

NDIS in Maribyrnong

Report on the Public Meeting held on 20 November 2017

Summary

In November, Maribyrnong City Council held a public meeting to help develop recommendations for Council on the City's potential role in National Disability Insurance Scheme (NDIS) and what this means for our community. This report provides an overview of the meeting and the feedback collected from the community, along with the community consultation process that was undertaken by Council. It also summarises the services provided by Council, the NDIS reforms in Maribyrnong and next steps that will be taken.



Overview of the NDIS reforms in Maribyrnong

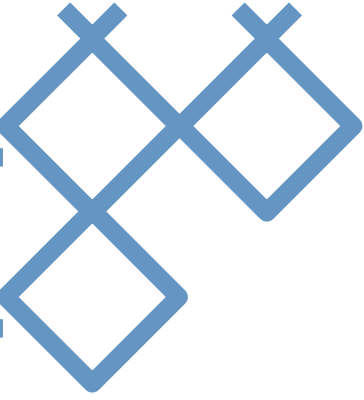
What is the NDIS?

The NDIS will be introduced to Maribyrnong in October 2018. The scheme is a new way of providing individualised support for Australians with disability, their families and carers. It will largely replace existing systems of disability care and support.

The National Disability Agency (NDIA), a Commonwealth agency, is responsible for implementing the NDIS.

Under the NDIS, eligible people will be assessed and a unique support plan will be developed and funded. Existing services will continue until plans commence.

The NDIS is designed to give participants greater control and choice over services and their own goals than they have under existing systems.



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Disability profile in the City of Maribyrnong

Australian Bureau of Statistics (ABS) data indicates that there is over 1,600 people with disability under the age of 65 requiring assistance with core activities living in Maribyrnong. Of these people, 192 currently receive home and community care services provided by Council. Of these 192 people currently receiving Council services, approximately 80 people are likely to be eligible for the NDIS.

Services provided by Maribyrnong City Council

Council provides services for people with disability in the municipality of Maribyrnong. Council currently provides for a:

- Disability Planner, to implement the Disability Access and Inclusion Action Plan;
- MetroAccess Officer, to focus on community development and advocacy; and
- Community Care Team, which provides domestic assistance, personal care, respite care, home maintenance, delivered meals and a community bus.

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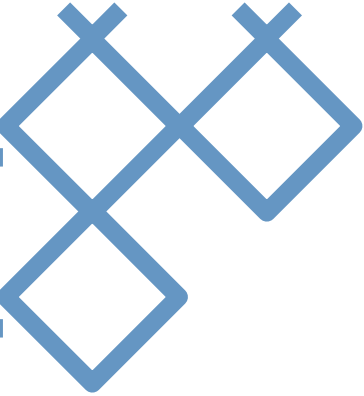
Realising that the NDIS will impact the way Council provides home and community care services to people with disability, Council needs to review its role as a service provider. To do this, Council sought feedback from the community.

Consultation process

Between August and December 2017, Council hosted an online forum, alongside a postcard survey and a public meeting.

To date:

- 42 ideas have been posted
- 2630 unique visitors visited the online forum
- 5 main themes have been identified



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Public meeting

On Monday 20 November, 2017 a Public Meeting was attended by 35 clients, their carers and family members to discuss the community's view about the future role of Council under the NDIS.

Outcomes of the meeting

After a presentation about the NDIS in Maribyrnong and a short question and answer session, people at the meeting were invited to discuss their views on the following four questions:

- 1) Based on today's discussion what is one thing each of us now know?
- 2) What do you think will be the greatest

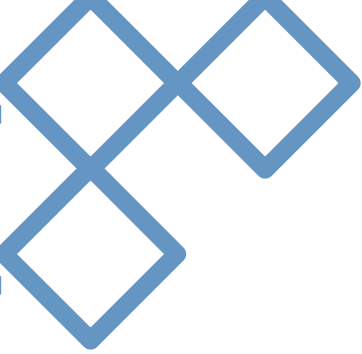
opportunity about the NDIS in Maribyrnong?
What do you think will be the greatest risk?

- 3) Given everything you have heard today, what is one key insight or learning you have made?
- 4) What role does Council have in supporting the NDIS?

Summary of responses from public meeting

What is one thing each of us now know?

The attendees are aware that the NDIS is designed to give a greater control over services provided to people living with disability. For example, parents of children with disability are able to be paid as carers under the NDIS. There is still some confusion and uncertainty around how the NDIS will actually work, and it was identified that more information about the NDIS is needed. The community reports that there are price gaps for Council services when compared to the funding covered by NDIA.



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Summary of responses from public meeting continued

What do you think are the opportunities and risks?

The NDIS roll out provides Council with an opportunity to evaluate its role in providing support for people with disability and their families and carers. This is a good time for Council to build community networks, advocate for clients' issues about the NDIS and build the capacity of community members to advocate, address challenges around disability, social isolation

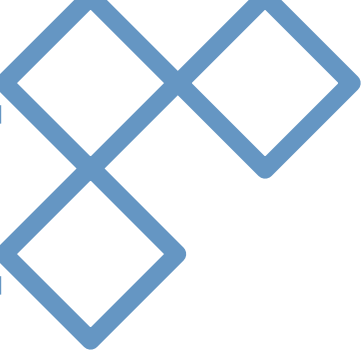
and gaps in services. The NDIS roll out also present risks around the consistency and quality of services provided, leaving some people in the community vulnerable to missing out on the right support they need.

What is one key insight or learning you have made?

Council already provides adequate support in addressing the community concerns and confusion around the NDIS implementation. The community wants Council to be more active in facilitating meetings and

networking events for carers and parents of children with disability. The attendees believe Council plays a role beyond providing services, whether it be:

- providing trusted and credible information;
- providing training opportunities for people negotiating the NDIS;
- developing community capacity in "customer advocacy";
- hosting more group activities; or
- improving city infrastructure for people with disability.



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Summary of responses from public meeting continued.

What role does Council have in supporting the NDIS?

With the NDIS roll out, attendees believe Council should focus more on advocacy and supporting an active role for young people. It was identified that Council could support a networking event with parents and carers, a housing program, employment, better transportation, and infrastructure. Council could also add value by assisting the community during the transition, connecting with service providers, helping people navigate the NDIS, with a focus on quality control.

What's next?

The outcomes of the online forum and public meeting will be a key input for the evaluation of Council's role in service provision. Discussions with the executive team and Councillors will be held in early 2018. In mid 2018, Council will report back to the community about its decision before the NDIS roll out in October 2018. This process is summarised in the image to the below.

