

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015 - 2016 Budget Estimates Hearings

Outcome: National Disability Insurance Agency

Question No: NDIA SQ15-000070

Topic: Self-Management

Hansard Page: Written

Senator Moore asked:

1. What are the overall figures of self-management, and out of how many participants?
2. Is this figure increasing?
3. What are the main reasons that are given to not choose self-management?
4. How are people supported to self-manage if they choose?

Answer:

1. The National Disability Insurance Agency (NDIA) currently only reports on self-management as measured by the amount of funded supports that participants manage themselves. This means funded supports participants take responsibility for paying their providers directly, using their NDIA approved funds.

As at 31 March 2015, out of 13,610 participants with approved plans:

- 37 per cent of plans are being fully or partially self-managed:
 - 5 per cent (660 plans) have the funding for supports solely self-managed;
 - 32 per cent (4,393 plans) are being partially self-managed – this is a combination of NDIA management, self-management and/or plan management providers; and
 - 63 per cent (8,557 plans) are NDIA managed with participants using registered providers who claim directly from the NDIA via the National Disability Insurance Scheme (NDIS) Provider Portal.
2. Yes, the figures are increasing. The figures for self-management are increasing when compared to the 30 June 2014 figure, where out of 7,316 participants with approved plans:
 - 2 per cent (152 plans) had the funding for supports solely self-managed;
 - 26 per cent (1,935 plans) used a combination of NDIA management (including where in-kind is required), self-management and/or Plan Management Providers; and
 - 71 per cent (5,227 plans) were NDIA managed with participants using registered providers who claim directly from the NDIA via the NDIS Provider Portal.

The number of participant plans that have all their funding managed by the NDIA is reducing and the number of plans that are solely self-managed is steadily increasing.

3. The main reasons given by people for not choosing self-management include:
 - that agency management is more convenient for the participant;
 - having the option to use a plan management provider to do it for them; and/or
 - not having the interest, available time or capacity to self-manage.

Some participants have told the NDIA that what is important to them is the ability to exercise choice and control in the terms of how the funded supports are delivered and by whom, rather than the actual administrative management of those funded supports.

4. Participants and their families who choose to self-manage some or all of their NDIS funding are provided with support from the NDIA. Participants can attend pre-planning and self-management workshops, and resources are available on the NDIS website. A self-management booklet is also being finalised for publication on the NDIS website.
5. The NDIS participant portal has recently been enhanced to support improved information regarding plans and introduce online claiming for participants. Participants can see the supports they are self-managing listed, view all the claims made against their plan and have their online claims processed.

The online claiming function has significantly reduced the paperwork for self-managing and has sped up the payment process from over a week to submit a claim and receive payment to overnight processing which, as per any interbank transaction, ensures payment within one to three business days.

Work has been undertaken to simplify the pricing catalogue and these changes will take effect from 1 August 2015. The changes will result in increased flexibility for participants. This will have a flow-on effect of making self-management easier as flexibility increases.