

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015 - 2016 Additional Estimates Hearings

Outcome: National Disability Insurance Agency

Question No: NDIA SQ16-000022

Topic: Participant education

Hansard Page: Written

Senator Carr asked:

Are there plans for education of participants about choice of provider?

Answer:

The National Disability Insurance Agency (NDIA) works with participants to establish their goals and what support they may need to achieve those goals. The National Disability Insurance Scheme is designed to give people with disability and their families more choice and control over how, when and where those supports are delivered. This includes building the capacity of individuals, their families and carers to make decisions about the best supports for them.

For example, Local Area Coordinators (NDIA staff or contracted partners) and/or Support Coordinators (funded resources in a person's plan) can provide participants with support to implement one or more components of their funded package, including sourcing, assessing and engaging providers. In the implementation of Local Area Coordination for full Scheme, the NDIA is committed to seeking partners from the community that can bring skills to focus on empowerment, the development or strengthening of natural supports, community building and a strengths based approach to a person-centred planning process. As participants become more informed consumers, participants should be enabled to negotiate the adequacy and effectiveness of the supports directly with their chosen service providers.

Similarly, Information, Linkages and Capacity Building (ILC) activities will be designed to build the confidence and capability of individuals to optimise the use of their plan and to increasingly exercise choice in their decisions on activities in the community. Some elements of the ILC funds will be used to support self-advocacy groups to ensure that participants are able to demand the new services that meet their individual needs.