



Experience of the NDIS

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CEO ADACAS

What does ADACAS do?

- ▶ Advocacy – NDIS processes and service provision
- ▶ NDIS Appeals – process of appeal and access to legal aid

Experience of the NDIS

- ▶ Some great outcomes
- ▶ Lots of anxiety
- ▶ Processes constantly change

Learnings

- ▶ Preparation pays off
- ▶ Value of stories
- ▶ Planner variability
- ▶ First answer is not the final decision

Learnings

- ▶ Express small goals as well as larger ones
- ▶ People in ACT more likely to self manage than elsewhere
- ▶ Plan management is a good option but is under-used
- ▶ If you don't get everything you ask for, its possible to be creative
- ▶ People are voting with their feet - changing service providers when they aren't happy
- ▶ Already running into supply issues

ACT Access Requests

- ▶ Closed 73 (person died)
- ▶ **Eligible** 5149 (enter the scheme)
- ▶ In progress 596 (still assessing)
- ▶ Ineligible 437 (denied access)
- ▶ Revoked 7 (changed their minds)
- ▶ Withdrawn 128 (additional information not provided)

(Q Report 12 June 16)

ACT Reviews

- ▶ 73 requests for internal review:
 - ▶ Affirmed 12
 - ▶ **Set aside** 21
 - ▶ Pending 11
 - ▶ Outcome unknown 29

(Q Report 12 June 2016)

Appeals to the AAT

▶ Decision:	Total	ACT
▶ Affirmed	5	0
▶ Set aside	2	0
▶ Varied	26	2
▶ Pending	25	7
▶ Dismissed	12	1
▶ Withdrawn	13	1
▶ Total	83 (58)	11 (4)

(Q Report 12 June 2016)

What the data tells us

- ▶ the review and appeal processes are under used
- ▶ Reviews and appeals mean the participant often gets what they want
- ▶ Particular concern 437 found ineligible
- ▶ We need to raise awareness of the review and appeal processes and that there is help available from ADACAS

Supported Decision Making

- ▶ People with cognitive disabilities are the most common participants in NDIS in the ACT
- ▶ SDM Link and Learn Project – 12 months more to run
- ▶ Keen to work with people who need supported decision making to engage with the NDIA
- ▶ Keen to learn about including supported decision making in plans
- ▶ Contact Kate or Tina@adacas.org.au 62425060

The future of advocacy

- ▶ Advocacy is valuable for people using the NDIS
- ▶ Advocacy funding in the long term remains uncertain
- ▶ There isn't enough funded Advocacy

Advocacy in the NDIS

- ▶ In response to uncertainty and requests by participants
- ▶ ADACAS now providing an advocacy model of support coordination
- ▶ Using Advocacy approach is right for some people
 - ▶ Carefully managing conflict of interest

ADACAS

- ▶ Primary focus remains independent individual advocacy
- ▶ Supports people with reviews and appeals of NDIS decisions
- ▶ Welcome inquiries and happy to share experience and options



Thank you

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