

**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 SQ16-000023

**Topic:** Plan preparation - regulation

**Hansard Page:** Written

**Senator Carr** asked:

How will the advice participants receive for plan preparation be regulated?

**Answer:**

The Bilateral Agreements commit the National Disability Insurance Agency (NDIA) to provide information about the National Disability Insurance Scheme to the general community and plan readiness information sessions and materials to potential participants and their families to ensure that information is appropriate, timely and consistent for participants, carers, families and the community.

The NDIA is aware that there are many community based and commercial parties offering similar support and a number of strategies are being developed to enhance the consistency and accuracy of the material and approach provided, including:

- a strong and consistent communication strategy by the NDIA incorporating information that can be used by participants themselves or organisations in the community; and
- targeted activities to be delivered by Local Area Coordinators (LACs) employed by or contracted to the NDIA.

The quality of and outcomes from the work of LACs who are contracted to the NDIA will be subject to regular monitoring and there will be independent assessment of satisfaction and the overall experience of participants with the Scheme transition.

Importantly, partners providing LAC services in Victoria will not be able to be a provider of disability supports, thus ensuring participant's right to choice is protected.