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The Review identified ten priority areas for improvement including getting a plan, and help accessing supports. The Review affirms that that NDIS planning processes are often complex, confusing and stressful, where the plan approach focuses on

The Review also recognises there are multiple people within the workforce of the NDIS ecosystem: local area coordinators, early childhood partners, remote community connectors, support coordinators and plan managers. Yet there are overlaps in roles, gaps and confusion with limited measurement of outcomes and provider performance. The Review also refers to the lack of clear roles and expectations

The NDIS conveys what we want to know needed to help the participant to navigate the system, and what people, systems and processes would make it easier to make informed choices, for planning and providers.

In this submission we delve into the factors we consider have contributed to the development of these priorities and outline some of the tools which can be used for solutions and reform.

The submission encourages the NDIS review panel to take into consideration Attachment 1 which articulates the ambiguity the benefits of person-centred case management for participants.

1. Numerous people who are tasked with supporting the NDIS participant to develop their goals, plan and navigate the system to access supports are case managers - called by another name. There is confusion, gaps, poor workforce retention and often poor quality goals









