of local PwD, carers and community group representatives) that are aligned with LGA Councils to work with people in the community to oversee and manage local services, supports, complaints and initiatives for their disability community cohorts. LGA Councils already have resources and specialist skills in both disability and the various community services and supports needed by PwD and their Carers. By having a common platform which local Communities and Councils can customize, Government can cost effectively roll these services out to over 500 LGAs across Australia. This platform can be commercialized in a way that service providers can advertise into the Community Platform with revenues being invested into the Disability Community.

- MyData

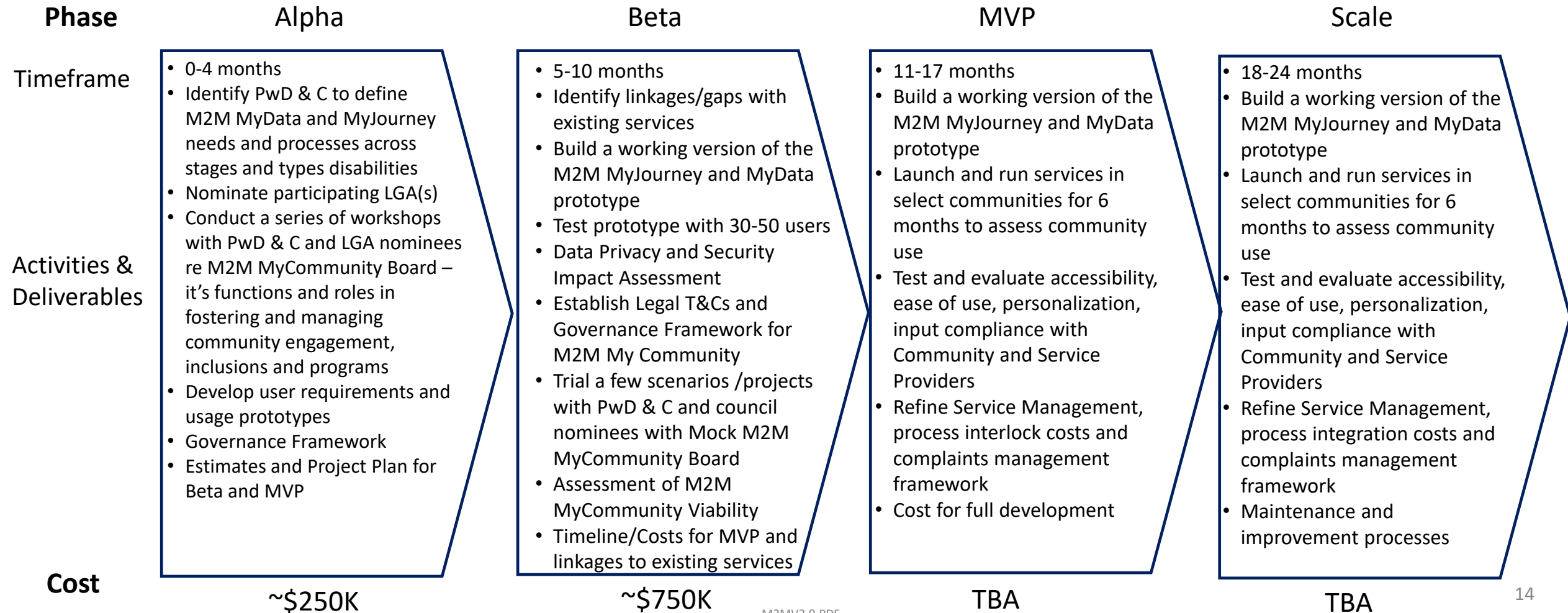
The Personal MyJourney platform data is stored in a "National Disability Data Trust" which is defined, developed, secured and managed by an independent entity which is regulated and sits under a National Disability Data Governance Commission on which sits (Government, Advocacy, Privacy, Health and Ethics representatives) and which defines an agreed set of rules and processes regarding the consent and use of personal data. The data owner can consent to enabling access, review, updates by medical practitioners, service providers and de-identified data can be accessed in real-time based on the approval of the National Disability Data Governance Commission.

Benefits of Our Concept

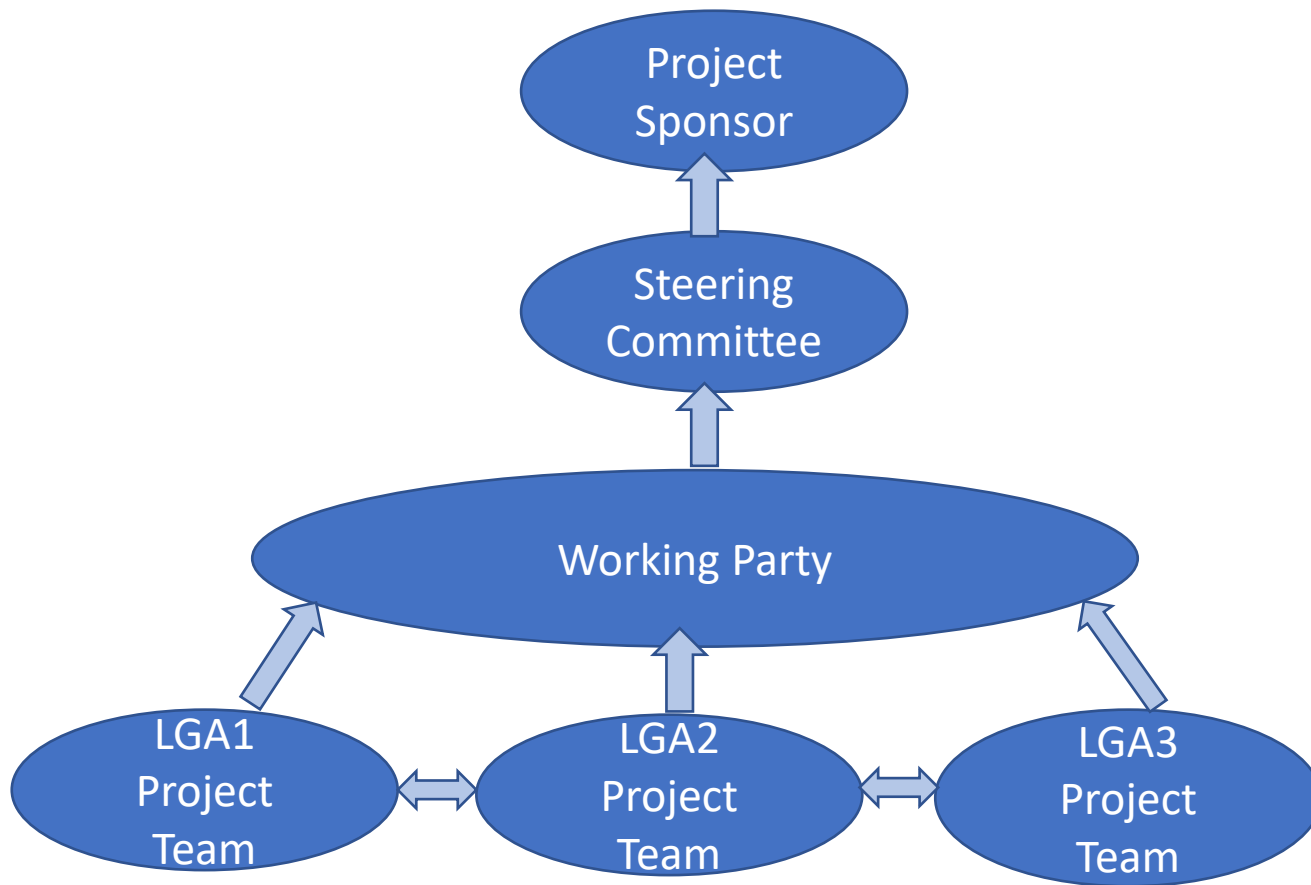


- Facilitation of an end to end framework for the NDIS to be transparent, responsive, respectful, empowering and connected with participants and their local communities
- Consent-based Disability Data Trust to build trust without loss of control
- Establishment of a secure, accessible, common disability data management platform
- End to end, real-time national disability data management framework and governance
- Ability to establish secure, two-way, real-time engagement and communication with the disability community and ecosystem
- Community and Local Governance more able to provide locally relevant services and intervene, resolve and reduce local incidents and fraud enabling the Quality & Safeguards Commission to address other issues
- Ability to establish a cost-effective, best practice platform that enables community engagement, innovation and sharing of best practice solutions, freedom and mobility for PwD
- Transformation of disability ecosystem based on defined and measurable outcomes, streamlined more relevant services, retirement of legacy and outdated systems, reallocation of resources.

Our Approach



Project Governance



- Identify Project Sponsor and Steering Committee Members
- Confirm Scope/Agree Approach
- Form Working Party
 - Engage with Agencies, Service Providers and Project Teams
 - Empowered to make decisions on behalf of Project Teams
 - Focused on this initiative
 - Agree and approve project strategy, priorities, resourcing and execution
 - Monitor and Review project progress and funding
- Select and Engage with Pilot LGA/s

Why M2M

- M2M and this proposal has been conceived and developed based on the lived experience of PwD, Families and their Carers who have a personal interest in finding an enduring solution
- M2M has been involved with making recommendations and reaching out to multiple stakeholders in the disability ecosystem and has a history of recommending innovative improvements
- M2M has already engaged with multiple segments of the ecosystem to validate the need for proposed solutions and identified best practice processes
- The M2M Team has had extensive experience in significant large scale transformation projects with all levels of Government
- M2M has positive connections with the community, various government departments and a number of key stakeholders to facilitate a world class solution and outcome
- M2M has already begun to engage with the Disability Ecosystem in Kur-ing-gai
- M2M is vendor and solution agnostic and driven by obtaining the best outcomes to meet the needs of the PwD Community and those that wish to support them

M2M Executive Team

M2M Executive Team

Founder/CEO – [REDACTED] – [REDACTED]

Vice President – [REDACTED] – [REDACTED]

Secretary – [REDACTED] – [REDACTED]

Treasurer – [REDACTED] – [REDACTED]

Public Officer - [REDACTED] – [REDACTED]

Next Steps ...

- Confirm Project Sponsor
- Establish Project Terms of Reference and Governance
- Define scope and identify priority areas to target
- Agree key outcomes and critical success factors
- Develop detailed project plan
- Identify key risks, issues and dependencies
- Validate cost estimate and resource requirements for Alpha phase

Thank you

Thanks also to the following for their time, expertise and support

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Background

Australia's Disability Strategy – 2021-2031

**Australia's
Disability
Strategy**
2021-2031

Creating
an inclusive
community
together

Roadmap – Australia's Disability Strategy 2021-2031



Strategy milestones



Outcome Areas

Employment and Financial Security

Inclusive Homes and Communities

Safety, Rights and Justice

Personal and Community Support

Education and Learning

Health and Wellbeing

Community Attitudes

Regular reporting

- Annual Outcomes Dashboard
- Annual Targeted Action Plan Reports
- Two-yearly Implementation Reports
- Major Evaluation Reports

Strategy actions

- Targeted Action Plans, focusing on priority areas for change:
 - Community attitudes, employment, early childhood, safety, and emergency management
- Strategy Engagement Plan – listening to people with disability
- Guiding Principles for policy development and program design
- State and Territory disability plans align with the Strategy
- Collaboration across governments to implement the Strategy

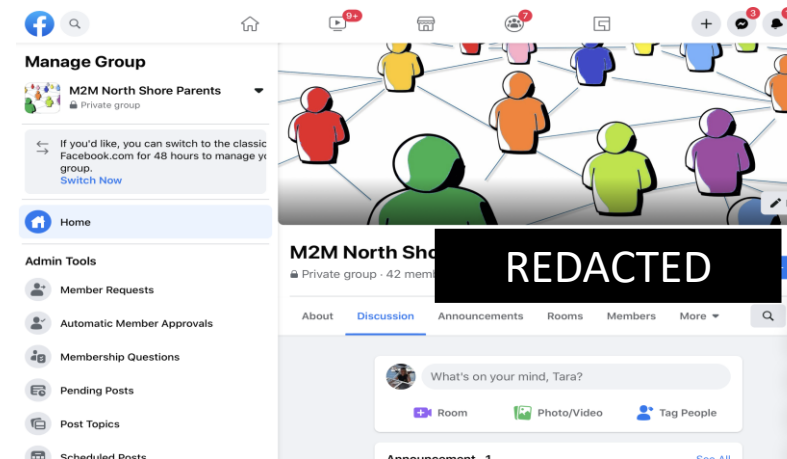
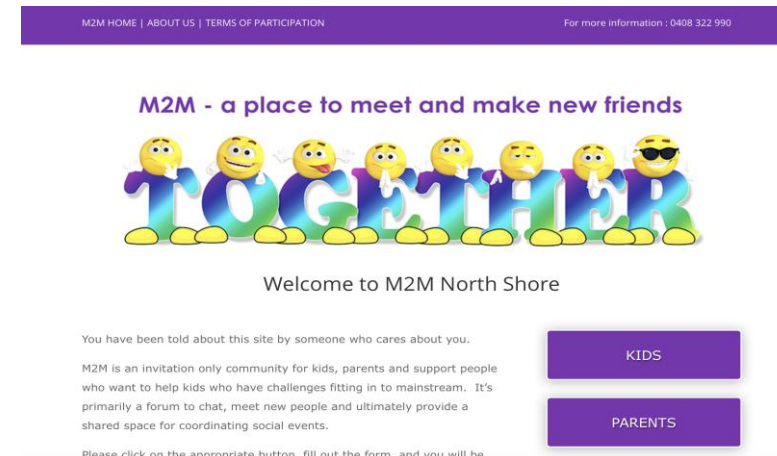
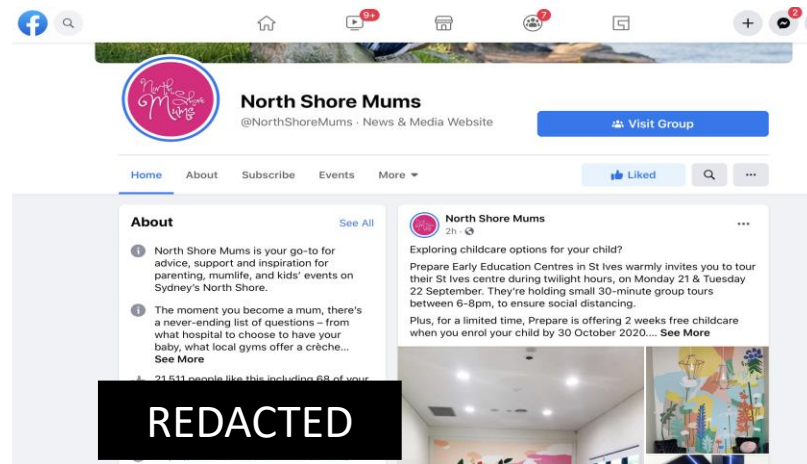
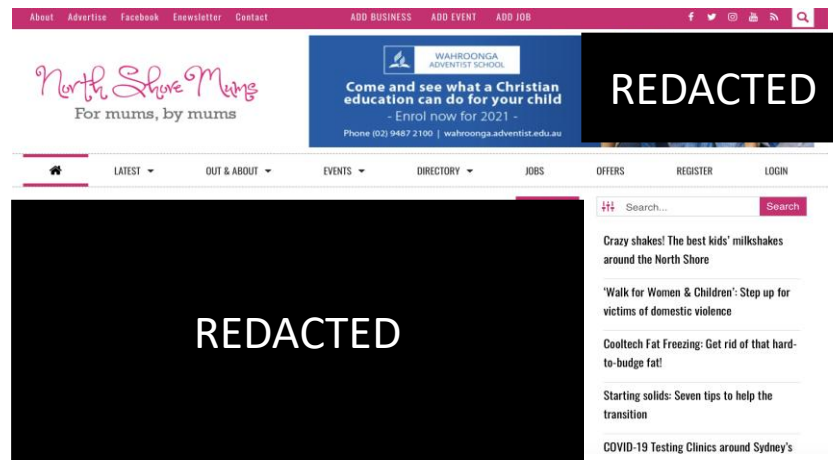
Better accountability

- Outcomes Framework
- Reporting Strategy
- Data Improvement Strategy
- Evaluation Framework
- Governance model

M2M...what does it do?

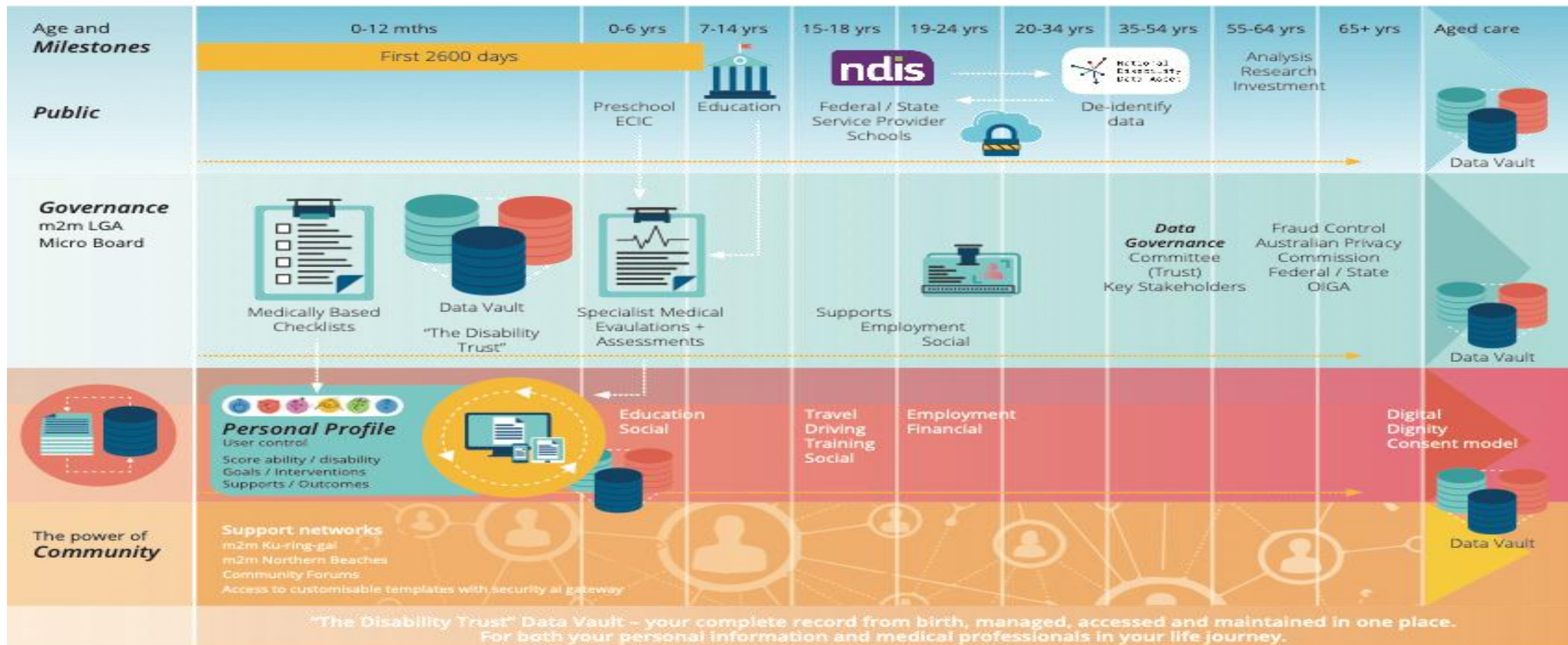
- EMPOWERS, EDUCATES and ENABLES primary carers, parents, families and the circle of care to have more direct input and management of the process of supporting their PwD from Cradle to Grave
- The Journey: gives primary carers the means to define a Profile for their child, map out (and track) their journey and make informed, evidence-based decisions about interventions and outcomes
- The Roadmap: incorporates an individual's assessments, interventions and supports required to support an individual's capacity to achieve their objective, targets and goals.
- The Journey/Roadmap contain checklists which define the range of ability/disability and track the attainment of objectives, targets and goals
- By allowing individuals to rate services and service providers to rate participants the NDIS can identify issues earlier and establish a formal process for escalation and resolution of issues.
- By having a comprehensive, integrated source of information capture at the front end the NDIS quickly develop standards and baselines and more rapidly get insights on fraudulent use of the system (without excessive exponential growth in a Commission for Safeguards and Quality)
- Ensures data is collected early and with a common set of data models (rapid low cost, continuous data capture, increased knowledge and reduced costs over time)
- NDIS provides a platform that is secure, scalable and consistently bound by governance and legislation
- Participant owns/controls their data, NDIS manage and secures their data via the Disability Data Trust. Data can be shared to the NDDA for Analysis, Research and Planning
- A centrally managed platform allows for adoption of leading edge AI technology and interface
- NDIS provides a platform that is secure and scalable and can distribute content and manage governance directly to/with the community
- The Community Forum facilitates COMMUNITY engagement, support, ownership and collaboration to help PwD be included in the Community and have the same opportunities of achieving Social, Personal, Health, Education, Employment, Housing opportunities as the rest of the Community.

M2M North Shore...



M2M Customer-Centric Disability Ecosystem (*V1.0)...

Life Journey



*Please note M2M Life Journey Customer-Centric Disability Ecosystem V1.0 is the first draft of a work in progress.