

# NDIS Thin Markets Project

## Background Paper

We'd like to know what you think



# How to use this document



A research company called EY wrote this document. When you see the word 'we', it means EY.

We are working together with the Australian Government Department of Social Services and the National Disability Insurance Agency.



We have written this information in an easy to read way. We use pictures to explain some ideas.



We have written some words in **bold**.

We explain what these words mean.

There is a list of these words on page 36.



This Easy Read document is a summary of another document.



You can find the other document on our website at **www.engage.dss.gov.au**



You can ask for help to read this document. A friend, family member or support person may be able to help you.

# Some important things you should know

EY wrote this document for:



- the Australian Government  
Department of Social Services



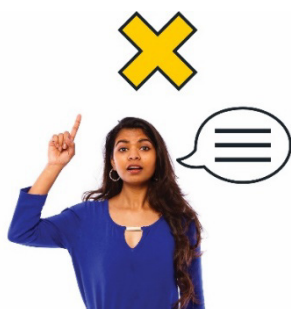
- the National Disability  
Insurance Agency.



We have based our work on what our clients have asked us to do.



This document gives you general information.



This document doesn't give anyone advice.





Some people may like to get advice about what's in this document.



We have worked hard to make sure that the information in this document is correct.



Some things may change after we have shared this document.



We can't be blamed if anyone has a problem because of what's in this document.



You must ask us if you want to use or copy the information in this document.

## **What's in this document?**

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## What is this document about?



This document is about thin markets in the National Disability Insurance Scheme.



The National Disability Insurance Scheme is a way of providing support for people with disability around Australia.



We usually call it the NDIS.



We explain what a market is on page 7.



And we explain what a thin market is on page 8.



We want to know what you think about thin markets and the NDIS.



We explain how you can tell us what you think on page 29.

# What is a market?

A **market** is a place where people buy and sell:



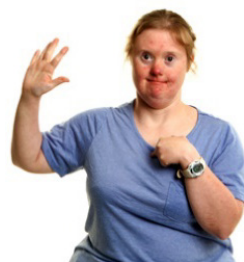
- goods - such as food, clothes or other items



- services - like healthcare or support.



The NDIS has created a market.



People who use disability supports are the buyers.



And people who provide disability support are the sellers.

# What is a thin market?



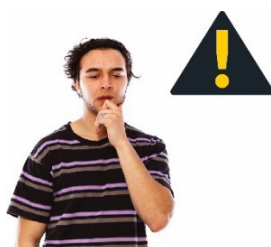
Sometimes, markets can't give people all the goods and services that they need.



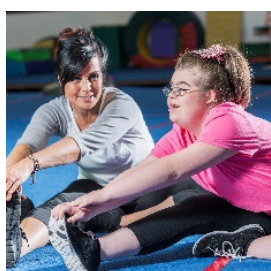
There might be gaps.



This is called a **thin market**.



A range of different problems can cause a thin market.



For example, a person might need support to exercise safely.



But if there isn't anyone nearby who can help them do that, they can't get the support they need.



## Thin markets and the NDIS



The NDIS is a big change for our community.



The NDIS provides support to Australians with disability.



The NDIS needs to pay for this support now and in the future.



That is why the support should be **reasonable** and **necessary**.



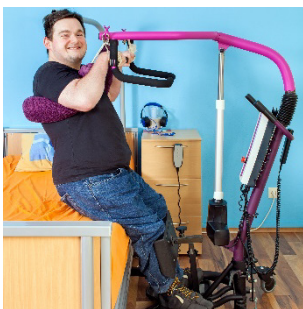
If something is reasonable, it is fair and sensible.



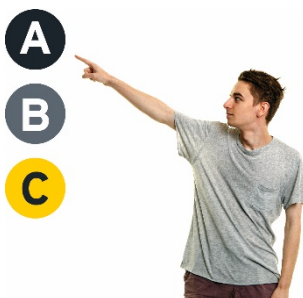
If something is necessary, you need it to live your best life.



The support is for people with permanent disability. This means that the disability won't go away.



The disability must also be significant. This means that it is a big part of the way you live your daily life.



The NDIS also gives people with disability more choice and control.



This means that you have more say over how you live your life.



At the moment, the NDIS has some market gaps.



This means some people are missing out on some of the reasonable and necessary supports they need.



Or they might not have good enough choices for the supports they get.



There are ideas for fixing the gaps.



But some ideas have good points and bad points.

We explain this in more detail on the following pages.

## About our project



The Australian Government has asked us to look at the problems thin markets cause in the NDIS.



We want to know how the gaps are affecting the people who use the NDIS.

There are 4 parts to our project:



1. This document. We are using this document to talk to people about the problems.



2. Finding out what people think. We are asking people to share their ideas about the problems and what we can do to fix them.



3. A new plan. After we have talked to the community, we will write a plan to fix the problems.



4. The government will decide what to do with the plan. They will also decide how to put the plan into action.

## Finding out what you think



Understanding what you think is important to us.



We will talk to the community through each stage of our project.



During the project, we want to:



- work together with the community



- get to know the needs of different:
  - people
  - services
  - areas



- agree on what the problems are



- work out some good solutions



- agree on how much the government should help to fix the problems.

We explain how you can take part in the project on page 29.

## Some of the problems thin markets cause

Thin markets affect the way that the NDIS works.



If there are gaps in the market, a person with disability might not get the support that they need.



If they do get supports, they might not get much choice between different kinds of supports.



For example, there might not be enough service providers in a country area.



Or, it might take a lot of time for staff to travel there.



In these situations, it can be expensive for service providers to send staff.



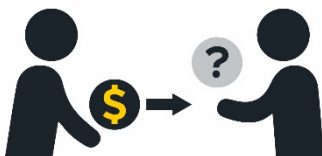
And sometimes, it's hard to find good staff in the first place.



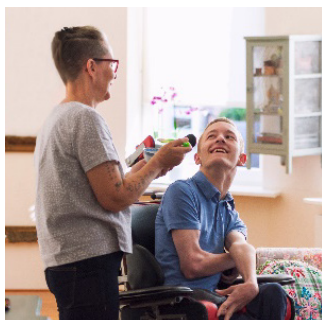
Finding, keeping and training good staff can be a problem in areas where the market is thin.



Not all service providers can offer all the support that people need.



This can create gaps in the market.



For example, some people need 1-on-1 support most of the time.



But not all service providers can offer this level of support at all times.



And sometimes people prefer to get support at a certain time of day.



But if a provider has to travel a long way to deliver those supports, they might only be able to offer set times that don't match what the person wants.

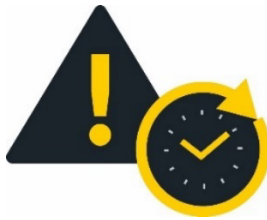


Some people might also have problems in their life that they need extra help with.



For example, sometimes people feel isolated.

This means that they don't feel connected to their community or that they belong.



Some of these problems might only last for a short time.



They might just happen while the NDIS gets up and running across the country.



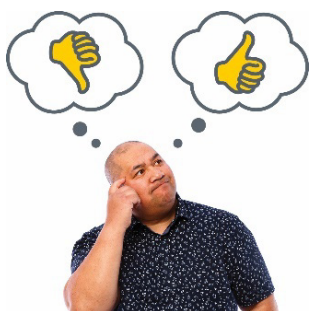
Other problems might last for a longer time.



## What are the solutions?



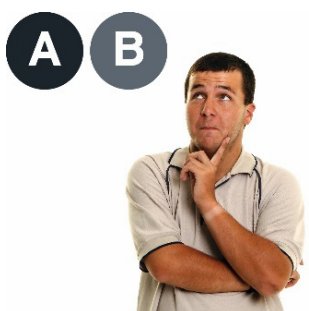
There are lots of ideas about how to solve these problems.



Each idea has good points and bad points.



For example, bringing a new service to an area can be better than having no service.



But having only one or two services means there are not many choices.



And some ideas might cost too much to be sensible - like having lots of choices in really small towns.

We explain each of the ideas below.

And we explain:



- how they might change how people with disability get supports



- how much help the government would need to give sellers.



We want to know what you think about the ideas.



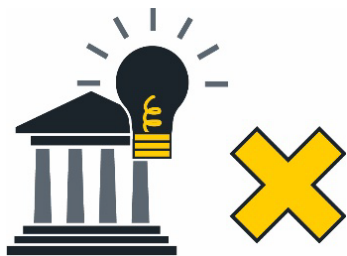
One of the main ideas about the NDIS is that disability supports can come from lots of different sellers in the market.



The government doesn't provide disability supports as much as it did in the past.



And the government doesn't choose who the sellers will be, unless it really needs to.



Many of the ideas below aren't about what the government needs to do.



Many of the ideas are about helping sellers to fix the problems.

## Supporting the market



The government could provide some tools to help the market fix the problems.

The tools might include:



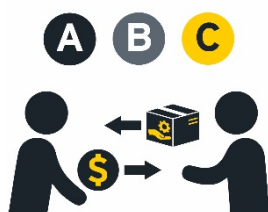
- A website that explains the services people can buy.



- Money to support new project ideas and new ways of working.



This idea doesn't need much government control.



It matches with the idea that markets provide services. It keeps the choices with the market and with people, and less with the government.

## Working together

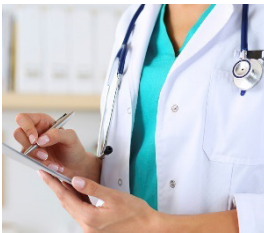


The government could help service providers to work together.

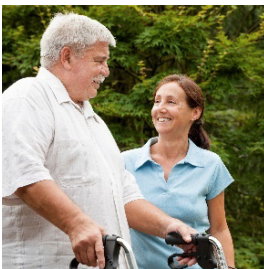


Different parts of government might help too.

For example, some NDIS services in some areas could be provided by:



- health services



- aged care services.



And the government could help train more workers.





Another option is that people who need services could work together.



They could form a group and buy services together to make the whole group better off.



They could save money by asking a seller to:

- come to their area



- make appointments with each person in the group on the same day.



For example, 5 or 6 people in a small town could ask an exercise specialist to come and take them all to an activity on the same day.



These ideas sometimes need a bit more government control or support.



The government might be involved in bringing people together.

Or the government might help choose:



- the providers



- the way the support is delivered.



It still matches with the idea that markets provide services.



But it might change how people with disability have a say over the services they get.

## New rules



The government could change the rules about the way services are provided.



For example, they could pay more money to providers who offer services in the country.

## Government buying services



The government could pay a seller directly to deliver the services.



The government might do this where there are no services at all.

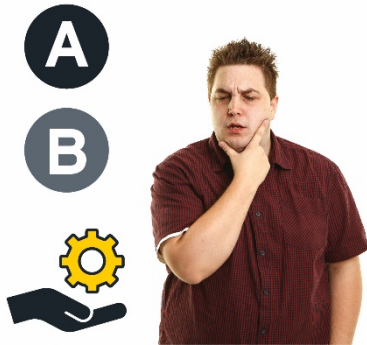


If no seller wants to provide the services, the government could provide the services.



This idea needs the most government control.

It might mean:



- people have less choice over who delivers their services



- people might not be able to make a different choice later on.

# What do you think?



Are you using the NDIS?



If so, we'd like to know what you think about these problems and solutions.

There are 3 ways to tell us what you think:



1. You can write to us.



2. You can do a survey online.

3. You can share your ideas with a **peak body**.



A peak body is an organisation that speaks up for people with disability.

They will share many people's ideas with us.





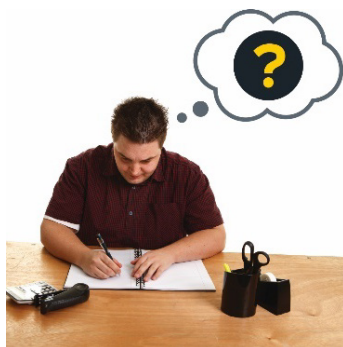
You can find out more about how to do this on the website **[www.engage.dss.gov.au](http://www.engage.dss.gov.au)**



You need to share your ideas with us by Friday 23 August 2019.



On the next page, we have some questions for you to think about.



You might like to use these questions if you are going to write to us to tell us what you think.

## Questions to think about



Here are some questions you might like to think about.



Where do you live?



What kind of support do you use?



Do you manage your own supports?  
Or does someone else do this for you?



Can you get the services you need?



Do you need to travel to use the services?  
Or do the services travel to you?



Are you having any problems getting the  
support you need?



Do you have any ideas about how to fix these problems?

A large, empty rectangular box with a thin black border, intended for writing or drawing answers to the question above.

## Thank you for taking part



Thanks for helping us understand how the NDIS is working for you.



Everyone can have a say about their markets in the NDIS.



You can find out more on the website  
[www.engage.dss.gov.au](http://www.engage.dss.gov.au)



## Word list



### Market

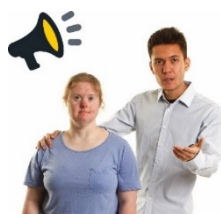
A market is a place where people buy and sell:

- goods - such as food, clothes or other items
- services - like healthcare or support.



### Necessary

If something is necessary, you need it to live your best life.



### Peak body

A peak body is an organisation that speaks up for people with disability.



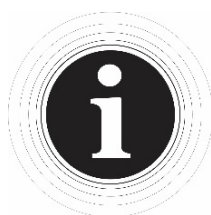
### Reasonable

If something is reasonable, it is fair and sensible.



### Thin market

A thin market occurs when markets can't give people all the goods and services that they need. There are gaps between what people need and what people can sell.



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