

NDIS Green Paper No. 5
NDIS Industry Literature Summary
A Review of the Collection of Industry, Government and Academic
Reports

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First Published: 18 March 2021

Context:

This Industry Literature Summary² is intended to contribute to the wider discussion relating to the roll out and management of the NDIS within the Australian Disability Services System. It supports the Not-for-profits UWA White Paper “Six Years and Counting: The NDIS and the Australian Disability Services System”³ and seeks to build on ours and others’ research activities to contribute to the creation of an efficient and effective, as well as a sustainable and innovative, Australian Disability Services System.

Executive Summary:

The National Disability Insurance Scheme (NDIS) is considered to represent the largest healthcare reform in Australia since Medicare, at an estimated cost of \$23 billion for the first year of full-Scheme⁴ and an estimated 475,000 participants⁵. Bolstered by the findings of the Productivity Commission’s 2011 feasibility study⁶, the reform was targeted at preemptively addressing national demographic change and an anticipated decline in the availability of informal care. There were concerns that the existing disability, state/territory-based systems, largely utilising block-funding arrangements, would significantly increase the fiscal burden on the government if allowed to continue on its estimated trajectory. A central pillar of the NDIS reform is its focus on the personalisation of care for participants by facilitating choice and control over how their funding is allocated and in the selection of service providers. Further, by taking an insurance approach, the focus is based on early intervention and long-term care in order to maximise support for participants, improve lifetime prognoses and enhance economic efficiency.

Since 2013, the Commonwealth agency responsible for the NDIS, the National Disability Insurance Agency (NDIA), has been working to this end; both in trialling pilot programs and

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² We have used the term Industry Literature here in order to refer to reports and other material developed outside of the university peer review system. This material is often referred to as ‘grey literature’. They are sourced from industry, consultant reports, government and academic reports, which have not been double blind reviewed and published in an accepted academic journal.

³ See: <http://www.research.uwa.edu.au/not-for-profits-uwa#ndis-disability-services>

⁴ At this stage it is estimated to be rolled out completely by 2023. This was initially projected to be July 2020 (JSC 2019).

⁵ This has been revised to be above 500 000 participants from 2019 (JSC 2019).

⁶ Productivity Commission. (2011). Disability care and support: Productivity Commission inquiry report, overview and recommendations (Report No. 54).

Please cite this paper as: Gilchrist, D. J., Emery, T., & Perks, B., 2021, “NDIS Industry Literature Summary: A Review of the Collection of Industry, Government and University Reports”, A Report of Not-for-profits UWA, Perth, Australia

developing the pricing arrangements for the NDIS. Initially, the NDIA was to act as a market steward, ensuring there was adequate funding and provision of services until the markets are able to be deregulated and become independent of intervention. With this in mind, ensuring the prices are adequately set is critical to the success of the scheme; if they are too high, the sustainability of the NDIS will be at risk. Yet, if they are too low, the provision of services will be inadequate for the beneficiaries. The magnitude of the national reform is made more complex by distinct issues at the state and local levels, as well as the high cost of failure—namely, the potential for those people most vulnerable in our community to receive inadequate support.

Due to the size and complexity of this reform, there has been a wealth of commentary and analysis developed by the government, academia and industry groups; sometimes in collaboration. Indeed, in this document we identify and summarise 84 reports representing this grey literature developed up to 2020 and relating to the NDIS, its management and the economic, social and policy milieu in which it operates.

As such, this project aims to catalogue and collate this information, to act as both an extensive reference for resources related to the NDIS, as well as a means of bringing to the fore any important findings and potential gaps in the research.

In collating this document, a number of reoccurring themes have become apparent: the difficulties in ensuring sustainable service provision for beneficiaries with complex needs; the maintenance of job quality and training for frontline staff; together with the potential for the development of market gaps, or thin markets—requiring both more data transparency and increased collaborative market stewardship by the NDIA.

Overall, it is the intention that this resource will be a valuable tool for academia, the sector and policymakers. We hope that it increases accessibility to commentary and analysis, helps avoid unnecessary duplication and informs the important national discourse surrounding the creation and implementation of the NDIS.

About us

The Not-for-Profits UWA Research Group is an academic research initiative based at the University of Western Australia, which is focused on supporting the sustainability of human services provision by improving the information exchange between the government and the not-for-profit sector. The initiative's research is directed at developing valuable data and commentary to assist policymakers, service providers and the community to better understand the operation and development trajectory of the human services sector in Australia; to assist in recognising and highlighting any potential gaps in the current body of knowledge; and finding practical solutions in the challenges of collaboration between the government and not-for-profit sector. All of this comes together in the fundamental aim of supporting the provision of better and more efficient human service provision for all members of society.

How to use this document:

Summaries of resources are set out in chronological order and include the titles, dates, authors and affiliations (where obtainable). Neither the summaries, nor the list of documents, are intended to be exhaustive in terms of the information available, but are intended to offer a significant compilation that reflects the contribution to the commentary and policy debates provided by each document.

At the end of the document there is a bibliography in alphabetical order. Where available, links to the original resources are contained within each summary box and in the bibliography.

All summaries are written in the present tense. A stylistic decision needed to be made in this regard and it was decided that we would conform to the academic protocol of maintaining this tense when referring to previously developed written resources. Uniformity was felt to be necessary and we do not believe that any informational value is lost as a result.

It should also be noted that these documents were developed over a considerable period of time and so findings and commentary may be out of date in relation to some of them. We consider that their presentation is still of value as they reinforce/confirm findings of future reports and/or they represent the trajectory of the national discourse in historical order.

We would also be very pleased to hear from readers who may identify that there are resources not included here that could be profitable to users of this Green Paper. Additionally, readers may identify that reports that have been included are now superseded, which happens with the effluxion of time. Please contact the authors if you have any comments or queries. The correspondence email address is provided on *page 1* above.

Note: Documents that are no longer publicly available online have been removed from the list of summaries. All links included were operational at the time of publishing this Green Paper. However, over time it is expected that some links will fail. We will attempt to maintain links up to date but cannot guarantee that we will be able to do so.

Report Summaries:

1	<p>Title: Disability Care and Support: Inquiry Report No. 54 Authors and Affiliations: Productivity Commission Funder: Australian Government Key Words: Disability Services: NDIS; block funding; policy reform; demographic change Link Website: https://www.pc.gov.au/inquiries/completed/disability-support/report Link Document: https://www.pc.gov.au/inquiries/completed/disability-support/report/disability-support-overview-booklet.pdf</p>
<p>Date: 07 / 2011</p>	
<p>Summary: This report by the PC is the result of a major review of issues within the Australian disability sector supporting the call for reform. The review is based on finding an appropriate response to demographic change and the anticipated decline in the availability of informal care, both of which were expected to place increased pressure on the existing state/territory-based disability systems. Also, while Australia has social security and universal health care systems, providing an entitlement to services and supports based on need, there was no Commonwealth universal equivalent for disability care and support services. The assessment of alternative approaches to funding and delivering disability services focused on early intervention and long-term care in order to both maximise support for participants and economic efficiency. Importantly, this report established the principles and broad nature of what became the NDIS.</p>	

2	<p>Title: The Economic Benefits of Disability Employment Authors and Affiliations: National Disability Services Policy Research Unit Funder: National Disability Services Ltd Key Words: Fiscal gap; workforce participation; integration scenario Link Website: https://www.nds.org.au/item/nds-policy-paper-the-economics-benefits-of-disability-employment Link Document: https://www.nds.org.au/pdf-file/IMPORTED-FOEB-4011-9638-0219DA332D06</p>
<p>Date: 11 / 2011</p>	
<p>Summary: This paper uses ABS data on disability from the Survey of Disability Ageing and Carers (SDAC) 2009 (released in 2011) to support the National Disability Services (NDS) description of the economic benefits arising out of increasing employment participation by people with disability. The analysis relies on the unpublished Confidential Unit Record File (CURF) dataset, which provides information on the work intentions (and restrictions) of people with disability and finds that approximately 200,000 currently unemployed people with disability indicate they can work with support. The paper points out that this is one of the rare times economists and social policy advocates can agree, which is that meeting employment participation demand demonstrated by people with disability would improve their outcomes while also contributing to the economy. Motivations differ, however: while social policy advocates are more focussed on the dignity and mental health benefits employment can add, economists note that the increases labour force participation for people with disability may reduce reliance on the Disability Support Pension (DSP)—of critical importance as the population ages. Key findings included: (1) there is value in using the SDAC to update the OECD’s ‘Integration Scenario’ model; and (2) the impact of disability employment would potentially reduce the fiscal gap caused by the ageing of the population by roughly a quarter by 2050. It is expected that the NDIS will remove employment restrictions, lead to 45,000 new jobs (35,000 full-time equivalents), the flow-on effect of which is an estimated gain of \$9.6bn and potential revenue offsets to the Government in the order of 25% of the proposed cost of the Scheme.</p>	

3	<p>Title: The Road to NDIS: Lessons from England about Assessment and Planning Authors and Affiliations: Simon Duffy – The Centre for Welfare Reform; Robbi Williams – Julia Farr Group Funder: Purple Orange of the Julia Farr Association Key Words: social justice; policy transfer; human rights; framework</p>
Date: 11 / 2012	<p>Link Website: https://www.centreforwelfarereform.org/library/by-az/the-road-to-ndis.html Link Document: https://www.centreforwelfarereform.org/uploads/attachment/357/the-road-to-ndis.pdf</p>
<p>Summary: This paper draws on the English experience of individualised funding arrangements in human services. It explores lessons that may apply to the Australian situation helping to ensure the best framework for the NDIS. The report argues that designing the assessment and planning models around the guiding principle of choice and control is fundamental to ensuring the policy can evolve in the right direction. The authors identify ten key learning opportunities from their experience in England and how these might convert to the Australian model. Lessons particularly worth noting include only defining the essential parts of the system; setting clear and public rules that are easy to understand; and ensuring that any one group is unable to dominate the process.</p>	

4	<p>Title: Designing NDIS: An International Perspective on Individual Funding Systems Authors and Affiliations: Simon Duffy – The Centre for Welfare Reform Funder: The Centre for Welfare Reform Key Words: social justice; policy transfer; human rights; framework</p>
Date: 02 / 2013	<p>Link Website: https://www.cadr.org.au/health-and-wellbeing/designing-ndis-an-international-perspective-on-individual-funding-systems Link Document: https://www.centreforwelfarereform.org/uploads/attachment/360/designing-ndis.pdf</p>
<p>Summary: This paper draws on the experience of Simon Duffy, a leading UK social policy advisor, to offer an international perspective on the implementation of the NDIS. While the paper recognises that the reform is a “positive step forward in the achievement of meaningful rights for people with disabilities”, it also points out that some of the underlying design assumptions are flawed. The recommendations the report gives centre on ensuring a sustainable and innovative system that allows participants flexibility in running their own lives and promotes active citizenship. The paper applauds the commitment to avoid means-testing and the efforts to increase the autonomy of people with disabilities. However, it also points out multiple issues within the current model that may lead to a worse outcome for participants than in the previous policy. These include: (1) an apparent lack of trust in the competency of Australians with disability to make their own decisions; (2) under-utilisation of the efficiencies that come from shifting responsibility to citizens; and (3) making resource allocation flexible. An over-centralised model risks eroding the responsibilities of states, communities, services and families.</p>	

<p>5</p>	<p>Title: Disability Audit – North East Arnhem Land/NT Gulf Authors and Affiliations: Massey, Libby; Jane, Angela; Lindop, Nadia; Christian, Ellen MJD Foundation Funder: Australian Government through MJD Foundation</p>
	<p>Date: 06 / 2013</p> <p>Key Words: Very remote communities; accessibility; individual choice Link Website: http://hdl.handle.net/10070/271288 Link Document: https://territorystories.nt.gov.au/10070/432832/0/0</p>
<p>Summary: This report analyses the application of the NDIS to the unique conditions of very remote Australian Indigenous communities. The lack of available information makes it difficult to assess the implications of a new disability care model, other than that there are clear indications that market-based models may not be appropriate in the short- or medium-term (insufficient access or existing infrastructure). The findings of this study are intended to provide policymakers with more information as to needs and the service provision profile in very remote communities. Debilitating chronic disease is known to occur at high rates in the communities included in this study whilst current service provision is inadequate. Also, given the population distribution, it is assumed that the population with a disabling condition living in these communities will increase in the foreseeable future. This study overwhelmingly reinforces that there are minimal services available in remote communities above low-level attendant care, and service providers are unable to meet demand due to lack of resources. Indeed, funding has been taken previously from the Aged Care sector in an attempt to compensate for this issue. Finally, these communities prefer flexible use of services. However, they also prefer collective decision-making and communal resource allocation, rather than favouring individual choice which means that the underlying individual-centric structure of the ‘choice and control’ model in the NDIS may need to be reconsidered in the context of these communities.</p>	
<p>6</p>	<p>Title: Choice and Control Authors and Affiliations: NDIA Independent Advisory Council Funder: National Disability Insurance Agency Key Words: Choice and control; industry development; long-term sustainability</p>
	<p>Link Website: N/A Link Document: https://static1.squarespace.com/static/5898f042a5790ab2e0e2056c/t/5b1a015a0e2e727770ffac25/1528430941741/Choice%2Band%2BControl.pdf</p>
<p>Summary: This paper presents some of the early reflections of the NDIA Independent Advisory Council on the implementation of choice and control in the provision of disability services. The paper is not intended to offer formal advice but, rather, to outline some of the reasons that the NDIS is important together with some of the critical considerations that must be included in the implementation. Importantly, the requirement for industry development and innovation in the long run is highlighted as being key to enabling the genuine choice to participants.</p>	

7	<p>Title: Travelling Hopefully: Best Practice in Self-Directed Support Authors and Affiliations: Simon Duffy – The Centre for Welfare Reform Funder: The South Australian Government Key Words: social justice; policy transfer; human rights; framework</p>
<p>Date: 11 / 2013</p>	<p>Link Website: https://www.centreforwelfarereform.org/library/by-az/travelling-hopefully.html Link Document: https://www.centreforwelfarereform.org/uploads/attachment/359/travelling-hopefully.pdf</p>
<p>Summary: This report builds on the previous report (Duffy 2012 – report 3 in this summary) and adapts it to a state-specific setting for South Australia. It offers best-practice experience from England’s longstanding policy shift towards individualised funding arrangements and recommendations on how to ensure the implementation of the NDIS in South Australia is successful. These include ensuring participants gain real freedom and control of their budgets and can participate to the full extent in citizenship. It also recommends that better use be made of existing people and systems and that innovations and developments be shared while creating a community that can benefit from peer support. Finally, a list of recommended references on welfare reform is given.</p>	
8	<p>Title: The NDIS and Mental Health – Is this <i>really</i> such a great idea? Authors and Affiliations: John Mendoza – USC; USyd; Director ConNetica Consulting Funder: ConNetica Key Words: Mental health; independence; eligibility; entitlements</p>
<p>Date: 12 / 2013</p>	<p>Link Website: Not Available Link Document: https://waamh.org.au/assets/documents/reports/resources/connetica-integrating-mental-health-and-ndis.pdf</p>
<p>Summary: This paper outlines some of the key issues that have appeared during the trial implementation period of the NDIS. One of the major issues outlined is the impact on existing mental health services of the NDIS eligibility standards. For participants to access the scheme, they need to be deemed as ‘permanently disabled’. This poses a potential danger of creating dependence or discouraging recovery. The report also highlights the pressures being faced by service providers, not only in relation to adaption and capacity/workforce issues, but also in relation to the unstable revenue streams that bottom-up demand creates, which may disincentivize future investment. Finally, it points to the major challenge for the future capacity of the government to fund the program, which depends on a shift from being an ‘entitlement’ to a mechanism that maximises the functional independence of participants.</p>	

9	<p>Title: The Place for Block Funding in the NDIS Authors and Affiliations: National Disability Services Ltd Funder: National Disability Services Ltd Key Words: Block funding; complex care; market development; maximum cap</p>
Date: 12 / 2013	<p>Link Website: https://www.nds.org.au/item/the-place-for-block-funding-in-the-ndis-final-version Link Document: https://www.nds.org.au/pdf-file/IMPORTED-7543-45D6-91FD-4DBFC7FC325B</p>
<p>Summary: This report outlines the requirement for retaining block funding arrangements under certain circumstances within the NDIS. The NDIS funding is mostly individualised, allowing people with disability and their families to exercise choice and control. However, there are cases where individualised funding appears impractical, hence block funding must be made available to help manage the future liability of the NDIS. This report calls for the NDIA to review and confirm the appropriate use of block funding in some instances. As the NDIA is attempting to provide for participants' lifelong support needs (improving long-term outcomes and saving on future support costs), a key element is early and community-based support that helps to avert crises and build resilience. This element may require 'information, advice, referral, community development and crisis prevention services, none of which are easily purchased out of individual packages'. Thus, the report recommends provisions be made for a more complex funding arrangement, whereby certain circumstances may receive block funding to improve the participant's choice and control.</p>	

10	<p>Title: A Review of the Capabilities of the National Disability Insurance Agency Authors and Affiliations: Mr Jeff Whalan AO, Dr Peter Acton, Dr Jeff Harmer AO Funder: National Disability Insurance Agency Key Words: Capacity overview; sector experience; agency review</p>
Date: 01 / 2014	<p>Link Website: https://www.ndis.gov.au/about-us/publications/review-capabilities-ndia-2014 Link Document: https://www.ndis.gov.au/media/831/download</p>
<p>Summary: This report aggregates the experience of some of Australia's most senior public servants and presents their assessment of the NDIA's capacities and shortcomings leading up to the NDIS nation-wide roll-out. The review uses the same methodology that the Australian Public Service Commission (APSC) uses to undertake regular and systemic reviews of Commonwealth agencies. It focuses on leadership, strategy and delivery capabilities in the NDIA. The review points to the successes of the early trials of the NDIS and the very high level of public support, which recognised that this is a long-overdue reform. It also highlights the major issues ahead, alluding to the NDIS as 'building the plane while flying', in that many of the major reforms are, and will be, occurring as the policy is being implemented.</p>	

11	Title: Final Report of Pricing: Joint Working Group
	Authors and Affiliations: National Disability Insurance Agency and National Disability Services Ltd
	Funder: Authors
Date: 06 / 2014	Key Words: Cooperation; price-setting; maximum cap; efficiency
	Link Website: N/A
	Link Document: http://www.tdsa.org.au/wp-content/uploads/2014/12/final_report_of_pricing_joint_working_group.pdf
Summary: This report presents the findings and recommendations of the Joint Working Group (JWG), established in 2014 to improve the cooperation between the NDIA and the industry on the issue of pricing. The pricing arrangement of the NDIS is a critical factor to its success: too high a price and the fiscal burden on the government will threaten the sustainability of the Scheme; too low a price and service provision will be inadequate for some of Australia’s most vulnerable people. With assistance from industry experts and experience obtained from the not-for-profit disability care sector, the JWG reviews two of the highest volume pricing issues: one-on-one support for self-care activities and assisted access to the community. While an agreement was not reached on an efficient price, both parties agree on the methodology in the reasonable cost model and that more information is required for future price-setting. The NDIA also agrees in principle with the NDS that the maximum cap on pricing should eventually be lifted but believes this is only feasible once a significant level of market maturity has been reached.	

12	Title: Progress Report 1 on the implementation and administration of the National Disability Scheme
	Authors and Affiliations: Commonwealth Parliamentary Joint Standing Committee on the National Disability Insurance Scheme
	Funder: Commonwealth Parliament
Date: 07 / 2014	Key Words: Implementation; trial sites; planning; accommodation; culture
	Link Website: https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/progress_report/index
	Link Document: N/A
Summary: This report is the first produced by the Joint Standing Committee (JSC) and examines evidence collected from the early trial sites in 2014. The committee recognises the momentous reform and the notable early achievements of the NDIA during the trial period. The challenges identified by the committee were evidenced by providers and advocacy organisations and those already participating in the Scheme. As such the committee centres its 17 recommendations on the Scheme’s culture and values, early intervention, the appropriate role of planners, plan management, challenges emerging in the provision of services and availability of adequate housing.	

13	<p>Title: Proposal for a National Disability Insurance Scheme Quality and Safeguarding Framework: Consultation Paper</p> <p>Authors and Affiliations: National Disability Insurance Scheme Senior Officials Working Group</p>
Date: 02 / 2015	<p>Funder: Disability Reform Council</p> <p>Key Words: Choice and control; safeguarding framework; minimum standard</p> <p>Link Website: https://engage.dss.gov.au/ndis-qsf/consultation-paper/</p> <p>Link Document: https://engage.dss.gov.au/wp-content/uploads/2015/01/Proposal-for-an-NDIS-Quality-and-Safeguarding-framework-7.pdf</p>
<p>Summary: This paper by the Senior Officials Working Group assesses the effectiveness of the implementation of the NDIS in achieving its goals of providing good quality supports and maximising the choice and control of participants (quality framework). Further, it assesses whether the rights of people affected by the scheme are protected and that the participants are safe from harm (safeguarding framework). The report outlines some developments of the quality and safeguarding framework of the NDIS as a tool for generating further discussions on people's opinions of the scheme and its progress. The key focus is to achieve a quality and safeguarding framework that ensures a minimum standard of care for participants and carers that is in keeping with their dignity and rights.</p>	

14	<p>Title: Building the NDIS - Progress Report: Year Two</p> <p>Authors and Affiliations: National Disability Insurance Agency</p> <p>Funder: National Disability Insurance Agency</p> <p>Key Words: Participant satisfaction; goal evaluation; progress report; agency capacity</p>
Date: 07 / 2015	<p>Link Website: https://www.ndis.gov.au/about-us/publications/progress-report-2015</p> <p>Link Document: https://www.ndis.gov.au/media/822/download</p>
<p>Summary: This Progress Report examines the NDIA's performance during the second year of NDIS implementation, relative to its core goals:</p> <ul style="list-style-type: none"> • The empowerment of people with disability to ensure they are in control and have choices. • The NDIS being financially sustainable and governed using insurance principles. • The community has ownership, confidence and pride in the NDIS and NDIA. <p>The report focuses on what has been achieved in the previous 12 months and benchmarks against the goals and outcomes identified in the NDIA's Strategic Plan 2013-2016. Key results include a participant satisfaction rating of 1.64 on a scale of -2 (extremely unsatisfied) to +2 (extremely satisfied). There is also a plan to design a new ICT platform, in collaboration with the Commonwealth DHS and DSS, which will allow participants increased access to interact with staff, including in rural and remote areas, and allow the NDIA to collect, analyse and share information on disability services efficiently. Additionally, over 700 staff have been employed, over 15% of whom identify as having a disability, and around 50% of current staff identify as having significant experience with disability.</p>	

<p>15</p>	<p>Title: Moving to My Home: Housing Aspirations, Transitions and Outcomes of People with Disability (AHURI Final Report No.246) Authors and Affiliations: Wiesel, Ilan; Shaw, Wendy; Bridge, Catherine; Gendera, Sandra; Fisher, Karen R.; Hill, Trish: The University of New South Wales Laragy, Carmel: RMIT University Jenkinson, Samantha; Finch, Kate – People with Disability Australia</p>
	<p>Date: 08/2015 Funder: Australian Housing and Urban Research Institute Key Words: Accommodation; housing assistance; individualised funding Link Website: http://www.ahuri.edu.au/publications/projects/p71040 Link Document: https://www.ahuri.edu.au/_data/assets/pdf_file/0014/2165/AHURI_Final_Report_No246_Moving-to-my-home-housing-aspirations,-transitions-and-outcomes-of-people-with-disability.pdf</p>
<p>Summary: The purpose of this report is to assess the current situation experienced by people with disability seeking accommodation. The researchers highlight the barriers faced by people with disability, including affordability and the lack of availability of accessible housing. They also identify strategies in overcoming these barriers, tailored to the effective use of individualised budgets. Some of the findings include:</p> <ul style="list-style-type: none"> • Housing stress is common in the disability community, who “are over-represented in housing assistance programs and in the homelessness population and are under-represented in owner-occupation.” • “Housing that is close to participants’ families and informal support networks can reduce their reliance on formal support.” • “Home sharing arrangements with preferred housemates would allow participants to pool together their individual funds to reduce the costs of support.” • “Housing in locations with good access to public transport is likely to reduce ongoing costs of transport with substantial long-term savings for both the NDIS and its participants.” 	
<p>16</p>	<p>Title: The NDIS: Why a Federated Approach is Best for WA Authors and Affiliations: Chamber of Commerce and Industry WA Funder: Author</p>
	<p>Date: 09 / 2015 Key Words: federalisation; thin markets; transparency; deregulation Link Website: Not Available Link Document: https://docplayer.net/9205143-Governance-funding-the-ndis.html</p>
<p>Summary: This report seeks to address the concerns raised by the WA government that a national model of governance in implementing the NDIS may not be as good as that already existing in the context of the NDIS WA, which is above the national standard (see: Stantons International 2016: Article 23 in this summary). CCI argues that a federated approach will deliver the most beneficial outcomes due to decreased NDIA representation and bureaucracy at the state level. The increased funding of the NDIS will allow the state-sector to improve significantly above its already high standard and it is vital to allow decisions to be made at the local level, following state specific operational guidelines. The report calls for a deregulated and fully flexible price model; block funding to be retained in thin markets (rural and remote); and open and transparent cooperation with the NDIA to assist with the transition.</p>	

17	<p>Title: Progress Report 2 on the implementation and administration of the National Disability Scheme</p> <p>Authors and Affiliations: Joint Standing Committee on the National Disability Insurance Scheme</p> <p>Funder: Commonwealth Parliament</p>
Date: 11 / 2015	<p>Key Words: Implementation; trial sites; workforce; accommodation; planning; administration</p> <p>Link Website: https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/JNDIS-44th/Second_progress_report</p> <p>Link Document: https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/JNDIS-44th/~media/Committees/ndis_ctte/second_progress_report/report.pdf</p>
<p>Summary: This report is the second produced by the JSC and examines evidence collected from the early trial sites in 2014. Following the challenges identified in the first progress report (JSC 2014 – article 12 in this summary), the committee reviews what progress has been made and refocuses on key areas still presenting significant issues. These include the implementation of the three trial sites, the development of procedural requirements within the NDIA and the planning process. Furthermore, the committee examines the impact the NDIS is having on the supply-side and capacity-building initiatives, as well as accommodation concerns. The committee provides another 12 recommendations designed to address the issues raised in the report.</p>	
18	<p>Title: Accommodation for People with Disabilities and the NDIS</p> <p>Authors and Affiliations: Joint Standing Committee on the National Disability Insurance Scheme</p> <p>Funder: Commonwealth Parliament</p>
Date: 05 / 2016	<p>Key Words: Accommodation; housing; SDA; investment and funding; bilateral agreements</p> <p>Link Website: https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/JNDIS-44th/NDIS_accommodation/Report</p> <p>Link Document: https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/JNDIS-44th/NDIS_accommodation/~media/Committees/ndis_ctte/NDIS_accommodation/report.pdf</p>
<p>Summary: This report outlines the findings of the inquiry into accommodation for people with disability conducted by the JSC. The committee acknowledged that housing and accommodation had been a prominent concern of stakeholders. The report details the key issues facing the accommodation of people with disability; examining the boundaries of responsibility (therefore funding) of the NDIS underpinned by the bilateral agreements between the Commonwealth and the states and territories. Other sections of the report include the review of a position paper on specialist disability accommodation pricing and the appropriate treatment of publicly owned land. The final section outlines a way forward, looking at current and potential projects, investment and funding models and young people in residential care, among others.</p> <p>The committee, in its conclusion, highlights the importance of utilising all applicable funding</p>	

streams to ensure appropriate housing is available. Further, that the collection of data on the current housing stock is essential to properly inform future policy decisions.

19	<p>Title: Social Service Futures and the Productivity Commission Authors and Affiliations: Paul Smyth – Power to Persuade, MU; Eleanor Malbon; Gemma Carey – Power to Persuade, UNSW Funder: Power to Persuade UNSW Key Words: Alternative policy; countering neo-liberalism; equity; inclusivity Link Website: http://www.powertopersuade.org.au/social-services-futures/ Link Document: https://issuu.com/ptp0/docs/sf_report/7</p>
Date: 06 / 2016	
<p>Summary: This report is a selection of short policy research articles designed to challenge the status quo. The overarching theme is to question whether the marketisation of publicly offered services is the best model, and consequently to critically analyse the Harper Review and Productivity Commission’s findings in favour of the marketisation of human services. Key contributions to the discussion include the notion that markets have winners and losers, and that general market principles of profitability undermine the values of public goods and services. The collection also seeks to bridge the gap between social researchers and policymakers, arguing that the neo-classical views of the Productivity Commission may not be fit-for-purpose in today’s more inclusive and equitable global governance agenda.</p>	
20	<p>Title: Perth Metropolitan: Support Clusters and Price Framework for Disability Services Authors and Affiliations: Disability Services Commission Funder: The Government of Western Australia Key Words: Service providers; price framework; indexation; reasonable and necessary Link Website: Not Available</p>
Date: 07 / 2016	<p>Link Document: http://www.disability.wa.gov.au/Global/Publications/WA%20NDIS/Frameworks/Perth-Metropolitan-Support-Clusters-and-Price-Framework-2017.pdf (Note: this document is the latest update)</p>
<p>Summary: This document presents service providers and coordinators with an outline of the WA Metropolitan Support Cluster and Price Framework, which has been developed through a partnership between the WA Government and industry. The services deemed ‘reasonable and necessary’ supports for individuals with disability are explicitly detailed, as well as making the rules clear on what does not come under the funding. It also outlines the associated prices within the framework and highlights that these prices reflect the aim of enabling sustainable and quality services that both meet the needs of participants and align with the NDIS requirements. The report adds that a Support Cluster and Price Frameworks for regional areas is scheduled for development during 2016/17 and that current support prices will be adjusted periodically to account for ‘indexation’. The key goal through these funding arrangements is the sustainability of the NDIS, along with a strong and viable non-government sector.</p>	
21	<p>Title: National Disability Insurance Scheme MyPlace Portal Implementation Review – Final Report. Authors and Affiliations: PricewaterhouseCoopers Funder: Department of Social Services</p>

Date: 08 / 2016	<p>Key Words: MyPlace Portal; ICT; implementation; planning; stakeholder engagement</p> <p>Link Website: https://www.dss.gov.au/disability-and-carers/publications-articles/general/ndis-myplace-portal-implementation-review-final-report</p> <p>Link Document: https://www.dss.gov.au/sites/default/files/documents/09_2016/pwc_review_of_the_ndia_myplace_portal_implementation_-_final_report.pdf</p>
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Summary: This report aims to identify whether the NDIS information and communication technology (ICT) system was built consistent with the agreed outcomes regarding the NDIA Participant and Provider Portals, the Participant Plan and the Payment Engine. Further, the report examines the issues to date and traces these to their root causes. Findings include that the system was built according to agreed government outcomes and has met the implementation requirements of the Minimum Viable Product. However, the report also noted a clear lack of a Service Delivery Operating Model and, as such, found insufficiencies pertaining to the availability of training materials, the preparedness of staff and stakeholder engagement.

To conclude the report states that it was a collection of compounding issues which have resulted in the current failures of the system. Effectively this was due to the implementation of the Full Scheme ICT running out of time to complete all required tasks. Lastly, it was observed that the NDIA showed competency in mediating identified risks up until launch of the system, after which such mediation was less effective. Six recommendations given in the report centred on improved management, monitoring and assessment of resourcing and stakeholder impact.

22	<p>Title: Personal Budgets in Social Care: Second Report of Session 2016–17</p> <p>Authors and Affiliations: House of Commons Committee of Public Accounts</p> <p>Funder: Parliament of the United Kingdom</p> <p>Key Words: Personalised budgets; Social Care; Sustainable Markets</p>
Date: 08 / 2016	<p>Link Website: https://publications.parliament.uk/pa/cm201617/cmselect/cmpubacc/74/7402.htm</p> <p>Link Document: N/A</p>

Summary: This report by the UK House of Commons summarises the experience of the UK with personalised budgets. While the report finds there is potential for benefit in personalised budgets, those outcomes are not occurring due to inadequate governance and assistance. The optimal scenario increases user outcomes whilst decreasing public cost. However, challenges at the local government level have meant an increase in costs, followed by cost-cutting measures that have decreased individual outcomes. The local care markets are also unsustainable, and providers are having difficulty in finding and retaining qualified staff, especially within the financial constraints.

23	<p>Title: WA NDIS Trials – Evaluation: Final Report</p> <p>Authors and Affiliations: Stantons International</p> <p>Funder: National Disability Insurance Agency</p> <p>Key Words: Trial comparison; choice and control; State vs Federal</p>
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Date: 09 / 2016	<p>Link Website: http://www.everyaustraliancounts.com.au/wa-releases-evaluation-report/ (Note: page no longer exists on disability.wa.gov.au)</p> <p>Link Document: http://www.disability.wa.gov.au/Global/Publications/WA%20NDIS/Reports/Western-Australian-NDIS-Trials-Evaluation-Report.docx</p>
<p>Summary: This evaluation compares two NDIS trial sites in WA (Perth Hills and Kwinana) to understand better the potential differences in how the NDIS might be realised in different areas. The evaluation focussed on the planning stage only as it was too early to assess participant outcomes. The key feature of the evaluation assessed if there were any differences between the federally implemented NDIS program and the WA implemented NDIS. Both use individual participant plans to maximise individual choice and control. The WA NDIS program was found to be much more likely to meet the requirements than the Commonwealth NDIS program.</p>	

24	<p>Title: National Disability Insurance Scheme—Management of transition of the disability services market.</p> <p>Authors and Affiliations: Australian National Audit Office</p> <p>Funder: Australian National Audit Office</p> <p>Key Words: DSS; NDIA; Audit; ICT; Sector Development Fund; transition success</p>
Date: 11 / 2016	<p>Link Website: https://www.anao.gov.au/work/performance-audit/national-disability-insurance-scheme-transition-disability-services</p> <p>Link Document:</p>
<p>Summary: This report details the audit undertaken by the Australian National Audit Office of the management of the transition of the disability services market to the NDIS by the NDIA and the Department for Social Services. The report concludes that, although the department and the NDIA took steps in ensuring a successful transition, gaps and excessive risk was still present. Further, the report showed that the trial sites had to been used to better inform the rollout of the Scheme; however, the Sector Development Fund was not being used effectively to support the effective transition of the disability service market. The audit suggests the communication and ICT issues be monitored more closely while the finalisation of the National Quality and Safeguarding Framework be prioritised.</p>	

25	<p>Title: NDIS Costs: Productivity Commission Issues Paper</p> <p>Authors and Affiliations: Productivity Commission</p> <p>Funder: Australian Government</p> <p>Key Words: Costings; futures estimates; planning process; boundaries</p>
Date: 02 / 2017	<p>Link Website: https://www.pc.gov.au/inquiries/completed/ndis-costs/issues</p> <p>Link Document: https://www.pc.gov.au/inquiries/completed/ndis-costs/issues/ndis-costs-issues.pdf</p>
<p>Summary: This is an issues paper developed in support of the scheduled review of the NDIS costings by the Productivity Commission, asking for submissions that will be used to inform the final design of the scheme. It outlines the general idea of the NDIS, why the Productivity Commission sought to implement this scheme, and what information would be useful for the future final report on costings. Worth noting is the identification of emerging cost pressures on the Scheme, which were consistent with those observed by the NDIA during the Scheme’s trial. For a more complete and robust examination the final report is available within this green paper summary document (article 39 in this summary)</p>	

<p>26</p>	<p>Title: The Economic Value of Informal Mental Health Caring in Australia Authors and Affiliations: Sandra Diminic, Emily Hielscher, Yong Yi Lee, Meredith Harris, Jaclyn Schess, Jan Kealton, Harvey Whiteford Policy & Epidemiology Group, Queensland Centre for Mental Health Research; School of Public Health, The University of Queensland. Funder: Mind Australia</p>
<p>Date: 03 / 2017</p>	<p>Key Words: Mental health; informal care; fair remuneration Link Website: https://aifs.gov.au/cfca/2017/04/04/report-economic-value-informal-mental-health-caring-australia Link Document: https://www.mindaustralia.org.au/sites/default/files/Mind_value_of_informal_caring_full_report.pdf</p>
<p>Summary: This report outlines the economic value of informal carers, who provide unremunerated care to people who are living with a disability, particularly mental illness. It was estimated that of the 2.8 million informal carers in Australia in 2015, 240,000 were mental health carers, providing an estimated 208 million hours of informal care per year (equivalent to 173,000 full-time equivalent formal support workers). This amounts to an estimated \$13.2 billion for the year that would have otherwise been required for formal care. The report thus calls for the government to take steps towards providing adequate and appropriate training, financial support and a safe working environment to improve the quality and sustainability of informal caring.</p>	
<p>27</p>	<p>Title: Choice, Control and the NDIS Authors and Affiliations: Deborah Warr, Helen Dickinson, Sue Olney, Jen Hargrave, Amber Karaniolas, Vasiliky Kadisis, Georgia Katsikis, Jasmine Ozge, Dave Peters, Jacinta Wheeler, Michelle Wilcox: University of Melbourne Funder: The Melbourne Social Equity Institute: University of Melbourne Key Words: Beneficiaries; Barwon trial site; participatory research; equity; administrative burden</p>
<p>Date: 05 / 2017</p>	<p>Link Website: https://socialequity.unimelb.edu.au/news/latest/choice-control-and-the-ndis-report Link Document: https://socialequity.unimelb.edu.au/_data/assets/pdf_file/0010/2364499/Choice-Control-and-the-NDIS-Report-Melbourne-Social-Equity-Institute.pdf</p>
<p>Summary: This paper is based on a participatory research study of NDIS beneficiaries and their family members at the Barwon trial site. The paper aims to offer a platform for voicing the opinions of those most affected by the NDIS. The main inquiries of the paper surround the progress made towards: (i) increasing the choice and control that people with disability have in choosing their care; (ii) decreases in complexity and increases in efficiency of the funding and organising; and (iii) improvements made in the equity of access to services. The key findings of the paper were mixed, with both improvements seen in independence and a decline seen in access to services being reported by those with physical disabilities. Increased complexity in pricing and inadequate rural access to services were outlined as major hurdles together with the increased administrative burden and surrounding issues.</p>	
<p>28</p>	<p>Title: NDIS: WA Disability Services Sector Development Plan Authors and Affiliations: ACIL Allen Consulting; NDS WA Funder: National Disability Services Ltd</p>

<p>Date: 05 / 2017</p>	<p>Key Words: Industry plan; forward estimates; rollout timeline Link Website: https://www.nds.org.au/resources/wa-disability-services-sector-industry-plan Link Document: https://www.nds.org.au/images/news/WA_NDIS_Industry_Plan.pdf</p>
<p>Summary: This report offers highlights of the ACIL Allen Consulting Industry Plan for the WA disability sector. It summarises the current state of the industry, the forward estimates, and outlines a plan on how to best make the transition to the NDIS within the WA context. There are several priorities that the report emphasises, while also calling for substantial investment by the state government on a range of measures. The Industry Plan points to the benefits of the NDIS in terms of increased jobs and economic growth, however, it also points out the requirement for the government to invest heavily.</p>	
<p>29</p>	<p>Title: Working Under the NDIS: Insights from a Survey of Employees in Disability Services Authors and Affiliations: Natasha Cortis: Social Policy Research Centre UNSW Funder: Health Services Union, Australian Services Union, United Voice.</p>
<p>Date: 06 / 2017</p>	<p>Key Words: employee opinions; under-resourced; inadequate pay Link Website: http://apo.org.au/node/102371 Link Document: https://apo.org.au/sites/default/files/resource-files/2017-06/apo-nid102371.pdf</p>
<p>Summary: This report summarises survey evidence from over 1500 interviews of disability sector employees in early 2017. Few workers (24.6%) agreed that the ‘NDIS was having a positive impact on participants or families’, and even fewer (15.7%) agreed that it is ‘better than the previous system’. Over half (52.6%) disagreed that NDIS had ‘been a positive change for them as a worker’ and most (72.2%), ‘Were worried about the future of their job’. There were also lower portions of experienced workers and a higher staff to supervisor ratios than outside of the NDIS, raising concerns over the increased risk resulting from the Scheme. There were many claims that the funding and resources were not adequate, leading to issues for both workers and participants. The underlining of these issues is to provide the necessary scope for ensuring the future success of the sector through the alleviation of definable problems.</p>	
<p>30</p>	<p>Title: Person Centred Planning within the NDIS: Current Limitations — Prospective Opportunities Authors and Affiliations: David Gilchrist; The Independent Centre for Applied Not-for-Profit Research (ICANR)</p>
<p>Date: 06 / 2017</p>	<p>Funder: Independent Centre for Applied Not-for-profit Research Key Words: Person Centred Planning; delegation; regulation and oversight; efficiency Link Website: https://research-repository.uwa.edu.au/en/publications/person-centred-planning-within-the-ndis-current-limitations-prosp Link Document: https://www.research.uwa.edu.au/_data/assets/pdf_file/0018/3451032/2017-ICANR-Person-Centred-Planning-Report.pdf</p>
<p>Summary: This report uses semi-structured interviews and evidence evaluation to assess one of the key tenants of the NDIS, Person Centred Planning (PCP), whereby participants of the scheme are intended to participate with the NDIS in developing a personalised plan encompassing the funding, “reasonable and necessary” supports, and future goals; to be implemented by the participant’s preferred provider. Currently, only NDIA personnel are able to undertake this planning, to avoid the potential issue of providers tailoring the plans to their own financial benefit, rather than to the benefit of the participant. This also allows the NDIA to maintain control of costs.</p>	

There are, however, concerns about the NDIA staff shortage that may lead to delays in service provision or lower quality plans being produced, which has the potential to put participant welfare at risk. The high costs are also of concern (\$1.76 billion for the rollout period; between \$900 million and \$1 billion ongoing expected annual costs). The project recommends: “a risk-based proportionate response allowing for both provider and NDIA planning activities but focused on ensuring regulatory resources were applied where the level of risk warranted them”. This would allow service providers to assist in planning where appropriate and the NDIS to focus on regulation and supervision, thus reducing the average cost of a plan. Additionally, removing the perceived conflict of interest issues and increasing the quality and timeliness of plans, potentially reducing total costs by an estimated \$400 million.

31	<p>Title: The 2012 Equal Remuneration Order: Sustainability Impacts on Human Services Delivery in Western Australia</p> <p>Authors and Affiliations: David Gilchrist and Penny Knight: Curtin Not-For-Profit Initiative</p> <p>Funder: Lotterywest, WA Council of Social Service and Community Employers WA</p>
Date: 06 / 2017	<p>Key Words: Human services; ERO; wage increases; forward estimates; sector viability</p> <p>Link Website: http://wacoss.org.au/?s=equal+remuneration&post_type=library</p> <p>Link Document: http://www.wacoss.org.au/wp-content/uploads/2017/06/170606-WACOSS-CEWA-ERO-Report-FINAL.pdf</p>
<p>Summary: This report brings to light issues surrounding the 2012 Equal Remuneration Order made by the Fair Work Commission that would see ‘above award’ pay rises for frontline human services staff in WA. These increases would negatively impact 65% of programs implemented by the 19 organizations assessed for financial viability under the new pay conditions. Forward estimates also suggest that 11 of the 19 organizations would come under financial stress, leading to the quality and quantity of services provided coming under threat, in turn risking the viability of the sector in the future. The report offers recommendations to mitigate these risks, including implementing ‘Indicators of Sustainability’ to assess supply-side vulnerability. In addition, the Department of Finance should communicate with the supply side NFPs to ensure they are able to meet their ERO obligations within their budgets.</p>	

32	<p>Title: Reasonable, Necessary and Valued: Pricing Disability Services for Quality Support and Decent Jobs</p> <p>Authors and Affiliations: Natasha Cortis, UNSW; Fiona Macdonald, RMIT; Bob Davison, Macquarie; Eleanor Bentham, RMIT, Social Policy Research Centre UNSW</p> <p>Funder: Health Services Union, Australian Services Union, United Voice.</p>
Date: 06 / 2017	<p>Key Words: Frontline workers; wages; ‘Reasonable Costs Model’; administrative burden; pricing</p> <p>Link Website: http://apo.org.au/node/98111</p> <p>Link Document: https://apo.org.au/sites/default/files/resource-files/2017-07/apo-nid98111.pdf</p>
<p>Summary: Evidence from the marketisation of the human service sectors in similar countries (UK, Scotland) has shown a decreased quality of service provision due to budget constraints. Major issues have been the loss of skills within the sector due to employing cheaper, lower-skilled workers to cut costs; and an increase in unpaid work, especially travel times, training and supervision. These have been made worse by increased administration and transaction costs. Overall, this has led to decreased job quality in the sector which has directly initiated a decrease in service provision quality. Early signs suggest this experience is also occurring in Australia with the NDIS trials showing an increase in casual and contract staff, with lower recruitment and retention;</p>	

reclassification of support roles as requiring lower skills (and therefore pay); and less training and supervision than at the commencement of the trials. This report provides a summary and review of the relevant price mechanisms for 2016-17 (from the limited data available), in combination with interviews and surveys of disability support workers and their employers to better assess the issues outlined previously.

33	<p>Title: National Benchmarking: Australia’s Disability Services Sector 2017: Report 2 Authors and Affiliations: David Gilchrist, Penny Knight: University of Western Australia Funder: National Disability Research and Development Working Group Key Words: Financial performance; provider capacity; workforce restructure; policy guidance</p>
Date: 08 / 2017	<p>Link Website: https://www.cadr.org.au/about-cadr/cadr-publications Link Document: https://www.nds.org.au/images/news/Financial_Performance_Report_2.pdf</p>

Summary: This report contributes to the Disability Services Benchmarking Project by summarising the changes in the financial performance of 154 disability services providers over the financial year between 2014/15 and 2015/16. The results are mixed with some services improving their financial performance and others declining, with the aggregate increasing. The data period is too short to show any trends at this stage, however, the total panel growth was 9.2% (\$220.5m), and the disability services specific growth was 11.7% (\$212.5m). The report calls for further growth in the sector, including new entrants to the market, and increased resources to support business model transition of existing providers to better reflect the NDIS policy requirements. Issues highlighted include the potential for low operating profit margins and a supply-side failure if current operating conditions continue. The report offers policy advice on mitigating these risks moving forward.

34	<p>Title: Provision of Services Under the NDIS for People with Psychosocial Disabilities Related to a Mental Health Condition Authors and Affiliations: Joint Standing Committee on the National Disability Insurance Scheme Funder: Commonwealth Parliament</p>
Date: 08 / 2017	<p>Key Words: Mental Health; psychosocial; temporal; service gap Link Website: https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/MentalHealth Link Document: N/A</p>

Summary: This report by the JSC on the NDIS provides the summary of the inquiry into the provision of mental health services in Australia and the effect of the transition to the NDIS on these services. This coincides with the major reforms in the mental health sector auspiced by the COAG adoption of the Fifth National Mental Health Plan. The main concern is the service gaps that may arise during the transition as previously state/territory funding for these services is removed in the expectation that the NDIS will cover the funding. This potential for service gaps places those not deemed eligible for the NDIS at risk of losing supports. Furthermore, service providers may no longer be financially viable with only NDIS participants, removing capacity and experience from the sector. The report makes 24 recommendations, to the NDIS, seeking to improve the effectiveness of the scheme for those with psychosocial disabilities. The NDIS is estimated to provide budgets for 64,000 participants with a psychosocial disability at full Scheme.

<p>35</p>	<p>Title: NDIS Specialist Disability Accommodation: Pathway to a Mature Market Authors and Affiliations: PricewaterhouseCoopers and Summer Foundation Funder: Authors</p>
	<p>Date: 08 / 2017 Key Words: SDA; accessible housing; choice and control; equity Link Website: https://www.pwc.com.au/publications/ndis-specialist.html Link Document: https://www.pwc.com.au/pdf/ndis-specialist-disability-accommodation-aug17-v3.pdf</p>
<p>Summary: This joint undertaking by PwC and the Summer Foundation presents a framework for specialist disability accommodation (SDA). The venture aims to show the possibilities and pathways for a transition from institutional disability housing to a more integrated community approach. As well as allowing for greater choice in housing location, the SDA would also increase the ability for people with disabilities to live with their families. The report offers an outline of what a mature SDA market may look like and is intended as an initial overview to begin the process.</p>	
<p>36</p>	<p>Title: Progress Report 2017: General Issues around the Implementation and Performance of the NDIS Authors and Affiliations: Joint Standing Committee on the National Disability Insurance Scheme</p>
	<p>Date: 09 / 2017 Funder: Commonwealth Parliament Key Words: NDIS; Implementation; progress; previous issues; progress Link Website: https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/General_NDIS/Progress_report Link Document: https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/General_NDIS/~media/Committees/ndis_ctte/GeneralIssues/Progress_report/report.pdf</p>
<p>Summary: This report from the Joint Standing Committee on the NDIS outlines the current level of progress in the implementation of the Scheme and highlights emerging issues, as well as progress on previously highlighted concerns. This is with the intent to further improve the effectiveness and efficiency of the Scheme’s implementation. Key issues examined in the report include those surrounding planning, communication, the transition of people with psychosocial disabilities, hearing and early childhood intervention and pricing. Notably, the inadequate planning process, alongside unacceptable delay times for reviews and the inability for participants to review their plans before implementation. The committee’s views centred on concerns that the personalisation of plans was being comprised, thereby, restricting participant capacities to engage in meaningful choice and control. The progress report concludes with five recommendations forwarded to address the lack of support given to participants during the planning process with the committee opting for further review of tailored pathways for underserved participant groups.</p>	
<p>37</p>	<p>Title: Decision Making at The Local Level – The Missing Link? An Empirical Study of the Localism Act and Sure Start 2010–2012 Authors and Affiliations: Jayne Meyer Tucker Funder: ANU PhD Thesis</p>

Date: 09 / 2017	Key Words: Top-down; local; decision-making; Enabling Leadership Theory Link Website: https://openresearch-repository.anu.edu.au/handle/1885/128775 Link Document: https://openresearch-repository.anu.edu.au/bitstream/1885/128775/1/Meyer%20Tucker%20Thesis%202017.pdf
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Summary: This paper provides an analysis of the conflictual relationship commonly observed between centralised implementation and localised decision-making. The paper utilises the case study of Sure Start (a localised early childhood program based in the UK which provided services for young children) and the *Localism Act 2011 (UK)* (introduced to transition decision-making from the government to the community context). The findings point towards a need for the balancing of the relationship tensions through the 'Enabling Leadership Approach' and identify three key components for this approach to be successful. Firstly, is the adequate resourcing of the desired decision-making structure. Next, is the necessity for ample interpersonal engagement on the local level to support the diversity in implementation, and lastly, is the clear communication between top-down and localised agents to promote enhanced leadership and engagement at the local level. The parallels to the continuing roll-out of the NDIS offer an insight into how similar decision-making tensions may be overcome in the present context.

38	Title: Submission to the NDIS Independent Pricing Review Authors and Affiliations: Mental Health Australia Funder: Author
Date: 10 / 2017	Key Words: Psychological support; psychosocial services; choice and control Link Website: https://mhaustralia.org/submission/mental-health-australia-submission-ndis-independent-pricing-review Link Document: https://mhaustralia.org/sites/default/files/docs/mental_health_australia_submission_to_the_national_disability_insurance_scheme_independent_pricing_review_-_23_oct_final.pdf

Summary: The purpose of this submission is to point out the ineffectiveness and inefficiency of NDIS pricing with regards to mental health. The report argues that some participants with disabilities are either not receiving the services they want or receiving services they do not want. This could raise the potential issue of those with psychosocial disability not being best served by having their own choice and control. Also argued is that due to a lack of funding smaller organisations are folding or merging, affecting the long-term viability of the sector. The report provides additional pricing and payment structures that it believes can solve some of these issues, such as retaining a level of block funding for certain services.

39	Title: NDIS Costs: Productivity Commission Study Report Authors and Affiliations: Productivity Commission Funder: Australian Government
Date: 10 / 2017	Key Words: Choice and control; sector review; agency evaluation Link Website: https://www.pc.gov.au/inquiries/completed/ndis-costs/report Link Document: https://www.pc.gov.au/inquiries/completed/ndis-costs/report/ndis-costs.pdf

Summary: This report by the PC points out the value and complexity in undertaking a large-scale national reform like the NDIS. It argues that it will not only benefit people with disability but also Australians more generally if it is properly implemented. A positive finding of the report is that there is a wide-ranging commitment to the reform’s success and sustainability. Early evidence suggests increased choice and control is apparent for most (not all) NDIS participants, and that they are receiving more disability supports than before. Another key finding is that the timetable for participant intake is not being met and that the NDIA needs to update the timetable and reassess any financial implications. The NDIA must also find a better balance between participant intake (the current major focus) and the quality of plans, participant outcomes, and financial sustainability (which are not being adequately addressed). Broadly, the costs of the NDIS currently match the NDIA’s long-term modelling, but there are still issues requiring solutions. Other issues including low workforce growth and lack of clear boundaries between government provisions need to be addressed, with the report making recommendations to address these.

40	<p>Title: Introducing Competition and Informed User Choice into Human Services: Reforms to Human Services (Ch. 1 & 2) Authors and Affiliations: Productivity Commission Funder: Australian Government Key Words: Human services; marketisation; stewardship; role of government; user choice</p>
Date: 10 / 2017	<p>Link Website: https://www.pc.gov.au/inquiries/completed/human-services/reforms/report Link Document: https://www.pc.gov.au/inquiries/completed/human-services/reforms/report/human-services-reforms.pdf</p>
<p>Summary: The first two chapters of this Inquiry Report offer some useful insights into the motivation and theoretical underpinnings of the move towards government stewardship of market-based human services provision. The first chapter defines the role of government according to the PC and offers reasons as to why reform of service provision is required together with potential benefits. The second chapter focuses on the importance of the government as a steward and offers general advice to model the stewardship of human services on.</p>	

41	<p>Title: State of the Disability Sector 2017 Authors and Affiliations: NDS Funder: National Disability Services Ltd Key Words: service providers; implementation; pricing; profitability</p>
Date: 11 / 2017	<p>Link Website: https://www.nds.org.au/news/state-of-the-disability-sector-report-2017-reflects-sector-under-pressure Link Document: https://www.nds.org.au/pdf-file/db83601f-42d6-e711-91e7-0050568e2189</p>
<p>Summary: The State of the Disability report covers provider case studies from all states and territories, and seeks to outline major concerns for the sector from the perspective of service providers. Some of the key issues that providers are struggling with include the lack of reliable market data; the current pricing arrangements, especially for thin markets; and there are ongoing concerns for the financial sustainability. One of the major drivers of these issues is the pace of the change which requires significant growth from providers at a time when the teething issues of the transition to a new system were most prevalent. This led to a decrease in both business confidence for providers and in the quality of care they were able to offer participants. The report underlines the requirement for better data assets within the scheme to inform service providers and the NDS asserts its commitment to share as much data as possible with the NDIA.</p>	

516 disability service providers were surveyed for the analysis, and some of the important findings were:

- 47% of service providers could meet current demand and 43% expected to be able to meet demand in the next 12 months.
- 53% of organisations aimed to introduce new services offered in the next 12 months.
- 24% of organisations expected to make a loss in this financial year and 29% expected to break even.
- 60% of organisations rated the alignment of NDIS pricing with the cost of supply as having the greatest impact on their capacity for the next 6 months.

42	<p>Title: Disability Services Market Report 2018 Authors and Affiliations: D. J. Gilchrist & P. A. Knight; Not-for-profits UWA Funder: National Disability Services Ltd Key Words: Service providers; business confidence; financial sustainability; market maturation</p>
<p>Date: 01 / 2018</p>	<p>Link Website: https://www.nds.org.au/news/state-of-the-disability-sector-report-2018-now-available Link Document: https://www.research.uwa.edu.au/_data/assets/pdf_file/0018/3451113/2018-NDS-State-of-the-Sector-Report.pdf</p>
<p>Summary: The gap between supply and demand appears to be widening further. Demand has continued to rise. However, an increasing proportion of suppliers are unable to meet demand notwithstanding growth in service provision is slowing down. Organisations are continuing to adjust their service provision in response to pricing and/or to remain financially sustainable. In the last financial year (FY16/17) just over half of organisations reported that they made a profit; 18% reported that they broke even and 23% made a loss. Although only 44% of organisations made a profit of over 4%, 84% reported that the financial strength of their organisation was satisfactory, strong or very strong. Support for the NDIS remains strong, but opinions on implementation are becoming more negative.</p>	

43	<p>Title: Evaluation of the NDIS: Final Report Authors and Affiliations: Kostas Mavromaras, Stephane Mahuteau, Megan Moskos, Linda Isherwood: National Institute of Labour Studies, Flinders University Funder: Australian Government Key Words: Trial sites; evaluation; independent report</p>
<p>Date: 02 / 2018</p>	<p>Link Website: https://www.dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/national-disability-insurance-scheme/ndis-evaluation-consolidated-report Link Document: https://www.dss.gov.au/sites/default/files/documents/04_2018/ndis_evaluation_consolidated_report_april_2018.pdf</p>

Summary: This evaluation of the NDIS trial offers a comprehensive look at all aspects of the trials implemented around Australia. The key findings were that, by and large, the rollout has been successful, offering a general improvement in disability services for the majority. The evaluation also found, however, that the move to a market-based system of individual budgets generally has seen no improvement for a third of the beneficiaries, and that 10-20 per cent have reported feeling worse off. This is a cause for concern, as the paper cites the high speed of the rollout as the probable cause for the issues. Yet acknowledges that recognising and overcoming these issues is a fundamental part of policy development. As such, the paper offers evidence-based insights regarding what is effective and what is ineffective within the paradigms of long-term national benefit.

44	<p>Title: Independent Pricing Review Authors and Affiliations: McKinsey & Company Funder: National Disability Insurance Agency Key Words: Benchmarking; price controls; recommendations; strategic planning</p>
	<p>Date: 02 / 2018 Link Website: https://www.ndis.gov.au/providers/price-guides-and-pricing/independent-pricing-review Link Document: https://www.ndis.gov.au/media/359/download</p>
<p>Summary: This independent pricing review by McKinsey and Company was commissioned by the NDIA and summarises the findings of consultations with over 1000 individuals to assess the current NDIA's price setting. The key findings were: (i) whilst there is no evidence on supply shortages, there are markets which are at risk of undersupply in the future; and (ii) some providers have profitable price models at the current pricing arrangements, but some are struggling, and this is partially sector-specific, such as psychological therapy and more complex participant issues. A summary of the recommendations and NDIA's response is in provided herein (article 47).</p>	

45	<p>Title: Disability Support Pension: Historical and Projected Trends Authors and Affiliations: Parliamentary Budget Office Funder: Parliament of Australia</p>
	<p>Key Words: Pension; unemployment; budget eligibility; GFC Link Website: https://www.aph.gov.au/About_Parliament/Parliamentary_Departments/Parliamentary_Budget_Office/Publications/Research_reports/Disability_support_pension_Historical_and_projected_trends Link Document: https://www.aph.gov.au/-/media/05_About_Parliament/54_Parliamentary_Depts/548_Parliamentary_Budget_Office/Reports/2017-18/01_2018_Disability_Support_Pension/Disability_Support_Pension_PDF.pdf?la=en&hash=6D751FBFC152ECAE2180BF6C8ED60353F9294669</p>

Summary: This report outlines the estimates for the Disability Support Pension (DSP), which is the income support provided to individuals who are unable to work due to permanent physical, intellectual or psychiatric impairments. It represents about 10.6% of the Social Services spending (\$16.3b in 2016-17), with over 760,000 recipients. The provision of DSP is not affected by any NDIS supports, nor does it decrease the NDIS budget eligibility. New compliance measures introduced in 2012 led to a sharp decline in the growth of DSP expenditure, which had increased significantly in the wake of the global financial crisis.

46	<p>Title: Transitional Arrangements for the NDIS Authors and Affiliations: Joint Standing Committee on the NDIS Funder: Government of Australia Key Words: Scheduling; rollout delays; boundary issues; funding disputes Link Website: https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/Transition/Report</p>
	<p>Date: 02 / 2018 Link Document: https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/Transition/~media/Committees/ndis_ctte/Transition/report.pdf</p>
<p>Summary: This report provides an overview of the attributes of the current transition to the NDIS, from its start in July 2016 to the estimated completion of the transition in 2020. It flags current challenges and potential issues in achieving full implementation on schedule. The ACT has achieved the full transition, however, other areas are behind schedule in participant intake. Delays in: access to the NDIS, planning approvals, plan activations, and access to services have all been linked to the lengthy plan review process. There is also a lack of clarity in the boundaries surrounding eligibility, other concessions and state versus federal funding which has led to some agreements being seemingly subject to interpretation. Administrative burden and inadequate pricing caps contribute to the delay in transition on the provider side, and service gaps are beginning to appear. Other implementation issues include thin markets impacting Aboriginal and Torres Strait Islander peoples and CALD peoples. The report offers 26 recommendations to overcome these issues.</p>	

47	<p>Title: Independent Pricing Review: NDIA Response Authors and Affiliations: National Disability Insurance Agency Funder: Author Key Words: Benchmarking; pricing review; strategic planning; recommendations Link Website: https://www.ndis.gov.au/providers/price-guides-and-pricing/independent-pricing-review Link Document: https://www.ndis.gov.au/media/360/download</p>
	<p>Date: 03 / 2018</p>
<p>Summary: This report is the response from the NDIA to the McKinsey & Company IPR (article 44) undertaken between June 2017 and December 2017, with minor revisions being added to the final report, completed February 2018. All 25 recommendations of the IPR report have been accepted in principle by the board. Included in this report are outlines of each recommendation, a timeframe for implementation and the planned approach in achieving these results. Notable points here are: (i) R2 – to trial outcomes-based pricing alongside the hourly rate approach, which is set to be achieved in the medium term; (ii) R6 – develop a definition of complexity linked to skills required to meet participants’ needs, which is set to be implemented immediately; (iii) R11 & 12 – adopt a clear set of metrics to identify and respond to risks of thin markets emerging and invest in</p>	

an e-market scheme for thin markets, which is set to be implemented immediately; (iv) R17 – implement differentiated price levels for physical therapy and psychological therapy, which is set to be implemented immediately; and (v) R21 – allow providers to charge participants for time spent writing reports that are required by the NDIA.

48	<p>Title: Administration of reviews under the NDIS Act 2013: Report on the NDIS Handling of Reviews Authors and Affiliations: Commonwealth Ombudsman, Michael Manthorpe Funder: Parliament of Australia</p>
Date: 05 / 2018	<p>Key Words: Personalised Budget; individualised plans; review process. Link Website: https://www.ombudsman.gov.au/media-releases/media-release-documents/commonwealth-ombudsman/2018/15-may-2018-ombudsman-releases-ndia-reviews-report Link Document: https://www.ombudsman.gov.au/_data/assets/pdf_file/0029/83981/NDIS-NDIA-Final-report-on-administration-of-reviews-under-the-Act.pdf</p>
<p>Summary: This report documents the outcome of the Commonwealth Ombudsman’s investigation into the NDIA’s administration of reviews for personal budgets. The investigation found delays in completing reviews of up to nine months, due to the overwhelming demand. The new NDIA team created in November 2017 to address this issue was a step in the right direction but would still not be sufficient to meet the demand. The report places a heavy emphasis on the potential for participants to have their right to review limited, citing administrative ill-focus and under-resourcing. Moreover, communication insufficiencies regarding relevant processes and outcomes and a lack of review transparency and equity would potentially sustain complaint levels.</p>	

49	<p>Title: Market Design and Evolution for Better Outcomes: Mergers Activity Authors and Affiliations: David Gilchrist and Penny Knight Funder: National Disability Services Ltd Key Words: Mergers; financial sustainability; collaborations; growth strategies</p>
Date: 07 / 2018	<p>Link Website: https://www.research.uwa.edu.au/not-for-profits-uwa#ndis-collaborations-mergers-acquisitions Link Document: https://www.research.uwa.edu.au/_data/assets/pdf_file/0004/3451063/2018-Disability-Service-Provider-Mergers-Report.pdf</p>
<p>Summary: The paper examines the activities and opinions of disability service providers concerning mergers and acquisitions. Namely, whether a provider has engaged in these processes or is considering doing so in the near future. Market survey data of 569 service providers is utilised to assess the causes and effects of mergers in the sector during the transition to a fully rolled out NDIS. The report found that mergers, or discussion of such, had increased over the period with financial stress and opportunities for growth being the key drivers. To support and better inform the sector, the report provides a vetted list of resources ranging from academic sources to websites to aid Not-for-profits in their merger processes.</p>	

50	Title: COAG Disability Reform Council: Quarterly Report (Q4)
	Authors and Affiliations: COAG DRC Funder: National Disability Insurance Agency
Date: 06 / 2018	Key Words: Agency review; participant experience; future challenges; sector review Link Website: https://www.ndis.gov.au/about-us/information-publications-and-reports/quarterly-reports Link Document: https://www.ndis.gov.au/media/456/download
Summary: As at the 30th of June 2018, the NDIS was supporting 183,965 participants (13% growth this quarter; 24,228 participants) and is fully operational in all regions of NSW, SA and the ACT, as well as the first regions of WA. One challenge has been the adhering to the roll-out timeline outlined in the bilateral agreements, with action being taken to improve this. Participant experience improved to 88% of participants rating their overall experience with the Agency as either 'Good' or 'Very Good'. Highest impact gains for participants have been in the domains of Choice and Control, Daily Living Activities and Health and Wellbeing, with these expected to grow. There are a total of 16,755 providers across the country (17% increase on last quarter) and additional supports for providers will be implemented, following the recommendations of McKinsey & Company's IPR (article 44). The proportion of complaints by registered service providers decreased to 4.8% (6.5% previously). Investment in the Information, Linkages and Capacity Building (ILC) policy has grown: \$28.5 million has been awarded through 104 grants to community organisations across the country. Finally, the NDIS has been within budget in each year of its operation (best estimate continues to be \$22 billion a year at full Scheme), and the NDIA is increasing in skilled staff and partner capacity.	

51	Title: Competition and Collaboration between Service Providers in the NDIS Authors and Affiliations: Celia Green – CREDH, UNSW Canberra; Eleanor Malbon – CSI, UNSW; Gemma Carey – CSI, UNSW; Helen Dickinson – PSRG, UNSW Canberra; Daniel Reeders – CSI, UNSW. Funder: Australia and New Zealand School of Government
	Date: 08 / 2018 Key Words: Frontline worker; employer; care coordination; holistic service Link Website: http://www.csi.edu.au/research/project/competition-and-collaboration-between-service-providers-ndis/ Link Document: http://www.csi.edu.au/media/Report - Competition Collaboration in the NDIS 2018.pdf
Summary: This 2018 study was based on long-form semi-structured phone interviews of service providers in two locations Canberra (NDIS trial since 2014) and Melbourne (NDIS in effect since 2016). The study aimed to gain first-hand insights into changes to service provision that have occurred due to what the authors call "neoliberal marketisation" of service provision and health care. The findings outlined both benefits and challenges resulting from the change from provider block-funding to participant funding, with a strong focus on the effects on collaboration between providers that a more competitive market may bring. The study cites relevant literature on the degrading of cooperation in various service provisions and healthcare sectors after the introduction of market-based competition, with the hypothesis that this may occur in the disability sector too. The major issue being the potential for lower levels of patient care and the loss of a holistic approach to service provision due to restricted information sharing between providers arising from competition. Some of the key findings include: Collaboration is continuing as before,	

but some concerns are being raised about how long it may last. Due to the new system, some providers have increased their administrative hours at a cost to service provision hours. Some of the major challenges moving into the future are: Ensuring the continuation of the collaboration between providers – especially keeping tabs on the potential for a slow degradation of networks. Ensuring as much information is freely available as possible. Help with the transition to reduce the administrative hours in the transition period – perhaps more hours granted for such tasks, then tapered off as time goes on.

52	<p>Title: The Illusion of ‘Choice and Control’ Authors and Affiliations: Office of the Public Advocate (OPA), Victoria Funder: Government of Victoria Key Words: Complex needs; PCP; human impact; participant stories Link Website: https://www.publicadvocate.vic.gov.au/resources/research-reports/519-the-illusion-of-choice-and-control?path=</p>
	<p>Date: 09 / 2018 Link Document: https://www.publicadvocate.vic.gov.au/resources/research-reports/ndis/519-the-illusion-of-choice-and-control/file</p>
<p>Summary: This report offers insights from NDIS participants in Victoria with complex and challenging support needs, and who are not seeing the benefits that the Scheme is intended to deliver. There has been significant human impact and harm experienced by these participants (clients of the OPA), through receiving inadequate supports under the NDIS. Some of the challenges experienced by clients include:</p> <ul style="list-style-type: none"> • Ensuring (PCP) plans are adequate for their support needs from the outset. • Engaging and retaining suitable service providers. • Accessing and retaining suitable accommodation. • The consequences for the people affected have been detrimental and sometimes devastating. <p>To overcome these issues, the report also offers fifteen recommendations, including finalising the complex needs pathway immediately by following the McKinsey & Company IPR (See article 44 herein).</p> <p>NDIA’s Response: https://www.ndis.gov.au/news/statement-in-response-2oct.html</p>	

53	<p>Title: NDIS Markets: Market Stewardship Actions for the NDIS Authors and Affiliations: Gemma Carey, Eleanor Malbon, Axelle Marjolin, Daniel Reeders – CSI, UNSW. Funder: Australia and New Zealand School of Government Key Words: Market stewardship; market gaps; quasi markets; international policy</p>
	<p>Date: 10 / 2018 Link Website: http://www.csi.edu.au/research/project/market-stewardship-actions-ndis-new-report/ Link Document: http://www.csi.edu.au/media/What_are_market_stewardship_actions_for_the_NDIS_Final.pdf</p>
<p>Summary: This report looks at the current issues surrounding the markets in the NDIS and what international experience can offer to solve these. The JSC and PC raised concerns over the current markets in the NDIS, calling for market stewardship by the NDIA (regulatory intervention in order to ‘shape’ the market using price controls). One of the clauses of the NDIS, however, only permits NDIA intervention in the case of a demonstrable market failure. This complicates the ability of the</p>	

NDIA to effectively act as a steward to ensure the desired market success. As the NDIS is a complex market structure, with many different markets offering a variety of supports, there is an increased possibility for gaps in service provision, or thin (economically inefficient) markets to arise. Further complications appear from the geographical issues present in rural and remote communities, which are relatively unique to the Australian setting. The report offers a range of recommendations to improve the implementation of market stewardship, using evidence of effective policy for quasi-markets. It calls for greater information collection and sharing in the NDIS markets in order to effectively price set, as well as greater resources and a removal of the staff cap.

54	<p>Title: Matching Markets in Housing and Housing Assistance (AHURI Final Report No. 307) Authors and Affiliations: Andrea Sharam; Martin Byford; Bilgehan Karabay – RMIT University Sean McNelis; Terry Burke – Swinburne University of Technology Funder: Australian Housing and Urban Research Institute</p>
Date: 10 / 2018	<p>Key Words: Affordable Housing; housing assistance; market design; matching markets Link Website: http://www.ahuri.edu.au/research/finalreports/307 Link Document: https://www.ahuri.edu.au/_data/assets/pdf_file/0023/29372/AHURI-Final-Report-307-Matching-markets-in-housing-and-housing-assistance.pdf</p>

Summary: This report examines opportunities for moving the housing market to an online platform and the correlating efficiency and value benefits that would accrue for both sellers and buyers. Of note, is the potential for improving the ability to market and find disability housing and specialist disability accommodation. The benefits of matching markets, as opposed to commodity markets, is the removal of reliance on price signals to determine viable trades for both parties. Instead, a mutual exchange (or swap) can occur between two parties looking to move. Previously, a middleman was involved in ensuring these parties were directly coupled for the exchange. In this model, the act of matching the markets cost time and effort, making it a lucrative business for third parties or, in the case of public provision, representing a significant resource cost to the government. By shortcutting this process using digital technology and market algorithms, a significant saving is possible for ‘buyers’ and ‘sellers’; and in the case of public provision of this service, the public. It also leads to more significant optionality for people with disabilities looking to buy or sell their specialist house, as the option to trade becomes more viable than previously available.

55	<p>Title: National Disability Insurance Scheme: Market Enablement Framework Authors and Affiliations: National Disability Insurance Agency Funder: Commonwealth Government of Australia Key Words: Market; development; capacity; intervention; stewardship</p>
Date: 10 / 2018	<p>Link Website: https://www.ndis.gov.au/providers/working-provider/market-information Link Document: https://www.ndis.gov.au/media/451/download</p>

Summary: This report outlines the NDIA’s intervention strategy when developing the markets necessary in the transition to the NDIS. The Framework emphasises the stewardship role of the NDIA as one of monitoring, oversight and evaluation and intervention only when necessary. As such the provision of appropriate market information to build consumer capacities. The report details the stages of the Market Enablement Framework, beginning with preparation, identification and prioritisation, followed by, Investigation, Intervention and Evaluation. The report

concludes with three scenarios showcasing the Framework and its desired effects.

56	<p>Title: Abuse and Neglect of Vulnerable Adults in NSW – the Need for Action Authors and Affiliations: New South Wales Ombudsman Funder: Parliament of New South Wales Key Words: Abuse; accommodation; informal care; safeguards Link Website: https://www.ombo.nsw.gov.au/news-and-publications/publications/reports/community-and-disability-services/abuse-and-neglect-of-vulnerable-adults-in-nsw-the-need-for-action-2-november-2018</p>
	<p>Date: 11 / 2018 Link Document: https://www.ombo.nsw.gov.au/data/assets/pdf_file/0003/62139/Abuse-and-neglect-of-vulnerable-adults-in-NSW-November-2018.pdf</p>
<p>Summary: This report details the standing inquiry by the NSW Ombudsman into the abuse and neglect of adults with disability in community settings. 206 of the 358 reports received between August 2015 and October 2018 required action as part of the standing inquiry. These do not relate to service provision conduct, but rather the conduct of family, informal supports and members of the community. This highlights the need for safeguards against such possibilities, and an interagency body in charge of overseeing these safeguards which the report recommends. This approach currently exists for children and is being developed for vulnerable older persons. To also encompass adults with disabilities in this safeguarding initiative, there are further considerations that are required, including increased information sharing. There is also the need to develop the abilities of law enforcement in dealing with these claims, including interviewing victims with communication support needs and ensuring outcomes for the affected persons include appropriate decision-making supports.</p>	

57	<p>Title: State of the Disability Sector Report 2018 Authors and Affiliations: Centre for Applied Disability Research Funder: National Disability Services Ltd Key Words: Employer survey; policy uncertainty; pricing; communication</p>
	<p>Date: 11 / 2018 Link Website: https://www.nds.org.au/news/state-of-the-disability-sector-report-2018-now-available Link Document: https://www.nds.org.au/pdf-file/d3f2aa1f-52e9-e811-80cf-005056ac7853</p>
<p>Summary: This report seeks to outline where the disability sector in Australia is positioned currently, with particular attention paid to not only the implementation of the NDIS but its broader effects on the sector in general. Survey data was collected from the CSI's Annual Market Survey, which was composed of 626 disability service providers of different sizes and locations. While disability service providers continue to show strong support for the NDIS, some of the key findings include, despite 73% of service providers disagreeing or strongly disagreeing that the NDIS systems and processes are working well, only about half of the providers agree that the NDIS policy reforms are heading in the right direction (25% unsure and 27% disagree). Furthermore, 13% have discussed closing in the past 12 months (compared with 9% in 2017). Over 70% said that recruiting allied health workers was extremely or moderately difficult, and 63% found it difficult to recruit disability support workers (42% in 2017); and 70% believe they will be unable to provide services at NDIS prices and a further 54% say they would have to reduce the quality of services to meet current prices. Some of the proposals the NDS makes to ensure the sector succeeds are adjusting the NDIS pricing; improving communications and engagement between providers and</p>	

government; and fixing the NDIS participant pathways and portal.

58	<p>Title: National Disability Service Providers Survey: Review of the Sector Summary Report – C2</p> <p>Authors and Affiliations: AbleInsight</p> <p>Funder: National Disability Insurance Agency; National Disability Services Ltd; Mental Health Australia; Community Mental Health Australia</p>
<p>Date: 11 / 2018</p>	<p>Key Words: Benchmarking; providers; sector comparison</p> <p>Link Website: https://www.ndis.gov.au/providers/price-guides-and-pricing/benchmarking-surveys-and-reports</p> <p>Link Document: https://www.ndis.gov.au/media/2507/download</p>
<p>Summary: This sector summary provides aggregated financial data on 73 disability support service providers between 2015/16 and 2016/17 to demonstrate how the industry is changing with the NDIS. Some of the key findings that may be of concern include:</p> <ul style="list-style-type: none"> • The average hourly base labour costs for support workers is increasing slightly. • There is a slight increase in the number of support workers per line manager. • A decrease in permanent part-time and full-time staff is coinciding with an increase in casual staff. <p>Some changes that appear to signal some improvement in the sector include:</p> <ul style="list-style-type: none"> • A 20% increase in support worker hours per client (however hours spent with individuals in the community decreased, offset by increased hours of groups in the community and with individuals at home). • The proportional revenue of Supported Independent Living (SIL), when compared with total revenue in the sector, increased 7%. 	

59	<p>Title: Australia’s Disability Services Sector 2018: Report 3</p> <p>Authors and Affiliations: David J. Gilchrist, Penny A. Knight; Not-for-profits UWA</p> <p>Funder: National Disability Services; New South Wales Government</p> <p>Key Words: Financial performance; provider capacity; workforce restructure; policy guidance</p>
<p>Date: 12 / 2018</p>	<p>Link Website: N/A</p> <p>Link Document: https://www.research.uwa.edu.au/_data/assets/pdf_file/0008/3437243/2018-NDS-Performance-Benchmark-Project-Report-3-Financial-Performance-Summary.pdf</p>
<p>Summary: This report provides the final summary of the Disability Services Benchmarking Project by summarising the changes in the financial performance of 99 disability services providers (down from 154 from the previous report) who have provided reliable data between 2014/15 and 2016/17. The organisations that make up the panel equate to 7.8% of total NDIA expenditure. The significant finding of the report was that the rate of growth of service providers is well below what is needed to meet the forecast growth in demand. Almost half (48%) of service providers were unable to meet current demand, up from 35% in 2016), and 90% of these providers estimate that they will be unable to meet demand next year. A significant increase in employee expenses meant a fall in aggregate profit (4.4% to 3.5%), with one-fifth of providers operating at a loss this year. Notably, profits were measurably lower for firms with greater than 20% of income from the NDIS, than those still receiving funding through State/Territory or other Governmental sources. The report calls for effective stewardship of the supply side of the market to ensure the sector’s viability into the future.</p>	

60	<p>Title: NDIS ICT Systems Authors and Affiliations: Joint Standing Committee on the NDIS Funder: Parliament of Australia Key Words: ICT Systems; MyPlace; communication; information</p>
	<p>Date: 12 / 2018 Link Website: https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/NDISICTSystems Link Document: https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/NDISICTSystems/~/_media/Committees/ndis_ctte/NDISICTSystems/report.pdf.</p>
<p>Summary: This report from the Joint Standing Committee on the NDIS outlines the current level of progress in the implementation of the Scheme, and highlights emerging issues, as well as progress on previous issues. The ICT is a critical component of the NDIS, and several major issues have slowed the implementation of the Scheme, the provider market development, and the planning and utilising of budgets for participants. The report also highlights that there is less data collection on participants' needs for both service providers and the NDIA than required. Participants and service providers complained of being unable to find adequate information on the NDIS Website and difficulties in receiving any clarifications through the NDIS Contact Centre. Otherwise, questions were not addressed in a satisfactory nor a timely manner. There were also complaints that the MyPlace participant and provider portals, which went live on 1 July 2016, lacked adequate capabilities to cater for its required functions.</p>	
61	<p>Title: Review of National Disability Agreement Authors and Affiliations: Productivity Commission Funder: Government of Australia Key Words: Cooperation; governance; accountability;</p>
	<p>Date: 01 / 2019 Link Website: https://www.pc.gov.au/inquiries/completed/disability-agreement#report Link Document: https://www.pc.gov.au/inquiries/completed/disability-agreement/report/disability-agreement.pdf</p>
<p>Summary: This report highlights the need for a revision of the National Disability Agreement, which was first enacted by COAG in 2009 and revised in 2012. Due to the numerous developments in the disability sector, including the implementation of the NDIS, many parts of the current NDA are no longer relevant. A significant issue is that the performance targets set by the NDA are no longer showing progress in the outcomes for people with disabilities. Moreover, there needs to be greater cooperation and accountability between the various governments, which would be achieved through the role clarification that a new NDA would bring. One concern in the development of the agreement was that the NDIS had taken most of the attention, and therefore resources, within the disability sector, despite only accounting for 10% of people with disabilities. While the NDIS is a vital component to a functioning disability sector, a broader systems approach would be required moving forward. A new agreement would also pave the way for the new disability strategy projected for 2020.</p>	

<p>62</p>	<p>Title: How is the Disability Sector Fairing? A report from NDS Annual Market Survey Authors and Affiliations: Gemma Carey; Megan Weier; Eleanor Malbon – Centre for Social Impact UNSW Sydney Damon Alexander – Swinburne University Gordon Duff – National Disability Services</p>
<p>Date: 02 /2019</p>	<p>Funder: Helen Dickinson – Public Service Research Group, UNSW Funder: National Disability Services, Centre for Social Impact Key Words: Pricing; service gaps; financial stability; market stewardship Link Website: https://www.csi.edu.au/research/project/how-disability-sector-faring/ Link Document: https://www.csi.edu.au/media/How_is_the_disability_sector_faring_FINAL12.3.pdf</p>
<p>Summary: This report intends on being a resource for understanding better the current state of the disability sector. A collection of 626 disability service providers were surveyed, both for-profit and not-for-profit and of varying sizes. A significant concern highlighted was the financial precarity of many providers as the NDIS roll-out continues, the report stating that an increase in providers operating at a loss was observed (28% up from 21% in 2016). This has led to an increase in actual and potential mergers within the sector. Another cited concern was the growth in service gaps, with 69% of respondents claiming they denied requests for services due to incapacity. Other issues frequently raised within the report’s findings included, inflexible pricing structures, high administrative cost and NDIS inconsistencies. These issues were surmised by 73% of respondents stating they “do not feel that current NDIS systems are working well”. However, on a positive note, the report found that the sector believes that the reform is necessary. Consistent with previous calls for greater market stewardship, the report offers two recommendations. These being, (i) an increase in pricing flexibility and a review of the relevant decision-making process and (ii) providers should be given “accurate and timely” market information.</p>	
<p>63</p>	<p>Title: Report on Government Services 2019: Service for People with Disability - Part F (ch15) Authors and Affiliations: Productivity Commission</p>
<p>Date: 02 / 2019</p>	<p>Funder: Government of Australia Key Words: Performance Reporting; sector summary; transition; Link Website: https://www.pc.gov.au/research/ongoing/report-on-government-services/2019/community-services/services-for-people-with-disability Link Document: https://www.pc.gov.au/research/ongoing/report-on-government-services/2019/community-services/services-for-people-with-disability/rogs-2019-partf-chapter15.pdf</p>
<p>Summary: This chapter of the PC report outlines the agreements and important data on the Commonwealth, state and territory governments’ assistance provided to people with disability and their carers. The overview of the sector, including performance reporting on assistance provided by governments under the National Disability Agreement (NDA), and the NDIS. It also reports on the broad social and economic outcomes of people with disability throughout Australia. This includes data on disability services, informal carers and basic community care. There is also valuable information on the transition of users from the NDA to the NDIS. For example: “In 2017-18, total government expenditure on specialist disability services provided under the NDA was \$6.4 billion — a real decrease of 17.8 per cent from 2016-17. There was \$7.7 billion of support committed to the NDIS for 2017-18. As the NDIS is progressively implemented to replace services under the NDA, funding for the NDIS will increase.”</p>	

<p>64</p>	<p>Title: Progress Report 2019: General Issues around the Implementation and Performance of the NDIS. Authors and Affiliations: Joint Standing Committee on the NDIS Funder: Parliament of Australia</p>
<p>Date: 03 / 2019</p>	<p>Key Words: Implementation; psychosocial disabilities; pricing Link Website: https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/General_NDIS/Report Link Document: https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/General_NDIS/~media/Committees/ndis_ctte/General_NDIS/report.pdf</p>
<p>Summary: This report from the Joint Standing Committee on the NDIS outlines the current level of progress in the implementation of the Scheme (as at early 2019) and highlights emerging issues, as well as progress on previous issues. Particularly, the report covers events occurring during the period 1 July 2017 to 31 December 2018. The report was informed by 71 submissions from organisations and individuals spanning 8 inquiries during the aforementioned period. Notable sections include details on the independent pricing review (McKinsey & Co. 2018), provision of services for people with psychosocial disabilities, the ‘Quality and Safeguards Commission’ certifications and audit requirements and discussions centred on improved NDIA communication with regards to participants and service providers. Greater focus was given to the progress made on tailored pathways and collaboration with target groups, for example, people with complex needs and Aboriginal and Torres Strait Islander peoples with disabilities. Eighteen recommendations were forwarded as a result to the evidence reviewed in the report. Points of particular urgency were the need to commit greater resources to the mental health sector to tighten up transitional service gaps and develop a fit-for-purpose intake stream; and the immediate increase in funding for additional training to staff and planners regarding psychosocial disabilities.</p>	
<p>65</p>	<p>Title: Fulfilling the Life Potential of Australians with a Disability through Customer-Directed Choices Authors and Affiliations: Flavio Souza and Maria Lambides – University of SA: Institute for Choice Funder: Capital Markets Cooperative Research Centre; National Disability Services Ltd</p>
<p>Date: 04 / 2019</p>	<p>Key Words: Employment; psychology; pricing; choices Link Website: Link Document: https://www.unisa.edu.au/siteassets/episerver-6-files/global/business/centres/i4c/docs/final-report-ndis.pdf</p>
<p>Summary: This report analyses the current state of the disability service provision at this stage of the NDIS rollout, focusing on behavioural factors and motivations for both participants of the Scheme, and carers. A survey study was completed to this effect, which unfortunately garnered a low-level of respondents (n=160 consumers; n=126 carers). This meant a more comprehensive analysis through the model the authors developed could not be conducted with enough power in the results. The authors do, however, present some interesting findings of the motivational differences between participants and carers, for example, in the value they place on participant employment. There is also a robust methodological benefit to the study’s set-up, which could be</p>	

realised in the future with more participants. Some of the highlights of the report include a toolkit of analytical proof-of-concept techniques that can be used to understand better the itemised demands based upon the personal goals of individual participants. Also, a better method for understanding the participant trade-offs between factors such as distance and carer experience, to better allocate Scheme pricing.

66	<p>Title: NDS Welcomes WA Pricing and Market Review Authors and Affiliations: National Disability Services Ltd Funder: NDS Key Words: Price Review; transition</p>
Date: 04 / 2019	<p>Link Website: https://www.nds.org.au/news/nds-welcomes-wa-pricing-and-market-review Link Document: N/A</p>
<p>Summary: This submission to the NDIA for their WA Market Review (NDIA 2019) by NDS focuses on conveying the need for a more flexible cost model in the State. NDS suggests that the current national pricing model is not suited to the WA market, in terms of cost of delivery and experience of the sector. To ensure the viability and continuation of service standards in WA at their current levels, the NDS estimates that the NDIA national base price would need to be 16-20% higher than its current level. The report also outlines issues with the NDIS, such as inefficient systems and processes that have increased the difficulty for service providers in supplying at the lower prices. The final assertion is that WA should have a separate funding model from the other states and territories.</p>	

67	<p>Title: Disability Rights Now 2019: Australian Civil Society Shadow Report to the United Nations Committee on the Rights of Persons with Disabilities: UN CRPD Review 2019 Authors and Affiliations: Compiled by Australian Disabled People’s Organisations (DPOs), Disability Representative Organisations (DROs) and Disability Advocacy Organisations Funder: Authors</p>
Date: 06 / 2019	<p>Key Words: UN; Human Rights; ‘actual’; state of living; unequal outcomes Link Website: https://dpoa.org.au/rights-of-people-with-disability-routinely-ignored-new-report/ Link Document: https://dpoa.org.au/wp-content/uploads/2019/08/CRPD-Shadow-Report-2019-English-PDF.pdf</p>
<p>Summary: This submission to the UN Committee on the Rights of Persons with Disabilities acts as a ‘shadow report’ to the 2019 review. It is a culmination of data and information from many industry peak bodies and organisations operating within the disability sector. The report aims to paint a more realistic picture of the ‘actual’ state of living with disability in Australia, as opposed to what is being presented by the Commonwealth Government. The report contains many valuable statistics and references, acting as both a literature review and summary of the sector in 2019. Much of the focus is on the inequal outcomes for people with disabilities, especially in the intersection of disability and other historically marginalised groups, such as CALD and LGBTIQ+.</p>	

68	<p>Title: WA Market Review Authors and Affiliations: National Disability Insurance Agency Funder: Government of Australia Key Words: Bilateral Agreement; remote; pricing</p>
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Date: 06 / 2019	Link Website: https://www.ndis.gov.au/understanding/ndis-each-state/western-australia/wa-market-review Link Document: https://www.ndis.gov.au/media/1661/download
Summary: This report from the NDIA details the findings from the Agency’s market review of the Western Australian disability sector after the State commenced a new bilateral agreement on the NDIS in December 2017. The primary purpose of the review was to assess if any market factors differentiated WA from other jurisdictions, which might require changes in the approach of service funding. It was noted that WA had longstanding individualised budgets and their markets were resultingly more mature than the rest of the country. The report found no anomalies in the WA market, other than the greater amount of remote and very remote needs and the higher costs associated with them. The decision reached was that this would be best addressed at the national level, and price levels were therefore set to match those in the other States and Territories. In terms of the reliance on commodities leading to boom/bust economic cycles, the review recommended a close monitoring of the economic conditions in the State, with the potential for temporary price control adjustments. There were also provisions to increase the remote and very remote price loadings and a review of the geographic classification of these.	

69	Title: Sector Summary Report: National Disability Service Providers Benchmarking Survey – C3 Authors and Affiliations: AbleInsight Funder: National Disability Insurance Agency Key Words: Survey; reference; SDA; daily living and community participation; providers
	Date: 06 / 2019
Link Website: https://www.ndis.gov.au/providers/price-guides-and-pricing/benchmarking-surveys-and-reports Link Document: https://www.ndis.gov.au/media/2508/download	
Summary: This is the third report produced by AbleInsight enabled by the Disability Service Benchmarking Function. The survey consists of 133 service providers and covers the client numbers, service rates and select financial metrics regarding daily living and community participation, supported independent living and therapeutic services. The report finds a significantly higher intake of participants for mental health providers in 2017/18, stating NDIS revenue proportionally to total revenue was 93.2% compared to the sector median of 54%. Further, the group of mental health providers surveyed appeared to employ higher proportions of full-time staff at 33% compared to 12% for the rest of the sector. Regarding supported independent living services, wage growth has not kept pace with the Australian Average Weekly Earnings, thus staff costs have decreased by approximately 8.4%. The financial metrics used showed some relative stable across collections when considering cash and liquidity metrics.	

70	Title: Commonwealth Mental Health Programs Monitoring Project: Tracking transitions of people from PIR, PHaMs and D2DL into the NDIS Authors and Affiliations: Dr Nicola Hancock; Associate Professor Jennifer Smith-Merry; Ms Jacinta Borilovic – University of Sydney
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<p>Date: 09 / 2019</p>	<p>Bill Gye; Connie Digolis; Jacqueline De Vries – Community Mental Health Australia Funder: Community Mental Health Australia Key Words: Mental Health; underutilisation; Episodic Nature; ineligibility; service gap Link Website: https://apo.org.au/node/261861 Link Document: https://apo.org.au/sites/default/files/resource-files/2019-10/apo-nid261861.pdf</p>
<p>Summary: This final report by the Commonwealth Mental Health Programs Monitoring Project, in conjunction with the University of Sydney, highlights the disparity in outcomes for NDIS participants living with serious mental illness. Many of the support programs for people living with mental illness are no longer being funded, with the expectation that the NDIS participants will fund them through their personalised budgets. Moreover, issues with access to the Scheme due to ineligibility, or long waiting times, has made many programs unsustainable in the interim. These issues present significant shortcomings, as the gap in provision for individuals in need of supports will require other sectors to fill-in, in areas outside of their purview/expertise, or worse still there will be no provision at all.</p>	

<p>71</p>	<p>Title: Market Capacity Framework: An approach for identifying thin markets in the NDIS Authors and Affiliations: Carey, G., Dickinson, H. Kavanagh, A., Duff, G., Gilchrist, D., Chand, S., Alexander, D., Malbon, E., & Reeders, D. Funder: Australian Research Council</p>
<p>Date: 11 / 2019</p>	<p>Key Words: Thin markets; market capacity; quasi-markets Link Website: https://www.csi.edu.au/research/project/market-capacity-framework/ Link Document: https://www.csi.edu.au/media/Market_Capacity_Final.pdf</p>
<p>Summary: The report aims to conceptualise thin markets insofar as there are insufficiencies present in parts of the scheme’s implementation and to reconceptualise the market structure of the NDIS. The prominent issues still plaguing the NDIS markets are insufficient supply and immature markets, whereby, capacities unable to meet the demand for services and competition is unable to develop as intended. Secondly, it aims to identify, through literary analysis and current empirical market failings, evidence-based interventions which will promote the proper functioning of the markets. In line with this aim the Market Capacity Framework is developed to position future research and direct further engagement surrounding stewardship processes. A important initial point raised in the report is that of the fundamental differences between private, for-profit market, whereby, supply and demand of resources are efficiently allocated via the price mechanism, and the quasi-markets inherent in the human services. As such, the report emphasises the need for a reassessment of our understanding of human services markets. A second key takeaway is the distinction between marketplaces and markets. The former being geographically bound while the latter is simply the interaction of mutually interested participants. In the context of thin markets, this distinction is vital as it allows for the proper diagnosis of market failure beyond simply geographical insufficiencies. The Market Capacity Framework developed in this report consists of market sufficiency (adequate supply for competition) and market diversity (availability of meaningful choice). By using this framework, the authors hope to broaden the conversation to include a wider array of stakeholders, this with a bias towards localised participation; differentiate the focus away from geographical failings to other causes of market</p>	

failure; and the use of all available levers, especially the facilitation of local solutions to thin markets. This ties into the fourth point which is the utilisation of local knowledge and agency.

72	<p>Title: Annual Price Review 2020–21 Issues Paper Authors and Affiliations: National Disability Insurance Agency Funder: National Disability Insurance Agency Key Words: price framework; market stewardship; price limits; supports catalogue Link Website: https://www.ndis.gov.au/providers/price-guides-and-pricing/annual-price-review/annual-price-review-consultation#annual-price-review-2020-21-issues-paper Link Document: https://www.ndis.gov.au/media/2029/download</p>
Date: 11 / 2019	
<p>Summary: This issues paper outlines the scope for the annual review of the existing pricing framework and other pricing related policies under the NDIS, by the NDIA. Major themes include options to improve flexibility for participants in purchasing supports and reducing administrative burden for providers. Further considerations included are the issuing of pricing information to improve sector understanding of requirements, Price limits for one-on-one and group-based services. Broader attention is given to pricing actions which would better support provider capacity-building, such as, the inclusion of loading for time of day, plan management, the accessing of remote areas and providers claims regarding cancellations, travel and other non-service fees.</p>	
73	<p>Title: Review of the NDIS Act 2013: Removing Red Tape and Implementing the NDIS Participant Service Guarantee Authors and Affiliations: David Tune AO PSM Funder: Government of Australia Key Words: legislative review, participants, regulation, safe-guards Link Website: https://www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability-national-disability-insurance-scheme/review-of-the-ndis-act-report Link Document: https://www.dss.gov.au/sites/default/files/documents/01_2020/ndis-act-review-final-accessibility-and-prepared-publishing1.pdf</p>
Date: 12 / 2019	
<p>Summary: This review of the NDIS Act 2013 sought, through submissions from people with disabilities, their families and carers, to determine legislative improvements to the Act that will ultimately facilitate the improved outcomes initially promised by the Scheme. The functions and effectiveness of the NDIA in their administration of the Scheme were also assessed in this review, which found issues with: “[t]ransparency, consistency and timeliness in decision-making”. Whilst acknowledging the successes of the Scheme in improving outcomes, there was also feedback that some participants experienced significant difficulties in the transition, expressing frustration about the delays, complexity, lack of support and lack of recognition. The review advised governments to collaborate on resolving outstanding policy issues and found that a strengthened participant focus could be achieved through modest legislative and operational improvements. For example, amending the Act to include the DRC decisions on the boundary between NDIS and mainstream services. Furthermore, increased publication of accessible policy information by the Government and the NDIA would help in conveying the reasoning behind certain policy decisions. For example, “publicly available and accessible examples of what types of supports are reasonable and necessary.” The review recommended greater clarity in the role of the NDIS in providing supports that are not available through other systems and resolving ambiguity in overlapping supports that may also be considered ordinary living expenses. Whilst the boundaries of the NDIS should be reinforced by the recommendations, it is not an attempt to narrow the scope only define boundaries. Finally, the review seeks to introduce a Participant Service Guarantee, that gives</p>	

participants greater certainty in the timeframes of receiving services and greater scope in asking for explanation or review of their budgets.

74	<p>Title: NDIS Planning Interim Report</p> <p>Authors and Affiliations: Joint Standing Committee on the NDIS</p> <p>Funder: Parliament of Australia</p> <p>Key Words: Planning; service gaps; complex needs;</p> <p>Link Website: https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/NDISPlanning/Interim_Report</p> <p>Link Document: https://parlinfo.aph.gov.au/parlInfo/download/committees/reportjnt/024350/toc_pdf/NDISPlanningInterimReport.pdf;fileType=application%2Fpdf</p>
<p>Date: 12 / 2019</p>	
<p>Summary: This interim report was prepared by the JSC on the NDIS as evidence during the ongoing inquiry into planning became concerning and requiring of immediate intervention. The Committee noted that a number of the significant issues evidenced during the early stage of the inquiry are not new, having been heard in previous inquiries. Topics addressed in this interim report include draft and joint planning developments, streamlining the review process, ensuring consistent language and training across staff and information resources to ensure the mineralisation of service gaps, first plan approvals, transport and the proper servicing of children with complex needs. As this an interim report further consideration of the evidence is required; however 14 recommendations are given to better streamline and address the issues identified.</p>	
75	<p>Title: How Is the Disability Sector Faring? A report from National Disability Services' Annual Market Survey</p> <p>Authors and Affiliations: Gemma Carey; Megan Weier; Elanor Malbon; Helen Dickinson; and Gordon Duff – Centre for Social Impact, UNSW Sydney</p> <p>Funder: National Disability Services Ltd</p> <p>Key Words: market survey, service provider, operating environment, financial sustainability</p> <p>Link Website: https://www.csi.edu.au/research/project/how-disability-sector-faring-2020-report/</p> <p>Link Document: https://www.csi.edu.au/media/NDIS_Final.pdf</p>
<p>Date: 02 / 2020</p>	
<p>Summary: This report builds on previous annual market surveys on disability service providers, offering insights into their perceptions, financial sustainability and the operating environment. The key findings were that there is still a lot of uncertainty in the sector and younger organisations are more optimistic about opportunities versus risks of the NDIS. The percentage of providers claiming conditions have worsened in the last 12 months has decreased from 55% in 2018 to 38% in 2019. Half (52%) of the providers are still concerned about sustainability at current pricing levels and payment delays are also causing financial issues; only 54% of respondents reported making a profit in the 2018/19 financial year. Collaboration between providers was again an issue, owing to the more competitive nature of the sector and only 19% of providers felt the NDIA was working well with the sector. The report recommends greater resources be made available to the NDIA to conduct its duties in a more timely and effective manner, including training of staff; or, that provisions be made for greater outsourcing. Furthermore, independent advocacy funded by government, and continued monitoring and improvement of pricing were also recommended.</p>	

76	<p>Title: Six Years and Counting: The NDIS and the Australian Disability Services System – A White Paper</p> <p>Authors and Affiliations: Gilchrist, D.J., Knight, P.A., Edmonds, C., & Emery, T. – University of Western Australia</p> <p>Funder: Not-for-profits UWA</p>
Date: 04 / 2020	<p>Key Words: roll out; underutilisation; industry plan; supply-side failure</p> <p>Link Website: https://www.uwa.edu.au/projects/six-years-and-counting-the-ndis-and-the-australian-disability-services-system</p> <p>Link Document: https://www.research.uwa.edu.au/_data/assets/pdf_file/0008/3450743/Six-Years-and-Counting-NDIS-White-Paper.pdf</p>
<p>Summary: This white paper outlines the issues which have persisted over the six years since the roll out of the NDIS. In concert with these issues, the paper examines the band aid solutions which have contributed to broader inefficiencies, underutilisation and supply-side failures. An industry plan emphasising clarity in vision, certainty in direction, transparency in governance and collaboration in design, is proposed to ensure these qualities are consistently communicated to stakeholders. Concurrently, the industry plan is required to be contextualised into the governance structure which best reflects the fragmented and tiered properties of Australia’s disability system. The paper calls for the NDIS to be considered in its rightful context as a part of the larger disability services system and that an industry plan be developed to better provide knowledge and confidence to policymakers, current service providers, future providers, the public and, most importantly, the participants and their immediate supports.</p>	
77	<p>Title: Working in new disability markets: A survey of Australia's disability workforce</p> <p>Authors and Affiliations: Dr Natasha Cortis and Dr Georgia van Toorn; UNSW Sydney</p> <p>Funder: Health Services Union, Australian Services Union, United Workers Union</p> <p>Key Words: market survey, frontline workers, operating environment</p>
Date: 05 / 2020	<p>Link Website: https://hsu.net.au/2020/05/largest-survey-of-disability-workers-finds-poor-workforce-conditions/</p> <p>Link Document: https://hsu.net.au/wp-content/uploads/2020/05/Report_Disability-workforce_18-May-2020.pdf</p>
<p>Summary: This workforce survey of 2341 disability workers, conducted online in March 2020, gives a valuable insight into the experiences and perspectives of frontline employees across Australia, as well as the changing nature of their work. The survey data indicates a perceived lack of support for workers during training and ; instability in work time arrangements affecting job/life balance; and that work tasks considered to be fundamental to “quality service delivery” are often performed during unpaid time (such as handovers and completing case notes). Furthermore, “[w]orkers are highly concerned about the quality of services under the NDIS, and the capacity of services to meet participants’ needs.” The report recommends greater involvement of workers in developing and guiding the trajectory Australian disability service system to optimise the level of services for people with disabilities.</p> <p>Note: The survey data was collected as COVID-19 began to impact Australia significantly and some of the answers may reflect the uncertainty of the time, however, the survey questions were designed before the virus gained significance, and a companion survey measuring COVID-19 specific impacts was also conducted.</p>	

78	<p>Title: Report into Supported Independent Living Authors and Affiliations: Joint Standing Committee on the NDIS Funder: Parliament of Australia Key Words: Living Supports, choice and control Link Website:</p>
Date: 05 / 2020	<p>https://www.aph.gov.au/Parliamentary_Business/Committees/Joint/National_Disability_Insurance_Scheme/Independentliving/Report Link Document: https://www.aph.gov.au/-/media/Committees/ndis_ctte/Independentliving/report.pdf?la=en&hash=6435B4FA6A396F8645117D08BBE3B4FA1680C37C</p>
<p>Summary: This review by the Joint Standing Committee on the NDIS into Supported Independent Living arrangements (SIL) for participants generated 45 recommendations aimed at improving choice and control for participants and the financial sustainability of providers. SIL is offered to only 6.6% of participants, however, SIL funding is approximately 31% of total NDIS funding. The reviewers point out that the process of proving eligibility for SIL is onerous and, once granted, may tie participants to a particular provider and residence, undermining choice and control. There have also been complaints that the current information around SIL is unclear and that some planners fail to adequately explore options for SIL with participants. Some noteworthy recommendations are: Recommendation 4: The NDIA, “develop and implement a mechanism to confirm a participant’s eligibility for Supported Independent Living prior to the participant identifying a suitable vacancy.” Recommendation 21: “that additional funding be made available to support participants seeking to exit congregate living arrangements.” Recommendation 26: The NDIA, “develop a central register for participants seeking to identify vacancies for Supported Independent Living and Specialist Disability Accommodation.” Recommendation 39: The NDIA, “publish a clear and comprehensive policy on provider of last resort arrangements and crisis accommodation as a matter of urgency.”</p>	
79	<p>Title: Temporary Transformation Payment Benchmarking Survey – Final report Authors and Affiliations: Deloitte Funder: National Disability Insurance Agency Key Words: Temporary Transformation Payment; NDIS cost model; pricing Link Website: https://www.ndis.gov.au/providers/price-guides-and-pricing/benchmarking-surveys-and-reports</p>
Date: 05 / 2020	<p>Link Document: https://www.ndis.gov.au/media/2418/download</p>
<p>Summary: This report conducted by Deloitte Access Economics and commissioned by the NDIA outlines the objectives and methodology of the Temporary Transformation Payment (TTP - a price loading on top of the current price control limit) with the objective of better informing the NDIS Cost Model moving forward. Also included in the report is the development and subsequent analysis of the TTP benchmarking survey. Econometric analysis of survey data gathered from approx. 3000 service providers. Page 23 offers the surmised findings of the regression analysis undertaken. Noteworthy, providers with lower utilisation were more likely to have higher direct costs and a negative correlation between permanent employment and staff numbers suggested the prevalence of casualisation within the sector.</p>	

80	<p>Title: Green Paper 1 – Data Assets, Efficiency and the NDIS Authors and Affiliations: David J. Gilchrist, Penny A. Knight and Thomas Emery Funder: Not-for-profits UWA Key Words: National Data assets; inefficiency; localised decision-making; big/ data Link Website: https://www.research.uwa.edu.au/not-for-profits-uwa#six-years-and-counting-ndis-green-papers Link Document: https://research-repository.uwa.edu.au/files/89769739/GREENP_1.PDF</p>
	<p>Date: 06 / 2020</p>
<p>Summary: This green paper is the first in the Not-for-profits UWA’s series of papers aimed at, not only the NDIS but the broader disability system and human services sector. The paper highlights the current deficiencies in data collection and utilisation within the NDIS. As expected, the quality of decision making is directly correlated with the accuracy and substantive nature of the information on hand. As such, this paper argues that data assets pertaining to both national and localised information is essential to quality decision making. The paper recommends the development of a national data asset to better integrate and disperse authority and control in decision-making towards the community level. Utilising the knowledge and skillset of those on the local level is suggested to reduce the inefficiencies associated with poorly targeted funding and outcomes. Consistent with the practical intent of this green paper series, the paper outlines the fundamental requirements of the national strategy which would drive the establishment and development of the National Disability Data Asset.</p>	

81	<p>Title: WA’s Transition to the NDIS Authors and Affiliations: Office of the Auditor General Western Australia Funder: Parliament of Western Australia Key Words: NISC; transition, implementation; financial risk; governance; Bilateral Agreement Link Website: https://audit.wa.gov.au/reports-and-publications/reports/was-transition-to-the-ndis/ Link Document: https://audit.wa.gov.au/wp-content/uploads/2020/06/Report-25-WA%E2%80%99s-Transition-to-the-NDIS.pdf</p>
	<p>Date: 06 / 2020</p>
<p>Summary: This audit report aimed at assessing whether key government entities involved in the transition of WA disability services onto the NDIS were effectively preparing the state to do so. The report concluded that overall an effective transition is taking place as well as, proper negotiation of the emerging challenges. A key marker was the renegotiation of the default agreement which would have obligated WA state payments in the hundreds of millions to the Commonwealth due to unused services based on poor-fitting population estimates. The Bilateral Agreement requires the State to pay for financial contributions for estimated services based on WA population suggested that any delay in implementation would result in payments for services not being accessed. Original transitional targets were not met up to December 2019, with only 76% of planned participants moved onto the scheme. The report notes that early implementation issues were not met, yet states have been responsive, and the ESC has strengthened the delineation of responsibilities regarding the scheme. The key findings of the report were that State NDIS funding will be approximately \$740 million annually during the 6 years leading to 2023. At this point the average joint disability funding should inflate to \$AUD 1.9 billion, with State contributions to be determined in 2023 based on participant numbers. Secondly, as initial participants targets were not met, strict monitoring of non-eligible persons must take place to ensure continuity of service and the limiting to gap periods. Next, the NDIS Interface Steering Committee has led to enhanced</p>	

governance and mitigation of remaining implementation risks. Further, it has allowed greater delineation and clarity in responsibilities and collaboration both federally and between State entities. Noteworthy is that the mechanism for ensuring service quality and safety was not applied fully during the transition period making enforcing compliance difficult. Lastly, the report suggested that the State cost risks minimised, yet rollout delays were likely to increase future fiscal risk. The report concludes with 3 sets of recommendations. Notable inclusions were that Department of Premier and Cabinet should monitor interaction between NDIS and State services to reduce risk of cost shifting or duplication. Secondly, the Department of Communities should complete a functional review, determining the State’s future role in service delivery, as well as ensure that quality and safety standards are enforceable across all providers.

<p>82</p>	<p>Title: Disability Support Workers: The Forgotten Workforce in COVID-19 Authors and Affiliations: Kavanagh, A., Dimov, S., Shields, M., McAllister, A., Dickinson, H., Kavenagh, M Funder: Unknown</p>
<p>Date: 07 / 2020</p>	<p>Key Words: COVID-19; disability workers; financial impact; training; mental health; PPE and testing Link Website: https://mspgh.unimelb.edu.au/news-and-events/disability-and-health-unit/about/forgotten-workforce-in-covid-19 Link Document: https://mspgh.unimelb.edu.au/_data/assets/pdf_file/0003/3454347/DSWCOVID19ReportJuly2020FINAL.pdf</p>
<p>Summary: The report examines the impact of COVID-19 on disability support workers. The study comprised of an online survey conducted between May and June 2020 of 357 disability support workers. The survey, results and subsequent 11 recommendations were sectioned into six areas – for clarity these the report’s findings are provided below.</p> <ul style="list-style-type: none"> • <i>Physical distancing</i> - 90% of disability support workers said they were not able to physically distance at work, while 53% provided support with tasks that require close personal contact like feeding and brushing teeth. • <i>COVID-19 infection control training</i> - 23% of workers had NOT received any COVID-19 infection control training and 69% of those wanted more training. Of the 77% of workers who did receive training, 48% would like more training. Most workers who received training had online training (66%) and/or printed material (26%). The report recommended training resources be mor actively promoted by government. • <i>Use of PPE</i> – only 64% DSWs had some form of PPE. A notable amount of PPE (90% overall; 59% despite receiving PPE from employer) was seen to be purchased more by the DSWs themselves. High transmission areas must be given PPE at not personnel cost to ensure compliance and accessibility. • <i>Symptoms and Testing</i> – Time taken off by DSWs, only 47% was paid, showing the highly 	

<p>casualised nature of workforce.</p> <ul style="list-style-type: none"> • <i>Work Setting</i> - 57% of workers provided support in a congregate setting including a group home, centre-based activity or supported employment. 30% of workers worked in two or more settings. 14% of workers worked in three or more settings • <i>Financial Impacts</i> – 16% received JobKeeper; 10% Jobseeker. 37% worked fewer hours in April than in Feb. 39% the same, 24% more. Overall, 20% of respondents said they couldn't pay a bill, rent/mortgage on time or went without meals. • <i>Psychological Distress</i> - 16% of DSWs shown to have probable serious mental illness. This being slightly more likely in people experiencing financial hardship (22% to 14%)

83	<p>Title: Green Paper 2 – Deliberations on the NDIS Housing Market and Accommodation Provisions Authors and Affiliations: David J. Gilchrist and Thomas Emery Funder: Not-for-profits UWA Key Words: Specialist Disability Accommodation; supported independent living; transition gap; underdevelopment Link Website: https://www.research.uwa.edu.au/not-for-profits-uwa#six-years-and-counting-ndis-green-papers Link Document: https://research-repository.uwa.edu.au/files/89770335/Green_Paper_2_Housing.pdf</p>
Date: 07 / 2020	
<p>Summary: Appropriate disability accommodation has been a longstanding issue in the Australian Community and has restricted the choice of both living arrangements and location for people with disabilities. The inclusion of disability accommodation provisions and housing in the NDIS funding model through the provision of Supported Independent Living (SIL), Individual Living Options (ILO), Assistive Technology (AT) and Specialty Disability Accommodation (SDA) has been a welcomed one. However, slow budget approvals have left a transition gap between previously grant funded accommodation arrangements and those under the new funding model, leaving many participants without appropriate accommodation or supports. Furthermore, the accessible housing market is underdeveloped and, while recent changes will assist its development, these will likely be insufficient to meet the growing demand in the short- to medium-term.</p>	

84	<p>Title: Green Paper 3 – Proxies for Risk Authors and Affiliations: David J. Gilchrist Funder: Not-for-profits UWA Key Words: Risk indicators; roll out; risk mitigation Link Website: https://www.research.uwa.edu.au/not-for-profits-uwa#six-years-and-counting-ndis-green-papers Link Document: https://research-repository.uwa.edu.au/files/92603647/Green_Paper_3_Proxies_for_Risk.pdf</p>
Date: 10 / 2020	
<p>Summary: The National Performance Benchmarking Project undertaken by Not-for-profits UWA personnel produced three annual sustainability reports analysing service providers working in the Australian Disability Services Sector, each published in 2016, 2017 and 2019. This work also contributed to the National Disability Services Annual State of the Sector Reports. The data</p>	

collected, and which continues to be collected, does not assist analysts in identifying prospective causes of service breakdown. However, the findings in these reports highlighted a number of areas which can be indicators of vulnerability in the context of the roll out of the NDIS—this document discusses these indicators and we have referred to them as “Proxies for Risk”. We consider them to be the first line of defence in the context of avoiding a breakdown in sustainability of service delivery as the NDIS rolls out and experimentation leads to learnings. The purpose of this Green Paper is to examine the proxies for risk identified out of the project and to provide a short-form analysis of the extent to which these proxies suggest that potential risks are being faced by service users in the NDIS. We also suggest that these proxies should be reviewed bi-annually or annually.

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