



**Lifestyle in Supported Accommodation (LISA) Inc**  
ABN: 88 962 337 789: Web: [www.lisainc.com.au](http://www.lisainc.com.au)  
73 Nepean Street, Watsonia, 3087  
Email: [info@lisainc.com.au](mailto:info@lisainc.com.au)  
Email: [vk3qq@optusnet.com.au](mailto:vk3qq@optusnet.com.au)  
T: 03-9434-3810.

17 March 2017.

Review of NDIS Costs  
Productivity Commission  
GPO Box 1428  
BARTON 2600

### **Submission to Review of NDIS (costs) by the Productivity Commission**

We would like to add the following to our original submission dated 7 March 2017.

#### **'Agency and In-Kind' NDIS plan IFP funding control factors:**

We see NDIS plans for participants living in non-government group homes, as quite different from the NDIS plans of participants living in group homes currently operated directly by the Department of Health and Human Services (DHHS) in Victoria.

The original intention of the Productivity Commission was that people with disabilities and their stakeholders should have choice and control of their service providers, and their NDIS funding "in their pocket" - therefore living as close as possible to that of the general population. In contrast to state government captive market, block funded power over people services

The defined control of the plan funding packages, not mentioned in the plans, but revealed by our NDIA contact as, "Agency" and "In-Kind".

The line we got from the NDIA was:

*"A variety of supports have been designated as 'in-kind'. In-kind services are services which have been pre-paid by the State/Territory or Commonwealth governments. More formally, in-kind is a transitional funding mechanism (outlined in the bilateral agreements between the Commonwealth and the relevant State/Territory Government) that*

*provides supports to NDIS participants already paid for under existing State and Commonwealth funding arrangements. This means that the NDIA does not pay the provider cash for claims submitted for supports subject to in-kind arrangements. Note: In-Kind supports are always Agency managed. Specialist Support Coordination is always Agency managed."*

So much for participant "choice and control" and "self managing" This is little different from block-funding!

We wondered when and where the bureaucrats would reverse the original intent of the NDIS - That of power to the people, to that of power over people

Showing the in-kind funding amounts in the plan (clearly for all DHHS group home residents) would appear to be an attempt to quantify the department is really providing its residents with a service within NDIS criteria. Whereas, the department is paying itself, as it always has. With the figures in the plan being to make the department, funding itself, look like it really is a NDIS service provider.

The public service bureaucrats are certainly doing their best to maintain their power over people by insider COAG trading.

We feel sure non-government group home service providers throughout Victoria would like to continue receiving block funding, like the DHHS is effectively continuing to do, rather than have to operate from consumer controlled funding.

### **NDIA Communications with Participants and their Stakeholders:**

The NDIA protects itself from those it is intended to serve, with a siege mentality and barriers better than the green zone in Baghdad.

The phone numbers and addresses NDIA offices and staff are so covert even the CIA would struggle to make contact.

The front desk staff at NDIA desks (offices) in Centrelink can provide little more than general direction, with main NDIS staff hiding upstairs. This is despite the NDIA covering letter with plans says, "*A request for internal review can be made by talking to someone from an NDIA office*" Whereas we tried four times at two NDIA offices to no avail. Some front desk staff said, we don't do that. Others tried to get people to come down from upstairs, but they refused.

Page 1 of NDIS plan says, If I have any questions, I can contact the NDIA on 1800 800 110. Whereas, the operators know little but to attempt to get the local offices of participants/stakeholders to call them – which our extensive findings is, they do not call back.

**A key question all of the NDIA refuses to answer:**

"We call on you, NDIA, to give us practical examples of quality of care benefits residents of NGO group homes (SDAs) gain from before NDIS to after NDIS. And, do the same for residents of DHHS group homes, with the DHHS continuing to block fund the support service costs of its group homes in the NDIS areas of Victoria".

W have put this question to many, many areas of the NDIA, including a a meeting at their HO in Geelong, and to Minister Porter. But to no avail.

Tony & Heather Tregale  
Coordinators, LISA Inc