

Recommendations

Market stewardship

Recommendation 1

1.52 The committee recommends the DSS and the NDIA urgently develop a strategy document that clearly articulates the roles, responsibilities and activities of all those responsible for market stewardship.

Training of planners

Recommendation 2

2.27 The committee recommends the NDIA ensure that training on how participants access services and implement their plan is included in the ongoing mandatory training for all NDIA staff and contracted Partners in the Community involved in the development and approval of plans.

Support Coordination

Recommendation 3

2.31 The committee recommends the NDIA implement the Transitional Arrangements for the NDIS Recommendation 21 in relation to support coordination which says:

The committee recommends the NDIA ensure support coordination is adequately funded in Plans to meet Participants' needs and not limited to a fixed period.

Plan implementation

Recommendation 4

2.65 The committee recommends the NDIA urgently allocate more staff and support to assist participants with plan implementation.

Adequacy of staffing levels

Recommendation 5

2.67 The committee recommends the NDIA monitor and report on the adequacy of its staffing levels on an annual basis.

Tailored pathways

Recommendation 6

2.70 The committee recommends the NDIA urgently implement the tailored pathways designed to support:

- participants with complex support needs,
- children aged zero to six,
- participants with psychosocial disability,
- participants from culturally and linguistically diverse (CALD) backgrounds,

- **Aboriginal and Torres Strait Islander communities,**
- **remote and very remote communities, and**
- **LGBTQIA+ communities.**

NDIS website

Recommendation 7

2.74 The committee recommends the NDIA urgently undertake work to improve its website, including its design and navigation; and the quality and accessibility of its content.

Disability workforce

Recommendation 8

3.33 The committee recommends the Australian Government fund the ABS to regularly collect and publish information on the qualifications, age, hours of work and incomes of those working in disability care works, including allied health professionals.

Recommendation 9

3.56 The committee recommends the DSS develop and publically release a national strategy to develop the disability workforce.

Disability workforce training

Recommendation 10

3.100 The committee recommends the Australian Skills Quality Authority undertake consultations with the industry, state and territory governments on the adequacy of current VET programs offered in disability care.

Recommendation 11

3.102 The committee recommends the Quality and Safeguards Commission review options on how to ensure disability workers under the NDIS can access funded training, including considering the introduction of a portable training entitlement system.

Service provider registration process

Recommendation 12

4.33 The committee recommends the NDIA and the Commission ensure that consistent and clear information is provided about the registration process with the Commission to service providers ahead and during rollout in each jurisdiction.

NDIS Quality and Safeguarding Framework

Recommendation 13

4.37 The committee recommends the Productivity Commission examine the effectiveness of the NDIS Quality Safeguarding Framework and the Quality and Safeguards Commission as part of the next review into NDIS costs in 2023.

Market information

Recommendation 14

4.67 The committee recommends the NDIA publish yearly updated Market Position Statements for each jurisdiction.

Recommendation 15

4.68 The committee recommends the NDIA urgently develop and publish a Market Position Statement for Western Australia.

Recommendation 16

4.70 The committee recommends the NDIA accelerate the publication of further Market Insights on specific submarkets and regions.

Provider readiness activities

Recommendation 17

4.73 The committee recommends the NDIA commence engagement and provider readiness activities by January 2019 in all locations where the NDIS will start on 1 July 2019.

Assistance to providers

Recommendation 18

4.99 The committee recommends the DSS lead a whole-of-government approach to establish a Disability Sector Transition Assistance Fund to support existing and prospective service providers to operate in the NDIS environment.

Price setting

Recommendation 19

5.37 The committee recommends the Australian Government allocate resources to the Commission to establish a strategic unit responsible for the monitoring and review of NDIS prices with the aim of transferring the price setting powers to the Commission in July 2020.

Independent Pricing Review

Recommendation 20

5.39 The committee recommends that an evaluation of the IPR recommendations is undertaken as part of the next annual NDIS pricing review.

Recommendation 21

5.43 The committee recommends the NDIA work with allied health professions peak bodies and service providers to co-design a suitable methodology for pricing supports to participants with high and complex needs.

Thin markets

Recommendation 22

5.62 The committee recommends the NDIA publicly release its Market Intervention Framework as a matter of urgency.

Recommendation 23

5.64 The committee recommends the NDIA trial the MPS model in rural and remote Victoria and publicly report on its effectiveness with an evaluation after 12 months of operations.

Provider of Last Resort

Recommendation 24

5.84 The committee recommends the NDIA publicly release the outcomes of the Maintaining Critical Supports project and its policy on provider of last resort (PLR) arrangements as a matter of urgency.

Specialist Disability Accommodation market information

Recommendation 25

6.43 The committee recommends the NDIA publish as a matter of urgency the Market Insights on SDA and commit to publish on an annual basis detailed information on market demands for SDA.

Specialist Disability Accommodation pricing structure

Recommendation 26

6.77 The committee recommends the NDIA examine the SDA pricing structure to remove restrictions for participants in their choices of living arrangements.

Young people in nursing homes

Recommendation 27

6.79 The committee recommends that a specialised team of NDIA planners is established to accelerate the transition of young people residing in aged care facilities to appropriate SDA accommodation which meets their complex needs.

Eligibility to Specialist Disability Accommodation

Recommendation 28

6.99 The committee recommends that when a person is deemed eligible for SDA, this eligible should be considered ongoing and not subject to change under the participant's annual planning processes.

Specialist Disability Accommodation framework

Recommendation 29

6.101 The committee recommends the NDIA undertake consultation with the sector to review the current framework for SDA enrolment and registration with the view of introducing a mechanism for preregistration to stimulate construction of new SDA stock and enabling more choices of dwelling types for participants.