



**THE NDIS REVIEW**  
Has kept all people with disability not just those in the NDIS, at the centre of its work, and has made recommendations and actions that will directly improve their lives



**TERMS OF REFERENCE**  
The Review's work had a focus on:

- 1) Putting people with disability back at the centre of the NDIS
- 2) Restoring trust, confidence and pride in the NDIS
- 3) Ensuring sustainability of the NDIS for future generations



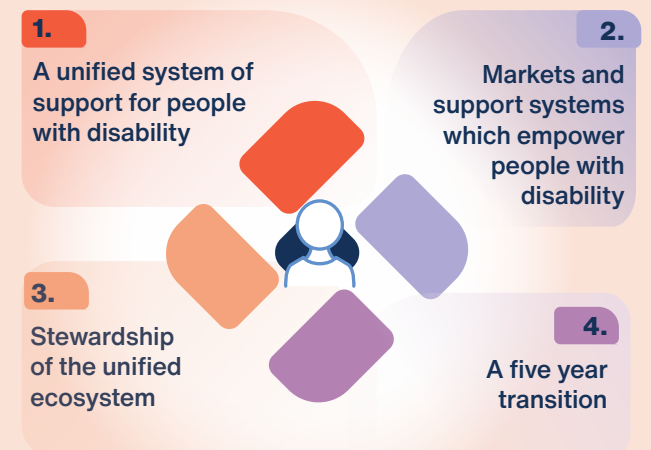
**ACTIONS AND RECOMMENDATIONS**  
26 recommendations, 139 integrated actions, are a complete package of changes needed to improve the NDIS.



**OUR ENGAGEMENT**  
We have heard from more than 10,000 people and organisations

## Our final report

### 4 Key Review Areas



### 1. A unified system of support for people with disability

- Foundational disability supports for every Australian with disability
- Inclusive mainstream services coordinated with the NDIS
- A fair, consistent and empowering NDIS experience
- Support for all people with disability to better navigate mainstream and disability supports
- Support to empower people with disability to make decisions about their lives
- Better support for children and their families inside and outside the NDIS
- Recovery-focused psychosocial supports in the NDIS and the broader mental health system
- Housing and living supports that are fair, consistent and promote choice
- A more diverse and innovative range of inclusive housing and living supports

### 2. Markets and support systems that empower people with disability

- Accessible, timely and reliable information to improve market functioning and scheme integrity.
- Payment and pricing frameworks to improve incentives for the delivery of quality supports
- Continuous quality improvement
- Market monitoring and coordinating NDIS markets
- Improved market stewardship to monitor and coordinate NDIS markets
- Better access for supports for First Nation communities and all participants in remote communities
- A responsive workforce that delivers quality supports
- Safeguarding that is empowering and tailored to individuals, their service needs and environments
- A new risk-proportionate model for regulation of providers and workers
- Reduction and elimination in the use of restrictive practices
- Effective Quality and safeguarding institutions and architecture across the full disability ecosystem

### 3. Stewardship of the unified ecosystem

- A new compact between Australian governments
- Clear accountability for administration and sustainability of the whole disability eco-system
- A highly-skilled, person-centred, disability-aware culture across all disability agencies and governments
- A learning system that measures what matters and builds an evidence base of what works

### 4. A five year transition

- Reforms must be implemented as a package, staged over a five-year transition period
- Need to consider sequencing, dependencies, risks, community engagement and legislative reforms
- Governments will need to work together to coordinate delivery of reforms
- Reforms must be designed and tested with people with disability and their families, DROs, service providers and workers
- Participants already in the scheme need a smooth and fair transition to new arrangements, over at least a 2 year transition period

## The new ecosystem

- A connected system of support for all people with disability
- Inclusive and accessible mainstream services
- A thriving foundational support system
- A new pathway for access, budget setting, and using the budget



- Foundational supports include additional support such as home and community care, aids and equipment, early childhood supports, psychosocial supports and supports for adolescents.
- Foundational supports are for the 2.5 million Australians with disability under 65. And where appropriate, for their families and carers.

### What has stood out for the panel - the need for...

- **Creating a unified ecosystem of supports for people with disability.**
  - Made up of inclusive and accessible mainstream services, a thriving foundational support system for all people with disability, and a reformed participant pathway in the NDIS for those needing individualised budgets.
  - Govern this ecosystem through a new disability agreement between governments.
- **A complete rethink of the participant journey in the NDIS.**
  - Return to the principle that NDIS eligibility is based first and foremost on functional impairment rather than medical diagnosis.
  - Ensure the NDIS experience is centred around the whole person and their disability-related support needs.
- **Better support for children and their families.**
  - More inclusive mainstream services mainstream services and a significant expansion of foundational supports.
- **Identify children with developmental concerns as early in life as possible and support them and their families in their communities.**
- **Governments to become more active in stewarding NDIS markets.**
  - Change pricing and payment incentives to achieve greater efficiency and effectiveness.
  - Attracting, training and retaining the right workforce.
- **Improving service quality and ensure appropriate safeguards through risk proportionate regulation.**
- **Securing the future sustainability of the NDIS.**
  - Sustainability is more than costs, it also includes the benefits of the NDIS.
  - A person-centred, fairer NDIS, embedded in a balanced ecosystem of supports that is easy to navigate and delivers high quality supports, will result in a sustainable scheme.

### Panel Final Word

- Designing, operating and governing the disability support ecosystem as a whole and improving the operation of the NDIS will, together, deliver better outcomes for people with disability.
- It will also enable governments to provide support in a more responsive, efficient and cost effective way.
- We hope and believe all governments in Australia will work together, rising to the challenge of rebuilding trust, to renew the promise of the NDIS and a more accessible and inclusive Australia for all people with disability.
- The engagement and trust created through this Review must continue in implementing our recommendations.
- Implementation must be done by all governments working together in partnership with people with disability, their families and carers.
- Now, more than ever, we need to *Work together to deliver the NDIS*

## Review Engagement

**Types of engagement**

- 14 Webinars
- 155 Virtual consultations (community and sector)
- 80 Face to face (community and sector)

**Regional, rural and remote engagements**

- 9 Virtual consultations (community and sector)
- 29 Face to face (community and sector)

**Online submissions**

- Over 3,850 by individuals
- 776 On behalf of organisations
- 4,626 total submissions

**Phone interviews**

- 50 Phone interviews

**Public events**

- Over 4,000 attendees

Worked with **16 Disability Representative Organisations** to consult with their members to inform our work.

Worked with **Autism Queensland** as part of the Autism Alliance to consult with the autism and neuro-divergent community.

Partnered with **Children and Young People with Disability Australia** to engage with families and young people.

Partnering with **Every Australian Counts** held online meetings with their community of NDIS participants and families, especially in rural and regional areas.