

What we have heard

Making a submission on solutions

June 2023

Submission questions

This document provides the questions associated with the What we Have Heard report. You can use this as a template to draft your answers or upload this document to [the Have your say survey portal.](https://www.ndisreview.gov.au/have-your-say/have-your-say-online)

For each area for improvement we have included questions. We invite you to answer the questions which are most important to you, because 10 years on we need your wisdom and experience to help us find solutions to the key challenges facing the NDIS today.

This report is designed to open up conversations on the topics you have told us affect you most and the ones we have identified as part of our early explorations. We welcome your feedback on what we have prepared, as well as topics you feel need further examination.

Between now and 18 August, we look forward to engaging further with you as, together, we find solutions we can present to governments.

Insert details about who made this submission, or any further information

## Applying and getting a plan

You have told us that getting access to the NDIS is not simple or straightforward. Once in, planning processes are complex, confusing and stressful, and that there is little trust or confidence in the way decisions are made.

### What we want to know now

#### How can we empower you through the planning process?

Prompts to help you answer this question:

* What does the NDIA need to know about you to make better decisions on whether you are eligible for the scheme?
* What would make access and planning simpler and less stressful?
* How can the NDIA engage better with First Nations Australians, people from culturally or linguistically diverse backgrounds, people who identify as LGBTIQA+, gender diverse people, people with complex needs and people from disadvantaged backgrounds in the planning process?

Insert your response to this question

## A complete and joined up ecosystem of support

We have observed that support for Australians with disability is not planned, funded or governed as a whole ecosystem. There is not enough support for people with disability outside the NDIS. This is unfair and is undermining the sustainability of the NDIS. Which results in people falling through the cracks and missing out on much needed support.

### What we want to know now

#### What is the best way to provide supports for those not in the NDIS?

Prompts to help you answer this question:

* What services and supports should be available to people with disability outside the NDIS and who should provide them?
* How can governments work better to deliver a joined up system of inclusion and support for all Australians with disabilities (within and outside the NDIS)?
* Should some supports be available to all people with disability and so both in and out of the NDIS?

Insert your response to this question

## Defining reasonable and necessary

Lack of a clear, shared understanding of what is considered ‘reasonable and necessary’ leads to complexity, confusion, conflict and inconsistency.

### What we want to know now

#### How would you define reasonable and necessary, and put it into practice?

Prompts to help you answer this question:

* How can reasonable and necessary be more clearly defined so that there is a shared understanding between participants and the Agency and participants have certainty about future funding?
* What would help you understand how reasonable and necessary applies to you?
* What steps could the NDIA take to make decisions about reasonable and necessary which are more consistent and fair?

Insert your response to this question

## Early childhood supports

Early intervention for children is frequently not based on best practice. Not enough support is built around families and helping children to be included in their local community.

### What we want to know now

#### What is the best way to support children with disability and those with emerging developmental concerns?

Prompts to help you answer this question:

* How can supports for children with disability be delivered in ways that lead to better outcomes for children?
* What does good support look like for children living with disability?
* In what settings should that support be provided, and by who?
* What supports or services do families need to help their children with disability thrive?
* How should families with children with disability be assisted and supported to navigate early childhood services?
* What supports for children with disability should be available outside the scheme?

Insert your response to this question

## The support and service marketplace

NDIS ‘markets’ are not yet working for all participants. The current approach to the market relies too much on competition. Not all participants have access to the supports they need.

### What we want to know now

#### How can the markets be better designed, structured and supported?

Prompts to help you answer this question:

* What needs to be done to ensure the markets serve the interests of people with disability, rather than the other way round?
* What options would help when supports and services are not available in your region?
* What information do you need to understand what good service looks like?
* How could the pricing structure be redesigned to reward outcomes rather than the volume of transactions?
* What would attract and keep workers who have the right skills, value and attitudes?

Insert your response to this question

## Measuring outcomes and performance

Better measurement of outcomes and performance would help participants make informed choices, keep providers and government accountable, and make sure the scheme is sustainable. It would also help the NDIS improve over time.

### What we want to know now

#### How should outcomes and performance be measured and shared?

Prompts to help you answer this question:

* How should you, your providers and the NDIA keep track of how your supports help you achieve goals or outcomes?
* How should governments and agencies be monitored to make sure they do what they say they will to support you? Who should perform this monitoring role?
* How should we measure the impact and benefits of the NDIS for the broader Australian community and the economy? How should this information be shared?
* How can we build a system where the NDIS keeps improving based on evidence?

Insert your response to this question

## Achieving long term outcomes

We have observed that there is a lack of focus on achieving long term outcomes relating to participation, inclusion in communities and employment. A good life is one enriched by connections to family, friends and community. These need to be nurtured by the scheme.

### What we want to know now

#### How would you like to build better outcomes into your plans?

Prompts to help you answer this question:

* How can the scheme build goals that nurture connections to local community?
* How can you use your funding to help you connect with friends and family, learn new skills or try new things? What is keeping you from doing that now?
* How can you use your funding to help you prepare for, join, or stay in employment? What needs to changes to make this work better?

Insert your response to this question

## Help accessing supports

The roles of ‘intermediaries’ such as local area coordinators, early childhood partners, remote community connectors, support coordinators and plan managers overlap, leave gaps and are confusing.

### What we want to know now

#### What does good service from someone helping you navigate the NDIS look like?

Prompts to help you answer this question:

* What skills and knowledge do you need from someone who helps you navigate the system?
* What (people, systems or processes) would make it easier for you to make informed choices, manage your funding and pay your providers?
* What would make it easier to understand how your funding should or should not be used?
* How should service navigation be structured for those who need to access multiple service systems so that they work together?

Insert your response to this question

## Supported living and housing

Many participants with housing and living supports in their plans still have limited choice in where, how or with whom they live. There has been little innovation in housing and living supports. The supply of specialist disability accommodation is not always meeting the needs of participants.

### What we want to know now

#### How should housing and living options be improved to build a good life?

Prompts to help you answer this question:

* What would help you to make decisions about where, how and with whom you live?
* What are the features of living with people or living on your own that are important to you?
* What information, services or support do you need to feel safe and well supported in your home?
* How should the NDIA make decisions about reasonable and necessary housing and living supports, so that decisions are fair and much less stressful?
* How can housing and living supply responses be encouraged to be more innovative and aligned with participant needs?

Insert your response to this question

## Participant safeguards

We are concerned to learn that the NDIS may not have worked well enough to safeguard all participants, while making sure they can still have choice and control. More can be done to empower participants to keep themselves safe, and ensure systems are working together to improve safety and outcomes.

### What we want to know now

#### How should the safeguarding system be improved for a better NDIS?

Prompts to help you answer this question:

* How can the regulation of providers and workers be used to improve the quality of services and supports?
* How can the NDIS build your capacity and natural safeguards to support you to be safe and get good outcomes?
* What should the NDIS do to get the right balance between your choice and control, the dignity of risk, and supporting you to be safe?
* How can all levels of government work together to prevent harm and promote quality in the supports you receive?
* What can be done to make progress in reducing and eliminating practices that restrict your rights or freedom of movement?

Insert your response to this question

## Any other information you would like to tell us?

Insert your response to this question