NDIS enquiry by the Productivity commission

Quality can’t be delivered for cost
Decreased choice
Self managed are on a different playing field from all others, even plan managed using non registered providers
National price doesn’t take into account the differences in costs in different states and territories
Never been an explanation of how the pricing levels were arrived at. What was included etc. Benchmarked against businesses that were unrelated Ramsay health
Cross subsidising is prominent is the sector
Registrations are not a true indicator of market size
Some areas are well catered for and others very poor
Cost of dealing with agency
No accountability, non existent communication lines
High reluctance to put any advice in writing
Frequent advice to do work arounds in order to be able to claim
No ability to deal with crisis which are ending up being dealt with in health or education spaces
Delay in plans/ reviews putting all the risk onto providers
Poor wages complicate retention, changing staff leads to poorer outcomes for participants
ACT has low unemployment making recruitment very difficult
Low price means training, support etc impossible to fund and thus decreased outcome for participants
Stated profit margin by NDIA leaves no room for innovation
Manipulation of the market is preventing a market price developing
The ACT is a microcosm of the country