

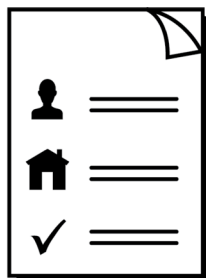


*Working together to deliver the NDIS*



## A better NDIS

**NDIS Review recommendations and actions**



**Easy Read**

## About this booklet



This booklet is written by the NDIS Review.

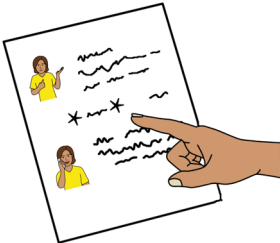


You can read more about this topic on our website.

Visit [ndisreview.gov.au](https://www.ndisreview.gov.au)



This booklet is written in a way that is easy to understand.



We add a star before and after **\*hard words\***. Then we explain what the words mean.



You can ask someone to help you read and understand this booklet.



Contact information is at the end of this booklet.



## The NDIS Review

Our review started in October 2022.



We talked to lots of people.



We heard about problems with the NDIS and what needs to change.



We wrote a report with 26 **\*recommendations\***.



Recommendations are ideas about how to make the NDIS better.



Each recommendation has **\*actions\***.

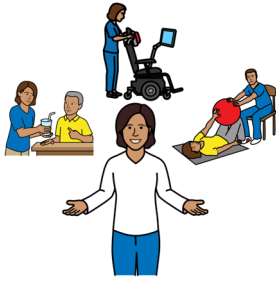


Actions are things everyone needs to do to make the NDIS better.



There are 139 actions in the report.

This is a summary of the full report.



## Systems that work together to support people with disability

### Recommendation 1

#### Set up **\*foundational supports\*** for people with disability



Foundational supports are things people with disability need to be part of their community.



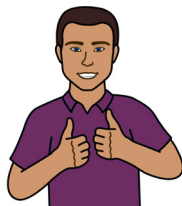
For example, help with cleaning and shopping.



The NDIS should be 1 part of a big system that supports people with disability.



Foundational supports will make the NDIS fairer.



More supports for everyone means the NDIS can keep going in the future.

## Actions



The Australian Government should put money into

- foundational supports outside the NDIS



- **\*navigation support\*** in and outside the NDIS
  - navigation support means help to access the NDIS and get good services



- good **\*advocacy\*** services for everyone in Australia
  - advocacy means helping people to say what they want



- helping families with children with disability to get the right supports.

The Australian Government should also put money into



- home and community supports outside the NDIS



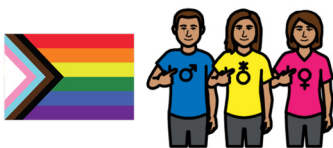
- supports outside the NDIS for people with severe mental health conditions



- supports for children who may have delays or disability



- supports for young adults with disability to help them get ready for big changes in their lives
  - for example, leaving school or getting a job.



All governments should put money into advocacy for LGBTIQ+ people with disability.



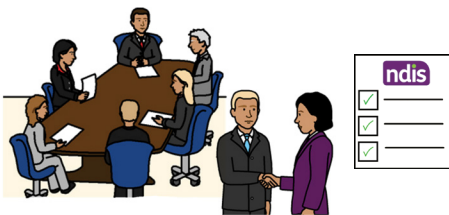
## Systems that work together to support people with disability

### Recommendation 2



## Better community access and inclusion and connected services

### Actions



The Australian Government should

- make a new agreement with clear roles for the NDIS and other services



- make a plan to support First Nations people with disability



- make laws about NDIS and aged care supports for people over 65.

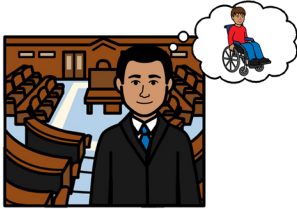


All governments should

- find different ways to support people with multicultural backgrounds



- make sure children with disability can access early childhood services and schools



- have information about how to support people with disability in new policy ideas



- have better checks for young children to support them early if needed.





Governments should also

- write new laws about disability rights



- help the **\*NDIA\*** and other services to work well together.

The NDIA is the agency that manages the NDIS.



Governments should work together to make sure children with disability get a good education.



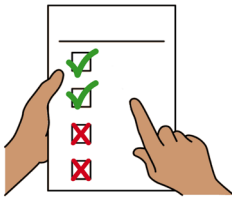
## Systems that work together to support people with disability

### Recommendation 3



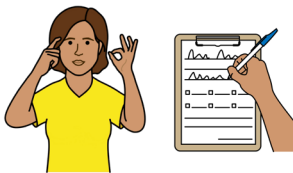
### A fairer NDIS pathway for everyone

#### Actions



The Australian Government should

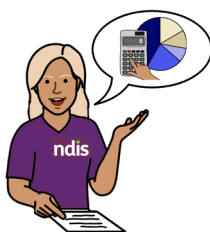
- have clear rules about who can access the NDIS



- have a new access form and guide to make it easier to apply for the NDIS



- set **\*budgets\*** based on people's lives, not the supports they need
  - budgets means money in NDIS plans

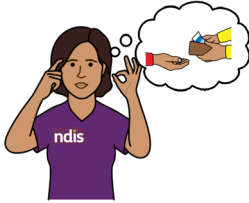


- have a new way to assess people's needs and use this to set budgets.

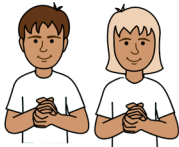
The Australian Government should also



- support people to spend their budgets how they want to



- trust how people spend their budgets



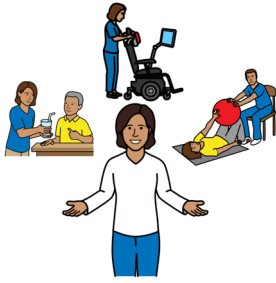
- approve supports that are safe and work well for children with disability



- make new laws about who can access the NDIS



- test new ideas with people with disability to make sure they work well.



## Systems that work together to support people with disability

### Recommendation 4



## Support everyone with disability to access services in and outside the NDIS

### Actions



The government should work with local **\*navigators\***.



Navigators would help people with disability find local supports in and outside the NDIS.



General navigators would help people find support in their community.



Specialist navigators would help people who need more support.



## Systems that work together to support people with disability

### Recommendation 5



### Better support for people to make decisions about their lives

#### Actions



The government should

- make sure people with disability get clear information so they can make good decisions



- assess if people need support to make decisions and include support in their budget

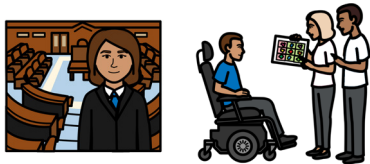


- give information and training to **\*nominees\*** to make sure they understand their role.



Nominees are people who can make decisions for people with disability.

For example, a family member.



The government should connect people with high support needs to good services.



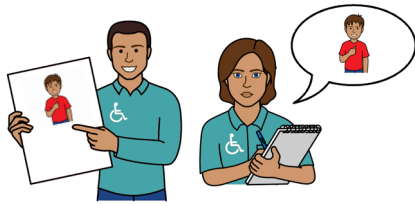
The government should make sure people who help with decision making have good information and training.



There is a new **\*Commission\***.



The Commission should make sure people with disability are safe.



## Systems that work together to support people with disability

### Recommendation 6



## Ongoing support for young children and their families

### Actions



The Australian Government should put money into different types of supports for children who may have delays or disability.



The government should

- make a better pathway for children under the age of 9 to access the NDIS



- have a clear and fair way to assess **\*developmental delay\***.



Developmental delay means a child finds it hard to do everyday things like talk or walk.

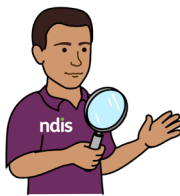


The government should also

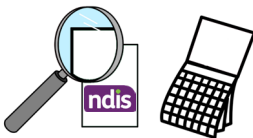
- set budgets based on a child's life and needs



- work with the Commission to make sure supports for children are safe



- check to see how well the supports work.



The government should test these new ideas and make changes slowly.





## Systems that work together to support people with disability

### Recommendation 7



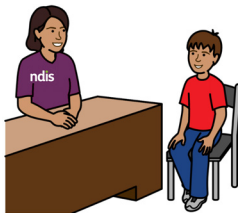
## New ways to support people with mental health conditions in and outside the NDIS

### Actions



The government should

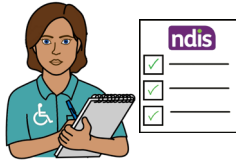
- support people to reach their goals of getting better and living a good life



- support people as early as possible



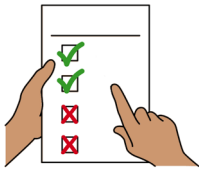
- connect with other mental health systems for people who need lots of support.



The Commission should make sure **\*providers\*** are **\*registered\*** and follow standards to give good services.



Providers are people who give services.



Registered means a person meets the NDIS rules to be a provider.



All governments should

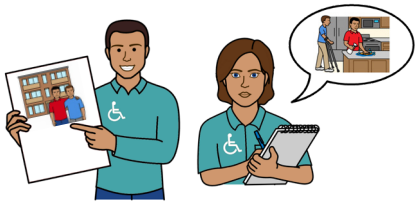
- set up foundational supports for people with mental health conditions



- make it easier to get support for mental health conditions



- find ways for mental health services to work with the NDIS.



## Systems that work together to support people with disability

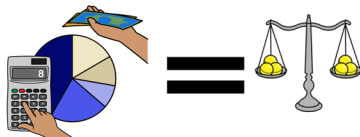
### Recommendation 8



**Fund housing and living supports in a fair way and let people choose how they want to live**

### Actions

The government should



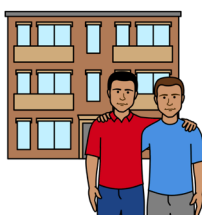
- set budgets in a fair way for everyone



- work with specialist navigators to help people find good housing and living options



- support people to try different places before they agree to live somewhere



- let people who share supports make decisions together.

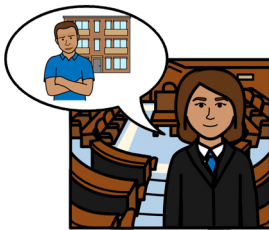


## Systems that work together to support people with disability

### Recommendation 9

#### New ways to live with support

#### Actions



The government should get and share information about housing and living.



The government should

- fund shared supports in a way that works well for everyone



- share information about how many people need living supports all day and night in their accommodation.

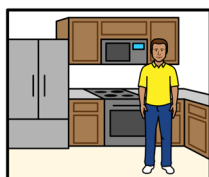


The government should

- change the types of accommodation and design standards to meet people's needs



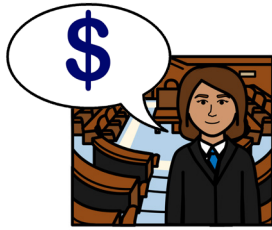
- set up accommodation if there are not enough houses for people to live in



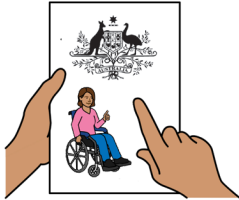
- make sure less people live in older accommodation



- have a new type of accommodation for people who have shared living supports.

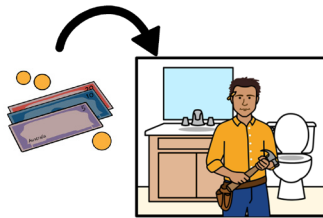


The Australian Government should report on accommodation pricing and change the way prices are set.



All governments should

- make plans for housing as part of Australia's Disability Strategy



- put money into fixing older houses.



## Markets and supports that give people choice and control

### Recommendation 10



## Better information systems for the NDIS

### Actions



The Australian Government should

- put money into an online site that has information about all local supports and services



- put money into good NDIS systems



- make sure all new NDIS systems work well together.



The government should have good systems that make it easier to share information.

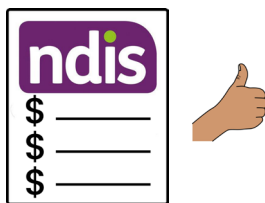


The government should only have electronic payments.



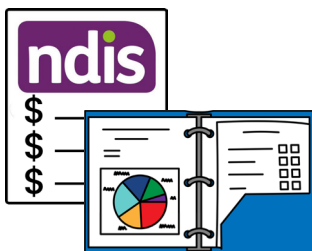
## **Markets and supports that give people choice and control**

### **Recommendation 11**



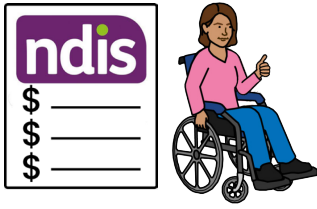
### **Better pricing and payments for providers**

#### **Actions**



The Australian Government should report on NDIS pricing and change the way prices and payments happen.





The government should set up a new NDIS pricing and payments system that works well for everyone.



The government should keep using good providers for important supports.



## **Markets and supports that give people choice and control**

### **Recommendation 12**

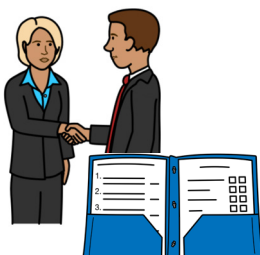


### **Focus on quality in the market**

### **Actions**



The Australian Government should make sure quality is an important focus for the Commission.



The Commission should work with the government to report on the quality of registered provider services.



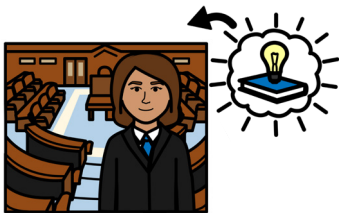
## Markets and supports that give people choice and control

### Recommendation 13



### Check markets and fix problems

#### Actions

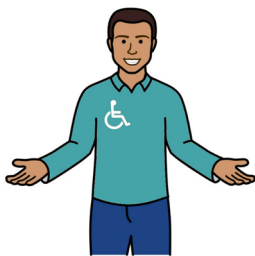


The Australian Government should learn about market problems and fix them quickly.



The government should set up good therapy supports in places where it is hard to get good supports.

For example, country towns.

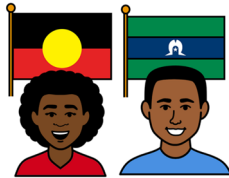


All governments should have providers that can support people if there are no other providers.



## **Markets and supports that give people choice and control**

### **Recommendation 14**



## **Better supports for First Nations people**

### **Actions**



The government should work with First Nations people to set up good NDIS supports for First Nations people with disability.



## Markets and supports that give people choice and control

### Recommendation 15



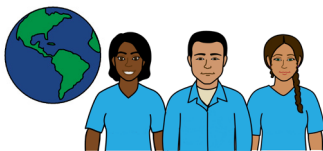
## Find and keep workers who give good services to people with disability

### Actions



The Australian Government should

- try new ideas to find and keep good workers in disability support



- welcome good disability workers from other countries



- find ways to get more workers in care and support roles.



## Markets and supports that give people choice and control

### Recommendation 16



### Safe services for each person

#### Actions



The government set up risk and safety checks.



The government should work with the NDIA and the Commission to make sure people can access safety supports.



All governments should

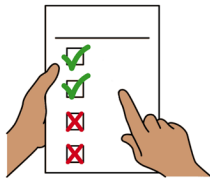
- make sure people can access good **\*Community Visitor\*** programs
  - Community Visitors check people are safe
- set up agencies to make sure people at risk of harm are safe.





## Markets and supports that give people choice and control

### Recommendation 17



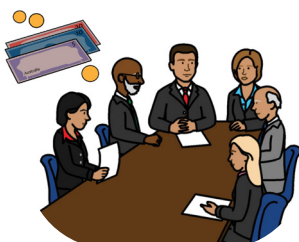
## Better checks and actions to make sure providers and workers keep people safe

### Actions



The government and the Commission should

- set up checks in the provider market
- introduce checks in stages
- have better worker screening processes for all care and support workers in Australia.



The Commission should have funding to make markets better and act on quality and safety problems.



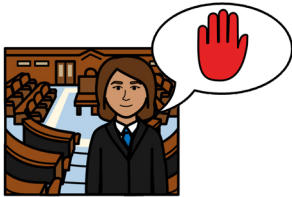
## Markets and supports that give people choice and control

### Recommendation 18

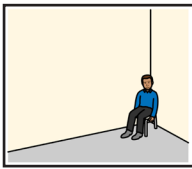


## Stop restrictive practices straight away

### Actions



All governments should make a plan to act when providers use **\*restrictive practices\***.

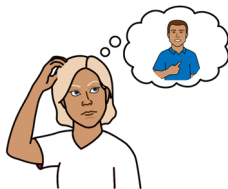


Restrictive practices means anything that stops people from doing something.

For example, locking someone in a room.



The Commission should work with **\*behaviour support practitioners\*** and providers to make sure people live good lives.



Behaviour support practitioners learn about people and find ways to make their lives better.



## Managing the support systems

### Recommendation 19



### Focus on quality and safety across all systems

#### Actions



The Australian Government should make sure the new Commission can check the market and act when there are problems.



All governments should work together and share information to keep people safe.





## Managing the support systems

### Recommendation 20



### Agreements between all governments

### Actions

The Australian Government should



- get all governments to agree on a big system to support people with disability



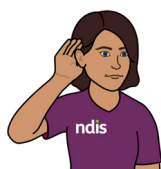
- get all governments to share costs of the system



- set up goals and checks for the system



- get all governments to agree to supports for First Nations people



- listen to ideas from a new Disability Advisory Council that includes people with disability.



## Managing the support systems

### Recommendation 21

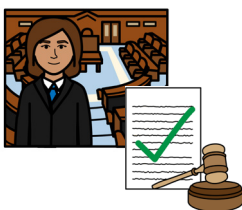


### Clear information about roles

### Actions

The Australian Government should

- make sure the support systems work well together, including the NDIS
- set up clear roles for all government departments.



The government should check the NDIA guidelines and find ways to make the NDIS rules and laws better.



## Managing the support systems

### Recommendation 22



**All systems have workers who understand disability and put people first**

### Actions



All governments should make sure staff have good skills and training in disability.

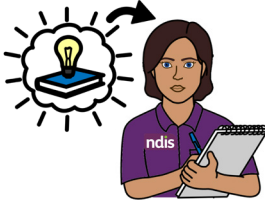


The government and Commission should report about workplace culture and skills.



## Managing the support systems

### Recommendation 23



### Learn about what works

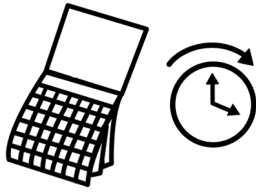
### Actions

All governments should

- share costs to get good information about disability
- report on information across all systems.

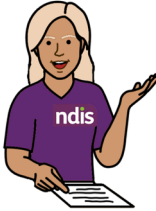


The government and Commission should make decisions about supports that work well.



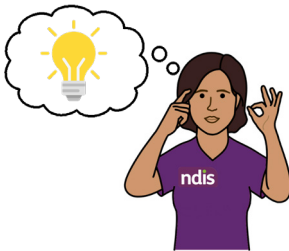
## Making changes over 5 years

### Recommendation 24



### Plan how to make the changes

#### Actions



Government departments should work together to

- test new ideas from the NDIS Review



- make sure changes work well for people with disability.

### Recommendation 25

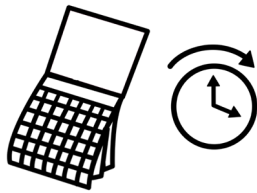


### Plan changes to the law

#### Actions

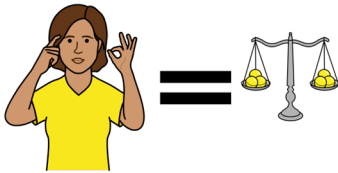


The government should work with the NDIA and the Commission to plan changes to the law.



## Making changes over 5 years

### Recommendation 26

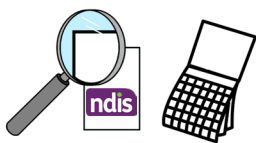


**Make sure changes are fair and easy for everyone**

### Actions



The Australian Government should agree on a big plan to make changes.



Governments should test new ideas and make changes slowly so people can get ready.



A new NDIS Review Group could help all governments and agencies make the changes.



## More information



For more information about the NDIS Review

Visit [ndisreview.gov.au](https://ndisreview.gov.au)



Australian Government  
Department of Social Services

You can contact the Department of Social Services about next steps.



Call 1300 653 227

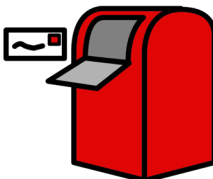


Email [enquiries@dss.gov.au](mailto:enquiries@dss.gov.au)

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**Visit**      [tisnational.gov.au](https://tisnational.gov.au)



## Notes

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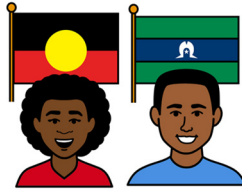
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## **Acknowledgement of Country**

We acknowledge the Traditional Owners and Custodians of Country across this nation on whose lands we all work, play and live. We acknowledge their ongoing connection to land, waters and community. We pay our respect to Elders past, present and emerging.

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