# Transcript – Support for Decision Making consultation summary

The National Disability Insurance Agency are developing a Support for Decision Making policy that will guide the way we support National Disability Insurance Scheme participants to make decisions.

We want to improve how we support people with disability to make decisions that affect them and the opportunities available to do this. We developed our consultation paper ‘[Supporting you to make your own decisions](https://www.ndis.gov.au/community/have-your-say/support-decision-making-consultation)’ by working with the NDIS Participant Reference Group, the Independent Advisory Council and members of the Intellectual Disability Reference Group, academics, and members of our [Participant First Initiative](https://www.ndis.gov.au/community/have-your-say/participant-first-help-shape-ndis).

To help us get this right, we asked for your feedback about our ideas in consultation sessions, through an online survey and through written submissions during a 12-week consultation period held between the 21st June and 10th September 2021. We received feedback through:

* 195 online survey responses, with the majority from individuals
* 85 written submissions, with the majority from organisations
* Two public information sessions
* 16 national online consultations sessions
* Targeted engagement undertaken with:
  + NDIS participants and families and carers through Participant First
  + groups and organisations of people who may benefit from Support for Decision Making, including Disability Representative Organisations and local groups and organisations led by people with disability
  + the Independent Advisory Council and the its Intellectual Disability Reference Group

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:

You told us when you think we’re heading in the right direction, and you told us when you think we need to change track or stop completely. You gave us hundreds of recommendations and specific actions to improve support for decision making for people with disability.

You shared some of your thoughts in pictures, like the drawing below about who or what helps you make decisions.

Some of the key themes in the feedback included:

* strong agreement on the importance of a support for decision making policy and approach, including that making decisions is a human right;
* the importance of the NDIA co-designing its policy and implementation plan;
* the need for the policy and the language used to be as simple as possible;
* the importance of understanding the NDIA’s role within a wider ecosystem and working with others on Support for Decision Making;
* that the disability community has skills and experience in supporting people with disability to make decisions that should be harnessed;
* that supporting people to make decisions requires time, information, people and adequate funding;
* that relationships are key to supporting someone to make decisions and that you turn to people you trust and know you well including family and advocacy organisations;
* that the NDIA must ensure that its approach meets the needs of people with the most complex communication and support needs and people from First Nations and culturally and linguistically diverse communities; and
* that we need to explain our approach to safeguards

With your help we are building a shared understanding of the key opportunities and barriers that need to be addressed. Some of the things you raised aren’t things the scheme has control over.

What happens now?

Following the release of this report, we will undertake a co-design process to finalise our Support for Decision Making policy.

We will work together through co-design to find solutions for how the NDIS can better support people to make decisions. Where we can, we will also engage with others to improve Support for Decision Making for NDIS participants.

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. Throughout the co-design process we will have an in depth look at the recommendations and potential solutions you provided.

We know that this will be a significant cultural change that we can influence, and that we need to work with you to make happen.

Following the co-design process, we will release the Support for Decision Making policy. It will include concrete actions alongside an implementation plan that will enable us to deliver on the vision we all have for supporting people to make decisions under the NDIS.

[End Transcript]