

23 May 2022

Karen Reynolds

By email: foi+request-8647-1bb2a6d5@righttoknow.org.au

Dear Karen Reynolds

Freedom of Information request — Notification of Decision

Thank you for your correspondence of 24 March 2022, in which you requested access to documents held by the National Disability Insurance Agency (NDIA), under the *Freedom of Information Act 1982* (FOI Act).

The purpose of this letter is to provide you with a decision on your request.

Scope of your request

You have requested access to the following documents:

“... any emails, correspondence, documents, reports, file notes or other written or electronic information relating to

- the scope of the CCI Connect training program*
- documents in relation to this area containing the phrase 'rebaselining or re-baselining', and;*
- the term 'reasonable and necessary reset program'.*

Please also provide copies of any emails, correspondence, documentation, reports, file notes or other written or electronic information about;

- the cited reasons for rebaselining, including changes to project goals, changes in funding source, inaccurate original baselines and cuts to the overall budget;*
- if multiple rebaselined projects, how many times the 'reasonable and necessary reset program' has been rebaselined and on what dates*
- any policies or procedures which describe a process for developing a new baseline*
- any guidance specifying what elements these policies are to include*
- what safeguards are in place to ensure effective oversight and transparency.”*

On 15 April 2022 you agreed to split your request into two separate requests. This decision relates to the first part of your request, for the following documents:

“Copies of any emails, correspondence, documents, reports, file notes or other written or electronic information relating to

- the scope of the CCI Connect training program”*

Extension of time

On 15 April 2022, you also agreed to a 30-day extension of time under section 15AA of the FOI Act, making the new date to provide you with a decision on access 23 May 2022.

Decision on access to documents

I am authorised to make decisions under section 23(1) of the FOI Act. My decision on your request and the reasons for my decision are set out below.

I have identified 36 documents which fall within the scope of your request.

The documents were identified by conducting searches of NDIA's systems, using all reasonable search terms that could return documents relevant to your request, and consulting with relevant NDIA staff who could be expected to be able to identify documents within the scope of the request.

I have decided to grant access to 36 documents in full.

In reaching my decision, I took the following into account:

- your correspondence outlining the scope of your request
- the nature and content of the documents falling within the scope of your request
- the FOI Act
- the FOI Guidelines published under section 93A of the FOI Act
- the NDIA's operating environment and functions.

Access to edited copies with irrelevant material deleted (section 22)

I have identified that, where indicated in the Schedule of Documents at Attachment A, certain documents contain material that is irrelevant to your request. The irrelevant material relates to names and contact details of NDIA staff.

In accordance with section 22 of the FOI Act, I have considered whether it is possible to delete the irrelevant material from the documents and have concluded that it is reasonably practicable to do so. Accordingly, I have prepared an edited copy of the documents with the irrelevant material removed.

Release of documents

The documents for release, as referred to in the Schedule of Documents at **Attachment A**, are enclosed.

Rights of review

Your rights to seek a review of my decision, or lodge a complaint, are set out at **Attachment B**.

Should you have any enquiries concerning this matter, please do not hesitate to contact me by email at foi@ndis.gov.au.

Yours sincerely



Camille

Senior Freedom of Information Officer
Parliamentary, Ministerial & FOI Branch
Government Division

Schedule of Documents for FOI 21/22-1299

Document number	Page number	Description	Access Decision	Comments
1	1-2	Framework for Hour of Power Deployment Date: 30 October 2020	FULL ACCESS	
2	3-9	Hour of Power - Initial Plans, Thoughts and Musings Presentation Date: 30 October 2020	FULL ACCESS	
3	10-11	Email Subject: HoP Meeting Outcomes Date: 16 December 2020	FULL ACCESS	Irrelevant material removed under section 22 of the FOI Act
4	12-23	Continuous Improvement Connect - Presentation Undated	FULL ACCESS	
5	24-26	Huddle Notes for Continuous Improvement Connect Comms Launch Undated	FULL ACCESS	Irrelevant material removed under section 22 of the FOI Act
6	27-30	Continuous Improvement Connect Program Overview Date: January 2021	FULL ACCESS	

Document number	Page number	Description	Access Decision	Comments
7	31-38	Email FW: for advice pls : HoP is now CI Connect - updated pack attached Date: 11 January 2021	FULL ACCESS	Irrelevant material removed under section 22 of the FOI Act
8	39-50	CI Connect Pilot Overview Date: February 2021	FULL ACCESS	
9	51-59	Continuous Improvement Connect Presentation Date: 17 February 2021	FULL ACCESS	
10	60	CI Connect Op Rhythm Talking Points Undated	FULL ACCESS	
11	61-62	CI Connect Champions Undated	FULL ACCESS	
12	63	Peer to Peer Shadowing Undated	FULL ACCESS	
13	64-65	Email Subject: Update on today's PIRC Continuous Improvement meeting Date: 29 March 2021	FULL ACCESS	Irrelevant material removed under section 22 of the FOI Act

Document number	Page number	Description	Access Decision	Comments
14	66-67	Email Subject: CI Connect cascade briefing Date: 30 March 2021	FULL ACCESS	Irrelevant material removed under section 22 of the FOI Act
14.1	68-77	Attachment to Document 14 CI Connect Presentation Date: March 2021	FULL ACCESS	
14.2	78-80	Attachment to Document 14 CI Connect Information Sheet Undated	FULL ACCESS	
15	81-90	Continuous Improvement Connect - The Role of Champions Date: April 2021	FULL ACCESS	
16	91-92	Email Subject: FW: CI Connect Information Sheets Date: 01 April 2021	FULL ACCESS	Irrelevant material removed under section 22 of the FOI Act
16.1	93-94	Attachment to Document 16 CI Connect: Peer to Peer Shadowing Information Sheet Undated	FULL ACCESS	

Document number	Page number	Description	Access Decision	Comments
16.2	95-99	Attachment to Document 16 CI Connect: Team Leader Information Sheet Undated	FULL ACCESS	
16.3	100-104	Attachment to Document 16 CI Connect Launch QandA Date: 01 April 2021	FULL ACCESS	
17	105-113	CI Connect – National Delivery Managers: Continuous Improvement Review Date: 07 April 2021	FULL ACCESS	
18	114-115	Continuous Improvement Connect Presentation Transcript Date: 08 April 2021	FULL ACCESS	
19	116-121	Email Subject: FW: For Information CI Connect Program invitations via LEAP Date: 08 April 2021	FULL ACCESS	Irrelevant material removed under section 22 of the FOI Act

Document number	Page number	Description	Access Decision	Comments
20	122-130	Communications and Engagement Plan: Promoting end-to-end services of the Performance Management and Quality Branch Undated	FULL ACCESS	Irrelevant material removed under section 22 of the FOI Act
21	131-132	Email Subject: CI Connect Update Date: 20 April 2021	FULL ACCESS	Irrelevant material removed under section 22 of the FOI Act
22	133-142	Continuous Improvement Connect - The Role of Champions Date: April 2021	FULL ACCESS	
23	143-147	Email Subject: FW: CI Connect rollout for PiTC Date: 27 April 2021	FULL ACCESS	Irrelevant material removed under section 22 of the FOI Act Attachment out of scope of this request

Document number	Page number	Description	Access Decision	Comments
24	148-154	Email Subject: RE: Change and Learning Community of Practice (COP) Notes & Actions Date: 10 May 2021	FULL ACCESS	Irrelevant material removed under section 22 of the FOI Act Two attachments are out of scope of this request: <ul style="list-style-type: none"> • NCCP Conclusion and FPDN Disability Training.docx • PITC CoP Forward View of Change- May 2021.FINAL.pptx
24.1	155-164	Attachment to Document 24 Continuous Improvement Connect - Partners in the Community Overview Date: 06 May 2021	FULL ACCESS	
25	165	Email Subject: CI Connect briefing for the pilot for Partners Date: 18 May 2021	FULL ACCESS	Irrelevant material removed under section 22 of the FOI Act
25.1	166-173	Attachment to Document 25 CI Connect Pilot Presentation Date: May 2021	FULL ACCESS	

Document number	Page number	Description	Access Decision	Comments
26	174	Email Subject: CI Connect Training Program Weeks 2-4 Date: 19 May 2021	FULL ACCESS	Irrelevant material removed under section 22 of the FOI Act
27	175-182	CI Connect – PED ELT Update Date: 27 May 2021	FULL ACCESS	
28	183-188	CI Connect – Partner Performance Strategy Day Date: 02 June 2021	FULL ACCESS	
29	189-190	Email Subject: CI Connect for Partners - follow up information Date: 07 June 2021	FULL ACCESS	Irrelevant material removed under section 22 of the FOI Act

Your review rights

Internal Review

The FOI Act gives you the right to apply for an internal review of this decision. The review will be conducted by a different person to the person who made the original decision.

If you wish to seek an internal review of the decision, you must apply for the review, in writing, within 30 days of receipt of this letter.

No particular form is required for an application for internal review, but to assist the review process, you should clearly outline your grounds for review (that is, the reasons why you disagree with the decision). Applications for internal review can be lodged by email to foi@ndis.gov.au or sent by post to:

Freedom of Information Section
Parliamentary, Ministerial & FOI Branch
Government Division
National Disability Insurance Agency
GPO Box 700
CANBERRA ACT 2601

Review by the Office of the Australian Information Commissioner

The FOI Act also gives you the right to apply to the Office of the Australian Information Commissioner (OAIC) to seek a review of this decision.

If you wish to have the decision reviewed by the OAIC, you may apply for the review, in writing, or by using the online merits review form available on the OAIC's website at www.oaic.gov.au, within 60 days of receipt of this letter.

Applications for review can be lodged with the OAIC in the following ways:

Online: www.oaic.gov.au
Post: GPO Box 5218, Sydney NSW 2001
Email: enquiries@oaic.gov.au
Phone: 1300 363 992 (local call charge)

Complaints to the Office of the Australian Information Commissioner or the Commonwealth Ombudsman

You may complain to either the Commonwealth Ombudsman or the OAIC about actions taken by the NDIA in relation to your request. The Ombudsman will consult with the OAIC before investigating a complaint about the handling of an FOI request.

Your complaint to the OAIC can be directed to the contact details identified above. Your complaint to the Ombudsman can be directed to:

Phone: 1300 362 072 (local call charge)
Email: ombudsman@ombudsman.gov.au

Your complaint should be in writing and should set out the grounds on which it is considered that the actions taken in relation to the request should be investigated