

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 in 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