

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2016 – 2017 Supplementary Budget Estimates Hearings

Outcome: National Disability Insurance Agency

Question No: NDIA SQ16-000076

Topic: Investment plan (Service Providers)

Hansard Page: Written

Senator Siewert, asked:

There appears to be a clear investment approach for service providers on the supply side of the new disability market. Do you have a clear investment plan to build the demand side of the market?

a) If so, over and above individual budget components, what is it?

Answer:

The National Disability Insurance Agency (the Agency) is committed to ensuring that people with disability have every opportunity to become empowered, engaged and confident consumers with the capacity to drive and shape demand for new and innovative services and supports and encourage existing providers to offer alternatives.

In addition to reasonable and necessary capacity building supports funded in a participant plan, the Agency will build the capacity of people with disability to shape demand through three mechanisms:

- Information, Linkages and Capacity Building (ILC);
- Local Area Coordination (LAC); and
- Development of the eMarket for disability services.

Through ILC, the Agency will fund activities that provide people with disability with increased access to high quality, relevant information about support options for their disability and/or where to find support from mainstream and community services. This may also include information about how to protect their rights.

ILC will also fund individual capacity building activities for people with disability. These activities will provide people with the skills and confidence to participate and contribute to the community, and thereby enhance their independence. In this area in ILC, the Agency will prioritise support for people with disability who do not have an individual National Disability Insurance Scheme (NDIS) plan.

Through LAC, the Agency is also providing people with disability with the support and information needed to be informed consumers. This includes providing information and referrals to mainstream and community supports, as well as assistance with activating their NDIS plans.

The Agency has also pilot-tested an approach to build capacity of individuals to become informed consumers under the NDIS through peer based support. Known as the Disability Support Organisation project, funding is provided to a range of community based

organisations to build a model of peer support where people with disability come together and share experiences, including the experience of being a consumer. Given the limited opportunities to exercise control or choice in the past, the peer support groups established as part of this project have played an important role in building people's familiarity with the NDIS and building confidence in their new role as consumers. This project has been funded through the Sector Development Fund but some peer support models may be funded through ILC in the future.

eMarkets will also be key to the provision of information to enable participants to identify availability and value of services. The Agency and the Department of Human Services are working jointly on the implementation of an eMarket, the initial stages of which are expected to be delivered in the first half of 2017.

This will be supported by the Agency benchmarking of services and other initiatives to provide quality information. The Agency is investing in benchmarking of disability service providers, to increase the information for providers on best practice delivery of disability services, gauge performance against their peers and assist in the transition to a more open and competitive market.