

Recommendations

Interface with Health

Recommendation 1

2.50 The committee recommends the Council of Australian Government (COAG) Health Council in collaboration with the COAG Disability Reform Council urgently undertake work to address current boundary and interface issues between health and NDIS services.

Recommendation 2

2.52 The committee recommends the NDIA establish an NDIA unit specialising in dealing with Participants who are hospitalised to ensure smooth transition from hospital and avoid delays in hospital discharge and to avoid discharge to nursing homes.

Recommendation 3

2.54 The committee recommends the Council of Australian Government (COAG) Disability Reform Council conduct immediately a national audit of all Australian, state and territory disability support services transitioning to the NDIS, to identify and address emerging service gaps.

Interface with Aged Care

Recommendation 4

2.63 The committee recommends the Department of Health in collaboration with the Department of Social Services undertake a review of current supports and funding available for people with disability over 65 years of age, with the view to developing a strategy to address current funding and support shortfalls.

Interface with Education

Recommendation 5

2.80 The committee recommends the Australian, state and territory governments clarify and agree on the scope and process to deliver Personal Care in Schools (PCIS) under the NDIS.

Recommendation 6

2.82 The committee recommends the NDIA develop guidance on best practices for provision of therapies in school settings, based on lessons learnt during NDIS trials and rollout to date.

Interface with Transport

Recommendation 7

2.103 The committee recommends the NDIA review its operational and funding guidelines for transport supports to ensure NDIS Participants' needs are met.

Interface with Housing

Recommendation 8

2.131 The committee recommends the Council of Australian Government (COAG) Disability Reform Council consider the provision of housing stock and infrastructure for people with disability.

Recommendation 9

2.134 The committee recommends that the Australian, state and territory governments and the NDIA work together urgently to include crisis accommodation and Provider of Last Resort arrangements for housing in their respective bilateral agreements and operational plans.

Planning process

Recommendation 10

3.37 The committee recommends the NDIA ensure that across all jurisdictions people with disability can access pre-planning supports.

Recommendation 11

3.38 The committee recommends the NDIA urgently finalise and start piloting the tailored pathways it has been developing for people with psychosocial disability; children; people from Aboriginal and Torres Strait Islander communities; those from culturally and linguistically diverse backgrounds and Participants with more complex needs.

Recommendation 12

3.41 The committee recommends the NDIA publish data and analysis on the following in its Quarterly Reports:

- number of plan reviews;
- waiting times Participants face for reviews;
- outcomes of plan reviews in terms of whether the overall package has been increased or decreased;
- satisfaction rating of Participants following a plan review.

Recommendation 13

3.43 The committee recommends the NDIA focus all necessary resources and efforts on reducing waiting times at all points of the Scheme, specifically for plan approval, activation and review.

Providers' registration

Recommendation 14

3.61 The committee recommends state and territory Governments put strategies in place to facilitate and support the registration of providers during the transition period.

ILC funding

Recommendation 15

3.135 The committee recommends the Australian Government increase funding for ILC to the full Scheme amount of \$131 million for each year during the transition.

Recommendation 16

3.138 The committee recommends the NDIA monitor the effectiveness of the current ILC grant funding model, with the view of introducing other types of funding, including block funding if required, to ensure appropriate and quality services are delivered across all jurisdictions.

Thin markets

Recommendation 17

4.32 The committee recommends the NDIA develop and publically release a strategy to address thin markets.

Provider of Last Resort

Recommendation 18

4.35 The committee recommends the NDIA publically release its Provider of Last Resort policy as a matter of urgency.

Advocacy

Recommendation 19

4.69 The committee recommends the Council of Australian Governments (COAG) Disability Reform Council work with the Department of Social Services to address the expected funding shortfalls for advocacy services beyond transition.

Assertive outreach

Recommendation 20

4.71 The committee recommends the Department of Social Services and the NDIA develop and publically release a plan outlining how assertive outreach services will be delivered beyond transition to ensure people with disability who are hard-to reach can effectively engage with the NDIS and / or other support programs.

Support coordination

Recommendation 21

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

People from CALD backgrounds

Recommendation 22

4.87 The committee recommends the NDIA ensure its Customer Relationship Management (CRM) system is modified to enable collection of data about participation rate of people from CALD backgrounds.

Recommendation 23

4.89 The committee recommends the NDIA urgently publically release its NDIS CALD Strategy.

Aboriginal and Torres Strait Islander communities

Recommendation 24

4.108 The committee recommends the NDIA ensure culturally appropriate pre-rollout and NDIS engagement activities are in place in Aboriginal and Torres Strait Islander communities at least six months before rollout date.

Recommendation 25

4.110 The committee recommends the Minister for Social Services appoint an Aboriginal and Torres Strait Islander representative on the NDIS Independent Advisory Council (IAC).

Recommendation 26

4.112 The committee recommends the NDIA develop, in collaboration with Aboriginal and Torres Strait Islander organisations and the Aboriginal community controlled health, an Aboriginal and Torres Strait Islander Workforce Strategy.