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National Disability Insurance Agency
Email: AnnualPricingReview@ndis.gov.au

PO Box 4093
Ainslie ACT 2602
T (02) 6230 1775
F (02) 6230 1704
anglicare@anglicare.asn.au
www.anglicare.asn.au

Submission to Annual Price Review

Thank you for the opportunity to contribute to the National Disability Insurance Agency's annual price review consultation.

Anglicare Australia is a network of independent organisations that are linked to the Anglican Church and are joined by values of service, innovation, leadership and the Christian faith that every individual has intrinsic value. The Anglicare Australia Network contributes to more than 50 service areas in the Australian community. In all, 1 in every 20 Australians access Anglicare services throughout the year.

The Network has extensive experience providing services for people living with disability. In 2017-18, Network members provided disability support services including NDIS services to over 14,200 people, in over 168 locations across all states and territories, with a budget of \$113million.

Despite this scale and experience, large Network members have been unable to deliver NDIS services viably. This only further confirms concerns continually raised by the sector that the NDIS pricing model does not support sustainable service delivery.

Network members have been subsidising NDIS services from reserves, as they are committed to the people and communities they serve and transition to a well-functioning NDIS. Unfortunately, there has not been sufficient improvement in the NDIS pricing structure, and the current proposed changes do not address the fundamental issues. As such, large agencies within our Network have been forced to withdraw from provision of NDIS services.

This has been a very difficult decision. The mission of the Network is to serve people most in need, in partnership with them and their communities, and these agencies have worked with people with disability for decades. However they simply cannot provide services in line with these values within the NDIS price structure.

The NDIS pricing model is not working for individual or group support. In particular, the prescriptiveness of NDIS plans (including around staffing qualification levels for different activities) are operationally prohibitive, and travel is completely unaffordable.

It is deeply disappointing that because issues with NDIS pricing have not been resolved, large providers are having to cease service provision. This is to the severe detriment of the wellbeing of participants. Fundamental changes must be made if the NDIS is going to ensure quality, accessible services and choice and control for Australians living with disability.

We appreciate the NDIA's consideration of this submission. Should you require further information, please contact the Anglicare Australia office on (02) 6230 1775.

Yours sincerely,



Kasy Chambers
Executive Director
Anglicare Australia