

National Disability Insurance Scheme (NDIS)

New participant and provider pathway experience

18 October 2017



Delivered by the
National Disability
Insurance Agency

Participant and Provider Pathway



The National Disability Insurance Agency (NDIA) has designed a new National Disability Insurance Scheme (NDIS) 'pathway'— the experience that participants and providers have from their first interaction to their ongoing engagement with the NDIS.

The new NDIS pathway is the result of workshops and discussions with over 300 people with disability, their families, carers, providers, and others, to understand key challenges and opportunities that have emerged as the NDIS has been rolled out.

The new NDIS pathway will ensure that participant's and provider's experience with the NDIS is outcomes focused; reliable and trusted; vibrant and connected; and consistent and straightforward.

The new NDIS pathway will be progressively piloted and tested over the coming months, before being rolled out nationally.

The NDIA will continue to engage with stakeholders on the testing and implementation of the new pathway.

Work is also underway to develop tailored pathways for people with psychosocial disability, children, people from Aboriginal and Torres Strait Islander communities, those from Culturally and Linguistically Diverse backgrounds, and people with more complex needs.

Pathway Design Process

The NDIA worked with over 300 participants, providers and other stakeholders to learn about their experience.



188 people with disability & carers

10 participant workshops

26 one-on-one interviews

3 Hub design sessions



76 providers

4 provider workshops

15 one-on-one interviews



124 frontline staff

64 planners

60 Local Area Coordinators



20 state official interviews

27 peak body and advocacy groups

14 NDIA Regional Managers

The NDIS fits within a broader supports and services system



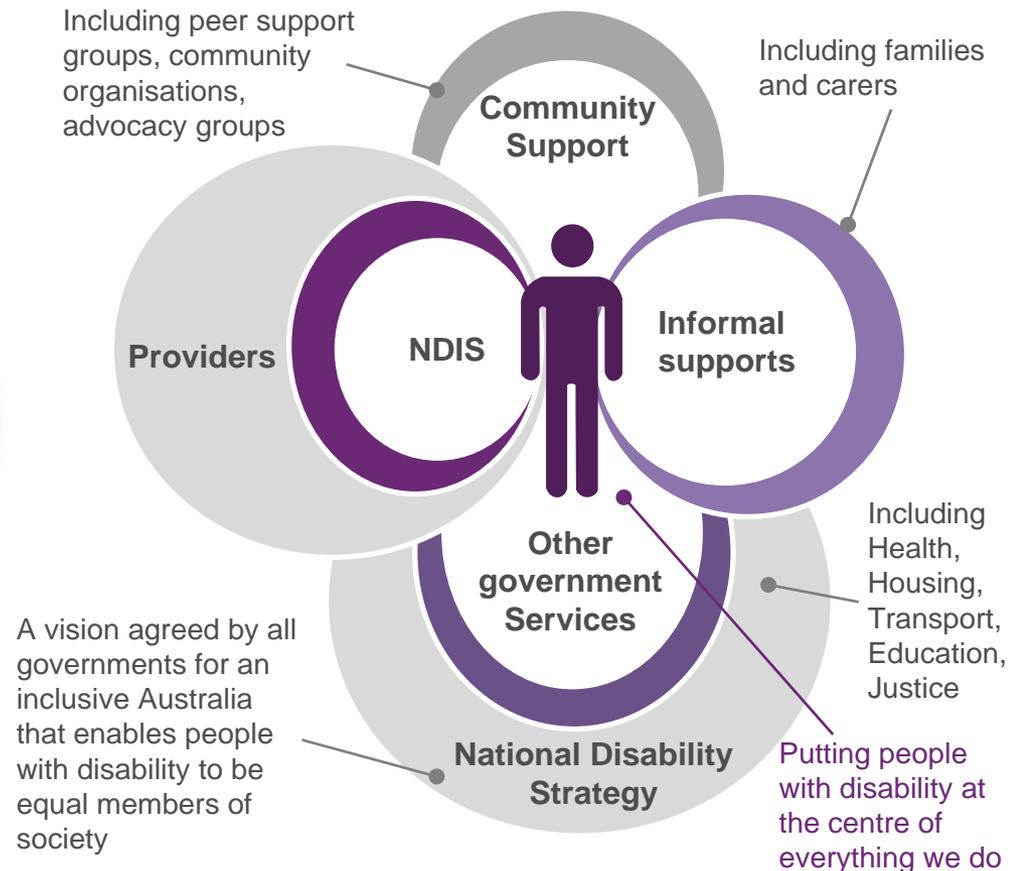
The NDIS is for all Australians

Insurance for
~23m Australians
and build inclusive communities

Information, linkages
and capacity building for
~4.8m people with disability
and their carers

Funding support
from NDIS for
**~460,000
participants**

The NDIS is part of a broader system



The New Pathway Experience



Outcomes focused

- You will be supported to achieve outcomes by other government services (like health and transport), community supports (like disability organisations) and reasonable and necessary funded supports



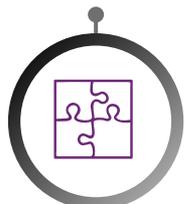
Reliable and trusted

- You will build your plan with a skilled and trusted planner who understands your situation, with support from your Local Area Coordinator (LAC)
- Face-to-face engagement is the standard for plan development, unless you prefer otherwise



Vibrant and connected

- You will have a skilled person to contact who assists you connect to and use your supports in a way that works for you to achieve outcomes. Family members will have the option to work with the same person



Consistent and straight-forward

- You will receive consistent, easy-to-navigate information in your preferred format
- Your plan will be accessible and easy-to-understand. Your LAC will explain each support The portal will be easy-to-use and supports you find the right providers to help you achieve your goals

PROVIDERS

- You understand that your role is to assist participants to achieve outcomes alongside support from government services (like health and transport) and community supports (like disability organisations)
- You are able to provide information about your services on a reliable online marketplace where participants can find you easily
- Simple, reliable and trusted processes allow you to focus on helping participants achieve outcomes
- You know when changes are being planned and why, and that changes are tested before roll out
- Marketplace tools support the growth of vibrant, localised markets of providers that respond to demand
- Range of channels available, including dedicated point of contact for certain provider segments
- There is a single, national approach to quality and safeguards regulation
- You receive consistent and relevant information about key principles and clear guidance on policies
- The portal will be easy-to-use and you are able to easily manage your customers and receive payment

The New Participant Pathway



Phase	PHASE 1: Engaging with the NDIS			PHASE 2: Planning to achieve goals and outcomes			PHASE 3: Achieving goals and outcomes			
Stage	1 Learn about the NDIS and how it fits in the broader system of supports	2 Decide to proceed to access	3 Receive access decision	4 Understand current supports and prepare for planning	5 Create a plan to achieve goals and outcomes	6 Receive approved plan	7 Activate and implement plan	8 Use plan to achieve outcomes	9 Get support using plan	10 Review outcomes and progress
Purpose	<p>Clearly communicate the NDIS' role within the broader systems of supports and services, including the role of the NDIS in providing support to people with permanent and significant disability</p> <p>Support people with disability to access the right supports for their disability and circumstance, including applying for access to NDIS-funded supports, if appropriate</p> <p>Ensure people with a permanent and significant disability are referred to the access decision and receive a timely decision on access</p>			<p>Empower participants to set goals to achieve outcomes</p> <p>Develop a plan to achieve outcomes which includes government, informal, community and funded supports to facilitate greater social and economic participation</p> <p>Approve plans with reasonable and necessary funded supports</p>			<p>Activate plan and ensure that participants are connected to providers of supports which meet their needs</p> <p>Ensure that participants are able to exercise choice and control in using their plans to achieve outcomes and monitor for any emerging issues</p> <p>Review plans when appropriate, measuring outcomes achieved and setting goals for a new plan or exiting the Scheme as goals are achieved</p>			

The pathway is being designed for everyone – work is underway to develop tailored pathways for all participants including people with psychosocial disability, children, people from Aboriginal and Torres Strait Islander communities, those from Culturally and Linguistically Diverse backgrounds, and people with more complex needs.



The New Provider Pathway

Phase

PHASE 1: Learning about and joining the market

PHASE 2: Operating within the Scheme

Stage

1
Learning about the market and the NDIS



2
Joining the market



3
Connecting to participants



4
Delivering outcomes



5
Transacting



6
Engaging and interacting with the NDIA



Purpose

Clearly communicate the key principles of the NDIS and its role within the broader system of supports and services

Attract sufficient quality supply of providers in the right locations by providing accurate information and a stable, reliable policy framework

Enable providers to easily enter the market through a single, national registration system

Support participants and providers to connect through online marketplaces and to choose between providers best suited to achieve goals and outcomes

Enable providers to focus on supporting participants by **minimising the time that providers need to spend on administrative tasks** and making it easy for providers to manage their supports and receive payment

Support providers to find answers to their queries through easy **self-service through digital channels** and assistance from the Agency where needed, including **dedicated points of contact** for specific provider segments





Next steps

The NDIA's purpose is to empower people with disability to choose and achieve their goals in inclusive communities and workplaces.

- The new pathway will be progressively piloted and tested over the coming months, before being rolled out nationally.
- The NDIA will continue to engage with stakeholders on the testing and implementation of the new pathway.
- Work is also underway to develop tailored pathways to ensure the NDIA has the right response for all participants including people with psychosocial disability, children, people from Aboriginal and Torres Strait Islander communities, those from Culturally and Linguistically Diverse backgrounds, and people with more complex needs.
- While the NDIS is a world first and there is no template to follow, the NDIA is committed to continuous improvement of processes, systems and operations to ensure the NDIS delivers on its promise.



Questions?

Visit: www.ndis.gov.au

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