

# Thin Markets Project Survey

28 May 2019

2 responses

## 1. Response to areas of thin markets

Lack of Provider of Last Resort, particularly in housing, housing for those with psychosocial disabilities, support for children relinquished,  
Lack of capacity of NDIS system to respond to psychosocial disabilities in all aspects.  
Financial cost of obtaining necessary reports for first planning meeting.  
Burnout of providers across all areas of service.

Transport policy that does not reflect other NDIS principles to fully fund a reasonable and necessary support, which results in significant financial difficulties especially for those with psychosocial disabilities.

Policy of individual support funding that creates expectation of 1:1 supports for families for a participant with complex disability individual needs but repeatedly met by NDIA response of 'financial sustainability'.

Choice and control depends on availability of services in participant's area.

Lack of training of providers in all areas, especially medical needs of complex disabilities, especially managing participants with high risk behaviour (eg, suicide risk, violent or aggressive behaviour).

Lack of availability of training for providers in all areas working with people with complex issues, such as self-harm, suicide risk, violent or aggressive behaviours.

Loss of previously State funded inclusive supported workplaces.

Loss of previously State funded housing options.

NDIS information is not available in all formats.

NDIS website is not complete with all information or accessible.

Lack of clarity of types and currency of reports required for first planning meeting.

Lack of knowledge of NDIS process and contractual arrangements to be able to discuss detail of service agreements.

Lack of organisational skills, including computer skills, required of family member or person supporting participant.

## 2. Response to short and long terms solutions

Advocacy organisations are a service provider in this space. They are a very thin market.

Advocacy needs to be expanded in funded support. The NDIS has created more need for advocates working within and around the NDIS, so more funding for advocates in housing, discrimination health, education, and community participation is essential.

The government ought to:

1. fund more disability specific advocates;
2. fund NDIS appeals advocates at higher rates, recognising the legal nature of advocacy to attract legally qualified advocates.