



# Foundational Supports

## General Supports Consultation Paper

Part 1: This paper commences national consultations on Foundational Supports. Future consultations will address other areas of Foundational Supports.

September 2024



**Australian Government**



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## Acknowledgement of country

The Australian Government Department of Social Services acknowledges Aboriginal and Torres Strait Islander peoples throughout Australia and their continuing connection to land, water, culture and community. We pay our respects to the Elders both past and present.

## About this consultation paper

This consultation paper is one of a number of ways people with disability, their families, carers, kin, and other stakeholders can inform the design and implementation of additional supports to those that are delivered through the National Disability Insurance Scheme (NDIS) or mainstream services.

There is an Easy Read version of this consultation paper and an Auslan video on our website at [General Supports | engage.dss.gov.au](https://engage.dss.gov.au).

This paper focuses on the design of information, advice and supports aimed at helping to build the capacity of all people with disability, and where appropriate their families, carers and kin, to fully participate in the community, and to make decisions and advocate on issues that affect them. In this paper, this collection of supports are called General Supports.

There are other General Supports not covered in this paper. This paper does not cover advocacy (other than self-advocacy) as this type of support is already being dealt with through the [National Disability Advocacy Framework 2023-2025](#). Navigation supports and ‘targeted’ supports for particular groups will be included in future consultation activities.

**Note for service providers:** Any future funding opportunities will be promoted via normal procurement/commissioning and grant round mechanisms and will take into account transitional arrangements associated with reforms to existing programs. As the concepts in this paper have not yet been agreed by governments, they have no status within the provider market and should not be relied upon.

A Glossary of terms is provided at **Appendix A**.

## Have your say

The Australian Government is seeking your feedback on the questions in this consultation paper. Your views and insights will be used to inform all governments on the design and implementation of additional supports.

You can provide your feedback via the [DSS Engage](#) website. We encourage you to complete the short, [guided questionnaire form](#). In this form you can also make a submission by uploading, emailing us a video or audio file.

If you would like to email a submission you can send it to [foundationalsupports@thesocialdeck.com](mailto:foundationalsupports@thesocialdeck.com)

## Other ways to have your say

There will be more opportunities to share your views over the coming months, including on other areas of supports.

To register your interest in future engagement and consultations, please email us at [Foundational.Supports@dss.gov.au](mailto:Foundational.Supports@dss.gov.au).



## Privacy notice

The Department of Social Services (the department) is inviting you to provide feedback on the questions in this consultation paper to help inform governments around the design of additional supports to those that are delivered through the NDIS and mainstream services.

The department will collect information from you directly when you submit responses to the questions in this consultation paper. This information will be used to inform the development of additional supports.

By lodging a response, whether through the survey or an email to the department, you consent to your response being analysed by the department or agency responsible for disability policy in each state and territory, and by a third-party provider, The Social Deck, on behalf of governments.

You can view our full privacy notice by clicking [here](#).

## Accessibility

A mix of different ways to engage are available so you have a choice about how you want to contribute to this important reform. This includes online events and in-person events in some locations. When you register for events, we encourage you to let us know if you have any accessibility requests that would help you to take part in and contribute during the event.

If you would like to discuss other ways to contribute, you can contact The Social Deck at [foundationalsupports@thesocialdeck.com](mailto:foundationalsupports@thesocialdeck.com)

## Language in this consultation paper

We acknowledge that people use different words to talk about disability. Each person will have a way of talking about disability or about themselves that they like best. Some people like to use ‘disabled person’ (identity-first language), while some like to use ‘person with disability’ (person-first language), and some are fine with using either.

We use person-first language to talk about disability. This means we usually use the term ‘person with disability’ in this consultation paper. The language used in this consultation paper is not intended to diminish an individual’s identity as a person with disability.

We recognise that the appropriate use of language varies between individuals and disability communities. We acknowledge the importance of having conversations with individuals about their preferred language.



## A commitment by all Australian Governments

All Australian Governments have committed to significant reforms to build an inclusive Australian society where people with disability can fulfil their potential as equal members of the community.

Thousands of people with disability and their families, carers and kin told the [Independent Review into the NDIS](#) that there is a need for improved inclusion and accessibility of mainstream services, improvements to the way the NDIS works and for additional supports to be delivered in two areas:

- ‘general’ supports that deliver access to trusted information and advice and build the capacity of all people with disability. These are being designed for people with disability aged under 65 to fully participate in the community, and to make decisions and advocate on issues that impact them but would not exclude those over 65 from accessing or benefiting from general information. This also includes information, advice and supports for families, carers and kin, and community organisations where appropriate; and
- ‘targeted’ supports that operate between inclusive mainstream services (for example in areas like early childhood, schools and community mental health) and the specialist supports accessed through the NDIS. These supports will be focused on helping certain groups of people that are not accessing or not eligible for support that is delivered through the NDIS, in areas where the need is greatest.

The Australian Government and state and territory governments have agreed to implement additional supports to those that are delivered through the NDIS and mainstream services – referred to as Foundational Supports. You can read more about what governments have agreed at **Appendix B**. Importantly, governments acknowledge the importance of ensuring the design and implementation of additional supports is informed by the needs and lived experience of people with disability, their families, carers and kin.

This consultation paper is one way that governments are working to inform the community about this important reform and to provide an opportunity for you to contribute your ideas to the design and implementation of additional supports.

As we progress this important reform, governments will work to ensure there is good community and sector understanding of:

- when new or additional services and supports are going to be available
- who they are designed to benefit and support
- how they can be accessed; and
- any transitional arrangements.

We will also be clear with the community about how additional supports will be implemented and who will have responsibility for them once these details have been agreed between the Australian Government and state and territory governments.

We will monitor and evaluate the effectiveness of programs, services and supports to ensure they support good outcomes for the people that access them.

## Focus of this paper

This paper focuses on information, advice and capacity building supports for people with disability aged under 65, within a broader General Supports service mix. Feedback on this process will inform the reform of an existing program known as the Information, Linkages and Capacity Building (ILC) program and other additional information, advice and capacity building supports. These types of supports are delivered through a range and combination of channels, including online, via the phone and in-person (groups or one-on-one) depending on the nature of the support

## What are information, advice and capacity building supports

These are designed to help people with disability participate more fully and go beyond the reasonable adjustments expected from inclusive and accessible mainstream and community supports. This includes:

- trusted information about disability, rights, and services to empower people with disability
- supports and tools that build the skills, capacity and independence of individuals to make and sustain social networks and community connections, to make decisions (including supported decisions) and to advocate on issues that impact them
- information, advice and supports that empower and build the capacity of families, carers, and kin in supporting people with disability to participate and exercise choice and control over their own lives
- assistance to find and access mainstream, community or disability-specific services and activities appropriate to needs and goals
- information and advice that assist community organisations and non-government public services/activities to become more inclusive and responsive to the needs of people with disability.

Once fully implemented, supports will be available nationally, fully accessible and where appropriate, tailored to meet the needs of diverse communities. For example, First Nations people with disability and culturally and linguistically diverse people with disability; or for particular population groups, such as people with intellectual disability or psychosocial disability. They will also be designed to connect with other services and tap into local community knowledge and networks. Accessing General Support would not preclude someone from accessing the NDIS or other supports in the community.



## Intended outcomes

General Supports are intended to provide outcomes for people with disability, their families, carers, and kin and for community organisations and non-government groups.



### For **people with disability**:

- greater independence, autonomy and dignity
- peer and social connection and access to the community
- improved access to trusted information and support for decision-making
- improved awareness of rights, and the ability to advocate to ensure their rights and needs are met
- access to services that are relevant to needs and goals.



### For **parents, carers, families and kin**:

- increased awareness around disability and the rights of people with disability
- increased knowledge and skills to support the choice, opportunities, independence and decision-making of people with disability
- peer and social connection.



### For **organisations, groups and non-government entities servicing the community**:

- increased organisational and worker awareness about disability and the rights of people with disability
- services and community activities that are more responsive, accessible and meet the needs of the diversity of people with disability and their families, carers and kin.

## Your views

### Questions about scope and intended outcomes

We are interested in hearing from people with disability, the community and service providers about:

1. Is the broad focus and scope of information, advice and capacity building supports aligned to what you would expect? Are there any gaps?
2. Are the intended outcomes the right ones? Are there any gaps? How would you measure them or like to see progress and improvements measured?

## Designing General Supports

This paper seeks to explore in more detail what the following categories of supports could look like:

- information, advice and referral
- capacity building supports.

### Why is change needed?

Governments recognise that to best support the needs of people with disability and their families, carers and kin, there needs to be a strong system of support for the many people with disability that are not accessing or not eligible for supports that are delivered through the NDIS. This is in addition to making changes to improve the NDIS and continuing to improve the inclusion and accessibility of mainstream services that all Australians rely on.

People with disability, their families, carers, kin, representative organisations and providers have identified issues with the way some current services and supports operate and opportunities to strengthen the current system. The Australian Government has agreed to reform the ILC program as one component of a broader information, advice and capacity building support offering within 'General Supports' (see **Appendix C** for more background).

## A reformed information, advice and referral service offering

The commitment by governments to establish additional supports to those delivered through the NDIS and mainstream services, will build on a reformed ILC program with additional or enhanced programs and initiatives that offer information, advice and referral-type supports. These will:

- be well connected and coordinated
- consider how online, digital, phone-based and in-person solutions can operate together as part of a continuum
- include trusted information and advice at a state/territory and local level, in addition to national information
- enable the effective sharing of resources developed by and for the disability community
- be tailored to the needs of particular groups
- be visible within community.

### The potential service offering

The potential service offering could include:

- the provision of accurate, up-to-date, information and advice that is trustworthy and high quality on disability, child development, disability rights and evidence-based supports. Where possible this would entail linking to existing resources and reputable evidenced-based sites.
- digital, telephone and virtual services that help people with disability, their families, carers and kin to understand supports that may be available to them
- information and advice that is relevant to individuals, based on their location, experience of disability, and intersectional identity.



As part of thinking about what this service offer may look like, consideration will also need to be given to where there are existing platforms or services that would be leveraged, repurposed or improved. The new model would include processes to disseminate and promote information and resources widely for greater utility and uptake by the disability community and across relevant service and support sectors.

The service offering could seek to ensure that people learn about these additional supports through the various channels that people access information through, including government and other reputable and trusted websites, health services, providers and other local connections.

## What would this look like to me?

This could look like a single website, digital app, online chat and/or phone service that provides or links you to quality information, tools or resources about disability, or childhood development, and links or refers you to local supports and services. The website might house (or have links to) tools and resources that are developed by and for the disability community, or through local organisations funded to update or fill the gap where there isn't already quality information on a particular topic. There might also be in-person and/or physical resources made available.

Information and advice will need to be provided to ensure there is adequate information at a local, state and national level as well as catering for people with disability, their families, carers and kin, and those with intersectional needs.

Design work will consider what type of information is most helpful, how information can best be presented in ways that are accessible and easy to find, what existing sources of information exist and any gaps.



## Your views

### Questions about information, advice and referral

We are interested in hearing from **people with disability** and the **community** about:

- 1) What information and advice services do you currently use to help you understand, find and navigate the supports that are available to you?
  - a) What would make finding and accessing the right supports easier?
  - b) What do governments need to consider about supports for people who:
    - i) do not have, or have limited access to, the internet and/or may not be digitally literate?
    - ii) prefer to access in-person information from trusted sources in their community?
- 2) How could information and advice tools and resources be better tailored to meet the needs of:
  - a) people with disability, including those who identify as First Nations, culturally and linguistically diverse, LGBTIQ+ SB, women and children and young people?
  - b) people with disability who experience a range of varying support needs?
  - c) people who are looking for disability supports for the first time?
- 3) What types of additional information and advice do you not currently have access to, or what is difficult to find, that would improve your day-to-day life?
- 4) Do you or have you used the Disability Gateway? If so, did it provide the information you wanted/needed? If not, what could have made it better?
- 5) Have you used the 1800 number provided through the Disability Gateway site? Did the support offered through the 1800 number help you? What worked well and how could it be improved?
- 6) What format do you like to access information and advice through, and what sources do you trust? For example, do you like accessing websites, apps, making phone calls or having in-person contact? Do you prefer to access services during business hours? Outside of business hours?
- 7) What types of information and advice supports work well in meeting your needs? How might this local information be improved?
- 8) When you received information, advice and referral supports from a service, what worked well and what could be improved?
- 9) What specific outcomes for people with disability and their families, carers and kin would you like to see measured to show improvements to information, advice and referral services over time?

We are also interested in hearing from **service providers** about:

- 10) In relation to information, advice and referral supports, what could help support innovation, quality and best practice in the delivery of these General Supports?
- 11) What would need to be considered to avoid market gaps in the availability of these types of general supports, including in lower population and regional and remote areas?
- 12) What does success look like and what resources or support do you think service providers need to better communicate achievements and needs?

## A reformed capacity building service offering

The commitment by governments to establish additional supports to those that are delivered through the NDIS will build on a reformed ILC program. This reflects that over and above what this program delivers, there are a range of different kinds of capacity building support required for individuals, families, carers, kin, and communities. A reformed capacity building program should seek to offer:

- consistency and equity of access to particular support types across the nation, such as peer support that is tailored to meet the needs and experiences of disability-specific or intersectional experiences
- longer-term access to skills building support for people with disability, their families, carers and kin
- information and advice that lifts the capacity of community organisations, services activities to be responsive to the needs of people with disability and to improve accessibility and inclusion
- evaluation processes that are embedded in design to support the sharing of best-practice from funded capacity building projects, to capitalise on investments made, help uplift sector-wide capacity, and inform future investment.

## The proposed service offering

Individual and family capacity building supports can help improve the ability of people with disability, and their families, carers and kin, to have the information, skills and confidence to fully and effectively participate in society, and to access and benefit from mainstream services and supports.

Complementing this, well-designed and delivered community capacity building supports can lead to:

- greater independence and rights awareness of people with disability and social connection between people with and without disability
- people with disability using the same mainstream services, community supports and activities as everyone else
- mainstream services and community supports and activities delivering services that are appropriate to needs of people with disability
- mainstream services and communities becoming advocates and leaders in inclusive and accessible practices.





### For individuals

- empowering individuals with disability by helping them build skills, capabilities, and confidence to participate in their community
- building autonomy and rights awareness, helping individuals advocating for their rights
- increasing connection and access to support networks
- national and state-wide supports and initiatives tailored to disability-specific and intersectional communities.



### For families, carers and kin

- helping empower and build capabilities, knowledge, understanding of families, carers and kin around disability and disability rights to (further) increase their ability to support their loved ones with disability
- national and state-wide supports and initiatives tailored to disability-specific and intersectional communities
- helping families with the skills and tools to help their family member with disability to make their own decisions, connect with the community and exercise independence.



### For communities

- building capability of community organisations (e.g. sporting clubs, arts groups) and at the whole-of-community level to deliver disability-inclusive and accessible services
- driving equitable access to quality and inclusive community services
- targeting local community needs
- complimenting (rather than substituting) other current/future government initiatives
- increasing community understanding of rights, obligations and barriers for people with disability, including education and awareness raising, to transform to an inclusive society.

Consideration could be being given to:

- opportunities for funding longer-term programs offering services and activities focused under three core streams — individual, family and community capacity building
- ways for providers to share and scale up promising practice and better measure outcomes (not outputs)
- taking steps for services to be able to connect, develop and learn from one another to build a more effective service network that enables systemic change
- taking a more deliberate and systematic approach to support people with disability, and where appropriate their families, carers and kin, across Australia to ensure equitable access, and to make sure supports are not disproportionately concentrated in particular geographic areas
- designing support for different intersectional groups with particular needs, and with a greater focus on:
  - supported decision-making
  - peer support
  - capacity building for families and caregivers of children with developmental concerns and disability
  - supports for young people at life's key transition points.

## What could this look like for me?



**For individuals**, this might look like improved access to peer support groups or group information sessions. This might also include projects that support:

- self-advocacy and rights awareness
- supported decision-making
- leadership development
- relationship building
- life skills development.

It may also focus on particular groups within the broader disability community, such as people with intellectual disability and First Nations people with disability.

These supports would be focused on:

- reducing isolation
- facilitating networks so people with disability can learn from the experience of others
- empowering people to self-advocate for their rights
- supporting people to participate in their community.

There could also be a focus on supports being delivered by people with disability such as neurodiverse affirming or other disability-specific organisations that promote contemporary models of disability, positive visioning and inclusion.



**For families, carers and kin** this might look like better information, peer support, parenting groups and workshops, education and training (i.e. online or in-person parenting courses).

This would have a focus on:

- disability and rights awareness
- building skills in decision-support
- enabling independence and participation
- family leadership and development.

These supports would be focused on helping families, carers and kin of a person with disability to build their own knowledge and skills so they can support the person with disability to exercise choice and control and fully participate.



**Community capacity building** would focus on building the capability of community organisations (e.g. sporting clubs, arts groups) and at the whole-of-community level to deliver disability-inclusive and accessible services. Projects would focus on driving equitable access to quality and inclusive community services. They would complement (rather than substitute) current/future government initiatives.

Information, advice and projects would be focused on ensuring providers understand and meet their responsibilities and are better equipped to be inclusive for people with disability.

## Sector capacity

In addition to these three streams, governments are exploring what support, if any, may be required to support new and emerging practice, and encourage evidence-informed innovation. This could take the form of commissioned projects that respond to new and emerging issues. It could also focus on uplift to enable organisations to deliver safe and inclusive services to people, including people with intersectional experiences of disability.

Consideration is also being given to how the community, and community sector can help provide state and territory and local insights to inform an understanding of needs within communities. This would include understanding emerging needs and trends to inform the focus of programs and activities funded. Appropriate monitoring and reporting mechanisms (including evaluations) would help us know what works, with those who access these supports given the opportunity to formally contribute to feedback and evidence gathering.



## Your views

### Questions about capacity building supports

We are interested in hearing from people with disability, their families, carers and kin about:

1. What type of supports would help you make and maintain community connections and be involved in your community?
2. What capacity building supports would be helpful or have you found helpful? If you are comfortable to share, what was the particular 'focus' of this support (i.e. was it about a specific skill or supporting people with a particular disability)?
3. What kinds of decision-making supports and supports for self-advocacy do you think are needed? What kinds of supports could help you (or have helped you) build autonomy, exercise your rights to voice concerns, access information, resolve issues or improve your ability to make choices?
4. What supports can help families, carers and kin to support their loved ones with disability?
5. What services and supports are needed to improve the capacity of communities to be inclusive, accessible and welcoming spaces for people with disability?
6. What kind of things should governments consider so that we can ensure services are well tailored for people with disability who:
  - a. identify as First Nations, culturally and linguistically diverse, LGBTIQ+SB, women, children and young people
  - b. are entering particular stages of life
  - c. experience a range of varying support needs
  - d. live in rural and remote areas
7. What specific outcomes for people with disability and their families, carers and kin would you like to see measured to demonstrate accountability over time?

### For organisations and the broader sector

1. Are there critical or immediate sector capacity challenges or opportunities that should be considered as part of initial reforms? How would you propose these challenges or opportunities be addressed?
2. Are there things that have worked well, or you have seen work well, to find suitable workers and develop the skills of the workforce to deliver services like the ones outlined in this consultation paper?
3. What could help support innovation, quality and best practice in the delivery of these supports?
4. What would need to be considered to avoid market gaps in the availability of supports, including in lower population and regional and remote areas?

## What next?

We will analyse what people with disability and the community tell us through this engagement process. This includes what you tell us about the ideas in this consultation paper and your response to the discussion questions.

We will also be seeking your views through a range of other ways such as:

- an online questionnaire
- online roundtables and discussions
- in-person conversations in some locations.

We know people like to give feedback in different ways. You can give us feedback through one or all of these methods.

We will also consult later on additional topics under Foundational Supports.

We will use this information to inform and refine the design of these additional supports.

### **Engagement**

Engaging with people with disability, their families, carers, kin, representative organisations and service providers on your views.

We will engage on some topics first rather than everything at once as there are a number of different disability related reforms underway.

This engagement is about information, advice and capacity building supports.

### **Review what you have told us**

The Australian Government and state and territory governments will consider carefully what you have told us about the topics included in this paper and about other topics people raise through this process.

### **Planning for implementation and commissioning**

The Australian Government and state and territory governments will work with people with disability and the sector to plan for implementation. We will commission new or reformed services and supports and consider how people will access these supports into the future.

### **Supports become available**

New/reformed General Supports will start to come in from mid-2025, and will build over time.

**NOW**



Next



## Appendix A

Please note: this glossary is included to assist readers to understand some of the ideas and options presented in this paper. The definitions have no formal status. Any feedback on the terms included in the glossary, or views on terms that may be missing, is welcomed.

Term	Definition
<b>Advocacy</b>	This works to promote and protect the rights of people with disability by helping to remove barriers to their full and equal participation in the community. This consultation paper focuses on self-advocacy only.
<b>Capacity building</b>	Increasing people’s knowledge, skills and abilities. For example, developing someone’s skills in a certain area to allow them to live more independently.
<b>Carers</b>	A person or persons who provide care or support for a person or persons with disability or child or children (where there are concerns about their development) and is not a paid support worker.
<b>Community capacity building</b>	Increasing the ability of an organisation/s that delivers community services or activities to be more inclusive, through information, advice, education, and sharing of better practice.
<b>Community organisations</b>	Any organisation engaged in charitable or other community-based activity operating under Australian law and not established for the purpose of making a profit (and not a government entity).
<b>Community services and activities</b>	These are services delivered by community organisations for the community which deliver a range of benefits. They generally provide support and assistance to individuals, families and groups, or run activities, to maximise their potential and enhance community wellbeing.
<b>Developmental delay</b>	Broadly, developmental delay refers to a delay in a child’s development. It means that a child finds it much harder to do everyday things that other children their age can do (this might mean they are not meeting their expected developmental milestones in terms of their physical, emotional, social, communication and thinking skills). Developmental delay might be short term or long term.
<b>Disability</b>	There are a range of ways to understand disability and how people experience disability. The social model of disability recognises attitudes, practices and structures can be disabling and act as barriers preventing people from fulfilling their potential and exercising their rights as equal members of the community.

Term	Definition
	This aligns with the United Nations <i>Convention on the Rights of Persons with Disabilities</i> , which provides that disability results from the ‘interaction between persons with impairments and attitudinal and environmental barriers hindering full and effective participation in society on an equal basis with others’.
<b>Early intervention</b>	Providing support to a child or person with disability as early as possible to build skills and independence, reducing the impacts of disability or developmental delay in its interaction with the environment.
<b>General Supports</b>	This is a category of support. This includes trusted information and advice, supports that build the capacity of all people with disability aged under 65, including support to make decisions and advocate on issues that impact them and to connect with others and the community. This also includes information, advice and supports for families, carers and community organisations where appropriate. It also includes support to find information, although this is not included in this paper.
<b>Family capacity building</b>	This is a subcategory of support that is focused on helping families, carers and kin of a person with disability to build their own knowledge and skills so they can better support the person with disability to exercise choice, control and independence and to participate in their community.
<b>Foundational Supports</b>	<p>Governments are working together to design and deliver additional supports in the community. These additional supports are called Foundational Supports.</p> <p>These are specific supports that would be available to people that are not accessing or not eligible for supports that are delivered through the NDIS, to help people with disability and their families and carers. These are supports that offer more help than what is offered through mainstream or community services.</p>
<b>Information, Linkages and Capacity Building program</b>	<p>A grants program managed by the Australian Government Department of Social Services providing funding to organisations to deliver projects in the community that benefit all Australians with disability, their carers and families.</p> <p>See: <a href="http://www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability/information-linkages-and-capacity-building-ilc-program">www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability/information-linkages-and-capacity-building-ilc-program</a></p>
<b>Independent Review into the NDIS</b>	An independent review to put people with disability back at the centre of the NDIS. The purpose of the review was to restore trust, confidence and pride in the NDIS. The review looked at:

Term	Definition
	<ul style="list-style-type: none"> <li>the design, operations and sustainability of the NDIS</li> <li>how to build a more responsive, supportive and sustainable NDIS market and workforce.</li> </ul> <p>See: <a href="http://www.ndisreview.gov.au">www.ndisreview.gov.au</a></p>
<b>Mainstream services</b>	Mainstream services (also known as universal or essential services) are government services delivered outside the NDIS that all Australians can access and benefit from, regardless of whether or not they have a disability. They include things like health care, education, transport, employment services, community housing, and family and domestic violence services.
<b>Navigation support</b>	Assistance provided to a person with disability to help them find and access programs or services that meet their needs within a complex service system.
<b>Neuro-affirming</b>	An approach that affirms an individual’s neurodivergent identity by embracing their understanding of people and the world, without seeking to change or ‘fix’ them.
<b>National Disability Insurance Scheme</b>	<p>A national scheme for people with disability, administered by the National Disability Insurance Agency (NDIA).</p> <p>The NDIS provides funding to eligible Australians with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life.</p>
<b>Peer support</b>	When people use their shared experiences to connect and help each other.
<b>Psychosocial disability</b>	Arises from the interaction between a person with a long-term mental health condition (that may be episodic) and attitudinal and environmental barriers that hinder their full and effective participation in society on an equal basis with others.
<b>Psychosocial supports</b>	Supports for people with psychosocial disability to rebuild and maintain connections, manage daily activities, build social skills and participate in education and employment
<b>Targeted Supports</b>	This is another category of support. Targeted Foundational Supports will operate between inclusive mainstream services (in areas like early childhood and schools) and specialist supports accessed through the NDIS. These supports will be focused on helping certain groups of

Term	Definition
	people that are not accessing or not eligible for support that is delivered through the NDIS, in areas where the need is greatest.
<b>Self-advocacy</b>	When a person with disability is empowered to speak up and represents themselves and their interests in matters that affect them.
<b>Supported decision-making</b>	This is a type of formal or informal support to help make sure the will and preferences of a person with disability is respected and upheld in a decision-making process, rather than the decision being made by someone else. It can include access to accessible information and other adjustments to help people with disability make their own decisions.
<b>Support networks</b>	The connections between individuals and groups, such as with family, friends, neighbours, and other members of a person's community, that create and give a sense of belonging. They are a trusted way of finding important information and support.



## Appendix B

### What governments have agreed

In December 2021, the then Prime Minister, First Ministers from all states and territories and the President of the Australian Local Government Association agreed to Australia's Disability Strategy 2021-31 (the Strategy). Australia's Disability Strategy sets 31 policy priorities to drive access and inclusion across mainstream service systems like early childhood, schools, health and mental health, housing, transport and justice, as well supporting inclusion within the community. All governments remain focused on progressing the necessary reform to achieve the Strategy's vision and goals, and to review and update the Strategy to take account of the findings of the Disability Royal Commission. States and territories have also developed disability plans that support the achievement of the Strategy's vision in areas of state and territory responsibility.

In December 2023, National Cabinet agreed additional joint reforms to support people with disability across Australia. This included:

- implementing legislative changes to the NDIS to improve the experience of participants
- restoring the original intent of the NDIS to support people with permanent and significant disability, within a broader ecosystem of supports
- designing and jointly funding additional supports to those that are provided through the NDIS.

The delivery of Foundational Support would look to be delivered through existing government service settings where appropriate and phased in over time. This may include new or reformed programs.

The detailed scope of supports will be set out in a Foundational Support Strategy to be agreed by governments later in 2024.



## Appendix C

### What type of information, advice and capacity building supports are available now?

There are a range of existing services and supports that assist people with disability and their families. These include:

- [Information Linkages and Capacity Building Program \(ILC\)](#). The ILC program delivers community projects funded by the Australian Government Department of Social Services which benefit all Australians with disability, their families, carers and kin. ILC comprises of four programs:
  - Individual Capacity Building
  - National Information Program
  - Economic and Community Participation
  - Mainstream Capacity Building.
- Partners in the Community Program. Partners in the Community are community organisations that have been commissioned by the NDIA to deliver a number of supports for people with disability. These supports have primarily focused on supporting people to understand and access the NDIS, assist with plan development and implementation and linking people with supports. They have also supported some people with disability, and some families of children under 9 with developmental concerns, that are not NDIS participants, find and connect with early supports.
- Disability Gateway. The Disability Gateway is a national website and contact centre that centralises information about the supports and services available to people with disability, their families and carers. It provides a single point of information on disability services and supports and assists people with disability to navigate current support systems, and in doing so, enables greater choice and control.

In addition, the Australian Government and state and territory governments fund various supports that focus on providing services and assistance in regard to (but not limited to) information, inclusion, advocacy, disability, child development and capacity building for people with disability. These services and supports vary depending on where you live.

### Why is change needed?

Governments recognise that to best support the needs of people with disability, their families, carers and kin, there needs to be a strong ecosystem of support for the many people with disability beyond the supports that are delivered through the NDIS. This is in addition to improving the NDIS and continuing to make mainstream services more inclusive and accessible. At present, there are limited supports focused on early intervention, prevention or low intensity support needs for certain groups of people with disability that are not accessing or not eligible for support through the NDIS.

People with disability, their families, carers, kin, representative organisations and providers have also identified ways that current services and supports could be strengthened and improved.



The reforms identified in this consultation paper will seek to address these issues by reforming some existing programs and services and establishing and investing in additional and enhanced supports and services.