

Building an understanding of our service system towards Foundational Supports

The Tasmanian Government is progressing engagement and design work to prepare for the delivery of foundational supports. This work forms part of broader national reforms where all Australian governments have committed to building an inclusive society where people with disability can fulfil their potential as equal members of the community.

The Department of Premier and Cabinet engaged Nous Group to undertake stakeholder engagement, research and data analysis to inform the establishment of Foundational Supports within Tasmania.

As part of this work Nous Group conducted a survey to:

- build understanding of current services children and families receive
- identify the unique characteristics of the Tasmanian system, and
- understand how these might be leveraged to deliver Foundational Supports effectively across the state.

After this data was collated and analysed Nous Group convened a workshop on Thursday 30 January 2025, which brought together representatives from government agencies, community organisations, private providers and advocacy bodies to examine what Foundational Supports might mean for the Tasmanian service system.

Key insights from this engagement centred around defining clear boundaries and pathways between mainstream services, Foundational Supports, and the NDIS. Participants explored the merits of various entry approaches - from a single entry point to multiple access points that connect to a central intake process. There was strong focus on making the system simple to navigate, with suggestions for screening through existing services like Child Health and Parenting Service and school settings. Participants discussed the need for clear definitions of what constitutes foundational supports versus other services and noted the importance of well-defined exit pathways with opportunities for families to reconnect if needed. Participants also stressed the importance of maintaining service quality while increasing accessibility.

This work has revealed several important insights about opportunities to strengthen support for Tasmanian families. These range from improving service coordination, to creating clearer pathways for accessing support, and building on successful community-based programs. The sector highlighted opportunities to better link services and improve families' experience navigating the system.

Preparatory work and engagement with the sector are informing thinking about system design and key requirements in the Tasmanian context. Ensuring low barriers to entry, supporting whole families rather than children in isolation, building on existing service channels, and allowing flexible delivery models to serve all regions will be important as the Tasmanian Government continues to discuss design arrangements at the national level.

The Tasmanian Government appreciates the strong engagement and valuable contributions from the sector as we work together to navigate these important reforms and build a strong Foundational Supports system. This collaborative approach will help ensure the system effectively serves Tasmanian children with disability or developmental delay, their families and kin. This marks the beginning of the design journey, with further consultation activities expected in the coming months.