

COAG Disability Reform Council
5 December 2016
Communiqué

The Council of Australian Governments (COAG) Disability Reform Council (the Council) continues its work to monitor and strengthen the transition of the National Disability Insurance Scheme (NDIS). The Council reaffirms its commitment from its 2 September 2016 meeting to ensure that implementation of the NDIS is successful and supports people with disability, their families and carers.

The NDIS is a significant and ground breaking social reform that will deliver life changing supports considered to be reasonable and necessary to assist people with a disability, their families and carers to achieve their goals and aspirations based on their choice and control of supports. The Council reaffirms the commitment of all governments and the National Disability Insurance Agency (NDIA) to work together to support participants and providers to transition to the NDIS.

The Council notes that the issues experienced by participants and providers in implementing the new *myplace* portal are largely resolved. Payment claim success rates for providers and participants are around 97 per cent and users of the *myplace* portal are now reporting a significantly improved experience. The Council acknowledges the collaborative work of all governments and the NDIA to resolve the *myplace* portal, including other initial implementation issues, and the ongoing work to ensure that any new issues are resolved quickly and effectively. The Council notes the importance of placing a priority on improving communications between the NDIA, participants and providers.

The Council also acknowledges the progress made in transitioning people with disability into the scheme as intended under bilateral agreements. Overall, more than 38,500 people with a disability have joined the NDIS since 1 July 2016. More than 24,000 people with a disability have had a plan approved and there are more than 5,400 young children referred to the Early Childhood Early Intervention gateway.

The Council notes the new planning approach being applied by the NDIA based on the lessons learnt from trial. The new planning approach better reflects the insurance principles of the scheme, enabling people to flexibly use their funds against the goals and outcomes they identify. The Council acknowledges the work of the NDIA, with the assistance and guidance of the Commonwealth, states and territories, to improve processes, especially related to contact and engagement with participants, to ensure that participants have a positive and constructive experience. While some issues remain, the NDIA and all governments are responsive to feedback from people with disability and the service provider sector to inform further enhancement of processes and systems as transition progresses. The Council also agrees to review the First Plan approach at the end of June 2017.

The Council is focused on planning and readiness activities for the next phase of transition and preparation for subsequent transition years. Continuing to improve the transition of the NDIS to full scheme will remain the key focus for the Council in 2017.