



**Lifestyle in Supported Accommodation (LISA) Inc**

Web: [www.lisainc.com.au](http://www.lisainc.com.au)

**73 Nepean Street, Watsonia, 3087**

16 February 2018.

Secretary  
NDIS Joint Standing Committee  
PO Box 6100  
Parliament House  
CANBERRA 2600

### **NDIS Market Readiness Submission**

#### **Terms of Reference:**

As part of the committee's role to inquire into the implementation, performance and governance of the National Disability Insurance Scheme (NDIS), the committee will inquire into and report on market readiness for provision of services under the NDIS, with particular reference to:

#### **Transition to a market based system for service providers:**

Traditional disability support services, since time immemorial, have been mainly captive market and block funded by state governments. Where consumers (people with disabilities and their stakeholders) were unvalued, seen as bludging on the public purse and a pest to support staff. And, that block funding destroys incentive to improve service quality and attract and retain consumers.

The transition from captive market to marketplace will be a hard road, as the traditional mindset of the consumer is lucky to get anything, should be totally grateful, never complain, is a burden on everyone, every thing and is considered never right. And must, therefore, always present service level and quality concerns beyond reasonable doubt and sufficient to stand up in the supreme court - will live on for a very long time

#### **Participant readiness to navigate new markets:**

Given most consumers (participants) have never had to navigate support services in the marketplace, as almost all support services were/are captive market, they have little or no experience of disability services in the marketplace. Consumers were always controlled and directed by bureaucrats as to what they must do, and/or get.

NDIS Support Coordination is an attempt to guide and help consumers to understand the complexities of disability support service being in the marketplace like most other products and services.

The NDIA is extensively funding support coordination so they are not obligated to directly help the consumer activate the support service plan they constructed for the consumer with no intention guidelines, leaving most support coordinators struggling to understand the intention of various areas of the consumer's NDIS plan,

**Development of the disability workforce to support the emerging market:**

Given the amount of money the NDIA is pouring onto the streets, support service demand will exceed supply for some considerable time, with the potential of lower standards at the service points as workers have access to a large level of work, with consumers struggling to obtain support services, or the right support services, negating the NDIS intention that consumers must be front, centre and valued, with choice and control, which will only really exist when support service supply exceeds demand. And this may be years away.

**Impact of pricing on the development of the market:**

The traditional disability services market was/is block funded captive market. The traditional mindset was, therefore, not focused on the cost of support services and allied aspects thereof. So having to consider the cost of every aspect of support service provision can be quite daunting and off-putting.

The reality is that if consumers want control, they must pay for the services they need. There is, however, an allied consequence of pay as you go, as the disability is quite unpredictable in its moment to moment needs. Service providers need a reasonable war chest to cater for the unpredictability, but the NDIS ridged cost recovery does not lend itself to unpredictable events.

**The role of the NDIA as a market steward:**

Absolutely no good, as they are public servants! The public service does not manage its way, it buys its way with public purse money. To steward the disability marketplace, it is necessary to have empathy with consumers (people with disabilities and their stakeholders). Whereas the NDIA are showing their true public service colours now, with their covert and indifferent public service attitude towards consumers.

**Market intervention options to address thin markets, including in remote Indigenous communities:**

No comment.

**The provision of housing options for people with disability, with particular reference to the impact of Specialist Disability Accommodation (SDA) supports on the disability housing market:**

No comment.

## **The impact of the Quality and Safeguarding Framework on the development of the market:**

The Quality and Safeguarding Framework needs to have a focus/mindset on consumers, in contrast to the complaint processes in Victoria which has a strong leaning towards service providers.

Consumers in the disability field has traditionally been treated as inferior and with contempt. This has to be reversed, where the consumer is front, centre and valued with choice and control, and always treated as right. In the market, service providers, will see consumers as having a voice to be valued.

Service evaluation needs to be on the style of the UK CQC (Care Quality Commission).

Consumer must be welcomed and encouraged to raise service level and quality concerns. Not be expected to prove their findings and concerns beyond reasonable doubt, sufficient to stand up in the supreme court. Service providers must be expected and obligated to show the consumer they are providing service well within expectations

## **Provider of last resort arrangements, including for crisis accommodation; and any other related matters:**

The NDIA must actively encourage service providers to cater for the more difficult areas of disability, with financial incentives, including encouraging the inclusion of proper and well funded behaviour management units by well remunerated staff who have outcome expectations set upon them. Where consumers with exceptional behaviours of concern can be brought to a standard of acceptable behaviour to live in regular supported accommodation (SDA) group homes or similar.

Tony & Heather Tregale  
Coordinators, LISA Inc.