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# Investigating the impact of NDIS market settings on participants with a psychosocial disability and providers

Fact Sheet for organisations delivering NDIS funded support to participants with a psychosocial disability

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## Why investigate the impact of NDIS market settings on participants with a psychosocial disability and providers?

Providers are reporting that National Disability Insurance Scheme (NDIS) market settings are an important consideration in the delivery of good quality, safe and sustainable supports to participants with a psychosocial disability using an adequately skilled workforce.

Pre-NDIS, psychosocial supports were delivered by a skilled workforce with specialist capability and competence to practice in ways that promote recovery, as well as identify and appropriately intervene to prevent relapse, psychiatric crises and suicide risk. The type of providers, workforce and nature of supports traditionally provided to people with a psychosocial disability is evolving under the NDIS.

This project will determine if differential market settings are needed to ensure providers are able to respond effectively, safely and viably to the unique needs of NDIS participants with a psychosocial disability.

## What do you mean by the term ‘market settings’?

Market settings are defined as the conditions set by the NDIA and governments to influence the NDIS marketplace. For the purposes of this project market settings include:

- **regulatory settings** (such as price settings and quality and safeguards arrangements), and
- **market and workforce policy settings** (such as market and workforce interventions to address systemic issues in the development and operation of the NDIS market).

## Who is leading this project?

The Victorian Department of Health and Human Services is leading this work in partnership with other states and territories, the Commonwealth Government, the National Disability Insurance Agency (NDIA) and the NDIS Quality and Safeguards Commission.

The project findings will be reported to the Market Oversight Working Group who reports to the Disability Reform Council’s Senior Officials Working Group.

## How can I be involved in this project?

You can have your say by:

1. **Completing the workforce and provider surveys.** The workforce and provider surveys, developed for support workers, team leaders/supervisors and provider managers, will gather information on market trends, issues and impacts on the delivery of NDIS supports to participants with a psychosocial disability.
1. **Participating in a workshop.** A facilitated workshop will identify best practice in the delivery of supports to participants with a psychosocial disability and impacts of current NDIS market settings on achieving best practice. The workshop is targeted to provider managers and above.

## How will the information I provide be used?

The data from the surveys will be aggregated. Individual service providers will not be identified. The analysis will however identify if there are different issues for providers delivering NDIS supports to participants with a psychosocial disability in remote, rural, regional and metropolitan areas.

The findings of the surveys and workshops will be used to develop the evidence base for a best practice service model for participants with a psychosocial disability, including enablers of recovery-oriented, quality and safe supports. The extent to which current NDIS market settings facilitate a best practice service model for participants with a psychosocial disability will also be assessed.

Recommendations will then be made to Market Oversight Working Group on whether differential market settings are required for the provision of support to participants with a psychosocial disability. The project will also identify ways to improve market and workforce policies, strategy and interventions to optimise outcomes for this participant group.

## How can I find out more about this project?

You can also contact Julia Colcott from the Victorian Department of Health and Human Services on [julia.colcott@dhhs.vic.gov.au](mailto:julia.colcott@dhhs.vic.gov.au)

## Key dates

The workforce and provider survey will be released on **13 January 2020** and close at **4.00 pm on 2 March 2020**.

The schedule for the workshops is below.

Location	Date	RSVP by:
Melbourne	3 February 2020	20 January 2020
Hobart	5 February 2020	22 January 2020
Perth	7 February 2020	24 January 2020
Brisbane	11 February 2020	28 January 2020
Canberra	12 February 2020	29 January 2020
Sydney	18 February 2020	4 February 2020
<b>Darwin</b>	<b>26 February 2020</b>	<b>12 February 2020</b>
Adelaide	28 February 2020	14 February 2020

Please RSVP for the workshops to Julia Colcott via email ([julia.colcott@dhhs.vic.gov.au](mailto:julia.colcott@dhhs.vic.gov.au)) by the identified RSVP dates, nominating one representative from your organisations management/leadership team.