



NDIS Parliament Questions

- **Comment:** We at KinCare ACT believe that the NDIS is empowering people with a disability to live their lives, with Choice and control and the confidence to make decisions without repercussions.
- **Comment:** KinCare has been working with Participants undertaking Coordination of Supports through their NDIS package. Some points KinCare feel are beneficial to review for a smooth and steady full Scheme roll out are listed below:
 - **Q.** Participants with an NDIS plan have limited choice and control over what Provider they can choose to support their Support items, this could be due to Limited to no service provider in their area providing the support or business choosing not to provide direct support.
Solution – To allow more room for competitive pricing
 - **Q.** Some Participants undertaking Coordination of Supports are losing 20 mins of service time for organisation Travel time; this has not been factored in to the Participants Plan leaving the Participant and their families at a disadvantage in support hours available within their plans.
Solution – Remove Provider travel information – 12567 from guidelines and organisations bill separately for Km's.
 - **Q.** KinCare is a strong believer in utilising disability service standards and meeting the Quality Assurance models set down by the governing bodies of Disability Services and the NDIA. KinCare are very interested in learning what the future vision for Quality Assurance Auditing will be.
Solution – Can the NDIA lead on any other organisation quality audit processes ie CCS, ISO to act as an intermediary etc.
 - **Q.** KinCare is working with in house and local training providers to increase our staff's level of skill when working with Participants, What Measures will the NDIS be taking to make sure that trained staff will be attending to Individual needs at the level of care required for participants to learn new skills and maintain old ones.
Solution – Create quality provider skill measurement – competency framework that is evolving, innovation of service delivery whilst being financially sustainable.