

**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 SQ16-000024

**Topic:** Participant options for best advice

**Hansard Page:** Written

**Senator Carr** asked:

Will participants be able to shop around for the best “advice”?

**Answer:**

The National Disability Insurance Scheme (NDIS) works with participants to establish their goals and what support they may need to achieve those goals. The NDIS 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 supporting and enabling them to ‘shop around’ for the best advice.

For example, Local Area Coordinators – National Disability Insurance Agency (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. A key expectation of these resources is that they assist participants to identify and investigate which provider will best meet their needs and that they work to assist participants to build the skills required to gain independence to identify and engage with 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.

In addition, the NDIA has worked with a number of peer based organisations to develop resource materials and to run regular peer based conversations designed to build confidence in raising their voice and exercising choice. The draft ILC Commissioning Framework recognises the importance of funding into the future for supports that are provided by people with disability to people with disability.