# Transcript – Home and Livingconsultation summary

The National Disability Insurance Agency are developing a new home and living policy that will inform the way we support National Disability Insurance Scheme participants to pursue their home and living goals.

We want to give you more choice and control over where you live, who you live with and the supports you use. We also want to support you to build the skills you need to live as independently as possible.

The first big step we took on the journey to improve home and living, was releasing our consultation paper: ["An Ordinary Life at Home".](https://www.ndis.gov.au/community/have-your-say/home-and-living-consultation-ordinary-life-home) We also gave you the opportunity to tell us more about your experiences through a national consultation over 12 weeks from the 21st June to the 10th September 2021.

During the consultation period we spoke to more than a thousand people and heard from hundreds more. We received feedback through:

* 304 online survey responses, with the majority from individuals
* 143 written submissions, with the majority from organisations
* 67 engagement sessions, with targeted engagement for:
	+ NDIS participants and families and carers through [Participant First Initiative](https://www.ndis.gov.au/community/have-your-say/participant-first-help-shape-ndis)
	+ Groups and organisations through stakeholder meetings and forums
	+ And Independent Advisory Council, national peak bodies, academic experts and other sector stakeholders.

We have produced this report to provide a summary of the feedback we have received during the consultation period. It is not a policy document. We have also made available the submissions from people who have provided their consent to do so. These submissions can be viewed on our website.

What we heard:

We have been hearing that the NDIS is not always achieving the best home and living outcomes or delivering a quality experience. We realise that fixing it will be a big job and will take a considerable amount of time.

The feedback we received was presented in a variety of ways and represented a variety of opinions. Overall your responses were supportive of the vision and approach discussed in the consultation paper. However, many of you acknowledged the gap between our vision and how the NDIS is currently operating.

A number of themes emerged from your feedback. This included:

* Wanting the NDIA to take a more active role in improving access to affordable and accessible housing
* Supporting the introduction of more flexible budgets to spend on home and living supports in ways that matter to you
* Seeking more information and clarity on protecting you from conflicts of interest in relation to your housing and supports
* Increasing options to try more innovative and creative home and living supports.

It is clear from the above themes, that the work to improve your experience of home and living requires a lot of work across many areas of the Agency. In some cases requiring overhaul of the system, looking beyond just making small fixes to the structures that are already in place (although this is also required).

What happens now?

Following the release of this report and the submissions we received, we will continue our co-design process by drafting a policy, testing it with the sector, and ultimately finalising the Agency’s new home and living policy.

During the co-design process we will use the feedback you gave us during the consultation period to build a strong and shared understanding of problems you experience and barriers you face in your home and living situation.

Throughout the co-design process we will have an in depth look at the recommendations and potential solutions you provided, in the context of what you told us is and isn’t working in the NDIS.

We understand that some of you may feel that we need to act quicker to make improvements to home and living now. We recognise that co-design can sometimes take a long time, but we think it is important to deliver the large scale reform required to improve home and living for NDIS participants.

[End Transcript]