



# JOINT STANDING COMMITTEE ON THE NATIONAL DISABILITY INSURANCE SCHEME

## Capability and Culture of the NDIA Inquiry

### Public Hearings in Geelong and Melbourne

The Joint Standing Committee on the National Disability Insurance Scheme (JSC NDIS) will travel to Geelong on Monday, 28 August 2023 to conduct public hearings as part of its inquiry into the Capability and Culture of the National Disability Insurance Agency (NDIA).

As part of its role to make recommendations to improve the scheme, the JSC NDIS is inquiring into the capability and culture of the NDIA with particular focus on operational processes and procedures, staff employment and workforce matters, and the impact of the NDIA's culture on NDIS participants.

The committee will first conduct a site visit to the NDIA head office before holding a public hearing in Geelong where it will take evidence from senior officials of the NDIA and the NDIS Quality and Standards Commission. On Tuesday, 29 August, the committee will travel to Melbourne to hear from witnesses including the Office of the Public Advocate and State Trustees. Over the two days of hearings, the committee will also hear from NDIS participants and carers, and others with direct experience of the NDIS.

The Chair of the JSC NDIS, Ms Libby Coker MP said:

The committee looks forward to speaking with front line NDIA staff to gain an insight into their work and the challenges they face in helping participants. The hearings are also valuable because they provide an opportunity for participants, their support workers and families – the people who use the scheme, who know it best – to tell their story. The committee recognises that this can be difficult, but encourages people to speak up, so that it can help to change the scheme for the better.

The committee will hear evidence on issues raised in its inquiry [interim report](#), including respite services for families and carers; support for primary and secondary disabilities; and outreach programs for remote, underserved and hard-to-reach communities, as well as other matters including guardianship and trustee arrangements.

Further information on the inquiry and the committee's work can be found on its [website](#).

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