



Webinar: the NDIS road ahead and the future role of intermediaries

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Webinar hosted by MyIntegra
and presented in partnership
with National Disability
Services (NDS).

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Who are National Disability
Services (NDS)?

NDS is Australia's peak body for
disability service organisations,
representing more than 1000
service providers.

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Where are we right now?

A complex policy and political landscape

With state and territory elections, and an upcoming federal election, it creates a complex political environment for reform. Although not a new cycle, it's impactful as disability reform is reliant on federal state and territory negotiations. This is a difficult process to do well.

Reform driven by 2 major vehicles:

1. The Disability Reform Commission
2. The NDIS Review.

Disability providers struggling to keep their engines running

2022-23 NDS State of the Sector Report recorded the worst year for viability since the survey began:

- Confirmed by ACNC and benchmarking data
- More providers running a deficit, fewer breaking even
- Providers cannot meet demand for services

Read the report [here](#).

2023-24 saw a disappointing NDIS Annual Pricing Review:

- Wage rises for supports within a flawed cost model but little else
- Price freeze remains for intermediaries
- Removal of high intensity payments for behaviour support
- Rising operational costs, training and onboarding not covered

Organisations rethinking their future:

- 84% reconsidering their future due to new price limits
- 75% considering stopping some or all of their disability services

Calls for quality and safe services

Disability Royal Commission:

- Addressing conflicts of interest; rules for independent support coordination
- At-risk participants need adequate funding for support coordination

NDIS Commission:

- Inquiry on intermediaries identified different practices that lead to both positive safeguarding outcomes as well as complaints.
- Part 2 and an Action Plan due soon.

Proposed reforms around the corner

5 everyday actions to help you prepare for reform:

1. It's a marathon, not a sprint

Investigate and maintain routines that sustain yourself and others to keep your pace.

2. Our voices are stronger together

Stay connected with your peers to amplify feedback and share solutions.

3. Identify trusted sources

Use quality information to aid decisions and take actions. Don't get caught up in the rumour mill.

4. Stay up to date on what's important to your work

Focus on changes impacting practices in this space.

5. Stay mindful of your strategic plan

Has anything new come up that you'll need to adapt to, to stay on track?

July 31st, 222 recommendations from DRC to states, territories, the Commonwealth and non-governmental organisations.

Below is a sample of recommendations that have been accepted, accepted 'in principle' and noted for further consideration in Government responses to the DRC."

Accepted:

- Adequate support coordination
- Funding should reflect someone's needs
- Sufficient funding for face-to-face contact, particularly for those at higher risk
- Update to Australia's Disability Strategy

Accepted 'in principle':

- For intermediaries: independent support coordination and quality of support coordination

Noted for further consideration:

- Disability Rights Act
- Ending segregated employment
- Phasing out group homes
- Disability Inclusion portfolio/ministry
- Ending special/segregated education (noted except in VIC and WA)



NDIS reforms: what do we know?

A long road ahead with continued calls for a sector reform roadmap.

- Implementation in stages, prioritising areas that people with disability identified as the most important
- DRC Taskforce in DSS expected to continue until 30 June 2025
- Funding (re)announced to support Australian Government response

What's happening next?

- Development and implementation of a Foundational Supports Strategy
- Consultation and design work, navigator reforms
- Improving NDIS Quality and Safeguards Commission
- NDIS pricing reform



'Getting the NDIS Back on Track' bill

- Legislation enabling NDIS reforms was passed and will become law 28 days from Royal Assent.
- First round focuses on changes to access pathways, budget setting, and definitions of 'NDIS supports'
- Practical impact of the Bill will not be clear until rules and other legislative instruments are drafted

NDIS Review proposed a centralised online platform and multi-channel digital payment system:

- It could be easier for the NDIS to pay services, monitor spending, and capture market information
- Would reduce demand for some functions of plan management; PMs would no longer 'help pay bills'

Intermediary reforms: what do we know?

1

Navigators underpin the proposed service landscape for people with disability

2

Intermediaries' skills and person-centred approach will continue to be in demand in an evolving workforce

3

Fair to estimate a lengthy digital transformation ahead given time taken with PACE. Intermediary support will still be needed for some time.

4

Disability services will have a voice at the table with sector reforms.

Secure the future for a better NDIS

NDS is joining peak bodies and organisations across Australia to call on the NDIA and government to take urgent action to secure the future of services for people with disability and create a better NDIS.

Learn more [here](#).

Developing a reform roadmap

- Sector consultation and structural adjustment will be critical
- NDS is working with stakeholders to sequence reform recommendations and propose an agreed roadmap that can ensure successful sector transformation
- NDS committed to ensuring reform progress is monitored and governments are held accountable

Common navigator principles

- Instead of waiting for government invitation, disability services and advocates are proposing their own ideas for the design of the Navigator function
- NDS is collaborating with DANA to develop a set of common principles for the role
- This sector feedback will be presented to Disability Reform Ministers in an influence paper and support advocacy efforts with all levels of government

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Why you'll love our calculator:

- Helping to build Myplace & PACE budgets for you and your participants
- Location specific
- Search by name or line-item no.
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