The Australian Rehabilitation and Assistive Technology Association (ARATA): Response to the Independent Review of the National Disability Insurance Scheme

Submitted in August 2023

Prepared by

ARATA would like to acknowledge and thank the many ARATA members and other AT stakeholders who contributed their knowledge and expertise to inform this submission.
# Table of Contents

1. Background on the Australian Rehabilitation & Assistive Technology Association .......................... 3

2. Consultations ARATA Undertook to Inform This Response ................................................................. 4

3. ARATA’s Contribution to Advisory Input to the National Disability Insurance Agency ....................... 5

4. ARATA’s Submission to the Independent Review Panel, focused on Assistive Technology ............... 5
   People who use AT .................................................................................................................................... 8
   AT Policy .............................................................................................................................................. 11
   AT Personnel ...................................................................................................................................... 13
   Assistive Products .............................................................................................................................. 14
   Provision of AT ................................................................................................................................. 16

5. Contact Details for ARATA .................................................................................................................. 17
1. Background on the Australian Rehabilitation and Assistive Technology Association

The Australian Rehabilitation and Assistive Technology Association (ARATA) is the national non-profit peak body representing rehabilitation and assistive technology (AT) stakeholders, working to advance access to rehabilitation and assistive technologies, and to promote practices that ensure positive outcomes from their use for people of all abilities. ARATA’s membership is made up of many AT stakeholders, including people who use AT in their own lives (some of whom are NDIS participants), as well as people who advise on, supply, develop, research or educate in the area of AT ARATA is run by a voluntary Board of Management. For details, including our constitution, see https://www.arata.org.au/about-ARATA/mission/

ARATA provides a national forum for information sharing and liaison between people who are involved with the use, selection, customisation, supply, research and ongoing support of rehabilitation and assistive technologies. Our Association promotes, develops, and supports the national rehabilitation and assistive technology community of practice as well as contributing as a founding organisation to the Global Alliance of Assistive Technology Organizations (GAATO)¹. Through its membership, ARATA represents the interests and opinions of the full range of assistive technology stakeholders in Australia. ARATA’s response to the NDIS Independent Review therefore encompasses many viewpoints, and advocates that roles for all AT stakeholders must be considered, centred around the goals and needs of people who use AT in their own lives, and their informal supporters – including family members – who may engage with the NDIS.

ARATA has made various previous submissions to the Australian Government regarding the NDIS, and invested in strategic projects to inform the Scheme development and enhance an effective AT ecosystem. Some of these have been drawn upon for the current submission, but for a full list of previous submissions – see http://www.arata.org.au/education-resources/publications/

ARATA knows that it is important to invite ARATA members and other key AT stakeholders to share their experiences of the current state of the NDIS, with a focus on suggested strategies and improvements that can ensure the NDIS is both sustainable and effective. Over 80 ARATA members inputted to the following response, and ARATA thanks them for their important contributions. Some

¹ https://www.gaato.org
ARATA members who inputted to this response are NDIS participants and some are family members of NDIS participants.

2. Consultations ARATA Undertook to Inform This Response

ARATA has undertaken various consultations to either to directly inform – or which have been drawn upon for – this submission to the Independent Review Panel. These include:

- The ARATA President, Associate Professor Libby Callaway, meeting individually with some ARATA members who are NDIS participants to gain their perspectives to inform this submission;
- The Board of ARATA hosting two face-to-face consultations with members to directly inform this submission – one with our members in Melbourne, Australia at the ATSA Expo and one in Perth, Western Australia at Fiona Stanley Hospital;
- Drawing on documented experiences of ARATA members with the NDIS and assistive technology, which are regularly shared via our member email listserv.

ARATA provides an Independent Chair from our Board (currently our Board’s International co-lead, Dr Natasha Layton) to the member-based National Assistive Technology Alliance (NATA) which ARATA co-convenes with other member-based organisations interested in AT. NATA is an initiative of the AT sector in Australia, with the vision is to ensure a positive future for all AT stakeholders by working collaboratively across member-based organisations interested in AT to influence policy and industry standards and practice for the AT sector. NATA is now a community of practice of over 25 peak national stakeholders concerned with AT use, innovation, manufacture, supply, provision, service delivery, research, education or oversight. NATA members regularly discuss issues and solutions for the Scheme in our alliance meetings. Most recently, NATA hosted a roundtable in June 2023, which both the Department of Social Services and NDIS Assistive Technology Markets and Innovation team members attended, which focused on AT peer mentoring policy and practice and how this may link to NDIS workforce development, as well as provider quality and safeguarding. Some of the learning from this roundtable has also been referred to in this submission.

3. ARATA’s Contribution to Advisory Input to the National Disability Insurance Agency

ARATA consults directly both via our Board of Directors, as well as through the voice of shared membership of NATA, with the NDIS Assistive Technology and Home Modifications. Members of our Board sit on various NDIS advisory committees. Noting these formalised engagement processes ARATA contributes to with the Agency, our Association would also like to acknowledge the efforts of NDIS Assistive Technology Markets and Innovation Team in the Market Innovation and Employment Branch to connect with the AT sector, including people who use AT and people who advise on or supply AT.

The ARATA President and Board liaises regularly with the NDIS Assistive Technology Markets and Innovation team in the Market Innovation and Employment Branch. Both our Board and Members contribute to formal consultations and advisory committees convened by the Department of Social Services and/or the National Disability Insurance Agency relating to the NDIS. We also provide ad hoc information and commentary on drafted AT and/or home modifications guidance developed by the Agency as requested. This frequent and iterative engagement with a consistent team from the NDIA ensures timely AT sector consultation via the Board of ARATA and its members.

4. ARATA’s Submission to the Independent Review Panel Questions, Focused on Assistive Technology

The World Health Organization defines assistive technology as “an umbrella term covering the systems and services related to the delivery of assistive products and services”\(^3\). The National Disability Insurance Agency includes a definition of assistive technology as part of their quarterly reporting, as follows “The full range of technological solutions that allow people with disability to be more independent and connected. The primary purpose of AT is to maintain or improve an individual’s functioning and independence to make participation possible (at home, school, workplace and/or community) and to enhance overall well-being”\(^4\).

3 [https://www.who.int/news-room/fact-sheets/detail/assistive-technology](https://www.who.int/news-room/fact-sheets/detail/assistive-technology)

4
The NDIS investment in assistive technology is significant. Most recent quarterly reporting data indicates that the NDIS total payments for the year ending 30 June 2023 was AUD$657M in the support category of assistive technology, and AUD$350M in the support category of home modifications. These figures do not account for the additional assistive services required by some NDIS participants to get the AT outcomes they require (which are most often funded by capacity building budgets allocated in an NDIS plan for a Scheme participant).

It was 10 years ago this year that ARATA and ATSA released a joint options paper for AT workforce accreditation and credentialling, yet the key messages from that paper remain highly relevant to core principles of NDIS reform necessary at this point in the Scheme roll out. Delivering good AT outcomes within the NDIS often hinges on the combined expertise of all parties – the AT user (and for some people, their key informal supporters such as family members); the AT advisor (often a qualified health professional, but who may also include the AT peer mentoring workforce) as an independent and trained advisor on products and services, particularly as AT complexity increases; and suppliers of assistive products. For good AT outcomes, NDIS participants and their families need:

- timely and accurate information on assistive products and services that comply with the good practice steps of assistive technology provision;
- advice that is independent and directly applicable to their situation;
- accurate assessment of their needs and capabilities, and
- effective and evidence-informed implementation of the right solution.

Without these, AT issues can arise. ARATA has seen many of these issues within the implementation of the NDIS, for which urgent solutions are required.

ARATA believes that there are solutions to the current issues experienced in both Scheme administration and implementation. By collaborating with people who use AT in their own lives, as well as those who advise on AT products and services, or supply AT – and investing in and building

---

evidence of ‘what works’ – as an AT sector we can create a more supportive and efficient AT environment for all stakeholders involved, enhancing outcomes and experiences for NDIS participants, as well as Scheme viability.

To achieve positive AT outcomes, the needs of AT users and their informal supporters must be prioritised. As AT becomes more complex, the engagement of a qualified and independent AT advisor, as well as product suppliers, is paramount to ensure timely and accurate information, applicable advice, accurate assessments, and effective customisation and implementation of AT solutions tailored to their specific situations. Without well-built NDIS plans – that enable goals and associated support made available via core, capital and capacity building plan budgets – these outcomes will not be realised.

Using the World Health Organization’s 5P person-centred assistive technology model (see figure 1 below), the following information highlights issues and potential solutions relating to the NDIS that we have heard from ARATA members and that we ask the NDIS Independent Review Panel to address to ensure an effective and efficient NDIS for the future of all Australians.

---

Figure 1: The WHO 5P person-centred assistive technology model

Below are a list of key issues and recommendations to address these, which we ask the NDIS Independent Review Panel to closely consider and act upon in their recommendations back to Government.

**People Who Use AT**

Central to the WHO 5P model is a focus on the person who uses assistive technology and includes a necessary focus on the specific preferences, needs and experience that the person bring to the AT decision-making and service delivery process.\(^\text{11}\)

NDIS participants must be central to any AT process, and play a pivotal role in shaping the effectiveness and impact of AT provision in the Scheme. However, the Scheme must recognise the AT ecosystem – including both the human and financial resource required for collaborative engagement of people who use AT and other key stakeholders – necessary to achieve an effective AT outcome.

Timeliness of AT approvals and the coordination of approved bundles are critical factors that directly influence their experiences and outcomes. Swift and comprehensive approvals of recommended AT products and services ensures that individuals receive timely access to the required AT, enabling them to participate fully in desired activities and improving their overall quality of life.

At this point in time, ARATA members continue to experience NDIS AT approval delays, part approvals (e.g. a motorised wheelchair base, without the approval of the customised seating and backrest system required, making the item unusable), or Agency-led recommendations of alternative (often lower cost, but at times unsuitable) options that all risk negatively impacting NDIS participant outcomes. ARATA has worked rapidly to bring specific case examples of poor NDIS AT process to the Director of the NDIS Assistive Technology Markets & Innovation Market Innovation & Employment Branch and he has been responsive and addressed matters quickly. However, these issues cost the Scheme unnecessary money and they impact both the

\(^{11}\) [https://www.mdpi.com/1660-4601/18/19/10477](https://www.mdpi.com/1660-4601/18/19/10477)
participant and provider experience, including trust in the application of the good practice steps of AT provision being enabled by the NDIS.

To achieve internationally recognised good practice in AT provision, the following principles from the ARATA Statement on Good Practice must be upheld consistently with NDIS policy and processes the Agency administers and oversees – recent advice from the Independent Review panel chairs highlighting ‘rethinking how NDIS budgets are put together, including making sure ‘reasonable and necessary supports’ are set at an overall package level rather than creating budgets line-by-line’ must ensure that NDIS plans include the necessary support funding required to achieve AT outcomes, aligned with these principles:

1. **A Person-Centred Approach:** The process should be focused on the individual’s needs, preferences, and goals rather than being solely product or service oriented.

2. **Enablement of Participation:** The ultimate goal of AT provision is to enable individuals to participate in the activities they desire, enhancing their independence and social engagement.

3. **Evidence-Informed Process:** AT provision should be informed by evidence-based practices and continuous evaluation to ensure its effectiveness.

4. **Ethical Conduct:** AT provision must be conducted ethically, prioritising the well-being and autonomy of the individuals using the technology.

5. **Sustainable Services:** Ensuring the sustainability of AT services is vital to maintain long-term support for AT users and meet their evolving needs.

Gathering data on AT purchases and outcomes is crucial for evidence-based decision-making and continuous improvement; however, currently the NDIS AT data is limited. Understanding what people are purchasing and the outcomes they achieve would allow the NDIA to refine AT investment, consider cost-savings approaches that are effective and do not negatively impact participant outcomes (e.g. exploration of the Agency’s bulk purchasing power for commonly used AT products), and will also ensure that resources are directed towards the most effective and beneficial solutions.

---

To empower NDIS participants and their key supports in making informed decisions, impartial and accessible information sources must be provided. This includes varied delivery methods, such as online platforms, face-to-face consultations, phone services, and funding for AT assessor or advisor services within NDIS plans. Access to impartial and accessible information has been lost via the loss of state-funded Independent Living Centres – there is a need to grow access to these impartial AT information sources again even though the most recent advice from the Independent Review co-chair is that such Tier 2 approaches could be abolished\textsuperscript{12}.

The recommendations for increasing capacity in People include offering flexibility in NDIS plan categories, enhancing training for NDIS planners to understand the importance of both AT products and services, and collaborating with peak bodies like ARATA to deliver evidence-based and transparent training for all stakeholders involved. There is strong evidence that NDIS planners require more training on existing operational guidelines. Increase training of NDIS planners and internal delegates to understand the importance of both AT products and services to achieve an effective AT outcome is vital to good outcomes for the NDIS participant. The recent NDIS Independent Panel advice that ‘the National Disability Insurance Agency should determine what is reasonable and necessary … [and that] the Agency would also be responsible for commissioning – and paying for – expert reports when needed’\textsuperscript{12} points further to the need for capacity building and training of Agency staff so that ‘decisions on supports [don’t continue to be] unfair and inconsistent’\textsuperscript{12}. Timely and coordinated AT product and service approvals, along with codesign commitment and AT user expertise on all advisories, are integral to achieving positive AT outcomes.

Adhering to internationally recognised good practice principles ensures that AT provision is not only person-centred but also evidence-informed, ethical, and sustainable\textsuperscript{6}. Through data-driven decision-making and investments in impartial information sources, we can empower NDIS participants and their key supports to make informed choices regarding AT solutions. By implementing the recommended strategies, the overall AT experience can be enhanced and Scheme outcomes and efficiencies can be improved.
Policies often specify requirements that determine the way AT products and services need to be implemented.

Specific to the NDIS, the NDIS Assistive Technology Markets and Innovation Team in the Market Innovation and Employment Branch has undertaken various policy reforms with the aim to improve Agency processes in the area of AT\(^\text{13}\). To enhance the effectiveness of AT provision within the NDIS, however, several key policy considerations are be addressed. First and foremost, there is a pressing need for the development of comprehensive templates, step-by-step instructions, and support guides for applications for AT that will provide clear, consistent and transparent guidance for NDIS participants, Agency planners, and providers.

Whilst some general templates exist\(^\text{14}\), a more comprehensive suite of resources would facilitate easier navigation of the system than occurs currently; streamline and thus reduce the cost of AT assessments by AT advisors; capacity build further the NDIS participant and AT workforce engaging with them through such guidance; and ensure that individuals receive timely access to AT solutions and enabling them to fully engage in desired activities.

Additionally, data processes need to be enhanced to identify the full costs and benefits of AT in the NDIS. Currently – particularly for self-managed NDIS participants – NDIS processes established mean that the opportunity to understand AT product and service utilisation is extremely limited. This is a lost opportunity for both the Department of Social Services, and the Agency, to build a transparent and valuable data asset of AT products and services used by Scheme participants\(^\text{15}\). Having a clear understanding of the impact of AT interventions will support evidence-based decision-making, leading to better resource allocation and improved outcomes for AT users\(^\text{9}\). In the early stages of the National Disability Data Asset\(^\text{16}\), we have not seen a focus on AT – ARATA


\(^{16}\) [https://www.ndda.gov.au](https://www.ndda.gov.au)
strongly encourages this focus, and our Association has invested in research that can inform such work\textsuperscript{17}.

Coordination between mainstream and specialised services is paramount to ensuring that AT solutions are appropriate and tailored to each individual's specific needs. By involving AT users in all activities and decisions, policy can be better aligned with the Applied Principles of the NDIS and other systems in Australia, ultimately resulting in more personalised and effective support\textsuperscript{18}. We note the recent focus by the Independent Review panel recommending ‘abolishing the Tier 1, 2, 3 approach envisaged by the Productivity Commission because that approach prioritises the delivery of individualised support to the minority of people with disability’\textsuperscript{13} however if such abolishment is to occur, there fundamentally must be a structure and bilateral commitment to ‘foundational supports available for all Australians with disability [including such things as information and peer support] that the Chair referred to\textsuperscript{13}.

NDIS policy reforms should involve comprehensive and iterative engagement with AT users and peak bodies to gain valuable insights and expertise before introducing new policies. Involving stakeholders in the decision-making process will promote uptake across the sector and minimise potential challenges during implementation. Strategic investment in AT research will be necessary to build a robust evidence base for the effectiveness of AT provision services and systems. By investing in research, policymakers can better understand the impact of AT on participants' lives, leading to more targeted and impactful interventions\textsuperscript{17}.

Furthermore, the Australian Government is going to need to closely consider undertaking supply-side investment to develop and support the AT workforce. Addressing the responsibilities of providers, suppliers, consumers, consumer groups, and relevant bodies in prescribing equipment is crucial. Robust consultations will lead to better understanding and acknowledgment of legal responsibilities, facilitating regulatory change and support where needed.

By integrating these considerations into NDIS-specific AT policies, the NDIS can build a more accessible, effective, and person-centred AT provision system that positively impacts the lives of people with disabilities.

\textsuperscript{17} [https://assistivetechforall.org.au/wp-content/uploads/2022/10/Australian_AT_Equity_Studies_Report-final.pdf]
\textsuperscript{18} [https://www.arata.org.au/public/33/files/General%20information/ARATA_NDS_Senate_Inquiry2017.pdf]
**AT Personnel**

*AT personnel refers to the professional/s available to assist the person with the implementation of assistive products.*

To enhance the effectiveness of AT provision within the NDIS, it is essential to address key policy considerations related to personnel – in particular micro-credentialing or more advanced credentialing. ARATA is developing a strategic plan for micro-credentialing in this area, for use by both AT users and AT advisors.

Training for health professionals and service providers, facilitated by peak bodies with the NDIS and NDIS Quality and Safeguards Commission, should be prioritised within strategic partnerships. Credentialing of AT advisors, particularly for higher risk and more complex AT, will provide consumers and their families with a decision-making aid when making choices in seeking assistance to identify and meet their AT needs. It will also assist the NDIA – and the NDIS Quality and Safeguards Commission as the independent regulator of the Provider Market – to identify AT advisors with the relevant levels of competence to assist with assessments and planning.\(^5\)

More recently the AT sector has examined the role of AT peer mentors as an additional workforce model in what are often experienced as thin AT advisor markets. In the area of AT personnel, clear processes for training and utilising credentialed AT peer mentors in prescribing low and mid-cost AT solutions are required. Consulting with AT mentors and peak bodies will help establish appropriate safeguards to mitigate potential risks associated with AT peer mentors operating within a non-defined scope of practice.\(^15\) There is a pressing need for the NDIS Quality and Safeguards Commission to provide a clear process for training and use of AT mentors in prescribing low and mid cost AT (noting that current NDIS AT policy guidance approves NDIS participants purchasing such AT mentoring advice). For this workforce to grow and positively impact outcomes, appropriate credentialing and safeguards are needed to mitigate potential risks.

More broadly, monitoring of AT practitioners and supplier integrity in business practice is crucial to provide consumers and their families with reliable decision-making aids when seeking assistance to identify and meet their AT needs.\(^7\) This process ensures that consumers can make informed choices.
based on the competence, expertise and independent advice of AT advisors, particularly for higher-risk and more complex AT solutions\(^5\).

There are currently significant workforce gaps, leading to extensive AT assessor waitlists. This situation often results in NDIS participants seeking advice from less experienced clinicians. To address this challenge effectively, strategic efforts are required to grow the availability of a skilled NDIS AT assessor and advisory markets, including both allied health professionals as well as AT peer mentors. Additionally, experienced AT assessors are facing increased pressure to meet market demands while also providing mentorship to less experienced clinicians. Therefore, efforts to attract and grow the AT assessor/advisor market for medium to complex AT assessments are necessary\(^15\).

Finally, as noted above, NDIS planning must prioritise the capacity to couple AT devices with appropriate ‘soft technology’ or ‘wrap around’ supports for device selection, trial, implementation, customisation, use and review over time. This integrated approach will ensure that AT solutions are effectively and efficiently tailored to meet the individual needs of NDIS participants\(^19\). By addressing personnel considerations in a comprehensive manner, the NDIS can enhance the overall AT provision process, ultimately leading to improved outcomes and experiences for individuals with disabilities and their families, as well as Scheme impact and viability.

\textit{Assistive Products}

\begin{quote}
\textit{Assistive products are the tangible specialised or off-the-shelf assistive product items that are used to support the person to engage and participate in the activities they want and need to do.}
\end{quote}

Just this week, the NDIS Independent Review panel co-chair, Professor Bruce Bonyhady, again recognised the importance of the Applied Principles of the NDIS and other systems. Building on that, he stated that the Panel wants to ‘see much better support for children with emerging developmental concerns and delay through maternal and child welfare centres, integrated child and family centres, and early childhood education. Individualised supports – through the NDIS –

should be built in a graduated way on top of those foundational supports – creating a far more equitable and sustainable system\textsuperscript{12}. Whilst ARATA endorses this view, our Association also wants to strongly highlight that for people with significant and permanent disability there are some AT needs that require highly customised and specialised product responses which were never previously and will never again be met without a well-planned and timely NDIS investment. NDIS plans that enable an effective and timely AT ecosystem are vital for outcomes to be achieved.

Specific to AT products, concerns exist regarding the loss of independent AT advice and expertise, which has implications beyond just individual users. This is the Tier 2 support that the Independent Review Panel co-chair Professor Bruce Bonyhady references in his most recent speech, and which he recognised the loss of\textsuperscript{13}. Many individuals rely on AT suppliers (of specific products) or AT advisors, including health professionals, to guide them in selecting appropriate AT solutions. However, this dependence on limited sources may lead to biased recommendations and hinder access to impartial advice, emphasising the need for robust safeguards to protect the interests of AT users and ensure a diverse range of perspectives\textsuperscript{7}.

The loss of independent advice not only affects individual users but also poses challenges for health professionals making AT recommendations. Without access to independent expertise, professionals may face difficulties in navigating the complex AT landscape and providing optimal solutions for their clients. Furthermore, the limited availability of impartial advice restricts opportunities for people to review and discuss AT options before making decisions, potentially hindering the effectiveness of AT solutions, and compromising overall outcomes.

To address these concerns, it is crucial to reinforce the importance of independent AT advice and ensure that professionals and users have access to credible and unbiased sources of information\textsuperscript{7}. Within the NDIS reforms proposed by the NDIS Independent Review Panel, robust safeguards must be in place to promote a transparent and objective AT selection process, empowering individuals, and health professionals to make well-informed decisions. By fostering an environment that values independent expertise – and capacity building of both the AT user and AT workforce – the effectiveness and impact of AT solutions funded by the NDIS can be enhanced.
Provision of AT refers to the factors that may influence service provision, including any barriers or enablers, and any associated strategies that may be implemented to overcome such challenges to service delivery.

AT provision in the NDIS faces several challenges that need to be addressed to ensure Scheme effectiveness and accessibility. One crucial aspect is the supply of AT and the importance of trial and loan programs. To improve AT user experiences, it is essential to customise AT setups rather than simply dropping off equipment without proper support. Emphasising – and regulating – good practice steps\(^6\) in the provision process is crucial to ensure AT solutions align with individual needs and promote user empowerment. Continued monitoring of business integrity by the NDIS Quality and Safeguards Commission is essential, with a focus on areas such as referral fees, sales commissions, consumer protection, and adherence to industry codes of practice\(^7\).

Regarding NDIS investment in AT loan and reissue programs, understanding the actual cost, benefits, and risks associated with these initiatives is crucial. Learning from the experience of state-based aids and equipment services will help in the development of effective and sustainable AT loan programs and ARATA has written previous and extensive submissions to government on this topic\(^{15,28}\).

Empowering AT users and enhancing their choices is a critical goal in policy and practice development. This involves prioritising self-defined outcomes, promoting quality AT peer support, and ensuring that NDIS participants have access to relevant and reliable information\(^{18}\).

Lastly, regulatory alignment across different sectors is essential to guarantee timely and appropriate access to suitable AT for people with disabilities, and reduce the current duplication of regulation of AT product and services\(^{20}\). Engaging with peak bodies such as ARATA during this alignment process can ensure that the needs of people with disabilities are effectively addressed.

By focusing on these areas and implementing the recommended measures within the current NDIS review underway, the provision of assistive technology can be improved, enabling individuals with disabilities to achieve greater independence, choice, and improved quality of life.

5. Contact Details

This submission was drafted by Associate Professor Libby Callaway (2023 ARATA President) and Dr Melanie Hoyle (2023 ARATA Vice-President), drawing on the consultation and engagement undertaken, as detailed on page 4 of this document. If the NDIS Independent Review Panel would like further information, or to discuss this submission, please contact:

Associate Professor Libby Callaway  
President  
ARATA  
Phone: 0421 356 359  
Email: president@arata.org.au

Dr Melanie Hoyle  
Vice-President & International Co-Lead  
ARATA  
Phone: 0419 278 875  
Email: vicepresident@arata.org.au