

To Portfolio Committee No. 2 – Inquiry into the Implementation of the NDIS and the Provision of Disability Services in NSW.

Supplementary Questions for National Disability Services

Following the hearing on Monday 17th September 2018 regarding the Inquiry into the Implementation of the NDIS and the Provision of Disability Services in NSW, please find our responses to the supplementary questions asked by the Committee below.

1. Are you aware of any discrete cohorts of people with disability (such as those diagnosed as being on the autism spectrum) who are experiencing issues with the implementation of the NDIS in NSW?

NDS has received feedback from our members, and the disability sector more generally, that there are several groups of people with a disability that are experiencing greater issues with the implementation of the NDIS. This is not to say that some participants in these groups are not benefiting from the scheme.

The Evaluation of the NDIS¹ commissioned by DSS and conducted by the National Institute of Labour Studies at Flinders University identifies several cohorts of people who have found the implementation of the NDIS difficult. These groups include: people with very complex support needs either arising due to their disability support needs or due to their individual, family or community circumstances, for example people from an Aboriginal or Torres Strait Islander background²; people from culturally and linguistically diverse communities; or people where family members may also have a disability. Additionally some families with children with disabilities have reported issues with the roll out of the NDIS, as have some participants in rural and remote communities have also reported difficulties.

For these individuals navigating the current NDIS system is difficult on a number of levels. The NDIA have indicated that they are introducing new participant pathways for some of these participant groups, which may address some of these issues; however, there is still an expectation that participants will interact primarily with the NDIS via the myplace portal. This does assume that most people with a disability and their families/support people are able to both able to access the portal and use it to interact with the scheme.

Similarly these groups have also reported issues with the plans that they have received through the NDIS, where they are either inadequate to meet their needs or do not

¹ National Institute of Labour Studies [Evaluation of the NDIS Final Report April 2018](#)

² Productivity Commission Report into the NDIS Costs <https://www.pc.gov.au/inquiries/completed/ndis-costs/report/ndis-costs.pdf>

enable critical supports to be obtained. Participants in these circumstances can seek a review of their plan but to date this has not been a quick or user-friendly process.³

2. Are you aware of any specific groups of people with disability who are not being captured by the NDIS and thus not receiving NDIS funding?

The Australian Institute of Health and Welfare (AIHW) estimate that 89% of people with disability will not be eligible for the NDIS⁴. Of these, the AIHW further estimates that approximately 36% of people with profound disabilities will not be eligible for the NDIS.⁵ In NSW, it is estimated that there are approximately 1.3 million people with a disability. At full Scheme, the Australian National Audit Office⁶ estimates that there will be 150,000 people accessing the NDIS on NSW.

Of these who are unlikely to be eligible, the following groups have been identified as less likely to be accessing the NDIS.

People with a psychosocial disability

The data suggests that people with a psychosocial disability are less likely to be deemed eligible for the NDIS. As at 30 June 2018, 7% of NDIS participants had a psychosocial disability as their primary disability. The Productivity Commission estimated that the percentage of participants with a psychosocial disability should be around 14%. Various reports suggest that there are a significant number of people with a psychosocial disability who are missing out on the NDIS.^{7 8}

People with health (and other such as Criminal Justice System involvement) and disability issues

Reports from people with a disability, their families and carers, and providers, have identified that some people with a disability 'fall through the gap' where it is considered that their support needs are related to health issues as opposed to their disability.⁹ For

³ [Administration of reviews under the National Disability Insurance Scheme Act 2013 Report on the National Disability Insurance Agency Handling of Reviews](#) May 2018

⁴ Australian Institute of Health and Welfare Accessed at <https://www.aihw.gov.au/getmedia/faed43f4-4440-473a-a93a-1832190926a3/aihw-aus-223.pdf.aspx?inline=true>

⁵ Australian Institute of Health and Welfare Accessed at <https://www.aihw.gov.au/getmedia/faed43f4-4440-473a-a93a-1832190926a3/aihw-aus-223.pdf.aspx?inline=true>

⁶ ANAO [National Disability Insurance Scheme – Management of the Transition of the Disability Services Market](#) Appendix 2

⁷ [Mind the Gap: The NDIS and Psychosocial Disability](#) pg 4

⁸ [Mental Health Coordinating Council Submission to the NSW Parliamentary Inquiry into the Implementation of the NDIS and the provision of disability](#)

⁹ National Institute of Labour Studies [Evaluation of the NDIS Final Report April 2018](#)

example people who require support due to the functional impact of their diabetes, obesity etc. Whilst the issues for people with health and disability issues are the most prevalent, similar issues exist for people who have criminal justice, child protection, alcohol and other drug issues.

People who were previously receiving support under the Community Care Support Program

The NSW Family and Community Services have acknowledged in their evidence to this inquiry that some people previously accessing the Community Care Support Program (CCSP) are unlikely to be eligible for the NDIS and report that there are approximately 4,000 people in this position.¹⁰ Whilst continuity of support applies to those participants who were receiving services from the CCSP at the time of transition to the NDIS, others in the community with a similar level of disability are unable to access the NDIS and have reported difficulty in obtaining the supports that they require.

a. How are these groups accessing the support and services they need, if not by the NDIS?

Reports from participants and feedback that we receive from providers would indicate that some of those not eligible for an NDIS plan are not accessing the supports and services that they need.¹¹ People are able to access supports via mainstream or universal service systems and programs such as Ability Links, Local Area Coordination and Early Childhood Early Intervention can support those not receiving NDIS funding to connect with these mainstream services. However as submissions received by this inquiry and previous inquiries^{12 13} indicate, mainstream services do not always have the capacity or capability to provide these supports to people with a disability.

Many of our members also tell us that they are continuing to provide some supports to people who are either unfunded or underfunded by the NDIS. A particular group that has been identified as regularly underfunded are those participants that rely on 'drop-in' support rather than residing in 24/7 supported accommodation. A further group is those families requiring regular respite services. While there has been some improvement in the provision of respite in plans many families believe respite provision could be expanded. The provision of these additional supports has been possible due to some of these services continuing to receive some NSW State Government funding,

¹⁰Transcript Accessed at <https://www.parliament.nsw.gov.au/lcdocs/transcripts/2084/Transcript%20-%202017%20September%202018%20-%20Uncorrected.pdf> pg 9

¹¹ [NCOSS Way Forward to an Inclusive Service System](#) April 2018

¹² Carers NSW [Submission to the JSC Transitional Arrangements on the NDIS](#) , 17 August 2017

¹³ [Mission Australia Submission to the NSW Parliamentary Inquiry into the Implementation of the NDIS and the provision of disability services](#) 17 August 2018

however NSW providers are also accessing their reserves to ensure that supports can be provided.

Please feel free to contact me on
any further information.

or

if you require

Yours sincerely,

Karen Stace