



AF22/34671

Committee Secretary  
Joint Standing Committee on the National Disability Insurance Scheme  
Department of The Senate  
PO Box 6100  
Parliament House  
CANBERRA ACT 2600

5 October 2022

Dear Committee Secretary,

**Re: Submission from the NSW Carers Advisory Council**

The NSW Carers Advisory Council (the Council) writes to you in regards to the terms of reference for the inquiry by the Joint Standing Committee on the National Disability Insurance Scheme into the Capability and Culture of the National Disability Insurance Agency (NDIA).

The Council provides advice to the NSW Government on legislation, policy and other matters relating to carers. For more information, about the Council and our members, the majority of whom are carers, please visit our website at [www.facs.nsw.gov.au/inclusion/advisory-councils/carers](http://www.facs.nsw.gov.au/inclusion/advisory-councils/carers).

Following are the Council's responses to the terms of reference.

Terms of reference	Comment
a. the capability and culture of the National Disability Insurance Agency (NDIA), with reference to operational processes and procedures, and nature of staff employment;	The NDIA website in the section on, 'How we can help Carers' states, <i>In deciding whether to fund or provide a support, we will take into account what is reasonable to expect from families, carers, informal networks and the community</i> . What experience in working with Carers is required and what training is provided to NDIA staff on the role of Carers? What evidence does the NDIS have on the involvement of Carers to support the best outcomes for a person with a disability in reference to operational processes and procedures?
b. the impacts of NDIA capability and culture on the experiences of people with disability and NDIS participants trying to access information, support and services from the Agency; and	The NDIS website in the section on, 'How we can help Carers' states, <i>They are often one of the greatest advocates for people with disabilities, providing practical and emotional support to help them live their best life</i> . What processes does the NDIS use to ensure a Carers advocacy is sought, used and valued so that the experiences of the person with a disability is positive. How is the role of the Carer recorded and supported by the NDIA?

Terms of reference	Comment
c. any other relevant matters.	What tools does the NDIA use to gauge the impact of a Carer's role and information to support the planning process and the impact it has on the NDIA plan for their person with a disability.

On behalf of the Council and carers across NSW, I ask that you review our feedback taking into consideration needs and the role of carers. We also give permission for our submission to be published.

If you wish to discuss this further, please contact me on the contact details below.

Yours sincerely,

Prue Warrilow

Chair – NSW Carers Advisory Council

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