Learning from Australia – the National Disability Insurance Scheme

How Australia's National Disability Insurance Scheme (NDIS) works in practice

Clenton Farquharson, Eddie Bartnik, Sam Bennett, Maryanne Diamond, Anne Skordis,

Marita Walker, Caroline Speirs

Think Local Act Personal and the International Initiative for Disability Leadership

Welcome and background to this event

Clenton Farquharson MBE
Chair of Think Local Act Personal

Introduction to the International Initiative for Disability Leadership (IIDL)

Eddie Bartnik – International Lead, IIDL

Introducing Australia's National Disability Insurance Scheme (NDIS)

Maryanne Diamond,

General Manager, NDIA.

Thursday 1 October 2020

Situation in Australia

1993

- The Disability Discrimination Act was introduced

2008

- United Nations Convention on the Rights of Persons with Disabilities ratified
  - Australia first reported in 2013 and again in 2019

2013

- National Disability Insurance Scheme (NDIS) Act 2013

2015

- Marrakesh Treaty Australia ratified 2015

2019

- Australian Government appoints first Minister for NDIS
- Royal Commission into Violence, Abuse, Neglect and Exploitation of PWD
- Partial review of the NDIS Act (underway)
- New NDIS Participant Service Guarantee (taking effect from July 2020)
- National Disability Strategy update – NDS *beyond 2020*.

Strategy

Mission: to build a world-leading National Disability Insurance Scheme

Purpose:

- Increase the ability of individuals with a significant and permanent disability (participants) to be more independent, and to engage more socially and economically

- Deliver a financially sustainable NDIS that builds genuinely connected and engaged community and stakeholders.
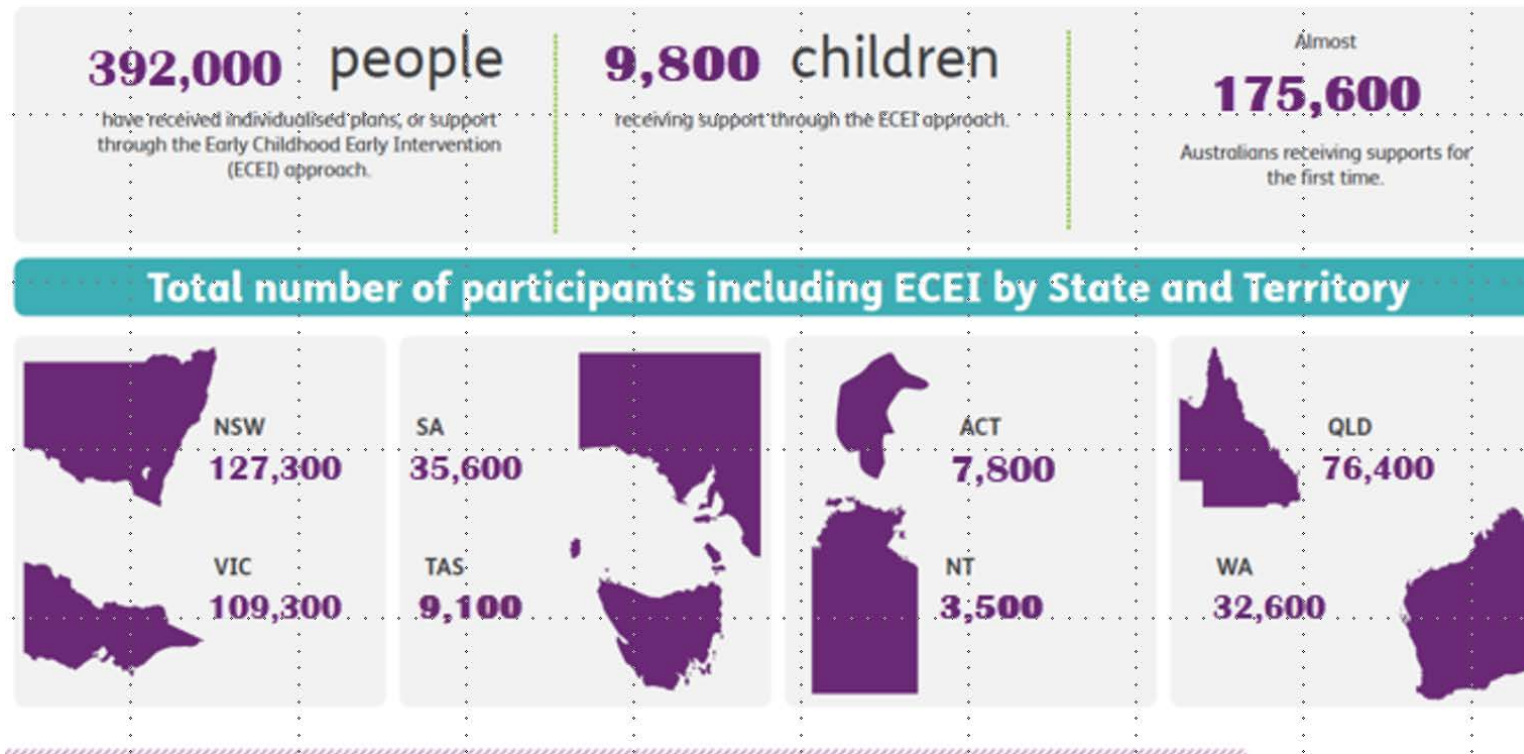
Aspirations and Goals

- A quality experience and outcome for participants

- A competitive market with innovative supports

- A connected and engaged stakeholder sector

- A financially sustainable Scheme

- A high-performing NDIA.

NDIA Values

- We value people

- We grow together

- We aim higher

- We take care.

Scheme Achievements

Almost 400,000 Australians have benefitted from the NDIS

(Data as at 30 June 2020)

392,000 people have received individualised plans, or support through the Early Childhood Early Intervention (ECEI) approach.

9,800 children receiving support through the ECEI approach.

Almost **175,600** Australians receiving supports for the first time.

Total number of participants including ECEI by State and Territory

State/Territory	Participants
NSW	127,300
VIC	109,300
SA	35,600
TAS	9,100
ACT	7,800
NT	3,500
QLD	76,400
WA	32,600

Estimated intake

It is estimated that around 500,000 Australians will be supported by the NDIS at full scheme.
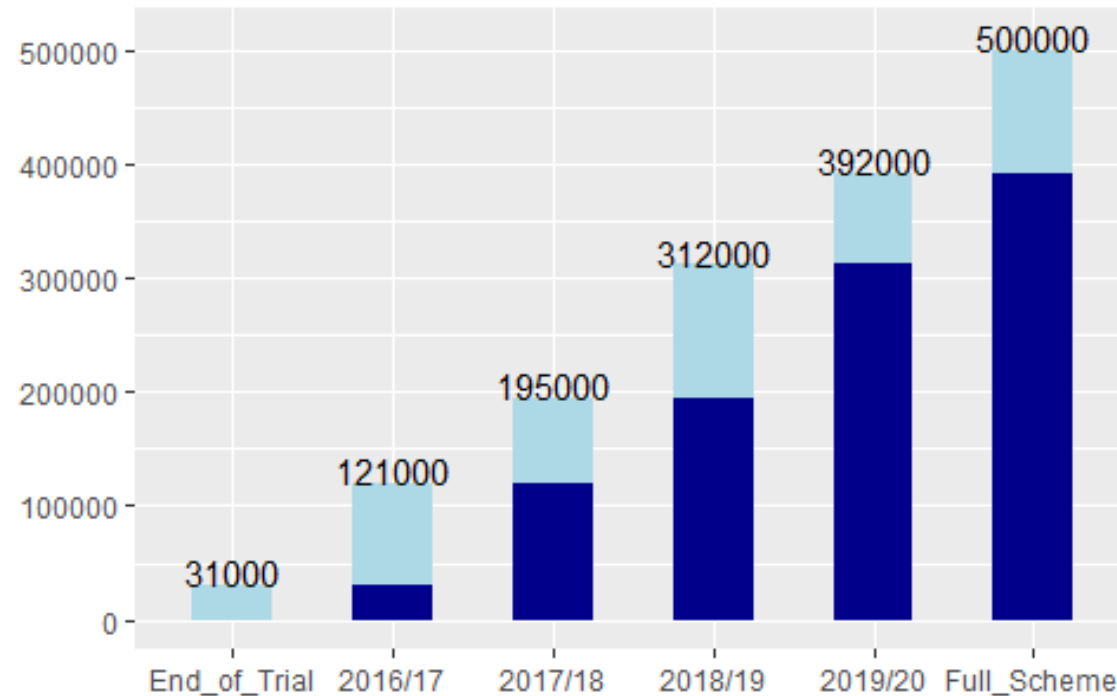
A snapshot of 2020

Due to COVID-19 the focus has been:

Enabling participants to use their package more flexibly

- Allowing the purchase of low cost Assistive Technology to use telehealth services
- Provision of PPE to providers who support participants in home
- Introduction of the Participant Service Charter – how the NDIA engages with participants along with a tangible list of activities being developed to improve the NDIS. All to be reported on each quarter
- Work underway to establish a uniform independent assessment tool at no cost to participants to commence July 2021
- Release each quarter of data available to the community based on rich data gathered over 7 years.
- Rolling out the cross government employment strategy for PWD

Questions?

Visit: www.ndis.gov.au

Phone: 1800 800 110

8am-8pm Australian Eastern Standard Time weekdays

Email: maryanne.diamond@ndis.gov.au

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NDIS in Practice for Participants

Marita Walker

Think Local Act Personal

1st Oct 2020

Delivered by the
National Disability Insurance Agency

NDIS in Practice for Participants

- Access to NDIS

- Developing an NDIS Plan

- Plan Management options -   Agency, Plan , Self Management

- Individualised Living Options

Checking your eligibility to access the NDIS

To be eligible for the NDIS, you must:

- have a permanent disability that significantly affects your daily life or have a developmental delay

- be less than 65 years old when you first access the NDIS

- be an Australian citizen, hold a permanent visa or a Protected Special Category visa.

Early intervention (short-term support)

- Early intervention supports can be provided for eligible people with disability or children with developmental delay.

- Providing support through early intervention reduces the impact of their disability/developmental delay as soon as possible.

- If a child is receiving early intervention support, then an ECEI coordinator can help the child access the NDIS.

Providing information for an access request

Please provide:

- Your personal details

- Evidence about your primary disability

- Medical reports from any medical specialists or allied health professionals

If more information is required, the NDIA will send you a letter requesting additional information.

You can have a family member, representative or carer support you in requesting access to the NDIS.

What happens after access

- The NDIA will make an '*access decision'* about whether you are eligible for the NDIS.

- If you are eligible, you will be contacted to arrange a planning meeting to discuss your support and funding needs.

- If you are not eligible, you can still get support from an LAC or ECEI Partner to access supports and services in your community.

An individual plan
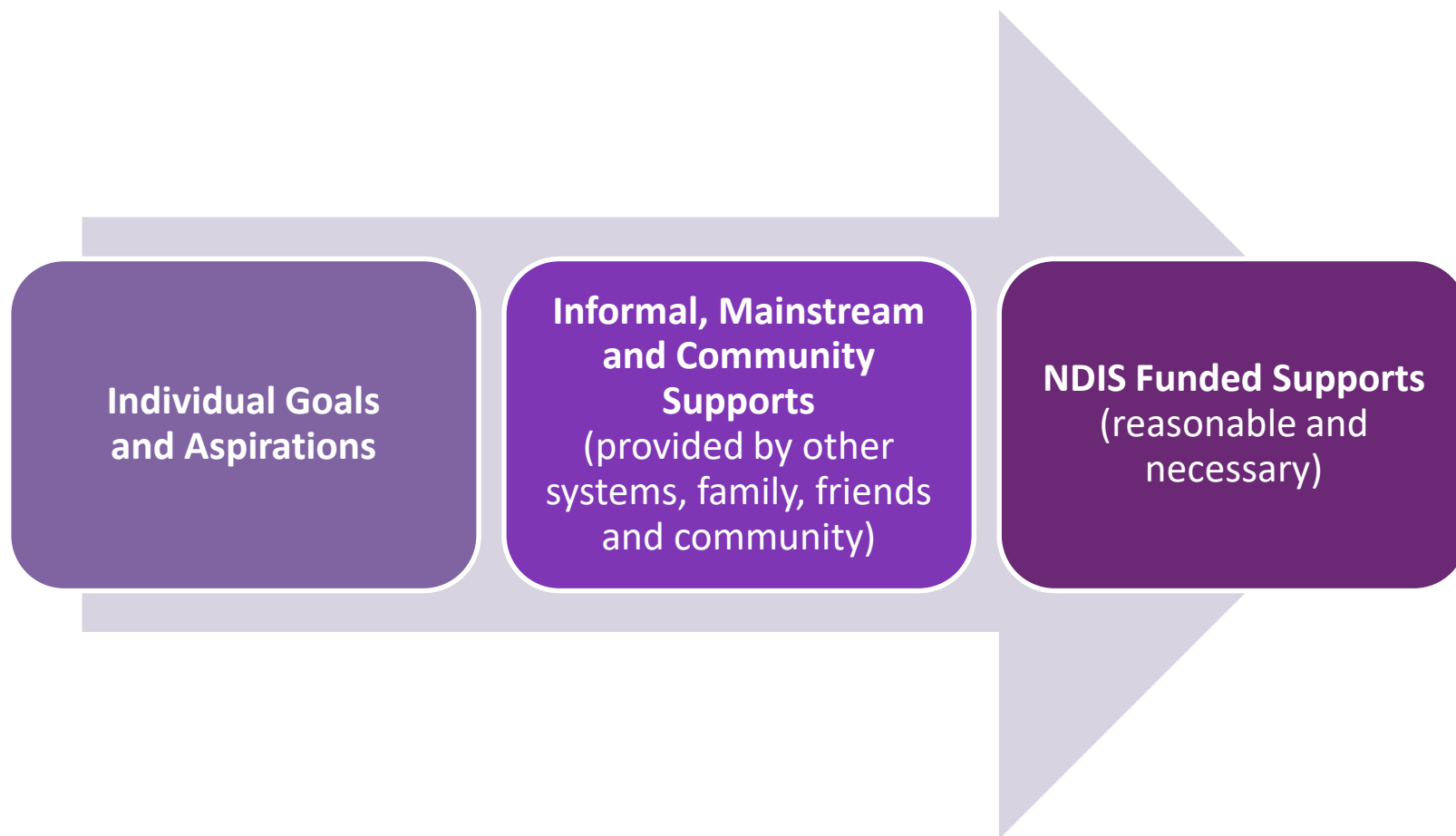
Planning

We will ask you to tell us about:

- yourself

- the important people in your life

- the support you receive from government and the community-based activities you may be involved with:

- what your week looks like

- what is working well

- what you would like to change or try something new

Planning - short and long term goals

Short-term goals

Can usually be achieved within a year. Think about what you'd like to achieve, why, and when you'd like to achieve it.

Example: This year, I want to learn to use public transport by myself so I can go to the library or out with friends and not rely on others.

Medium to long-term goals

May take a few years, but it's important to identify steps towards achieving them.

Exaple: In the next few years, I want to move out of home, maybe with a friend.

Planning – Decision criteria for funded supports

- Supports must be "reasonable and necessary" ie :
    - focus on the participant's goals and aspirations
    - foster greater independence, social and economic participation
    - be evidence based
    - represent value for money
    - be most appropriately funded by NDIS rather than another system

Managing your funding

Your plan has funding in one or more budget categories for supports and services.

You have three ways to manage your funding:

- self-managed

- plan-managed

- NDIA-managed

You may also use a combination of options (e.g. self-manage one part of your plan and have the rest managed by the NDIA).

Self-managed

Self-managing your funds gives you maximum independence and flexibility to manage your support.

If you self-manage, you can:
- decide what supports to purchase in line with your plan and how they are delivered
- have flexibility to use any provider (regardless if they are an NDIS registered provider or not)
- have the ability to employ your own staff
- negotiate the costs of supports
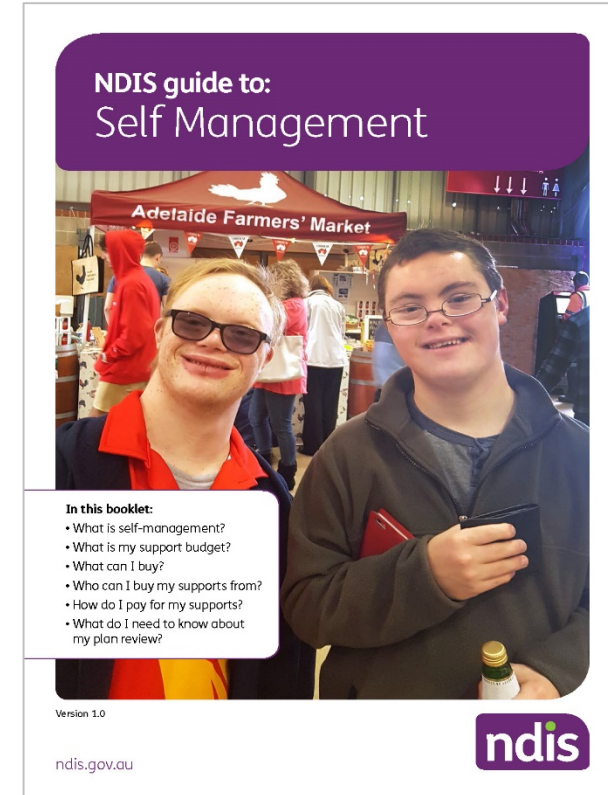
Self Management - Responsibilities

- choosing and arranging your own supports, including your own support workers
- ensuring that the relevant invoices for your supports are paid on time
- keeping appropriate records and receipts for supports provided, claimed and paid
- reporting to the NDIA on the amount used and funds spent on the self-managed items of your NDIS plan.

It is important, that you, or someone who can help you, are able to meet these obligations

Differences between plan management options

I CAN…	SELF-MANAGED	PLAN-MANAGED	NDIA-MANAGED
Have choice and control over the providers I use	✓	✓	✓
Use NDIS registered providers	✓	✓	✓
Use non-registered NDIS providers	✓	✓	✗
Negotiate pricing to pay less than the NDIS price guide	✓	✓	✓
Pay more than the NDIS price guide	✓	✗	✗
Make value-for money decisions in line with my plan	✓	✓	✓
View my plan on the myplace portal to keep track of my budget	✓	✓	✓
Manage book-keeping and records of my spending	✓	✗	✗

Looking to the future

'I learnt for 28 years to put up with what I had. It was hard then to think about what Robert wanted.'

Individualised Living Options (ILO)

- Transition stage of NDIS involved the continuation of traditional group homes as the main accommodation support model

- Recent recognition of the need for an overarching Home and Living Policy

- Intent to increase choice and control for participants to consider a wider range of living arrangement

- ILO's already in place are now acknowledged and being included in NDIS Plans

- National rollout of wider availability of ILO now underway

What is ILO?

Individualised Living Options (ILO) is an NDIS Home and Living support that lets participants choose the home they live in and set up supports in the way that best suits them.

ILOs enable participants to work out how they want to live, where they live and who they live with. Participants can share their home with friends, housemates, live in the home of a host family or on their own with a variety of individualised supports.

ILOs are funded in two parts; the first part is all about exploring and designing the supports at home, and the second part is funding to put those supports in place. ILO funds cannot be used for a participant's rent or mortgage payments.

ILOs are underpinned by core funding components

1. Exploration & Design

Focussed on the needs and preferences of the individual. Critical to acknowledge time and effort for design, staged implementation and flexibility to move between package components through implementation period.

2. Primary support

Likely to include exchange of accommodation for supports (co-residency), participants residing in other people's home with bundled support payment as opposed to hurly rates (host arrangement), high intensity visiting support

Core ILO funding components

3. Supplementary Supports

May include secondary hosts, mentor supports, on call arrangements, structured informal supports, supported volunteers, good neighbor, drop in support

4.Ongoing monitoring and redesign

In response to changes in relation to the individual, supports or circumstances.

Further information -

- https://www.ndis.gov.au/participants/creating-your-plan/plan-budget-and-rules

- https://www.ndis.gov.au/participants/using-your-plan

- https://www.ndis.gov.au/participants/reviewing-your-plan-and-goals

- ILO@ndis.gov.au

How the NDIS works for service providers

Anne Skordis

Provider Pathway reforms

▶ National Registration process and provider pathway

▶ Policy documents progressively released

▶ Streamlined registration process (via Quality and Safety Commission, aligned with quality assurance processes)

▶ Enhanced Provider Finder (easy to use site for participants, LAC and others to search and find local providers)

▶ Dedicated payments team/improved turnaround of payment processing/response to queries

▶ Local provider engagement team – building networks and running information sessions on any changes

▶ National Worker Screening/ Code of Conduct training

Mercy experience - managing the transition

▶ Redesign operating model, L&D, practice to build teams understanding of, and capacity to shift from traditional service delivery to a true person centred response (eg close day service and convert to individual options for social activities and community participation)

▶ Importance of systems – to track individual plans and actual supports delivered, monitoring budgets against staff rosters and accuracy of billing and claiming

▶ Workforce management – how to hire the right people, have flexibility in hours and work in response to participant requirements, skill up around each individual supported

▶ Really know the cost of service – what supports can be delivered effectively within the set price points

State of the Sector

National Disability Insurance Agency data

- As at 30 June 2020 – 14,882 active providers. In 13% of regions over 85% of NDIS funds goes to the 10 largest providers; nationally 30% of funding is allocated for Supported Independent Living

National Disability Services Annual Provider Survey 2019

- Financial stability is fragile: Just 49% reported making a 2019 profit of 3% or more

- 76% of providers are worried they can't provide NDIS services without the Temporary Transformation Payment price loading

- Three quarters of respondents think there are too many unnecessary rules and regulations

- 75% say unpaid assistance for people to navigate the NDIS distracts from their service provision

- Over half (55%) of providers say NDIS policy reforms are heading in the right direction

- Four in ten respondents are confident the Quality and Safeguards Framework will improve services

- 22% of providers say operating conditions have improved (compared to 11% in 2018)

- Only 22% of respondents feel the NDIA has a high level of respect for service providers

Current challenges/opportunities

- Policy settings still being developed creates a challenge to keep up to date with practice and delivery expectations – eg recent reviews of Supported Independent Living and Support Coordination

- Developing maturity and complex compliance obligations with respect to the Quality and Safety Commission

- Price controls and annual price reviews – creates administrative complexity; still input controlled, not outcome focussed

- Independent Living Options – reinforces the potential for innovation

- Building and celebrating individual stories of change

- **Is it still worth the effort – absolutely yes!**

How the information, linkages and capacity building strategy works and framing the NDIS discussion for England

Dr Sam Bennett, General Manager, Policy, Advice and Research with the NDIA

Information, Linkages and Capacity Building (ILC)

SEPTEMBER 2020

What is ILC?

- Means '**Information, Linkages and Capacity building**'

- ILC is all about inclusion.

- ILC activities are for **all** people with disability, their families and carers

The NDIS is for all Australians

Insurance for
~26m Australians*
and build inclusive communities

Information, linkages
and capacity building for
~5m people* with
disability and their carers

Funding support
from NDIS for
~500,000^
participants

Mainstream systems

Family, friends and community

NDIS Plans

Partners in the Community (LAC/ECEI)

Information, Linkages & Capacity Building

ILC Outcomes

People with disability:

1. Are connected and informed, to make decisions and choices

2. Have the skills and confidence to participate and contribute to the community and protect their rights

3. Use and benefit from mainstream services

4. Participate in the same community activities as everyone else

5. Lead, shape and influence their communities

Local Area Coordination

- LAC is one part of how ILC has been implemented

- At ~$104m pa at Full Scheme, LAC represents the single largest investment in ILC.

- LAC is an evidence based model for supporting people with a disability and families in their local communities. The NDIA works with Partners in the Community to deliver LAC across Australia.

- LACs have three broad functions:

  o Working directly with people who have an NDIS plan to connect them into mainstream services and community activities and get their plan into action

  o Providing short term assistance to people who do not have an NDIS plan to connect them into mainstream services and community activities, and;

  o Working with community organisations and mainstream services within the local community to help them be more accessible and inclusive of people with disability.

- The ILC Policy determines that LAC services are not confined to Scheme participants but also available to people with disability who do not have NDIS plans, though the intensity of support provided is lighter touch for the broader disability population

- In addition to LACs, Early Childhood Early Intervention (ECEI) services perform a similar function, providing ILC supports for children 0-6 years old and their families.

ILC Investment Strategy

Background

NDIA Board requested development of an Investment Strategy to guide ILC funding at full Scheme, the Strategy was published in December 2018 and rollout began July 2019.

Purpose

To invest in creating more inclusive services, communities and workplaces.

Investment Principles - we look for activities which:

- Have an evidence base (where possible)
- Are led by and for people with disability and their families
- Which can be copied or made bigger to run across Australia
- Support the NDIS to keep working well
- Activities that support important groups, e.g. Aboriginal & Torres Strait Islanders, CALD, remote

Key enablers:

- Development of dedicated ILC Monitoring and Evaluation Strategy and capability
- Longer term research – build the evidence base for ILC

The rationale for the Investment Strategy reflected the need to build the evidence base and target investment to maximise impact

FROM	TO
Sole reliance on open and competitive grants	A mix of funding models including targeted grants and procurement
Short term funding horizons (usually 12 months)	Funding durations adjusted to the needs of each program
Funding Framework sets broad parameters to the activities we will fund	Investment Strategy more tightly specifies activities based on scalability and best available evidence
Stand alone and individual grant monitoring of ILC activities	ILC activity integrated into Agency data management and reporting frameworks
Insufficient capability to measure outcomes	Concerted focus on monitoring, performance, feedback and evaluating impact against NDIS outcomes
Limited focus on peer support organisations and their capacity and capacity building	Planned investment in systemic support to build the maturity of these organisations

ILC Programs (1/2)

ILC Program 1: Individual Capacity Building Program

- Enable systematic, nationwide access to peer support, mentoring and other skills

- Delivered by Disabled Persons Organisations and Family Organisations (DPOs/FOs)

ILC Program 2: National Information

- Increase the accessibility, quality and consistency of information about disability and supports available

- Commission products and activities that complement NDIA information

ILC Programs (2/2)

ILC Program 3: Mainstream Capacity Building

- To drive practice change in the delivery of mainstream services

- Development and trialling of best practice frameworks

- Enables other service systems to be more accessible and inclusive

- A changing annual priority
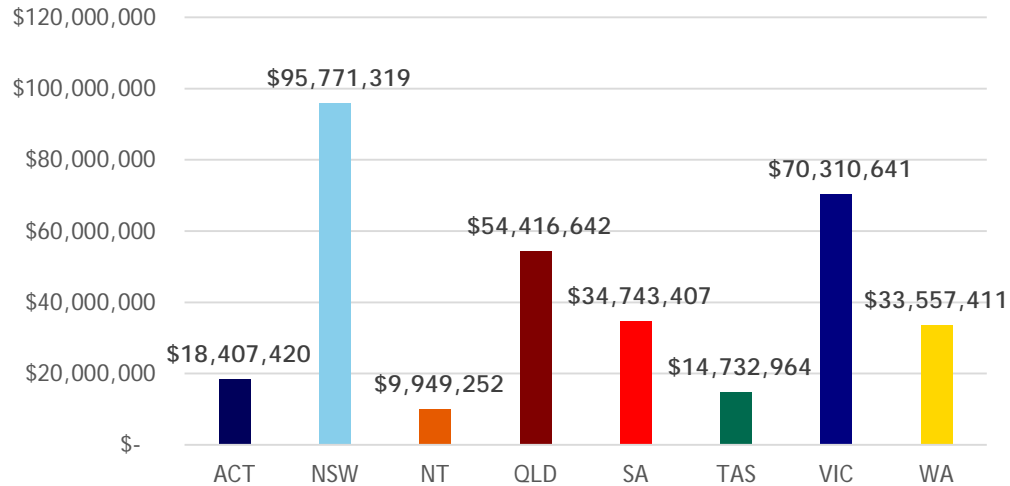
ILC Program 4: Economic & Community Participation

Build the capacity of the community to create opportunities for people with disability to contribute to socially and economically.
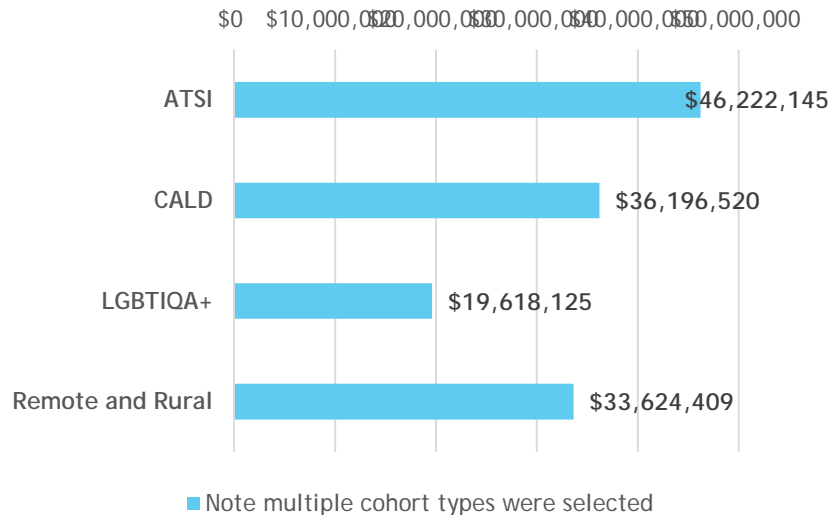Consists of three streams:

- Economic Participation

- Social and Community Participation

- Activating Community Inclusion

ILC Investment to date

All Rounds State Coverage Recommended $

State	Amount
ACT	$18,407,420
NSW	$95,771,319
NT	$9,949,252
QLD	$54,416,642
SA	$34,743,407
TAS	$14,732,964
VIC	$70,310,641
WA	$33,557,411

All Rounds Priority Cohort $

Cohort	Amount
ATSI	$46,222,145
CALD	$36,196,520
LGBTIQA+	$19,618,125
Remote and Rural	$33,624,409

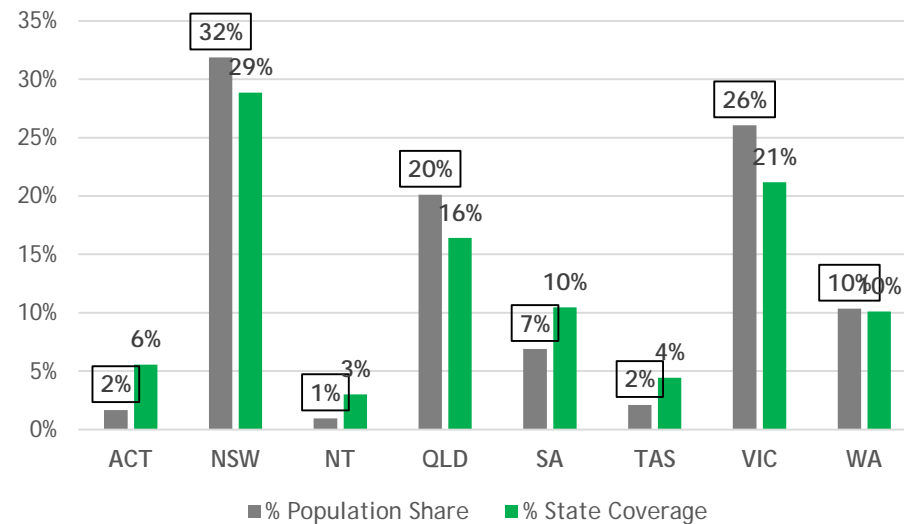■ Note multiple cohort types were selected

State and Territory Details

The breakdown of funding according to States and Territories is based on either where the Organisation applying for the funding is based (as illustrated in Figure a) or by the Project Coverage of States and Territories.

The State and Territory Coverage is determined by the grant applicant assigning the project budget by financial year and by state or territory. This is self-determined and indicative, however, reporting throughout the life of the project will illustrate the actual jurisdictions covered with these categorised by suburb, postcode, LGA, State/Territory and/or National coverage.

Figure c illustrates the percentage of funding of the round covering each State and Territory. This is balanced against the population share as determined by the current ABS population dataset.

All Rounds Population Share vs State Coverage%

State	% Population Share	% State Coverage
ACT	2%	6%
NSW	32%	29%
NT	1%	3%
QLD	20%	16%
SA	7%	10%
TAS	2%	4%
VIC	26%	21%
WA	10%	10%

■ % Population Share   ■ % State Coverage

Short break – 5 minutes

Please come back for question and answer session

Q&A

Thanks and next session

Caroline Speirs, Head of TLAP

Next session:

29th October 9-10.45am – Insurance and sustainability principles

www.thinklocalactpersonal.org.uk