



**Australian Government**

**Australian Government Response to the  
Joint Standing Committee on the  
National Disability Insurance Scheme: Progress Report**

*General issues around the implementation and performance  
of the NDIS*

March 2018

## **Government Response**

### **Joint Standing Committee on the National Disability Insurance Scheme: Progress Report**

The Australian Government welcomes this progress report and recognises the ongoing work of the Joint Standing Committee on the National Disability Insurance Scheme (NDIS) in reviewing the implementation and administration of the NDIS. This includes the process that people with disability go through to become scheme participants, and how they have received and used their package of supports.

The Joint Standing Committee has made five recommendations, to which the Government has agreed four and agreed-in-principle to one.

## Government response to the Joint Standing Committee on the National Disability Insurance Scheme: Progress Report

Recommendation	Government Response
<p>1. The committee recommends that the National Disability Insurance Agency provide an opportunity for participants, and those who support them, to view, comment, and rectify any errors in their plan in advance of it being finalised and implemented.</p>	<p><b>Agree</b></p> <p>In April 2017, the National Disability Insurance Agency (NDIA) commenced a review of the participant pathways to improve the quality of the participant experience, including more face-to-face communication and the opportunity to review the contents of their plan prior to its approval. The NDIA is now working on new ways to enhance the planning conversation with participants, including the sharing of the plan with the participant as it is developed with them in person. This will provide the participant with an opportunity to ask questions of the planner as the plan is developed, and ensure the plan contains the details agreed to during the planning conversation.</p>
<p>2. The committee recommends that the National Disability Insurance Agency publish the results of its participants and providers pathways review, specifically the areas identified for improvement, and the strategies in place to achieve improved outcomes.</p>	<p><b>Agree</b></p> <p>On 18 October 2017, the NDIA released details of a new NDIS pathway designed to specifically improve the experience people and organisations have with the ground-breaking NDIS. The press release outlined the key areas identified for improvement and a strategy for trialling and delivering those improvements.</p> <p>The participant and pathway review process included a range of facilitated workshops with multiple stakeholders. Co-design sessions followed, where participants, providers and other key stakeholders actively participated to design the new pathway. A report summarising the review process and findings will be made available.</p> <p>The NDIA will continue working with people with disability, their families and carers to resolve any issues during this unique period of transition and remains committed to getting the balance right between participant intake, plan quality and the sustainability of the scheme.</p>
<p>3. The committee recommends that the National Disability Insurance Agency include progress on issues identified in the participant and provider pathways review in future Quarterly Reports.</p>	<p><b>Agree-in-principle</b></p> <p>The review of the participant pathway is a priority in the NDIA corporate plan. Quarterly reporting will be modified in line with NDIA Board advice. Participant outcomes and satisfaction are included in the quarterly reports. Further, additional metrics on participant and provider satisfaction are being developed.</p>

Recommendation	Government Response
<p>4. The committee recommends that the National Disability Insurance Agency review its quarterly reporting terminology and metrics to ensure consistency, and apply this to all future reports.</p>	<p><b>Agree</b></p> <p>The NDIA will review the 'Key Definitions' table and ensure alignment of terminology used in future quarterly reports.</p> <p>The metrics included in quarterly reporting have remained largely consistent over time, being predominantly based on the Integrated Performance Reporting Framework included at Schedule G in the Commonwealth and state/territory bilateral agreements.</p>
<p>5. The committee recommends that the NDIA ensure that only criteria underpinned by terminology set out in the NDIS Act and associated Rules is used in the assessment of appropriate supports.</p>	<p><b>Agree</b></p> <p>NDIA staff are required to make decisions based on the <i>National Disability Insurance Scheme Act 2013</i> and the rules made under the Act. Operational guidelines provide practical guidance for decision makers on the interpretation of these requirements and the guidelines are available on the website for public information.</p>

