

NDS Update

November 2017

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Productivity Commission's Review of NDIS Costs (final report)

- Released in October, the report details a number of recommendations to improve the delivery of the NDIS.
- focuses on quality of plans and argues that governments should immediately extend the timetable for participant intake across the country.

For the full report visit: <https://www.pc.gov.au/inquiries/completed/ndis-costs/report>

NDS supports the PC's Report ...

- Ensure participants get the supports they need to navigate the scheme including information about providers and services
- Provide stronger price incentives to encourage providers to deliver supports
- Rebalance the focus from numbers to better quality plans (the right plans will lead to the correct signals to the supply side of the market)
- Greater focus on pre-planning and specialisation of planners
- Allow NDIA more flexibility over its staffing arrangements

NDS supports the PC's Report ...

- Clearly delineate what supports are provided to participants and what are not
- Establish clear boundaries around 'who' provides 'what'
- Establish a reserve or buffer fund to allow the scheme to take a long-term approach to participant needs
- Implement independent price monitoring and regulation to get the right price signals to encourage supply
- Bolster market stewardship through better collaboration among governments, providers and the NDIA

McKinseys Independent Pricing Review

- Commissioned by Agency post-NDIA pricing review
- focused on prices/pricing impacts
- Workshops across Australia
- Focus on base prices (1 on 1 and group prices); NDS seeking reliance on RCM as basis for base price
- Other issues raised by providers include: planning quality; systems/processes/portal; workforce issues; loading for remote/regional
- **Report back by Dec 2017**

NDIA Annual Report (2016 – 2017)

NDIA Annual Report highlights emerging cost pressures and associated NDIA responses.

Future priorities :

- Ensuring **quality outcomes** and **improved participant experience**
- Building and refining systems and processes to support a nationally-consistent, high-quality approach to **Scheme access**
- Planning and funding of **participant support**, working with, and learning from Partners
- Supporting development of a **disability market** of adequate size and quality, including potential development of an e-Market ecosystem.

See: <https://ndis.gov.au/medias/documents/h28/h9e/8805113626654/1617-AnnualReport-lock.pdf>

New NDIS Pathway

New NDIS provider and participant pathways, with focus on face-to-face engagement;

- currently being piloted
- Tailored pathways for people with psychosocial disability, children, ATSI communities, CALD backgrounds, people with more complex needs
- Provider Pathway to include: enable providers to easily enter the market; Connect through on line marketplaces; Minimise administrative tasks; Self service digital channels, and dedicated points of contact

see: <https://www.ndis.gov.au/pathway-experience.html>

Increased Prices for Short Term Accommodation

Effective 30 October 2017

- Pricing differential based on complexity
- Penalty rates on weekends and public holidays
- Changes reflected in an updated version of the 2017-18 Price Guide

Interpreting and translating services

Translating and Interpreting Services (TIS) National has partnered with the NDIA to provide funded interpreting services for NDIS participants from CALD backgrounds.

Key points from NDIA factsheet:

- Participants and their families who speak English as a second language will have access to TIS national
- Interpreting supports are included in a participant's plan because they require support for their disability needs (e.g. hearing or vision loss). These are the only instances that this support would be funded in a participant's plan
- Only registered NDIS service providers can access TIS National
- Providers will need to register for TIS National to access the service
- If a provider is already registered they will need to register for an NDIS specific account
- This service is free of charge

<https://ndis.gov.au/medias/documents/h9f/h3b/8803724886046/FAQs-TIS.pdf>

Disability Workforce Registration and Accreditation Scheme

NDS' submission to the consultation paper highlighted the following concerns:

- The scheme risks duplicating the national framework and the potential for multiple state-based schemes
- The scheme risks acting as a barrier to workforce supply at a time when the workforce needs to grow
- The scheme may result in a competitive disadvantage for Victorian providers
- NDS is not aware of evidence that particular qualifications result in the reduction of abuse of people with disabilities
- Funds for the scheme would be better spent on Victorian advocacy and 'zero tolerance' initiatives
- NDIS pricing does not allow for the training or recognition of registered workers
- The scheme restricts choice and control by limiting the range of workers who may be engaged
- Any scheme should be primarily voluntary, other than in limited circumstances
- A scheme which is wide in scope would risk excluding people with disability from mainstream services to the extent these services' workers would also be required to be registered and accredited in order to provide services to people with disability

Disability Worker Exclusion Scheme (DWES)

- DWES previously applied to workers in direct support roles at registered disability residential services
- From 1 Nov 2017 extended to all Victorian disability services, operating under Disability Act
- NDS supports the Scheme but has concerns about the extremely tight timeframes imposed by the Department

Commercial Passenger Vehicle Reforms

- Significant reform of community transport in Victoria
- Commercial Passenger Vehicle Industry Act became law on 9 Oct
- Commercial Passenger Vehicle Reforms Bill introduced in Vic Parliament in Nov
- Creation of level playing field for all industry participants
- Greater consumer choice, better service and competitive fares/fees
- Improved passenger safety
- Removal of onerous annual licensing fees

NDS Support & Resources

NDS Support – face to face

Readiness and Implementation

- www.nds.org.au/stpvic/readiness-and-implementation-activities

Learning and Development

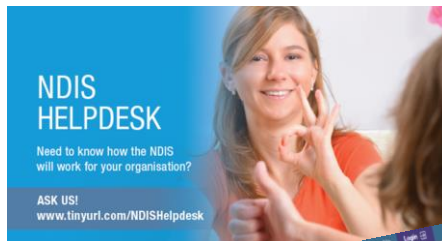
- Email: learnanddevelop@nds.org.au
- Board Mentoring program
- Leading the NDIS Transformation
- Marketing
- Finance
- Defensible Documentation
- Business Excellence Monthly Webinar Series

Sector Support Consultancy

- Organisational and operational
- Tailored 1:1 support
- Email: sscvic@nds.org.au

NDS Online Support

- NDIS Helpdesk
www.tinyurl.com/NDISHelpdesk
- Free monthly NDIS newsletter
www.nds.org.au/stpvc
- Sector Transition Project Page
www.nds.org.au/stpvc



Be sure to join this vibrant community of disability service professionals navigating the NDIS together:

1. Create a [Google+](#) account (or use your existing Gmail log in details)
2. Log in [here](#)

You'll then be able to read burning NDIS questions from your peers, or post your own! You can also use the search tool to find prior responses by topic.



**Moody's message:
Thoughts on innovation
and introspection**

How do we ignite young people to work in the disability sector? This was answered,



**News on the Ground -
August 2017**

It's been another busy month for our Sector Engagement team. Read their insights from recent travel to key NDIS roll out sites.

NDS Resources

Not – for – profits and the NDIS: Toolkit for directors

- www.nds.org.au/resources/ndis-toolkit-for-directors

NDIS Provider Toolkit (NDS)

- Self assessment tool for business readiness
- www.readiness.nds.org.au

Workforce Hub

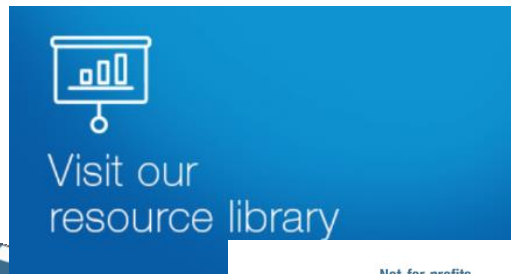
- www.nds.org.au/workforce-hub

Resource Library (NDIS operations)

- www.nds.org.au/stpvc

Zero Tolerance

- www.nds.org.au/resources/zero-tolerance



Thank you



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