



12 July 2017

*Lodged electronically*

**Re: National Disability Insurance Scheme (NDIS) Costs Inquiry  
DRAFT RECOMMENDATION 9.2  
CPSU/CSA (Western Australia) Submission**

The Community and Public Sector Union / Civil Service Association (CPSU/CSA) is a West Australian Union representing 630 occupations in over 130 public sector agencies.

We make work life better for over 40,000 people in WA.

This submission is in response to DRAFT RECOMMENDATION 9.2:

*The Western Australian Government and Australian Government should put in place arrangements for Western Australia to transition to the National Disability Insurance Scheme. Any decision to join the national scheme should be made public as soon as possible.*

### **The status of the NDIS in WA**

Western Australia is in the unique position of having signed a bilateral agreement in relation to the delivery of the NDIS which is now being renegotiated. This has caused much disruption to both people with disabilities and those providing services to them.

The CPSU/CSA in Western Australia has recommended that the McGowan Government proceed with the bilateral agreement as agreed by the previous government. The CPSU/CSA has long taken a position that the decision in relation to the NDIS should be based on the evaluation of the trials currently underway and should include significant input from people with disabilities.

In the evaluation report conducted by Stanton's International titled 'WA NDIS Trial' evaluation of the WA NDIS model is compared highly favourably with the NDIA model with equal or better outcomes in most areas.

The report compares and contrasts each of the models, using an industry standard "cross-functional business model" analysis, used to generate a comprehensive business model combining all the processes for both NDIA and WA NDIS operations in the WA trial sites. The results indicate that at almost every area of measurement, the WA NDIS model had better outcomes.

At page 6 of the Executive Summary:

*The WA NDIS model is the closest fit to the key features of an effective model for WA, requiring the least modification.*

Executive Summary of the Evaluation Report states that the WA NDIS model already had 9/12 of the key criteria for an effective model in place, as compared with 0/12 for the NDIA model.

Of the general recommendations of the Evaluation Report, the WA NDIS model met 9/19 as compared with the NDIA model which met only 1/19.

At page 8 of the Executive Summary:

*The WA NDIS model requires fewer modifications with one of the recommendations requiring a policy change, eight requiring process improvement and nine requiring no action. The NDIA model requires three policy changes and fifteen process improvements.*

The WA NDIS is based on a Local Coordinator model of service delivery. The State Government employed Local Coordinator has no conflict of interest and seeks out the best services for their clients and the community.

The CPSU/CSA in Western Australia frequently hears from members delivering Local Coordination services who understand that while they are employed by the State Government, the significant issues in relation to conflict of interest issues are resolved in the interests of people with disabilities and that in the long term, the cost of the service provision will be diminished under the WA NDIS model.

### **Case Study (a Local Coordinator Perspective)**

*Andrea works as a Local Coordinator delivering the WA NDIS for the Disability Services Commission in Western Australia and she has also worked in the NDIS in the New South Wales.*

*Andrea is committed to her work here in Western Australia and genuinely believes that the WA NDIS is a better model for service delivery for people with a disability. Having worked in both systems, Andrea feels that she is better able to deliver a higher standard of service as part of the WA NDIS as the model is more personable. Andrea believes that the WA NDIS saves money in the long run because the localised model gets to the crux of what's going on.*

*“When you go to someone’s home you can pick up a lot more than what is said on the phone or in the office. Being able to see what is needed and offer a more direct relationship has the effect of reducing support needed in the future. Face to face makes all the difference.”*

*Andrea has concerns about conflict of interest issues when private providers develop plans for people with disabilities with providers delivering a business model, not a care model and with no disincentive for providers not to push people with disabilities to services they provide with little regard for what is best for the individual, their family and the community.*

The CPSU/CSA supports the recommendation that the WA Government and Australian Government should put in place arrangements for WA to transition to the NDIS. Any decision to join the national scheme should be made public as soon as possible. The CPSU/CSA further recommends that the West Australian Government proceed with the bilateral agreement as agreed by the previous government which provides for local service delivery by State Government employed Local Coordinators who will not have a conflict of interest issue.

Please contact Ms Kylie Turner, CPSU/CSA should you require any additional information in relation to this submission.

Yours sincerely

Toni Walkington  
Branch Secretary

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