nacbo
National Alliance
Capacity Building Organisations

SUBMISSION TO THE NDIS REVIEW: WORKING TOGETHER TO DELIVER THE NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

JULY 2023

Based on contributions from NACBO members below https://www.nacbo.org.au/.

BELONGING MATTERS INC
Community Resource Unit Ltd. Expanding Ideas; Creating Change
family ADVOCACY
resourcing inclusive communities An initiative of Family Advocacy
ImagineMORE
JFA Purple Orange
ValuedLives Your Pathway, Your Journey

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The organisations contributing to this submission acknowledge the Traditional Owners of the lands on which this submission was developed.

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Summary of solutions

Solution 1

Long term, whole stages of life, Capacity Building is required. This needs to be undertaken by capacity building organisations that hold a deep understanding of what's required to build the knowledge, skills, confidence for people with disability and their families. This is informed by the following:

- Person and family centred
- Informed by theories of change
- Over the life course, especially during life transition periods
- Mirrored on the typical experiences and valued roles that most Australians aim for and enjoy
- Rich in content, geared to high expectations
- Targeted at leadership development
- Led by lived positive life experience
- Independent of the direct support sector
- intergenerational

Solution 2

National Centre for Service Innovation

A National Centre for Service Innovation is required to develop knowledge, competencies and leadership in the disability service system to ensure social inclusion, valued contribution and meaningful participation for people with disability.

Solution 3

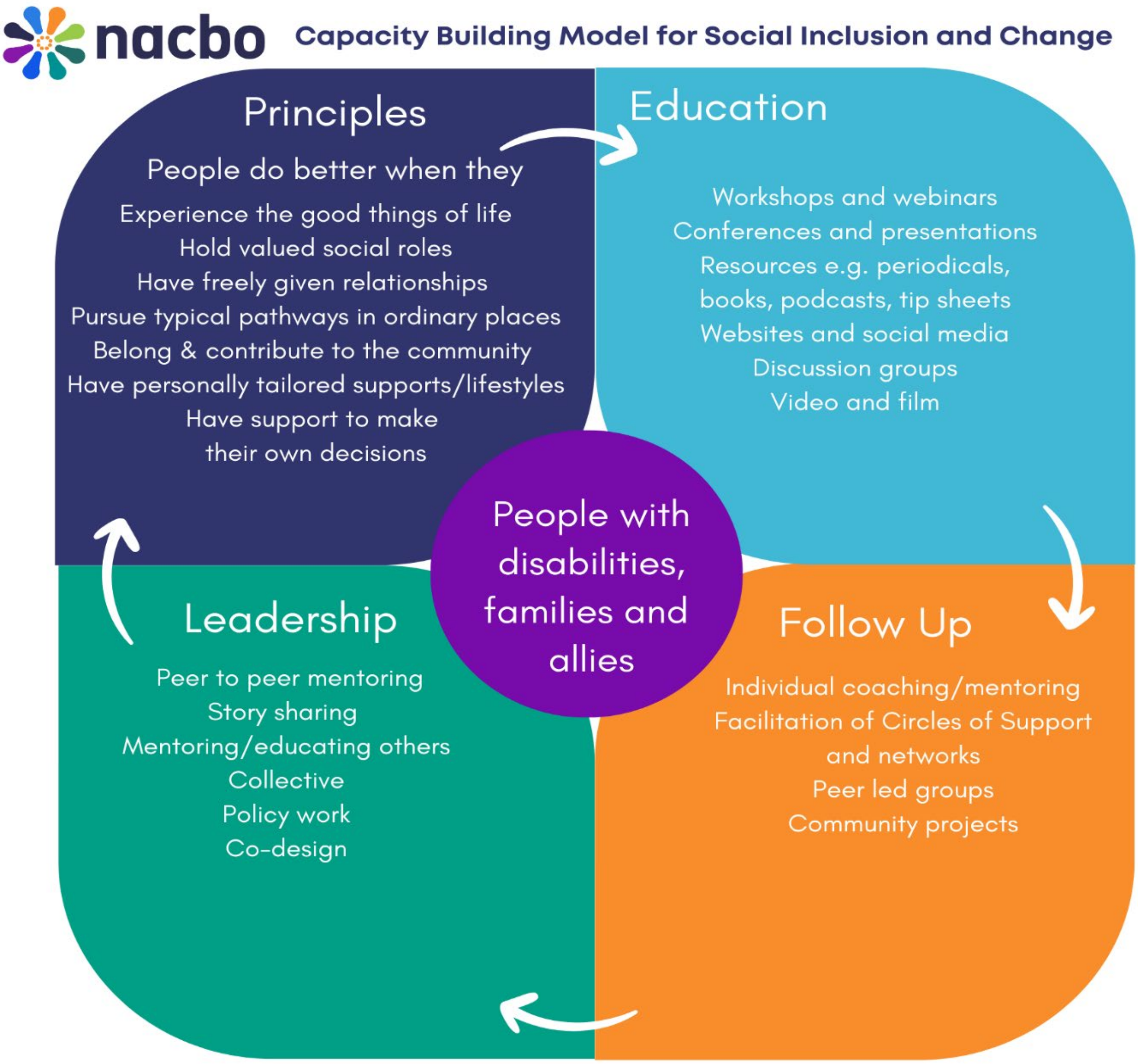
NDIA must use its influence to evolve mainstream services to support the genuine inclusion of people with disability.

NACBO – Who we are

The National Alliance of Capacity Building Organisations (NACBO) is an alliance of not-for profit, values-based, capacity building organisations that span across Australia with a combined experience of 100 years.

We hold a shared vision and belief that all people with disability are valued citizens and should be supported to contribute to society through all facets of valued social and economic participation, similar to the overall objectives of the NDIS.

Below is an illustration of the NACBO Capacity Building Model for Social Inclusion and Change.



nacbo Capacity Building Model for Social Inclusion and Change

Principles

People do better when they
Experience the good things of life
Hold valued social roles
Have freely given relationships
Pursue typical pathways in ordinary places
Belong & contribute to the community
Have personally tailored supports/lifestyles
Have support to make their own decisions

Education

Workshops and webinars
Conferences and presentations
Resources e.g. periodicals, books, podcasts, tip sheets
Websites and social media
Discussion groups
Video and film

People with disabilities, families and allies

Leadership

Peer to peer mentoring
Story sharing
Mentoring/educating others
Collective
Policy work
Co-design

Follow Up

Individual coaching/mentoring
Facilitation of Circles of Support and networks
Peer led groups
Community projects

The members of the alliance are:

- Belonging Matters (Victoria)
- Community Resource Unit (Queensland)
- Family Advocacy (New South Wales)
- Imagine More (Australian Capital Territory)
- JFA Purple Orange (South Australia)
- Valued Lives (Western Australia)

Our history as an alliance is rich and long with several of the organisations working in close alignment with each other to enrich the lives of people with disability for over 30 years. The coming together of NACBO over eight years ago has worked to progress and strengthen our combined efforts across Australia and to realise the nationwide progression of authentic social and economic valued participation of people with disability.

Introduction

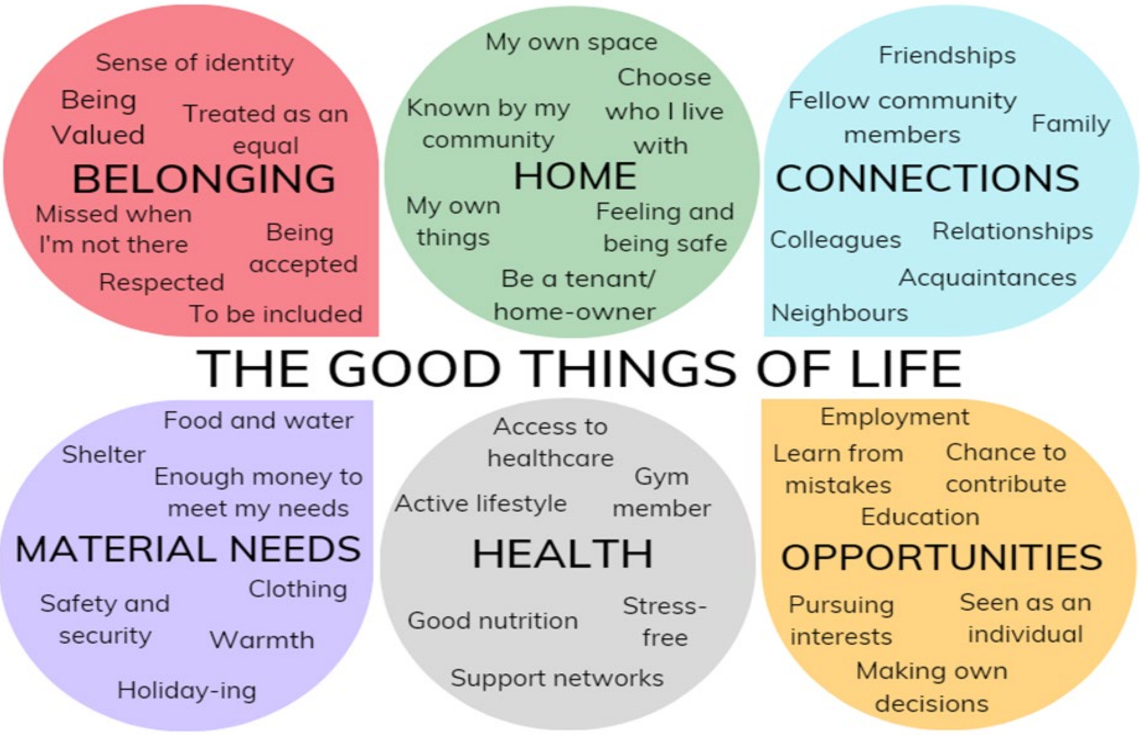
NACBO appreciates having the opportunity to provide a submission in response to the NDIS Review: Working together to deliver the NDIS.

Similar to the philosophical aspirations of the NDIS, **NACBO believes having access to the 'Good things in life' must be the primary consideration of funded support for people with disability** in Australia, and by which outcomes should be measured.

The notion of the good life as often discussed is not deeply understood by many involved with the supports of people with disability. To clarify, it does not refer to having "a good time" such as being on vacation. When NACBO talk about the good things of life, we talk about the universal things that all humans value, enjoy, require and strive to achieve. These aspects of life give richness to who we are, who we are connected to and how we live our life.

The visual illustration below depicts the areas of the Good Things of Life:

Belonging, Home, Connections, Material Needs, Health and Opportunities.



NACBO have collectively witnessed the benefits that individualised funding has provided many people with disability since the inception of the NDIS and how this has flowed onto many people having the autonomy to drive their supports in innovative ways if given access to good capacity building.

Indeed, we are reminded of the Inquiry Report on Disability Care and Support, Productivity Commission, 2011, which stated "The evidence strongly suggests a wide range of positive wellbeing outcomes from self-directed funding for people with disabilities and their carers, including higher satisfaction with life, more independent living, better continuity of care and lower levels of abuse and neglect. Self-directed funding appears to cost no more than traditional models of care, and may well cost less."

For this reason, **we are strong supporters of flexible approaches such as self-management**, which when done well**, provides an opportunity for less investment of funding over the longer term** for many people. Below is a link to a joint project centred on self-management with the many potent benefits of self-management for the person with disability.

https://www.selfmanagedsupports.org.au/

Indeed, the aim of the NDIS is for people with disability to have choice and control to direct their own supports. We invite the NDIS Review panel to find solutions to go further in supporting the notion of self-management to make is less arduous and more simple so people with disability and their families could be supported to do so without having to take on the "work" of self-management. However, we also acknowledge that self-management is not possible or desired by all NDIS participants and a strong, clear, robust service system is also required.

Indeed, it is important to ensure capacity building focused on the good life needs to reach a wide range of NDIS and non NDIS participants, for example those who are Plan Managed, NDIS Managed and those who are not on the scheme. The positive outcomes that flow on from this also has the ability to change mindsets of support workers, service providers, policy makers etc.

We also support the assertion that Choice and Control is defined as "a participant has the right to make their own decisions about what is important to them and to decide how they would like to receive their supports and who from."

Although this premise is supported by NABCO, "Choice" on its own is fraught with limitations. Informed choice enables the participant and their families to make an assessment of what the individuals need in order to seek out the good things of life based on their increased knowledge. For many people with disability and their families, there have been limited opportunities to have exposure to non-disability specific options. In many respects, most exposure and from a young age has been around institutionalised responses to people with disability, forming little leeway to imagine better, support more typical pathways or build richer lives in the community. **Choice on its own will not deliver better life outcomes for people with disability unless the intentional work of building the capacity of people, their families and allies occurs.**

NACBO posits the historical approaches to serving people with developmental disability (congregation/segregation) continue to drive current approaches. Many current approaches often offering people different settings, sets of expectations and conditions that do not align with the typical experiences afforded to the majority of Australians. Unfortunately, even after 10 years of the NDIS, many of the funding structures (Agency managed and Plan managed) continue to support the traditional disability service responses which echo group funded programs of old, limiting the opportunities for people to experience the many good things that life has to offer. For example, supports offered through SDA and particularly SIL leading to increased risk of isolation, abuse and neglect and disconnecting people from their communities.

The expansion of the disability landscape of congregation has also carried many of the low expectations that are afforded to people with developmental disability, leaving a gap in the potential opportunity for innovation and real change which the NDIS aspired to achieve. This is ever present at local expo's around the country with many newly emerged services providing the same segregated and congregated program orientation to supports for people that have been in existence for many decades. Many are newly branded, with upbeat language to describe what they offer, however, fall very short on delivery supports that authentically connect people to their communities or into roles that would be expected on someone of a similar age.

These traditional approaches are drastically lacking in supporting individuals with developmental disability to genuinely participate in their communities. We note the expansion of the therapy sector such as Art therapy, Music therapy, Horse therapy to name a few. What was once an ordinary valued activity is now a form of therapy. Consequently, this takes people away from what should be valued and ordinary life experiences that could be otherwise shared with community members without a disability. NACBO recognise that the impact of these continued institutionalised responses and underlying assumptions of the 'need' must be well understood to address the reform desired, otherwise, there will remain a risk that any actions flowing from a reformed NDIS will fall short in reaching the aspirations of typical life experiences for people with disability.

In this regard, changes required within the NDIS form one component of the required change to 'really shift' the participation of people with disability within the Australian landscape. We believe that the NDIA has the ability to strongly influence other aspects of society to ensure that we are all working together to support the change we want to see. People with disability, their families, the disability service system, mainstream services and communities and business all represent levers for change and we see them as critical in the wider scale change that is needed.

The NDIA is not the oasis in the desert in relation to being the change needed and efforts to strengthen the operations of the scheme should not therefore be done in isolation.

Capacity building – for what?

To achieve transformational change as opposed to simply transactional benefits that the NDIS provides, NACBO believes targeted, potent capacity building on an ongoing basis needs to be provided for people, their families and allies. Although capacity building over the 10 years of the NDIS has been present, we have observed that much of the focus has not aligned with the general principles of the NDIA. "Capacity building for what?" is often a forgotten question and if asked, done so without the deeper understanding of what's really needed to change the state of play for people with disability.

Capacity building to be effective must be:

- person and family centred
- informed by theories of change
- Over the life course, especially during life transition periods
- Mirrored on the typical experiences and valued roles that most Australians aim for and enjoy
- Rich in content, geared to high expectations
- Targeted at leadership development
- Led by lived positive life experience
- Independent of the direct support sector
- intergenerational

Below are our observations on what makes capacity building a vital element on accessing the good things of life, which ultimately is the goal of the NDIS.

1. The critical aspect of **person-centredness** is where the person with disability, often with the supports of families and allies, decides what they require so that supports are designed to suit them rather than to suit the service or system. To achieve this, any capacity building needs to be based on the principles of inclusion and content rich to inform decisions of what supports and services will add value and is relevant to the person's life rather than simply meeting a lower level need, for

example, endless therapy, a day program or a roof over someone's head such as in the group home context.

There must also be an acknowledgement that many people with developmental disability, particularly people with cognitive disability, require extensive support from families and allies to see this through. Capacity building also needs to be family centred. As stated in the NDIS Review Proposals Paper on Participant Safeguarding, 60% of adults in the NDIS have conditions that could affect their decision-making capacity and 42% are less than 15 years old. This means many people in the NDIS will need support to adequately make informed decisions. These supporters also need to have their capacity built. Nominees are representing the interests of the child or adult with disability, putting forward the case for necessary supports, by attending meetings, writing letters, providing reports from others, making phone calls, informing themselves via research and talking to others.

Indeed, the acknowledgement and respect of the role of family in the lives of people with disability is one of the general principles listed to guide the actions of the NDIA. Family, in whatever shape or form it may have, has a critical and vital role in the care and support of any individual. For many people with disability, this reality can be lifelong.

2. Over many years of undertaking this work, with many successful outcomes for people with disability, NACBO understands the approach needed to shift societal expectations, including the expectations of families. For example, families are often told by professionals, experts, the disability sector and others that their child would be better placed in a program and alongside others with disability. They are also often told that mainstream employment, living in a home of their own, accessing typical places in the community is unrealistic for their loved one. Even though for non-disabled peers this is a given. Many messages are also reinforced around the safety of the person and others as justification for this attitude/belief. This leaves many families in a predicament that this is the best and often the only option afforded to their loved one with disability.

   For many families that encounter our capacity building work, there is a need to address the limitations of disability specific thinking. A potent means to achieve this has been to harness the 'lived experience' and story telling that highlights what is possible in regard to inclusion and a way forward. Investment in family leaders therefore has been a primary strategy for NACBO organisations and for some for nearly 35 years. Families learn and respond to the experiences of other families and also provide a sense of confidence in taking the steps away from institutionalised practices. Also, for many families there is a stricken mistrust of the professionals/experts and services that they have been utilizing.

3. It’s important to mention that the ‘lived experience’ of families through the work of the NABCO organisations is very intentional. People with disabilities and their families that have secured good outcomes that highlight the aspects of the capacity building that we are attempting to instill and the necessary markers of the development and use of family leaders. In this respect, capacity building and peer support structures, needs to be rich in understanding around the content, successful theories of change and strategies that invite action into the lives of people with disability. In many respects, it constitutes a social change endeavour.

   NACBO also recognise that there is no neat timeline or sequence of events and supports that equips people with disability and their families to shift their expectations. The complexities of the family unit, their values and the many barriers faced within mainstream and community spaces can inhibit this. We understand that there isn’t a silver bullet or just one approach to shifting many years of institutionalised thinking that captures society’s thinking and responses to people with disability.

4. Capacity building needs to focus on upholding the principles of the good life. People, their families and allies must have access to a suite of capacity building strategies to shift the reliance on historical thinking and challenge approaches, call out practices that lead to poor, and at times, dangerous outcomes and provide the platform for creating valued social roles that lead to deep connections within the community.

   The NACBO recognise that funding acts as a means to bring to life some aspects of a person’s vision for their life. Capacity building can assist people with a disability and families to see that creating a vision for a good life and nurturing freely given relationships should always come first and funded support needs to focus on enacting the person's vision for a good life in the community. In this regard, formal supports and services should be secondary. A reframe is required for many people and their families particularly for older people and their families as they have been well entrenched to the funding first proposition. Younger families are also key to the change required and particularly before they become too entrenched in the current disability service system.

5. The impartial nature of capacity building is also an important aspect of good quality capacity building. If capacity building is impartial, it has the ability to focus on the person in a very personalised manner and assist them to articulate their own vision for a full, meaningful and included life. Services that provide both capacity building and direct support services can have a vested interest as they tend to guide people to their services rather than think about what people really need. This can make people more dependent on services rather than imagining how people can draw freely given community relationships. This becomes a problematic conflict to overcome with financial gains being ever present. For this and other reasons its essential that long-term capacity building sit separately to NDIS service provision.
6. Capacity building that focuses on the utilisation of natural supports is an important aspect of the work that NACBO undertakes. The case studies provided in the Appendix, illustrate the person with disability attaining genuine connections, and when done intentionally it reduces the reliance of formal services within that context. In this way, capacity building leads to less funding required from the NDIS and therefore, ultimately contributes to the sustainability of the NDIS. It also utilises vital services and aspects of the community that are currently underutilized due to the reliance on formal services.
7. Freely given relationships are the greatest safeguard. The NDIS Quality and Safeguarding Commission Framework defines safeguarding as actions designed to protect the rights of people to be safe from the risk of harm, abuse and neglect, while maximising the choice and control they have over their lives .

   When asking the question, “what keeps a person with disability safe?” it is helpful to think about what does not. The current approach in our society appears to believe the answer is a cocktail of human services, legal instruments and oversight mechanisms. Yet there is a vital missing piece that is most effective and requires more focus - freely given relationships or informal supports or as often called natural supports.

People who care for and love the person with a disability, will keep the person safe. When a person with disability remains connected to their family, is in a freely given relationship and is part of community, these are the best safeguards. This is usually a family member, a work colleague, a flat-mate, a friend, a member of the community in which a common interest may be shared. These relationships are most often a by-product of the person with disability having valued social roles that are age appropriate.

On this basis, to bolster the safeguarding of a person with disability, it is necessary for the NDIS Review team to promote the importance of valued social roles to all stakeholders including the person with disability and their family, service providers, the disability workforce and community. Role theory and Social Role Valorisation (SRV) help us to understand how important roles are to human beings and how some roles within a society are perceived as negative or positive. Placing efforts to support people to contribute and participate in life through valued social roles is the most potent approach for a person to experience the good things in life.

Role theory and Social Role Valorisation theory has assisted NACBO organisations in understanding that this is the best way to counteract the devaluation of people with disability. SRV theory also informs us that if we want to see a change in how people act towards and treat people with disability then we must address the underlying assumptions that sit behind their behaviour.

There is much more to discuss about Role Theory and Social Role Valorisation (SRV) and we are happy to share more should there be an interest to learn more. However, for the purposes of this submission, our main point is that all supports, both informal and formal, need to understand why people with disability are devalued and how to mitigate the devaluation through people with disability having socially valued roles.

In addition, we will not go into too much detail in this submission but we recommend that the NDIS Review team invest in learning about the recently published concept of Model Coherency, The Key to Human Service Quality[1][1],

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[1] W. Wolfensberger, Model Coherency, The Key to Human Service Quality, Volume 1 – An Explanation of Service Models, and Service Model Coherency; Volume 2 Designing a Human Service to be Model Coherent in Accord with SRV; Volume 3 – Evaluating a Human Service by Means of the Model Coherency Rating Tool (Valor Press 2021)

and Service Design and Evaluation (2021) and lead the service sector to a new frame of delivering quality supports that lead to better lives for the people they serve. Again, we would be happy to discuss this concept further.

8. Family leadership is also a critical aspect of good capacity building. NACBO strongly supports the notion that people with disability should lead their own lives. For many people this requires the heavy investment of families to support their loved ones to attain the life they want. Family, in this respect are well placed, have less vested interest, also knows the person the best and their relationship usually endures over the lifetime. They can also act as an important safeguard when things don't go according to plan. When invested in with good capacity building they can hold a strong vision for ensuring their family member has access to the good things in life, even go against the tide and push back against low expectation, and poor service responses.

   We refer the NDIS Review panel to the Appendix, which shows some examples of people with disability living aspects of the good life and with each story linked to one of the NACBO organisations. Importantly, each of these stories has involved families taking the lead to progress the lives of their loved ones. It is worthy to mention to the NDIS Review panel, people are getting questioned about using any NDIS funding to support parents' attendance at workshops which equates to capacity building. If parents cannot grow their knowledge and hear stories of what is possible, how do we expect change to happen? Capacity building is crucial to the success of the NDIS.

Solution 1

Long term, Capacity Building, available as needed across all life stages, is required to be undertaken by capacity building organisations that hold a deep content knowledge of what's required to build the knowledge, skills and confidence of people with disability and their families to enable genuine and authentic inclusion.

A strong, clear, robust service system

The reform to the disability service system in relation to moving from predominantly block funded services to individualised funding packages has been a significant and welcomed shift for people with disability across Australia. There are a multitude of roles that now sit within the service system that have emerged as a consequence of this change. This change, however, has not evoked the wider aspirational change envisaged by the NDIA and particularly in relation to the genuine social and economic participation. The NDIS Review provides a critical moment in time to stop and thoughtfully reflect as to why this is so if change across the service sector is going to be realised that lead to the improved outcomes for people with disability. Certainly, the NDIA review provides this important opportunity.

Part of this process should entail the testing of assumptions that lead to where we are now. For example, the assumption that individualised packages would lead to the ultimate widespread use of more innovative service structures and models, driven by the choice and control aspect. As discussed earlier, without thoughtful investment in capacity building and without a service system willing to shift from traditional approaches and lack of capacity building of people with disability and families, it is fraught.

In some respects, this has occurred and particularly for people with disability who are able to confidently articulate their needs and aspirations although even for this group, barriers still exist within the service system. One example, would be the lack of services that are well trained and mentored in using a customised employment approach to support people to find meaningful employment. However, for people who require significant supports and experience a cognitive disability, this change is even more difficult.

Strategies to heighten expectations and inclusion around the life course of people with disability has sat predominantly in the realm of things such as Local Area Coordination's, ILC projects, the emergence of new market players and the voice of people with disability and families. There was an assumption that people would instantly know better, and services would as a consequence, do better. It is clear in this respect that we cannot expect much more than what we have unless we invest in people, their families and reforming the sector. Change doesn't occur without education or building people's capacity to think about a life, well lived in the community. This is a significant paradigm shift, that funding and money alone will not fix.

The language of inclusion has also shaped much of the narrative to describe intention and practice within the disability ecosystem, mainstream services and broader society. A definition is required to ensure that all roads lead to inclusion. Any change agentry approaches acknowledge that a clear end point is required and with multiple strategies designed to reach that end point.

We have observed the definition of inclusion to be altered, stretched and massaged to suit the status quo. Service providers have simply rebranded, to fit the narrative, yet continue to provide what has always been provided in a congregated/ segregated context without genuine inclusion. In community, there are countless examples of services promoting inclusive activities which really mean people with disability are congregated together in the same activity, for example, Inclusive Horse Riding (for the Disabled) or art classes for people with a disability.

In mainstream services, such as Education Departments across Australia, maintain they are providing inclusive education systems when the reality is they congregate and segregate children on the basis of their disability and assign them to special schools and support units, away from their non-disabled peers. If we are striving for genuine inclusive practice, narrative must match practice. This is an essential step to realising the good things of life for people with disability.

Individualisation of people's funding is a positive step forward with the next critical step involving providing the disability service sector with capacity building and leadership support to pave the way for new and innovative models that achieve outcomes alongside the person with disability. The good news is that 'these models' do not have to be created as much work over many decades has already paved the way for this in the service context. A critical focus of these models are the use of natural supports and considerations that wrap around the person. Utilization of communities and what they offer for work, interests and supports. Many services within Australia have an untrained workforce on understanding and utilizing these types of models. Shortfalls in sector development occurring through the Quality and Safeguards Commission and the disability services 'Peaks' remain underwhelming in what they offer and their understanding of such models.

The solution to this issue is funding a ‘NATIONAL CENTRE FOR SERVICE INNOVATION.’

The success in the establishment and operating of such a body will depend greatly on structure and content focus.

Capacity building that currently sits within people’ plans and the outcome of enhanced capacity has fallen well short. We believe many NDIS Providers have become more proficient in charging for capacity building than supporting increased capacity building alongside individuals and particularly increased capacity that leads to acquiring valued roles and the good things of life.

We have, however, seen some positive aspects to this particularly when driven by people with disability and their families through the lens of self-management as highlighted earlier. However, counter to this many disability services continue to use this line item in peoples plans in much of the same way services they were delivered pre NDIS. Disability services in this respect have not had the injection of content rich capacity building to envision and offer more relevant services that assist people to contribute and belong to the community through valued roles. We would assert that, to create change, the capacity building of the sector requires much deeper investment and work.

Our feedback from people and their families across the country tells us that many services provide access to the community usually in a group of people with a disability - it's a program or outing that’s chosen from a menu. If it is personally tailored, it's more outreach support to have coffee or go shopping. Important but not really recognising the potential of people with disability to take up valued roles of contribution and employment, for example joining the local cricket club or working at the local mechanics.

Solution 2

National Centre for Service Innovation.

A National Centre for Service Innovation is required to develop knowledge, competencies and leadership in regard to authentic social inclusion in the disability service system.

Intersect between mainstream services and the broader aspirations of the NDIS

The pathway of pre-school to school, to work or study and to broader life is for many of us a predestined pathway. We enter school alongside our peers and there is expectation that we will one day become contributing members of societies through rites of passage such as income earners, tax payers, mortgage holders, volunteering in communities and generally being a part of the fabric of Australian society.

For many people with disability and particularly the group that are most reliant currently on the NDIA, this pathway looks quite different. Many young children start off in early intervention and often are over-therapised rather than have regular childhoods, then enter the school years in separate places to their peers, with the assumption that therapy is the only "need" during the primary school years. Students with disabilities do not access the conventional pathway to employment whilst at school and are directed to either congregated or unrelated programs once school is completed such as day programs (usually filled with time wasting activities rather than genuine progression to employment or community inclusion). Other shortcomings are the lack of employment support through NDIS expecting schools will support work experience but as it is not happening, students with disability are left with a huge disadvantage as they often have to wait until they leave school to get work experience. Too little, too late.

Many people who have a cognitive disability have already spent a great deal of their life prepared for full time 'clienthood' and being done to. There is a lot to be said about this pathway, however, what is most crucial for the NDIS Review panel to grapple with is the consequence that often presents itself when a different set of expectations and conditions are laid out for people with disability. Yet, as a scheme we are expecting different outcomes for people with disability even when these levers have not been addressed.

Much evidence exists over a long-time frame supporting the notion that when people with disability are placed in segregated environments, the ability to enter adulthood prepared for typical roles diminishes significantly. We cannot underestimate the damage that can be done due to segregation. For example, when children are excluded from a regular classroom, or young people are funnelled into a Day program or sheltered workshop, we set them up on a path of being "othered" and "done to" in all areas of their life. As discussed, they are seen as different and often are not afforded many of the good things of life.

Historically, society has believed the best place for people with disability is with "their own kind" and away from the rest of society. Sadly, we have come to learn that it is these very acts of congregation and segregation that perpetuate the social devaluation and leave people with disability more open to the risk of harm. The findings from Royal Commission into Institutional Responses to Child Sexual Abuse Final Report (2017, Page 17) and interim findings of the Disability Royal Commission have made it abundantly clear, the dangers of segregation being a gateway to Violence, Abuse, Neglect and Exploitation. This finding prompted 42 organisations to call for an end to segregated environments. [2]

Many aspects of Tier 1 and Tier 2 have created piecemeal attempts to shift the negatively held views that many people with disability experience in their day to day lives particularly when considering authentic inclusion of this group. Information, Linkages and Capacity Building (ILC) grants targeted at this outcome have also fallen short in relation to identifying the level of separatism and difference between people with disability and without disability. This has in some instances been perpetuated by ILC projects targeting the continued separation of people with disability from the typical ebbs and flows of community.

Our community has so much to offer people with disability and vice versa, however many families are conditioned to believe that their family member is better off in a special setting away from community. Therefore, it is vital that families understand the importance of gaining a deeper knowledge and practice required to utilizing the community to support people to obtain the good things of life. We consider this to be content knowledge held by people with disability, their families, the disability service sector, the varying NDIS roles and their partners.

The utilisation of natural supports has in many respects been treated in a content free manner and not being given careful consideration to how these informal relationships are identified and forged. Like many approaches to supporting people

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[2] https://dpoa.org.au/endsegregation/

with complex disability well, natural supports are no different. Capacity building to build this knowledge is required of all these groups if this is to be realised and by organisations that have a rich history in understanding and applying this into practice.

If the capacity of people with disability, their families and the broader disability sector receives well focused investments in this regard, a by-product of this heightened knowledge and strengthened practice will be the reduction in the need for formal services. We do not anticipate that there will be a quick fix to building the competencies of these groups but we do envisage over time, with the right content and access to learning this will occur. It will take a complete reframe for many of these groups.

Solution 3

> NDIA must use its influence to evolve the thinking and delivery of services to support the genuine inclusion of people with disability.

Conclusion

The need for capacity building has never been greater. For the person with disability, their families, allies, the disability ecosystem more broadly. The benefits of investing in capacity building will work towards the NDIS achieving what it was meant to, whilst keeping people with disability at its heart.

There is also much scope for the NDIS Review panel to influence the service system to be more innovative. Tremendous scope to influence the mainstream systems that also support this group.

If NACBO's recommendations were adopted, we are confident there will be much better outcomes for people with disability and at the same time support NDIS sustainability. NACBO welcomes the opportunity to answer any questions or discuss our ideas further.

Appendix

Case studies showing how building the capacity of family leads to inclusive lives for people with disabilities

As an alliance, we have captured many stories and over many years of families leading the way forward in their supports of the good things of life for their family member with disability. A key to this has been holding a clear Vision for their family member with disability, thinking ordinary and typical, being included in mainstream society, high expectations in the long term, and good collaboration. Accordingly, it is essential the NDIS Review panel recommends the investment in the capacity building so they have the skills, knowledge and confidence to support their family member with disability to access the good things of life.

Please click on the underlined blue text to view the videos.

Rhiannon's work experience (6.26 minutes), a story about Rhiannon's successful work experience at her local Bakery. Rhiannon's mother, Di, thought carefully about the tasks her daughter would be performing and prepared the employer and Rhiannon as much as possible prior to the work experience actually happening. Rhiannon was prepared for success as her mother collaborated with the employer and the employer was receptive to her input. We strongly recommend this video be adopted as an exemplar of good practice towards providing a system that supports genuine work experience for young people with a disability whilst they are at school, and also changing community attitudes, upskilling the capacity of parents, and lifting employer engagement. Even though this was work experience and not paid employment per se, it does highlight the point that family drove this to happen, through having good community relationships and not a service or a professional. It also provides an important aspect of work development which is currently overlooked for many people with Rhiannon's diagnosis.

Josh's story (6 minutes) illustrates that employment can be the norm following an inclusive education rather than a Day Service and/or sheltered workshop (ADE). Josh now runs his own mail delivery business and is a valued and respected member of his community. We know of other examples of micro businesses such as a coffee cart business, a paper shredding business, a greeting card business where the artwork of the person with disability is used to decorate the cards, a biscuit making where the biscuits are sold in the local café's and markets.

Jack - The Admin Assistant (5.44 minutes), which was launched during Imagine More's Let's Get to Work virtual conference on June 11, 2020. When he was in Year 11, Jack's family and his Circle of Support used their connections to find work for Jack at the University of Canberra (UC). Work experience at UC led to paid employment for 8 hours a week at the University of Canberra through a school-based apprenticeship. As a young adult now, the job as an admin assistant was carved by a champion in the workplace that also happens to be on Jack's Circle of Support. The job is customised to Jack's interests and strengths.

Gus - The Research Technician (4.13 minutes), which was launched during Imagine More's Let's Get to Work virtual conference on June 11, 2020. With the support of Gus's family networks, they discovered a job opportunity at the CSIRO. CSIRO used an innovative interview process that was not dependent on verbal responses, rather Gus was taken straight into the lab where he demonstrated he was the right person for the job. Gus had a strong champion within the workplace and many supportive co-workers. CSIRO didn't have everything worked out before they decided to employ a person with disability, but they acknowledge the right support was imperative. It has been extremely successful.

Annie - Pa's Produce (5.53 minutes), was launched during Imagine More's Let's Get To Work virtual conference on June 11, 2020. In this video, you'll meet Annie and her family. Together they've created a small enterprise called Pa's Produce. A seasonal business, they roast and sell chestnuts from Annie's grandparents' farm. The family demonstrates how important it was to value Annie's strengths and interests. You'll see the power of planning and of taking the first steps, even when it all seems overwhelming. You'll also see the importance of putting the right supports in place. For Annie, this has been a combination of freely-given support from extended family and the paid support of a well-chosen mentor.

Davi and Back2Bikes (3.31 minutes), wonderfully illustrates the importance of community as Davi finds a place to belong at Back2Bikes in Port Melbourne. Superbly bolstered by his friend Helen, and Back2Bikes' manager Mark, Davi's years of volunteering at this not-for-profit community bike workshop has resulted in Davi learning an extensive bike maintenance skillset, the forging of strong friendships that extend beyond the workshop, and culminated in numerous glorious bike rides around Melbourne's Port Phillip Bay. Davi also lives in his own home, works at the local plumbing store and is learning boxing at the local gym.

Jac's Place - (video 9.46 minutes) Jacob Hughes has made the move to live independently. This film is about his life, the plan to give him the opportunity to have his own place and the team of people who worked together to make it happen.

Penny (Parent) supports Al (Son), to live independently (no video)

After finishing his Inclusive Education in the regular class at his local high school (see **Al's Story**, video 15.50 minutes), Al communicated to his family his desire to live independently. His mum, Penny, advocated at many points alongside Al to enable this to happen, from advocating around ensuring her son to the right information and level of supports, and navigating the barriers of the NDIS.

All their efforts paid off, and Al moved into his own home where he lives independently with supports in place, He has been living there for over a year. He was delighted to host brunch at his place last Christmas.

Unfortunately, too often, when people with disability face similar barriers, the end result is living in a group home that is not of your choosing and with people who are not of your choosing. If the family had not stepped up to advocate, this might not have been the case for him. Utilising this knowledge of and their relationship with the person, enables options to be explored that are sustainable in the long term.