



Australian Government



NDIS Review Town Hall

Adelaide 5 March 2024

The Department of Social Services and members from the NDIS Review Panel held a discussion about the NDIS Review in Adelaide on 5 March 2024.

The session was held in person at the Adelaide Convention Centre and was also livestreamed virtually.

Speakers included NDIS Review Co-chairs, Professor Bruce Bonyhady AM and Lisa Paul AO PSM. Ebe Ganon was MC for the event.

Panel discussion

Any NDIS changes need to be designed with people with disability, their families and with their organisations, to make sure they work for everyone.

A connected system of supports inside and outside the NDIS

The panel spoke about how the NDIS Review heard from over 10,000 people about how to improve the NDIS. The panel discussed their plans for improving the NDIS and the main areas where change is recommended.

The NDIS Review wants to create a more connected system of supports inside and outside the NDIS. They recommend new types of supports called foundational supports:

- General foundational supports that will help people find supports, information and advice.
- Targeted foundational supports that will help people with more personalised services, like home services, support services in the community and supports for children and families.

The NDIS Review has recommended changes in the NDIS planning process to make it less confusing and harmful to people with disability:

- When people with disability access the NDIS, the focus will be on the impact of an individual's disability on their daily life rather than on a diagnosis. A simpler application form is proposed and, if assistance is needed, a navigator will be available to help complete it.
- Once in the NDIS, a fairer method for collecting personal information to set the NDIS budget is proposed. This includes an assessment focused on support needs.
- When people enter the NDIS, they will have more choice about how they spend budgets and will be provided with assistance to develop a budget plan that works for them.

People outside and inside the NDIS will be able to get help from a person called a 'navigator'. Navigators will help people access mainstream services (like hospitals and schools), foundational supports and services funded by the NDIS. There will be different kinds of navigators with special knowledge in areas like housing and psychosocial disability.

The NDIS Review wants to improve supports for different groups of people with disability, including specific supports for children and families, people with psychosocial disability, and people with home and living needs.

The NDIS Review heard from people that NDIS services are not always readily available or accessible. The NDIS Review recommended a new system of registration where all providers will be registered. The new registration process will range from simple and straightforward to more complex registration for services in closed settings.

Questions answered by the panel

People were able to ask questions and give feedback using an online interactive tool. People asked hundreds of questions during the panel discussion. Questions were grouped into themes and the panel was asked the most common questions by MC, Ebe Ganon. Questions focused on:

- How will the NDIS guarantee that the 1:3 ratio for supports won't force people into group homes?
- When will the navigator role be introduced and will navigators perform community outreach service for those who cannot attend hubs?
- Will non-registered providers still be recognised as options for self and claimed-managed participants?

Closing remarks by the Hon. Bill Shorten MP, Minister for the NDIS

Minister Bill Shorten was joined by two people with disability, Hugo Taheny and Louise Weekley, to reflect on the NDIS Review final report and the panel's discussion. Hugo Taheny, an Athlete with Down Syndrome from Point Turton, and Louise Weekley, who is studying a bachelor of disability and developmental education, spoke about their journey and the importance of having access to services in remote areas with appropriate budgets.

Minister Shorten said the Australian Government will make extra resources available for systemic advocacy to help government understand the NDIS Review findings, find further issues, and name paths forward.

The Minister also discussed the NDIS Provider and Worker Registration Taskforce that will look into transitioning unregistered providers to become registered providers.

After the session's close, Minister Shorten and Professor Bruce Bonyhady had the opportunity to engage with the attendees to discuss the event and any questions or concerns they had about the NDIS Review.

