

# Submission to the Joint Standing Committee on the NDIS

## NDIS ICT Systems

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### About us

The Public Service Research Group at UNSW Canberra<sup>3</sup> has a longstanding commitment to researching personalised care systems in Australia and overseas. Associate Professor Dickinson is a Chief Investigator in the Centre of Research Excellence in Disability and Health<sup>4</sup> funded by the National Health and Medical Research Council (NHMRC) and our portfolio of work includes research into various aspects of the National Disability Insurance Scheme. We welcome the opportunity to contribute to the

In 2017 we released a report on the findings of our research into Choice, control and the NDIS.<sup>5</sup> A key feature of this project was the participatory and multidisciplinary research method applied to gathering, DQDO\VLQJ DQG SUHVHQWLQJ GDWD RQ VHUULFH XVHUV SHUVSHFWL in one of its trial sites.<sup>6</sup> This approach gives unique insight into the scheme from the perspective of participants. This research underpins our comments on the following terms of reference for the Committee ZLWK SDUWLFXODU IRFXV RQ WKH SDUWLFLS DQWIPDQJIS HULHQFH experiences of the MyPlace Portal; the appropriateness of the MyPlace Portal and agency facing IT systems; and the impact of ICT infrastructure on the implementation of the NDIS.

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<sup>4</sup> <http://credh.org.au/>

<sup>5</sup>





pages with a step by step guide so it gives you some sense of - [interviewer: how complex it is!]. , P Q R W H Y H Q V X U H L I L W V Z R U N L Q J S H U F H Q W 7 H trouble over it.<sup>11</sup>

Another told us:

, Q H Y H U N Q R Z K R Z P X F K , Y H V S H Q W E H F D X V H , F D Q W D F F H V V have a computer and my mobile phone and home phone are incompatible to it. So, , F R X O G Q W W H O O \ R X L I , Y H V S H Q W R U

For people in regional and rural Australia, the issue of access to the internet caused significant problems:

With our first plan, the planners came out to our house and did the planning meeting DW K R P H , W K R X J K W W K D W Z D V U H D O O \ L P S T A N D W D Q W F D X V H , W K D W Z K H Q \ R X O L Y H L Q W K H F R X Q W U \ W K H U H V O R W V R I L V V X live in a larger town. Things like transport and those things are an issue. They

Could I just do three hours on a Monday of NDIS admin, meaning contacting all these people and what is next on the thing. Could I do it like that? No. Because it is picking him at 3:30 or four. They can only see him at 2:15 and they are only available on a Friday. I have to fit in with them in order to make sure he gets his thing.<sup>16</sup>

Other participants had been cautioned against self-management and in some cases, advice against self-management came from service providers, posing a risk of conflict of interest. Generally, participants described complex systems, challenges accessing and understanding the volume of information required to make decisions, and difficulties navigating administrative requirements. This clearly disadvantaged some participants in exercising choice and control over their care because of the nature of their disability, while others were deterred by the administrative challenges and responsibilities in light of other demands on their time and resources. Many participants told us they felt that the administrative burden of the scheme outweighed its benefits and that the time and effort they put into

When we started with the NDIS, they lost all my paperwork twice and I had to fill it in a second time. I had to go to the doctor twice, and it was embarrassing that a government agency lost my paperwork. They were trying to blame me, but I sent it to them in the form that they sent it to me. It got sorted but it took six months.<sup>17</sup>

In brief, these are the key issues surrounding the NDIS ICT systems identified by participants in our research:

- < There is inequitable access to online resources and information about the NDIS, related to one