



Australian Government
Department of Social Services

NDIS Reform Community Catch Up

Online Catch Up

Wednesday, 5 June 2024



Overview

The Department of Social Services (DSS) held an online community catch up so the people attending could ask questions about NDIS reforms with the Minister for the National Disability Insurance Scheme (NDIS), Hon Bill Shorten MP, on Wednesday, 5 June 2024. A facilitator guided the online discussion.

Speakers included:

- Hon Bill Shorten MP, Minister for the NDIS
- Rebecca Falkingham, CEO NDIA
- Scott McNaughton, Deputy CEO NDIA
- Mike Phelan, Acting NDIS Quality and Safeguards Commissioner

Event goals:

- Provide information about the NDIS reform
- Answer questions from the public
- Help people understand the upcoming changes to the NDIS

Opportunities for Participants:

- Voice their concerns
- Ask questions for clarification
- Give input on the reform process

Minister Shorten, with the other guest speakers explained that the overarching goal of any NDIS reform is to put people with disability back at the centre of the NDIS and to create a sustainable NDIS for future generations, together.

Key points from the discussion

The NDIS reforms aim to improve the scheme's consistency, equity and sustainability while staying true to its original purpose.

Key points discussed:

- **Support Needs Assessment:** Developing a new assessment approach, different from the previously proposed independent assessments.
- **Co-design:** Commitment to involve the disability community in designing reforms.
- **Workforce Development:** Exploring ways to improve training and accreditation for disability support workers.
- **Agency Capability:** Efforts to improve NDIA staffing and performance.
- **Fraud Prevention:** Measures to safeguard the system against fraudulent activities.
- **Market Challenges:** Addressing service provision issues in regional and remote areas.
- **Plan Management:** Potential changes to plan management roles and responsibilities.
- **Safeguards:** Ensuring protections for participants, especially those without informal supports.

Q&A highlights

Participants asked questions through an online platform. Key topics included:

- Changes to psychosocial support and early intervention
- The new support needs assessment process
- Co-design opportunities and involvement in reforms
- Service provision in areas with market failure
- Fraud reporting and prevention
- Changes to support coordination and plan management

Closing remarks

Minister Shorten emphasised the government's commitment to improving the NDIS while maintaining its core principles. He stressed the importance of co-design and community input in shaping the reforms.

Rebecca Falkingham highlighted the NDIA's efforts to improve participant experiences and encouraged people to get involved in co-design processes.

Commissioner Phelan discussed improvements in the NDIS Quality and Safeguards Commission's responsiveness and encouraged participants to report concerns about fraud or provider conduct. The speakers acknowledged areas for improvement and emphasised their commitment to working with the disability community to implement reforms that enhance the NDIS.