**Disability Discrimination Commissioner National Consultations**

**National Disability Insurance Scheme Video Transcript**

The National Disability Insurance Scheme (NDIS) is part of Australia’s commitment to implementing the Convention on the Rights of Persons with Disabilities. It is one of the biggest and most promising social reforms to ever take place in Australia. People are hopeful about the NDIS, but there are also some issues and challenges that are affecting the successful implementation of the NDIS across Australia.

You told me that the National Disability Insurance Agency, the NDIA, could improve its engagement and communication with people with disability. People are concerned that their suggestions for improvement are not being heard or acted on. Information about the NDIS isn’t always available in accessible formats, and there has been a lack of targeted engagement with people with disability from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander people with disability and other vulnerable groups.

You told me that the planning process is inconsistent, varied, often rushed, isn’t tailored to individual needs and can be difficult to navigate without advocacy or independent support. Planners don’t always have the skills and understanding of the impact of different disabilities. The ‘My First Plan’ process is preventing positive first experiences with the NDIS because many people’s first plans only include the supports they currently receive. People are being discouraged from self-managing and aren’t being given the support to self-manage, and the online portal can be difficult to navigate.

You also told me that the NDIS won’t overcome all of the barriers and issues people with disability face to equitable access to health care, education, housing and other mainstream services, and that there is a need for a stronger commitment across government to addressing these barriers. The funding for the Information, Linkages and Capacity Building Scheme won’t be enough for it to achieve its important goals. The individualised approach of the NDIS might not acknowledge the importance of community and family to Aboriginal and Torres Strait Islander people with disability and people with disability from culturally and linguistically diverse backgrounds. And the most marginalised and vulnerable people with disability may not receive the support they need in an individualised, market based system.

A lot of people agree that good planning experiences and good plans are, for the first time, enabling people with disability to become actively involved in their communities, exercise choice and control over their supports and do things they never thought were possible. People are excited about the grassroots and peer support movement creating strong networks of people with disability that the NDIS has sparked. But people also agree that there needs to be better engagement with people with disability by the NDIA, better information and support to navigate the NDIS, certainty and consistency about who is eligible and what supports the NDIS will provide and policy and practice to ensure the NDIS meets the needs of the most vulnerable people with disability.

We will know that the NDIS is achieving positive change when all people with disability, regardless of age, residency status, cultural, Indigenous and/or linguistic background, criminal history and/or where they live, have access to the supports they need and can live life the way they choose to live.