Improving the NDIS: Agency releases Independent Assessment pilot evaluation and IAC consultation outcomes

7 July 2021

The National Disability Insurance Agency (NDIA) has released the evaluation report of the second Independent Assessment (IA) pilot focused on participant experience during the IA process.

The evaluation report is based on the participation and feedback of almost 4000 NDIS participants who opted to take part in the second IA pilot, providing significant insight into what worked and areas for further refinement and improvement.

Key findings of the evaluation report include:

- 70% of participants/supporters who responded to the evaluation survey reported their experience as excellent, very good or good.
- 92% of participants/supporters considered their assessment report an excellent very good or good reflection of their assessment.
- 65% considered their assessment as excellent, very good or good reflection of their functional capacity.
- The average length of an independent assessment was 3:22 hours.
- 60% of participants/supporters felt the assessment length was “about right”, but 35% felt it was too long.
- 89% of participants/supporters who identified as being of Aboriginal and/or Torres Strait Islander descent, rated their IA experience excellent, very good or good.
- 73% who mainly speak a language other than English at home rated their IA experience as excellent, very good or good.
- Almost all of these participants/supporters reported that their IA was culturally appropriate.

The NDIA has also released the report from the Independent Advisory Council (Council), Strengthening Scheme Reforms to Access and Planning, based on Council’s extensive consultation with the disability sector on proposed National Disability Insurance Scheme (NDIS) reforms.

The IAC was requested to provide advice on Scheme reforms, including independent assessments, by the NDIA Board and Minister for the NDIS, Senator the Hon Linda Reynolds CSC.

The NDIA has also released its interim response to the Council’s report.

The NDIA’s interim response, along with the findings from the IA pilot, will be discussed at this week’s Disability Reform Ministers’ Meeting (DRMM) between Minister Reynolds and state and territory disability ministers.

The NDIA is highly appreciative of the work of Council, and also thanks everyone who participated in Agency and Council consultations, and the second IA pilot.

The Council’s Strengthening Scheme Reforms to Access and Planning report can be found on the IAC website.

Read the IA Pilot Evaluation Report and the NDIA's Interim Response to the Council report.

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