



NDIS Review July 2017

Survey Results  
ATSA

## Summary

The 1st of July 2017, marks the start of the second year of the full roll out for the NDIS. Many areas and age groups across the country will start to transition to the NDIS.

This report sets out to present feedback on AT providers' experiences over the last 12 months supplying AT to NDIS participants. The survey contained several questions designed to capture the facts. The report does not take into consideration any changes that the NDIA may have applied to their processes after July 2017.

The information gathered is to assist in the shaping of the scheme and provide indicators to the NDIA and industry on what is required to ensure a successful NDIS full roll out. The gathered information aims to assist in the development of timely supply processes and procedures for AT to the recipients of the NDIS, and ensure a sustainable AT supply industry.

The respondents to this survey, are working in the day to day provision of AT supports, not only for the NDIS participants but for all Australians. Their many years of experience and well-developed skills in the supply of AT supports has shaped their responses to this survey.

Although the scheme is still in the transitional stage, the information contained in this report provides a practical insight to review and reform the methods currently in place to the mutual benefit of all parties.

The survey has highlighted both positive feedback and opportunities for the NDIA and the industry to consider for the success of the NDIS.

The main theme that has come through the survey is the gaps in communication between the stake holders which is translating to unnecessary costs incurred to all parties. There is an inability to resolve issues quickly due to lengthy delays for responses from the NDIA, around 15 days.

The survey identifies weaknesses in communication between all stakeholders along with education on how the scheme works. If this is not addressed, it will have a high impact on the success of the NDIS. This circumstance is leading to an increasing frustration level to participants, that is resulting in a rise in abuse directed to AT suppliers and the NDIA.

There is an apparent lack of awareness and understanding of the NDIA processes by the participants and business who supply AT supports. In addition, there appears to be an inconsistency of application of the processes by the NDIA.

The current operational environment is having a negative impact on the industry with several businesses needing to increase staffing levels just to handle administration work and to support the participant through the processes. In addition, some businesses are redirecting staff to provide additional trials and quotations, that have long wait times before the sale is realised, if at all. This set of circumstances is placing a high labour burden on the industry which is not sustainable.

The recommendations that come from this survey can be summarised to;

- The need to improve the communication pathways
- Enhance the education of processes and procedures
- Skill development of NDIA staff in the supply of AT.

## Contents

Summary .....	2
Introduction .....	4
Methodology.....	4
Respondents .....	5
The principles of questionnaire .....	5
Hypothesis.....	5
Scope and Limitations.....	6
Significance of the Study.....	6
Key Findings .....	7
Demographic of respondents .....	7
Volume of activity .....	7
Speed of response to Quote submission .....	7
Time taken to respond .....	8
Payment of Services.....	8
Scenario Case Studies .....	9
Communication.....	9
Education and Training .....	9
Processes.....	9
Financial Impact .....	10
General Comments .....	11
NDIA are doing well .....	11
Areas of opportunity.....	11
The changes and impact on the Businesses.....	11
Concerns with the rollout of the NDIS .....	12
Conclusion.....	13
Recommendations .....	14
Appendix 1 .....	15

## Introduction

The 1st of July 2017, marks the start of the second year of the full roll out for the NDIS. Many areas and age groups across the country will start to transition to the NDIS.

In June, the National Disability Insurance Agency's (NDIA) CEO, David Bowen, wrote to all stakeholders to inform them that the NDIA has been undertaking a review to improve the way the NDIA interacts with participants and providers.

<https://www.ndis.gov.au/news/ceo-message-6june.html>

ATSA has had several conversations with AT suppliers on their experiences when providing AT to NDIS recipients. These conversations highlighted both positive outcomes and areas where improvement is required in the NDIA's processes.

As a peak industry body, ATSA is in a key position to assist, inform and support the NDIA to provide a sustainable scheme.

This report sets out to present feedback on AT providers' experiences over the last 12 months supplying AT to NDIS participants. The survey contained several questions designed to capture the facts. The report does not take in to consideration any changes that the NDIA may have applied to their processes after July 2017.

The survey received 29 responses. All information provided has been treated as "Commercial in Confidence" and only de-identified information has been included in this report.

The period to respond to the survey was between 17<sup>th</sup> of July 2017 and the 1<sup>st</sup> of August 2017.

## Methodology

The data was gathered via the "Survey Monkey" platform, with a mixture of multiple choice, rating and free form written responses.

Some respondents elected to provide information via email rather than via the survey portal. This information has been added to the data set.

The information gathered has not been individually verified and has been accepted in 'good faith' to be true and correct.

## Respondents

The invitation to participate in the survey was via email to ATSA's contact list which included members and non-members of ATSA.

Only suppliers (business) of AT devices were invited to respond.

The survey was circulated to approximately 130 business who were invited to pass this opportunity on to other business to gain the highest possible circulation in the AT supply industry.

Several suppliers notified ATSA that they had not supplied NDIA recipients, so they did not respond to the survey. ATSA received this notification from approximately 30 business. ATSA estimates that at least another 30 business would have not respond due to this situation.

## The principles of questionnaire

The survey questions were constructed to capture the trends, the experience and information on the scheme from the Businesses who supply AT supports to the NDIS recipient.

This included questions to quantify the type, size of the market in general terms.

## Hypothesis

Now that the second year of the full roll out for the NDIS is underway, ATSA determined that it was a suitable time to gather experiences to identify what is working and what areas of opportunity for improvement could be identified.

ATSA anticipated that there would be sufficient data available to identify any trends, concerns and success of the scheme to date.

The information gathered is to assist in the shaping of the scheme and provide indicators to the NDIA and industry on what is required to ensure a successful NDIS full roll out.

## Scope and Limitations

The survey was by invitation and not by compulsion. It was limited to the networks known to ATSA.

ATSA did not have the resources to advertise the survey, it relied on “word of mouth” and contact lists.

The NDIS has not been fully rolled out, plus each State and Territory is approaching the roll out differently. This circumstance will affect the responses due to the levels of maturity in each area. Therefore, experiences between each State and Territory may be different dependant on that area’s approach.

There are still many businesses in the industry who have registered to be providers of AT however are yet to supply AT to an NDIS recipient.

The State bodies are still highly involved in the delivery of AT both in an advisory and supply capacity to the NDIA. These Government bodies are supplying AT via their state based contracts, therefore they are a direct competitor to all AT supply businesses who quote to supply AT to a participant via the NDIA.

None of the State bodies responded to the survey.

Only AT supply business responded to the survey, individual participants were not eligible.

## Significance of the Study

The respondents to this survey, are working in the day to day provision of AT supports, not only for the NDIS participants but for all Australians. Their many years of experience and well-developed skills in the supply of AT supports has shaped their responses to this survey.

The respondents to the survey have unselfishly shared commercial information for the mutual benefit of the NDIS recipient and the success of the NDIS.

This survey has provided a timely insight of the scheme to date, to provide a record of the current circumstances to enable the opportunity to learn.

The consistency of the responses received has provided a valuable overview on what is working and what is not.

Although the scheme is still in the transitional stage, the information contained in this report provides a practical insight to review and reshape the methods currently in place to the mutual benefit of all parties.

The primary purpose for the survey was to gather information to assist in the timely supply of AT to the recipients of the NDIS, and ensure a sustainable AT supply industry.

## Key Findings

### Demographic of respondents

The response of 29 businesses to the survey represented all States and Territories, apart from NT, with the majority of responses from NSW at 44.3%

The businesses who responded supply the majority of AT product categories with an orientation toward mobility, seating and positioning products.

### Volume of activity

57% of respondents submitted more than 50 quotes in the past 12 months and 44.8% had supplied more than 50 orders. The realisation of the quotes to order is a median of 70%.

Over half of respondents claim to have quoted over 50 orders. Of these businesses, the strike rate varied between 30% and 98% success. Two businesses presented over 50 quotes of which a minimum of 35 quotes were unsuccessful.

39.2% of respondents deal with more than 50 NDIS participants. With the full spectrum of disability groups, predominantly made up of NDIS categories; other physical, spinal cord injury and cerebral palsy.

41% of the businesses are turning over greater than \$100K p.a. with the NDIA in the last financial year.

### Speed of response to Quote submission

40% of quotes are accepted by the NDIS within 4-5-week period and 64% within 12 weeks. However, it is to be noted that 12% take greater than 6 months for a response, based on the overview of the respondent's comments in the survey, the 6 months wait, as a percentage of quotes submitted, is growing.

40% of respondents believe that the NDIA takes longer than other government agencies to process quotes. The summarised feedback on the extended wait times indicates no clear process and communication with the various stakeholders i.e. OT, participants and suppliers.

The involvement of state based government agencies varies and there is a clear indication that they contribute in part to the delay in process. Over 45% of respondents have experienced quotes more than 6 months which is far greater when compared to other government agencies, with a number of comments citing participants waiting in excess of 12 months for approval.

The NDIA has demonstrated quote approvals in less than a week, which 41.7% of respondents have experienced. Which is superior to other government agencies this has been due in part by direct dealings with the NDIA primarily with self-managed clients.

## Time taken to respond

A typical quote covering all 7 steps (refer to Appendix Q14) takes 7-14 hours to compile, which is similar to other government funding programs. However, it is to be noted that the time is dependent on complexity, skill sets of the Allied Health Professional and locality of the participant.

84.2% of data for the quote is entered into the NDIS system within 30 minutes. However, 10.5% registered that it is typically taking them greater than 3 hours to enter the quote. Many respondents have stated that the system is not clearly understood, too complex and time consuming to navigate. It is to be noted that one respondent was positive to the portal. This situation combined with comments throughout the survey that the processes is not clearly understood in the industry

The length of time to follow up quotes was acceptable (i.e. 59% of respondents cited 1-2 hours), however if there were difficulties in resolving issues this time blows out to over 20 hours, principally due to lack of communication pathways to resolve, which 22.73% respondents have experience. Over 44.44% stated this was greater than other government agencies. The businesses are having to manage frustrated participants and family members due to delays in getting answers from the NDIA.

Enquiries on a participant matter, e.g. quote or invoice, the businesses have met with long waiting times on phones and a lack of transparency in the process. This is combined with NDIA rarely responding, it takes many follow up calls. One respondent did comment that there have been some recent positive improvements by the NDIA to the system.

The typical number of days wait for information/clarification is similar for all government agencies in respect to the assessing therapist, support coordinator or other intermediary and NDIS participant, however the NDIA response time is greater than 15 days. Which is substantially longer than other government agencies as experienced by 81.25% of respondents.

This summarises the typical experience that the businesses are working with which is creating undue stress to all stakeholders.

“NDIA are very slow at responding - we have few examples of them responding quickly, always at a call centre where staff know nothing and say they will pass on but we don't hear back, so have to keep following up.”

## Payment of Services

Although businesses can claim for a trial or extended loan only 12.5% of respondents were aware of this. Due to the costs of this activity, this needs to be better communicated.

80% stated that the typical length of time required by staff to enter an invoice into the NDIA system was within 45 minutes. Most respondents are paid within 4 days which is far quicker than other agencies. The level of outstanding debt is low as businesses are adopting payment first before delivery strategy.



## Scenario Case Studies

### Communication

Case 3 – The communication of unsuccessful quotes and clarification of process moving to extended delays of 6 months or more.

Case 13 – Lack of communication by the NDIA is causing misunderstandings and relationship issues between business and participant.

### Education and Training

Case 4 – Lack of training and education on the system, e.g. service entry booking error led to 3-4 months of continuous phone calls and emails which is still unresolved.

Case 14 – Base information in the NDIA system e.g. plans not correct therefore impacts planning process.

Case 16 – Inconsistency of service from various NDIA offices.

Case 17 – Businesses providing service support to participants and working directly with the NDIA

Case 31 – Businesses caught up explaining to participants their NDIS plan.

Case 32 – Unclear of what support item number to be used.

Case 39 – NDIA staff not understanding their own systems and processes. Relying on business to chase them up rather than taking ownership of the problem and getting back to the business.

Case 41 – Incorrect supports i.e. budget not suitably struct due to lack of understanding by NDIA staff.

Case 42 – Support coordinators requesting business to book services even though there are insufficient funds in the account.

Case 25 – Staff unaware of costs in the AT sector.

### Processes

Case 6 – Participant working through high number of trials and testing and OT unable to decide, currently in the fourth month. Time taken for the various home demonstrations and in-shop have not been claimed. At the time of this survey the participant is still without a scooter. The participant is constantly contacting the business and not understanding why no approval has been made despite the number of demonstrations and quotes supplied.

Case 7 – In this case the processes are not clear to the relevant stakeholders and the consequences of not acting in a timely manner has a number of ramifications. In this case a person discharged from hospital who needed AT supports was supplied in good faith by the business and is yet to be paid. The participant is stressed not knowing what is happening.

Case 11 – As the NDIS rolls out there is a significant shift from private funding to NDIS funding. The extended delays of waiting for quotes to be processed by the NDIA is having a significant impact:-

- The cash flow of the business, i.e. large demand on quotes with small number been approved as most quotes are delayed in the approval process.
- Expectations have been raised for the participant, only to be disappointed due to extended wait times.

Case 23 – Lack of support numbers in NDIA system.

Case 24 – Flexibility of system to accommodate changes to participants' situation.

Case 27 – Participant held up in nursing home due to slowness of approval of AT.

### Financial Impact

Case 8 & 9 – Services and equipment provided in good faith have not been paid for and resolution is proving to be problematic.

Case 12 – Equipment supplied but NDIS only paid half due to the NDIS system and delays. The client ended up paying out of their pocket to take up the matter directly with the NDIS.

Case 15 – Due to delays, plan rolled over during the delivery of a wheelchair which impacted payment to business, still outstanding.

Case 18 – Understanding of funds which are not available to provide for services and equipment.

Case 19 – Client contacts business to say funds are available, business contacts NDIS, no funds are available. Business works with NDIS, funds become available after 10 hours of correspondence.

Case 20 – Trial equipment sent to a regional location, product verified then undercut and supplied by a government agency. Resulting in a business out of pocket, however, if business didn't supply the trial the participant would not have been able to identify suitable equipment.

Case 22 – Delays in quotes.

Case 28 – Hired equipment approved, however, payment not made and inconsistency in NDIA and ability to follow up.

Case 29 – Process of refunds to the NDIA appears to be inaccessible.

Case 33 – Trials then undercut, by government agency.

Case 36 – Quote shopping, confidential information being passed onto competitors.

Case 38 – Self-managed person permitted to buy equipment, but didn't realise she had insufficient funds to pay. Resulted in staggered payment.

Case 40 – Quote expired due to 1 year wait for approval, as the price had gone up further delays incurred.

## General Comments

NDIA are doing well

- Prompt payment
- Broader choice for the participant
- The genuine attitude to help people and striving to do the best for the participant
- Friendly staff
- Portal is good, along with the website
- Allowing self-management by the participant

## Areas of opportunity

- Communication and managerial direction
- Improvement to approval process and notification of what is happening with a quote
- Education on processes and procedures
- Broaden what AT can be handled through the portal to reduce the level of paperwork
- Training of NDIA staff in AT
- Provision of points of contact to work through issues
- Education of Participants on what and how their budgets work
- Improve the level of transparency and provision of pathways to key NDIA personnel to minimise issues and improve the sharing of information.
- Speed of response to queries
- Clearer listings of line items
- Provision of more flexibility in the Participant's budget.
- Education on roles and responsibilities for all stakeholders
- Streamline quoting process to remove the need to 'quote shop'

## The changes and impact on the Businesses

- Increased the range of product stocked
- Shifting more towards participant focus rather than the Health Care Professional
- Allowing more time to quote
- In some cases, there has been a redirection of staff to provide additional trials, quotations and administration work
- Businesses becoming heavily involved with the Participant and working with the NDIA to understand their funding is placing a high labour burden on the industry.
- Increased workforce to manage the additional administration requirements for the NDIA
- Due to delays in the processing of quotes some business have had to reduce technical staff

This is combined with price pressures and the time spent educating the NDIA staff is greatly increasing the running costs and profitability of the industry.

This is not helped with the long delays to process quotes, gaining information and responses to questions, e.g. waiting on phones for 1 to 2 hours or waiting over 15 days to received email responses.

Due to the increasing delays and the level of additional costs to handle a quote for a NDIA participant there is little benefit other than getting payment quickly, assuming there are no complexities with the claim.

The businesses are receiving a broader access of AT that they could not under historic schemes.

### Concerns with the rollout of the NDIS

The main concerns relate to the weaknesses in communication between all stakeholders along with education on how the scheme works that if not addressed will have a high impact on the success of the NDIS.

The quantity and skill set of the NDIA staff to manage the demand requires addressing.

Due to the delays and lack of effective communication between all stakeholders, the level of frustration that is been experienced, is leading to an increase in the level of abuse.

There is a real concern that there is a lack of understanding by the NDIA on the cost of supply, e.g. flat pack delivery, is one cost, and an assembled and checked supply has a different cost, however the NDIA is chasing the lowest price, i.e. the flat pack, and expecting the business to supply the flat pack pricing for a fully assembled supply.

The impact that quote shopping is having on the industry, due to the labour costs involved to construct a quote, 7 to 14 hours, with the high risk of no return, will in time effect the industry.

The trial sites went well, however since the roll out commenced there are problems starting to surface. These are mainly relating to inconsistency across rollout areas. These circumstances that the participants are facing combined with difficulties for suppliers to responded, due to NDIA staff skills, plus the lack of communication pathways are creating high levels of anxiety.

## Conclusion

The survey has highlighted both positive and opportunities for the NDIA and the industry to consider for the success of the NDIS.

The main theme that has come through the survey is the gaps in communication between the stakeholders that is translating to unnecessary costs to all parties. There is an inability to resolve issues quickly due to long delays for responses from the NDIA, around 15 days.

The weaknesses in communication between all stakeholders along with education on how the scheme works that if not addressed will have a high impact on the success of the NDIS. Due to this circumstance, the level of frustration is leading to an increase in the level of abuse directed to AT suppliers.

There is an apparent lack of awareness and understanding of the NDIA processes by the participants and business who supply AT supports. In addition, there appears to be an inconsistency of application of the processes by the NDIA.

Knowledge of AT supports combined with the lack of understanding of the costs is creating delays of supply combined with awareness of how a AT quote is constructed, i.e. it is a clinical scripting process, is not simple price check.

The number of checks that are been applied, i.e. use of State bodies and quote shopping is creating long delays for supply of AT.

There are a number of cases sighted where trial equipment was sent to a regional location, product verified, then undercut and supplied by a government agency. Resulting in a business out of pocket, however, if business didn't supply the trial the participant would not have been able to identify suitable equipment.

One great concern is that there is evidence of confidential information being passed directly onto competitors, with the sole purpose to undercut the suppliers quote.

The NDIA has demonstrated quote approvals in less than a week, which 41.7% of respondents have experienced. Which is superior to other government agencies this has been due in part by direct dealings with the NDIA primarily with self-managed clients.

Although businesses can claim for a trial or extended loan only 12.5% of respondents were aware of this. Due to the costs of this activity, this needs to be better communicated.

Due to the current circumstances, some businesses have redirected staff to provide additional trials, quotations and administration work, plus becoming heavily involved with the Participant and working with the NDIA to understand their funding is placing a high labour burden on the industry. This is not sustainable.

The system is going through teething problems and it is expected that overtime it will be able to change lives for the better. However, there is much to do to improve the system and the industry is willing to work with the NDIA to achieve a successful scheme.

It is possible that if improvements are not made soon, business will not be able to continually support the current cost impacts that they are covering in these early days.

## Recommendations

- Communication
  - Implementation of a point of contact to resolve issues for AT support providers
  - Provide a “NDIA case worker” for each company to work through issues
  - Implementation of an automatic notification process to notify the provider and recipient on the progress of the supply for AT (application, quote, authorisation to supply, supply ETA.)
- Provide education programmes in the supply of AT in processes and procedures
- Training of NDIA staff in AT, covering costs, complexities and standards
- Enhance the education of participants on what and how their budgets work
- Improve the level of transparency and provision of pathways to key NDIA personnel to minimise issues and improve the sharing of information.
- Clearer listings of line items
- Provision of more flexibility in the Participant’s budget.
- Streamline quoting process to remove the need to ‘quote shop’ or provide payment for quotes
- Establish an AT supplier E-platform forum
- Establish an Industry working group with the NDIA
- Cease the sharing of confidential and commercial information to competing businesses

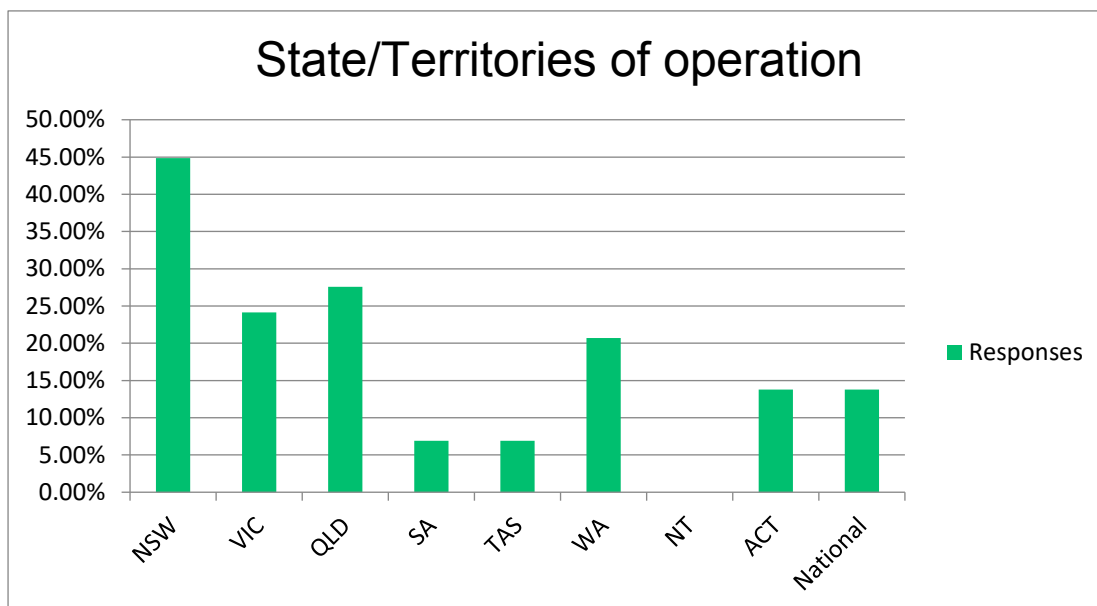
## Appendix 1

### Detailed results of the Survey

*Important note: Missing questions have been removed as they identify contributor.*

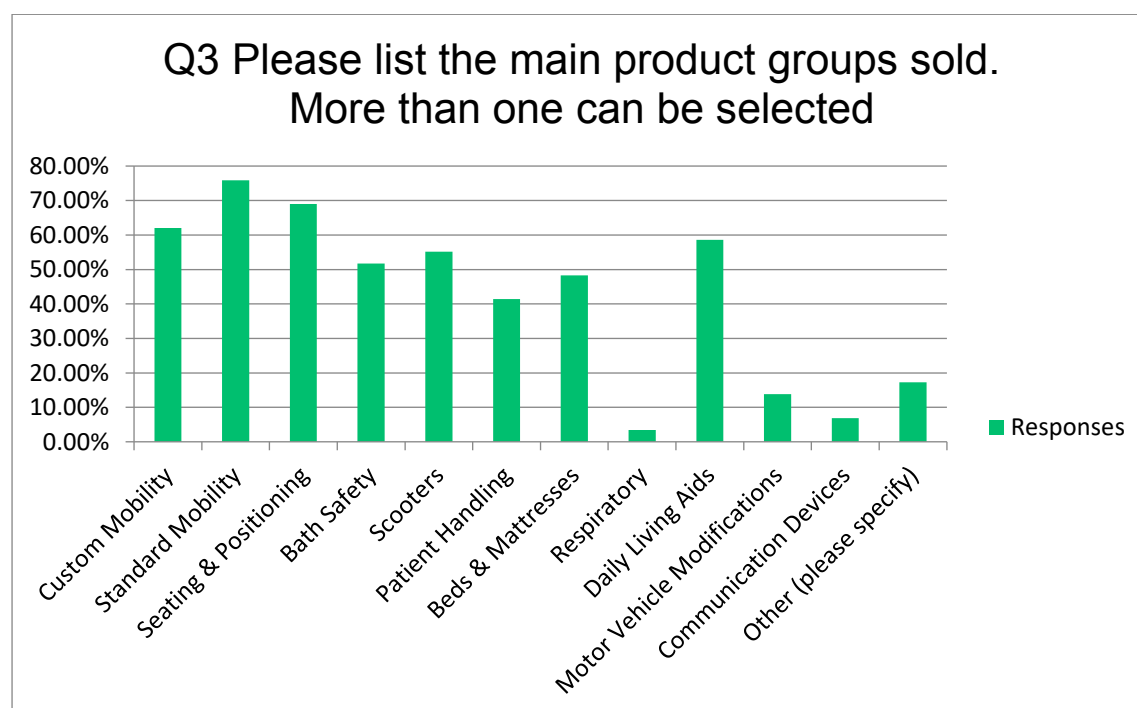
#### Q2 State/Territories of operation

Answer Choices	Responses	
NSW	44.83%	13
VIC	24.14%	7
QLD	27.59%	8
SA	6.90%	2
TAS	6.90%	2
WA	20.69%	6
NT	0.00%	0
ACT	13.79%	4
National	13.79%	4
<b>Answered</b>		<b>29</b>
<b>Skipped</b>		<b>0</b>



**Q3 Please list the main product groups sold. More than one can be selected.**

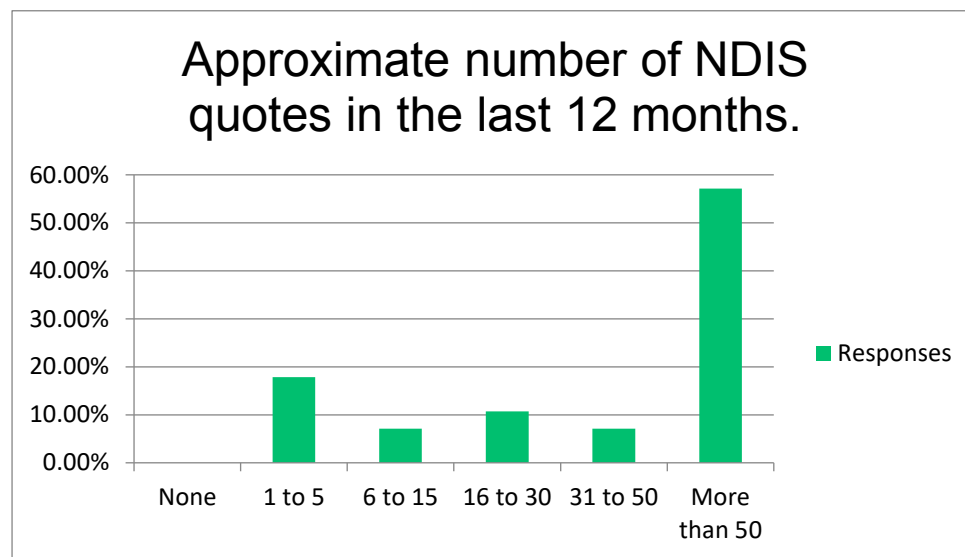
Answer Choices	Responses	
Custom Mobility	62.07%	18
Standard Mobility	75.86%	22
Seating & Positioning	68.97%	20
Bath Safety	51.72%	15
Scoters	55.17%	16
Patient Handling	41.38%	12
Beds & Mattresses	48.28%	14
Respiratory	3.45%	1
Daily Living Aids	58.62%	17
Motor Vehicle Modifications	13.79%	4
Communication Devices	6.90%	2
Other (please specify)	17.24%	5
<b>Answered</b>		<b>29</b>
<b>Skipped</b>		<b>0</b>





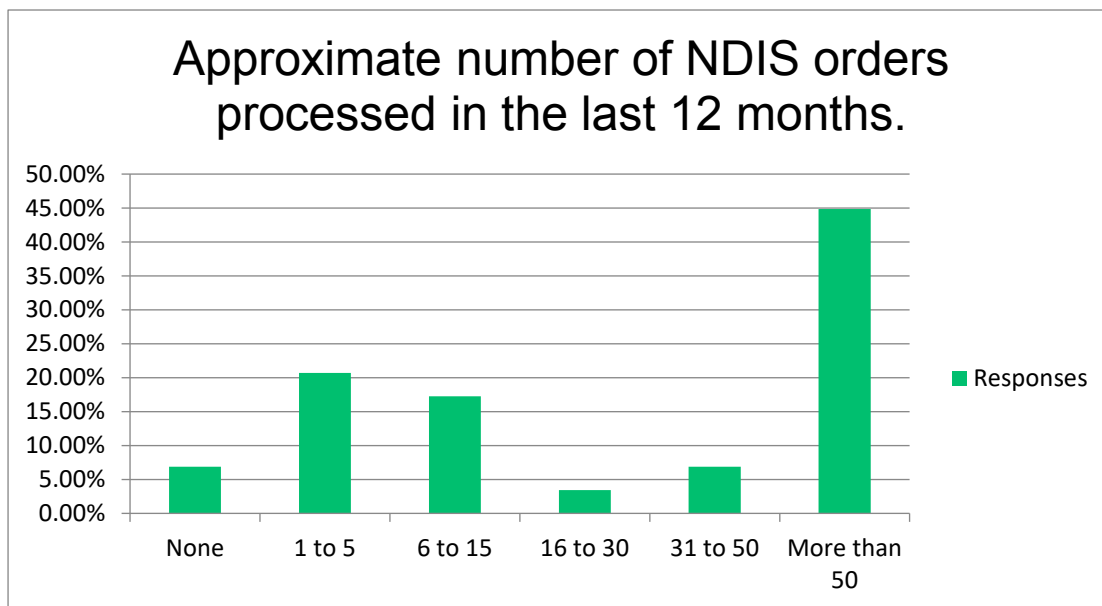
**Q6 Approximate number of NDIS quotes in the last 12 months.**

Answer Choices	Responses	
None	0.00%	0
1 to 5	17.86%	5
6 to 15	7.14%	2
16 to 30	10.71%	3
31 to 50	7.14%	2
More than 50	57.14%	16
<b>Answered</b>		<b>28</b>
<b>Skipped</b>		<b>1</b>



**Q7 Approximate number of NDIS orders processed in the last 12 months.**

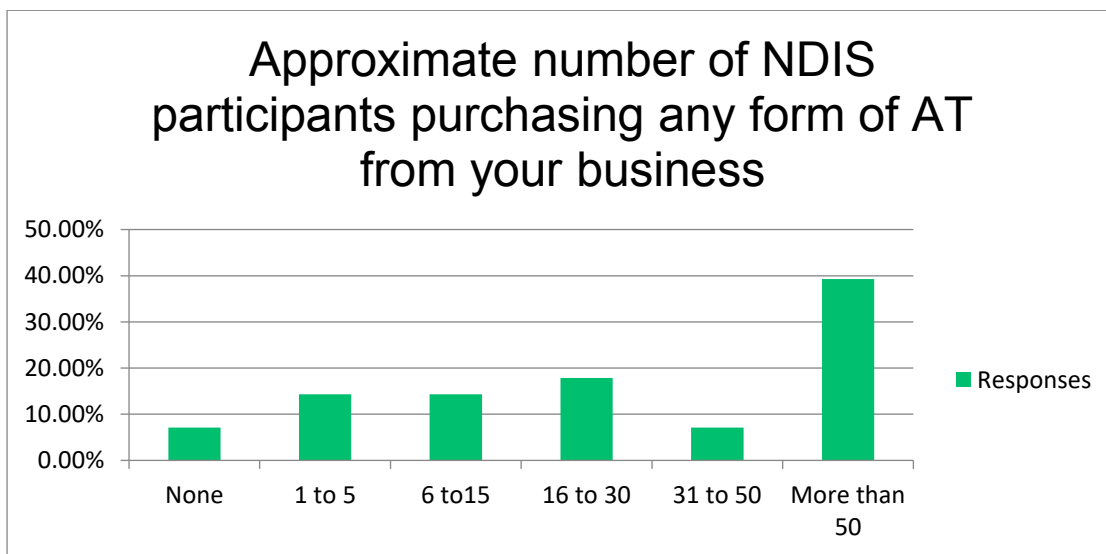
Answer Choices	Responses	
None	6.90%	2
1 to 5	20.69%	6
6 to 15	17.24%	5
16 to 30	3.45%	1
31 to 50	6.90%	2
More than 50	44.83%	13
<b>Answered</b>		<b>29</b>
<b>Skipped</b>		<b>0</b>



**Q8 Approximate number of NDIS participants purchasing any form of AT from your business**

**Approximate number of NDIS participants purchasing any form of AT from your business**

Answer Choices	Responses	
None	7.14%	2
1 to 5	14.29%	4
6 to15	14.29%	4
16 to 30	17.86%	5
31 to 50	7.14%	2
More than 50	39.29%	11
<b>Answered</b>		<b>28</b>
<b>Skipped</b>		<b>1</b>



***Q9 Provide approximate numbers of NDIS participants for each disability group your organisation has serviced – the table represents the number of each business grouping, i.e. 3 businesses have 6 to 10 participants who have Autism.***

Provide approximate numbers of NDIS participants for each disability group your organisation has serviced

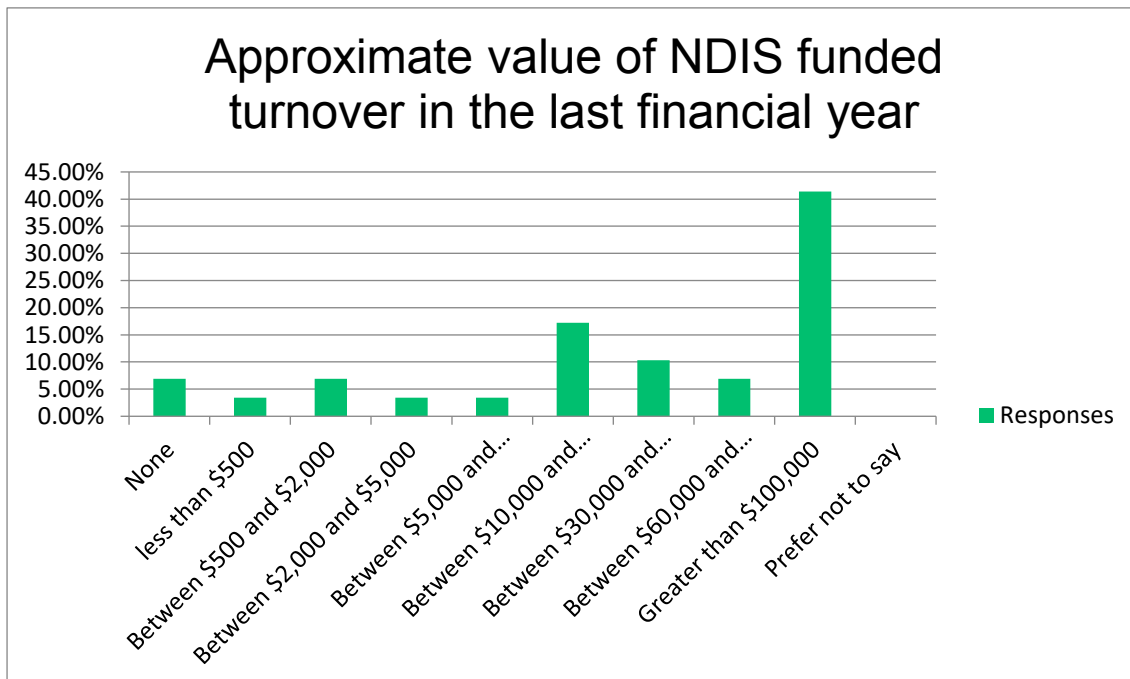
Quantity

	0	1 to 5	6 to 10	11 to 15	16 to 20	26 to 30	36 to 40	46 to 50	Greater than 50	Total
Intellectual Disability	2	3	5	2	1	0	1	0	0	14
Autism	1	5	3	1	0	0	0	0	0	10
Other Physical	0	5	3	1	2	3	1	0	3	18
Psychosocial Disability	0	2	1	1	0	0	0	0	0	4
Cerebral Palsy	0	1	5	2	1	1	1	1	3	15
Other Neurological	0	1	3	1	1	0	0	1	1	8
ABI	0	0	3	0	1	1	0	0	2	7
Other Sensory/Speech	0	1	1	1	0	0	0	0	0	3
Hearing Impairment	1	1	0	0	0	1	0	0	0	3
Visual Impairment	1	1	0	0	1	0	0	0	0	3
Multiple Sclerosis	0	3	5	2	2	0	0	0	1	13
Spinal Cord Injury	1	4	3	2	1	2	0	1	2	16
Stroke	0	5	3	1	1	0	0	0	1	11
Other	0	1	1	1	2	2	0	0	2	9

**Q10 Approximate value of NDIS funded turnover in the last financial year**

**Approximate value of NDIS funded turnover in the last financial year**

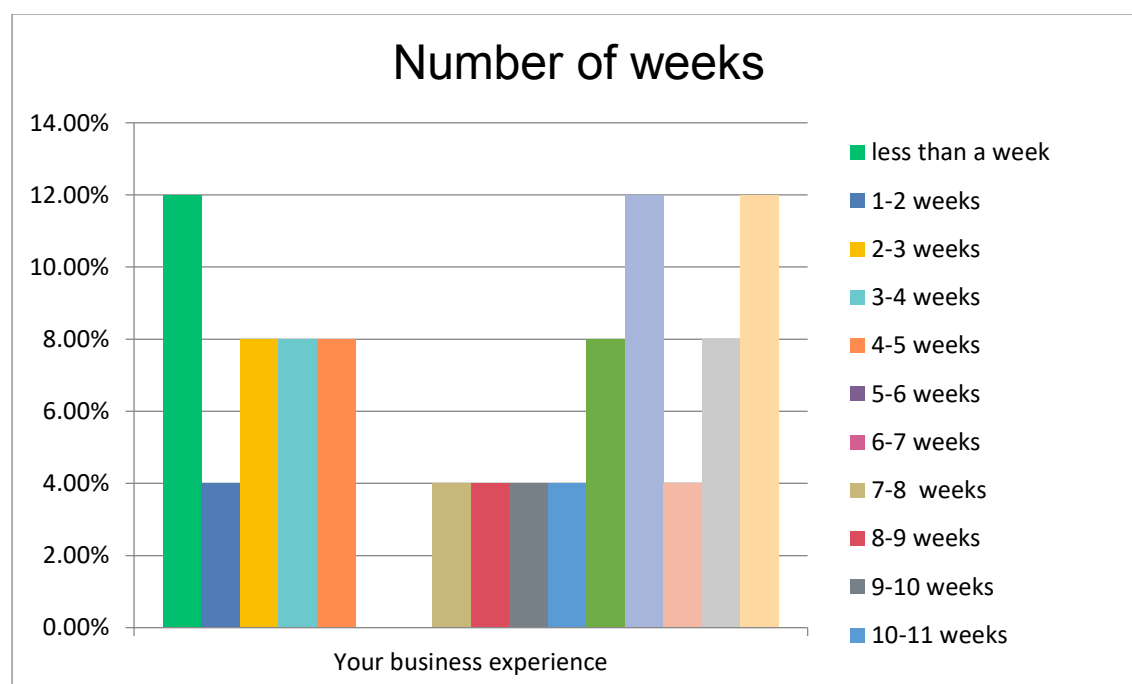
Answer Choices	Responses	
None	6.90%	2
less than \$500	3.45%	1
Between \$500 and \$2,000	6.90%	2
Between \$2,000 and \$5,000	3.45%	1
Between \$5,000 and \$10,000	3.45%	1
Between \$10,000 and \$30,000	17.24%	5
Between \$30,000 and \$60,000	10.34%	3
Between \$60,000 and \$100,000	6.90%	2
Greater than \$100,000	41.38%	12
Prefer not to say	0.00%	0
<b>Answered</b>		<b>29</b>
<b>Skipped</b>		<b>0</b>



**Q11 Typical incurred waiting time for a quote to be accepted or rejected by the NDIA**

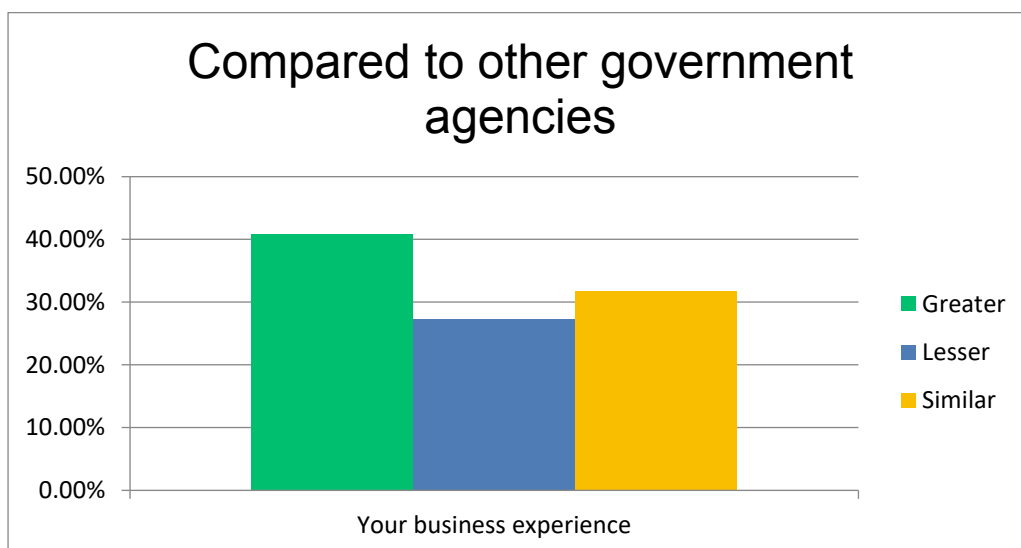
**Typical incurred waiting time for a quote to be accepted or rejected by the NDIA**

Number of weeks	Your business experience	
less than a week	12.00%	3
1-2 weeks	4.00%	1
2-3 weeks	8.00%	2
3-4 weeks	8.00%	2
4-5 weeks	8.00%	2
5-6 weeks	0.00%	0
6-7 weeks	0.00%	0
7- 8 weeks	4.00%	1
8- 9 weeks	4.00%	1
9-10 weeks	4.00%	1
10-11 weeks	4.00%	1
11-12 weeks	8.00%	2
3-4 months	12.00%	3
4-5 months	4.00%	1
5-6 months	8.00%	2
Greater than 6 months	12.00%	3
Total		25



## Compared to other government agencies

	Greater		Lesser		Similar		Total
Your business experience	40.91%	9	27.27%	6	31.82%	7	22
Optional comment							17
					<b>Answered</b>		<b>25</b>
					<b>Skipped</b>		<b>4</b>



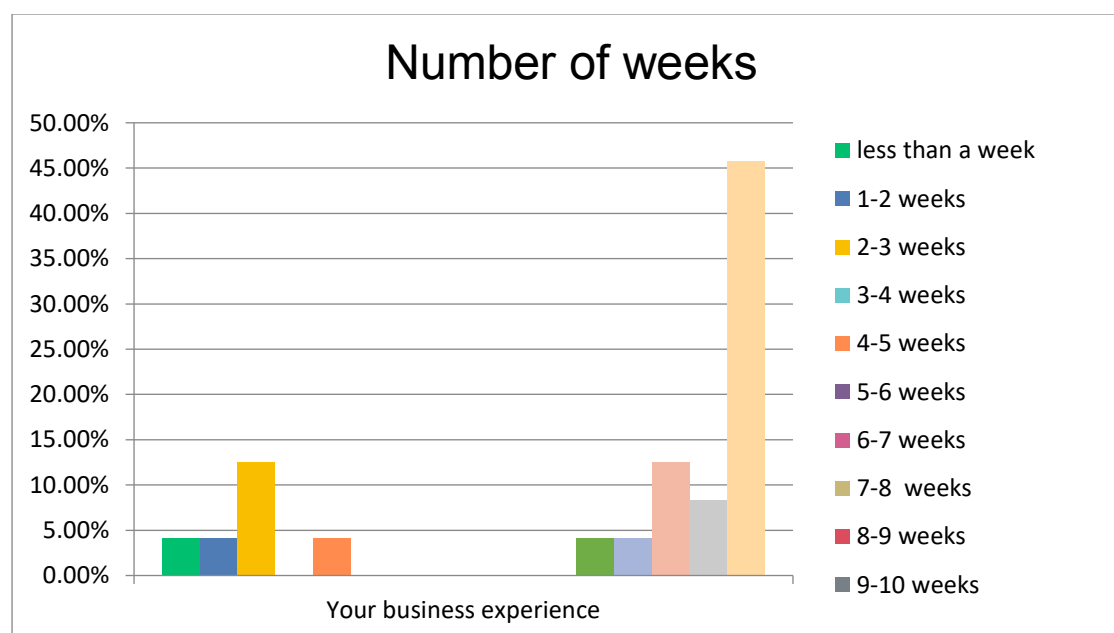
### Optional comment

1. *Varies a lot*
2. *Only just started*
3. *Have not ever been notified of a rejection.*
4. *SWEP appears to be the blockage here. It takes a much longer time than other government agencies, such as DVA, TAC, WorkCover, DHHS.*
5. *Depends on O/T delays, some approved quick, some months - Depends on the demands of the client and how bad their behaviour is - bad behaviour & threats are rewarded*
6. *We understand that due process has to take place in the assessment, but often find that questions that are being asked are either addressed in the quote or the O/T report and are often indicative of the person processing the quote not having an understanding the of issues/configuration.*
7. *Extended wait times- no clear process*
8. *MASS generally takes 2-3 months*
9. *Purchasing large equipment i.e. beds can take months*
10. *Overall, better than Enable. Enable has improved, due to NDIS?*
11. *Some orders in some states have been approved in a matter of days where others have taken 6 months or longer. Some still not approved 11 months on.*
12. *Timeframe has increased in 2017*
13. *As we are in the process of registering I don't know how long this is taking*
14. *Not enough quotes to make comment, we are usually advised that quote is on portal - most of our sales do not require a quote - only service bookings*
15. *Huge variance in Quote acceptance time*
16. *NDIS quote opportunities are hard to get, access to the O/T network can be quite difficulty if they are already entrenched with current suppliers*
17. *Some quotes are over 26 weeks*

**Q12 Longest delay incurred waiting for a quote to be accepted or rejected by the NDIA**

**Longest delay incurred waiting for a quote to be accepted or rejected by the NDIA**

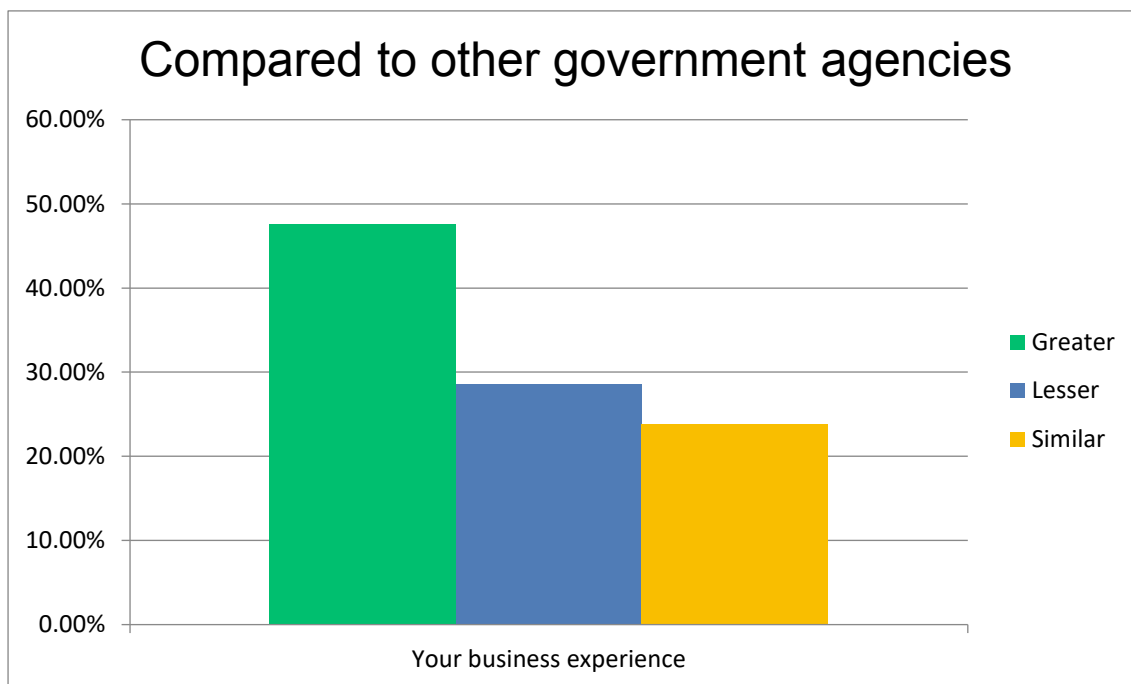
Number of weeks	Your business experience	
less than a week	4.17%	1
1-2 weeks	4.17%	1
2-3 weeks	12.50%	3
3-4 weeks	0.00%	0
4-5 weeks	4.17%	1
5-6 weeks	0.00%	0
6-7 weeks	0.00%	0
7-8 weeks	0.00%	0
8-9 weeks	0.00%	0
9-10 weeks	0.00%	0
10-11 weeks	0.00%	0
11-12 weeks	4.17%	1
3-4 months	4.17%	1
4-5 months	12.50%	3
5-6 months	8.33%	2
Greater than 6 months	45.83%	11
Total		24



**Compared to other government agencies**

	Greater		Lesser		Similar		Total
Your business experience	47.62%	10	28.57%	6	23.81%	5	21
Optional Comment							12
<b>Answered</b>							<b>24</b>
<b>Skipped</b>							<b>5</b>





#### **Optional Comment**

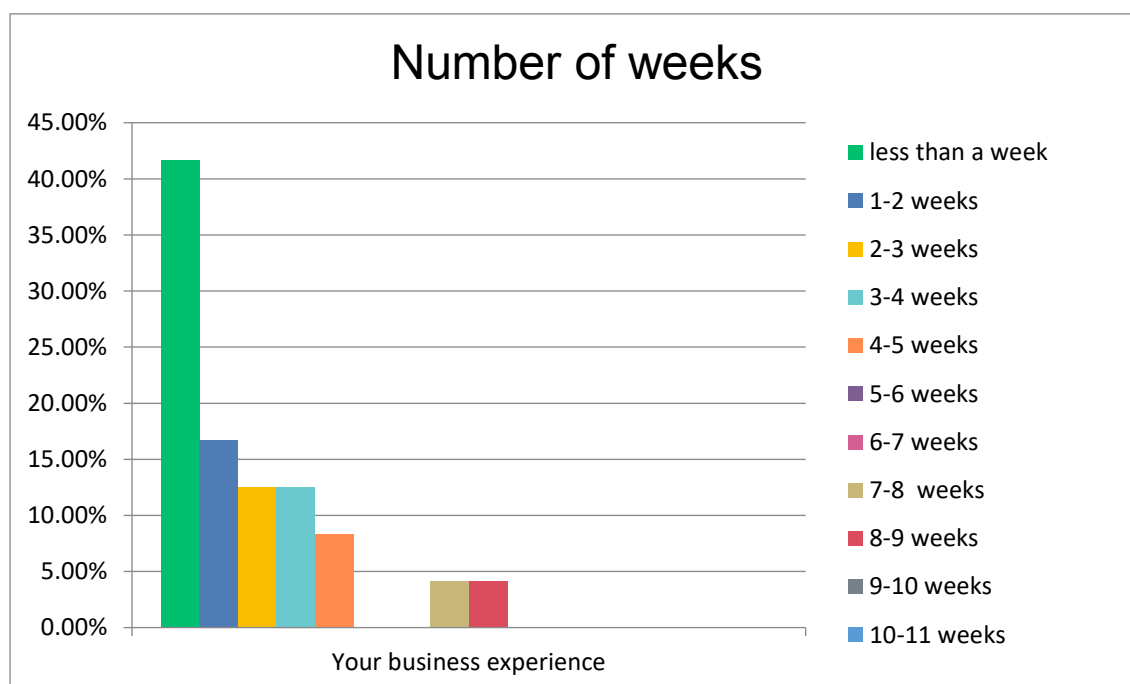
##### ***Some still waiting***

1. Not Applicable
2. Way too long when people need scooters or power chairs they need them straight away surely 4 to 5 months is way too long.
3. SWEP appears to be the blockage here. It takes a much longer time than other government agencies, such as DVA, TAC, WorkCover, DHHS.
4. We have a number of participants that have waited 12 months plus for approval
5. We have many clients whose delays for processing quotes exceeds 6 months, some out to 12 months or more.
6. Extended wait times- no clear process
7. I have just updated equipment quoted in Sept 2016
8. As Above
9. Not enough quotes to make comment, we are usually advised that quote is on portal - most of our sales do not require a quote - only service bookings
10. No delays since we have been on however our volume is very low
11. Still waiting

**Q13 The shortest time incurred waiting for a quote to be accepted or rejected by the NDIA**

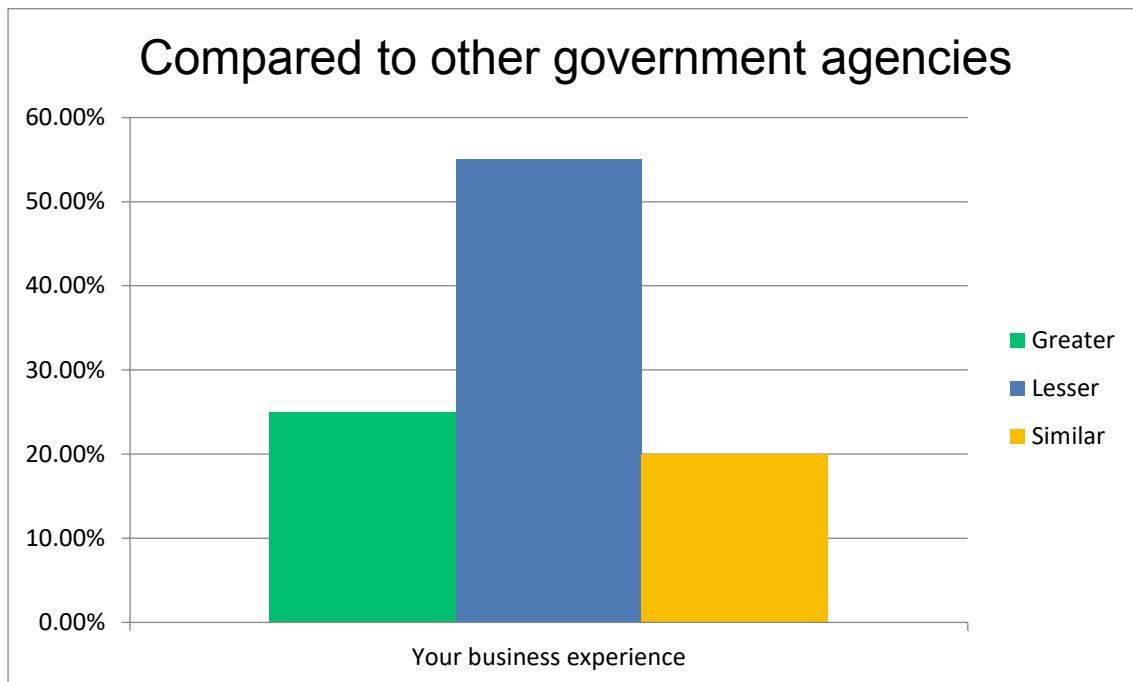
**The shortest time incurred waiting for a quote to be accepted or rejected by the NDIA**

Number of weeks	Your business experience	
less than a week	41.67%	10
1-2 weeks	16.67%	4
2-3 weeks	12.50%	3
3-4 weeks	12.50%	3
4-5 weeks	8.33%	2
5-6 weeks	0.00%	0
6-7 weeks	0.00%	0
7-8 weeks	4.17%	1
8-9 weeks	4.17%	1
9-10 weeks	0.00%	0
10-11 weeks	0.00%	0
11-12 weeks	0.00%	0
3-4 months	0.00%	0
4-5 months	0.00%	0
5-6 months	0.00%	0
Greater than 6 months	0.00%	0
Total		24



**Compared to other government agencies**

	Greater		Lesser		Similar		Total
Your business experience	25.00%	5	55.00%	11	20.00%	4	20
Optional Comment							10
					<b>Answered</b>		<b>24</b>
					<b>Skipped</b>		<b>5</b>



**Optional Comment**

1. Not Applicable
2. Other agencies give us approval within 24 hours.
3. 24 hours - when we went direct to NDIA - no therapist involvement
4. 8 weeks is about the norm for any feedback from NDIA
5. Extended wait times- no clear process
6. MASS generally takes 2-3 months
7. Some orders like that with some SA clients have been approved within a few days.
8. This is a rare occurrence. Process is quickest with self-managing families
9. Not enough quotes to make comment, we are usually advised that quote is on portal - most of our sales do not require a quote - only service bookings
10. Only possible as the Client was self-managed

**Q14 Typical number of hours to prepare a quote - this has assumed a typical set number of steps.**

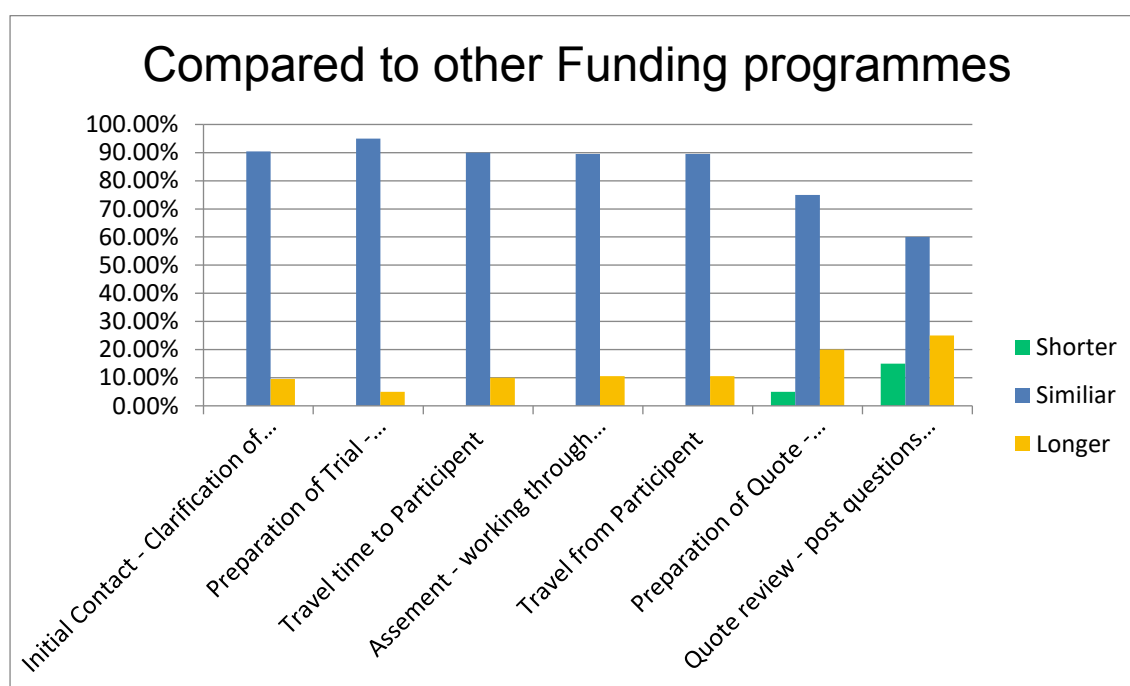
**The table represents the number business per time period per step, i.e. 23 businesses take 1 to 2 hours go through Initial contact, clarification of need, gathering information were 1 Business takes 3 to 4 hours.**

**Typical number of hours to prepare a quote - this has assumed a typical set number of steps.**

Hours	1 to 2 hours	3 to 4 hours	5 to 6 hours	5 to 6 hours	7 to 8 hours	9 to 10 hours	11 to 12 hours	13 to 14 hours	15 to 16 hours	17 to 18 hours	19 to 20 hours	Greater than 20 hours	Total
Initial Contact - Clarification of need, gathering of information	23	1	0	0	0	0	0	0	0	0	0	0	24
Preparation of Trial - gathering of stock, items to be tested with the participant, co-ordination of Health Care professionals.....	17	5	0	0	0	0	0	0	0	0	0	0	22
Travel time to Participant	22	1	0	0	0	0	0	0	0	0	0	0	23
Assessment - working through requirement, test AT devices, measuring...	11	10	1	1	0	0	0	0	0	0	0	0	22
Travel from Participant	21	0	0	0	0	0	0	0	0	0	0	0	21
Preparation of Quote - Assembly of all information, paperwork, confirmation questions to Health Care Professionals, Client, .....	18	5	0	0	0	0	0	0	0	0	0	0	23
Quote review - post questions from NDIA, possible changes due to time delays, possible changes due to change to participants requirements	13	5	1	1	0	0	1	0	0	0	0	3	23

### Compared to other Funding programmes

	Shorter		Similar		Longer		Total
Initial Contact - Clarification of need, gathering of information	0.00%	0	90.48%	19	9.52%	2	21
Preparation of Trial - gathering of stock, items to be tested with the participant, co-ordination of Health Care professionals.....	0.00%	0	95.00%	19	5.00%	1	20
Travel time to Participant	0.00%	0	90.00%	18	10.00%	2	20
Assessment - working through requirement, test AT devices, measuring...	0.00%	0	89.47%	17	10.53%	2	19
Travel from Participant	0.00%	0	89.47%	17	10.53%	2	19
Preparation of Quote - Assembly of all information, paperwork, confirmation questions to Health Care Professionals, Client, .....	5.00%	1	75.00%	15	20.00%	4	20
Quote review - post questions from NDIA, possible changes due to time delays, possible changes due to change to participants requirements	15.00%	3	60.00%	12	25.00%	5	20
Optional Comment							13
					Answered		27
					Skipped		2



### Optional Comment

1. Repair of item, all communication via email, client picked up own product
2. Only prepared one known NDIS quote
3. Therapists are still very unsure how to go about NDIS claims, what can be claimed and what can't be. The required support documentation for each product is excessive and not required by any other government agency and upon discussing with SWEP staff they have said it is only required so that they can "tick a box" but don't use it at all.
4. Depends on situation
5. Depending on the situation
6. O/T's waste a lot of time trialling and retrialling, not able to make decisions

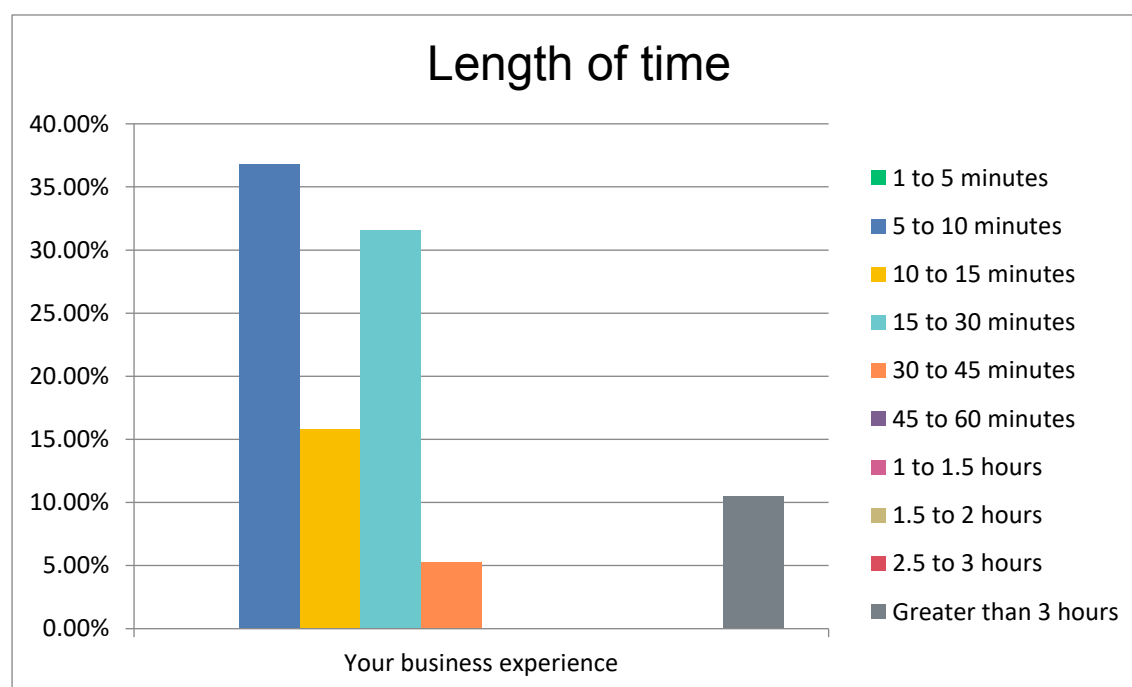
7. Our standard process is to gather all the information about client needs and to work with the OT/client to determine the most suitable prescription before we prepare a quote.
8. Extended wait times- no clear process
9. In general, this has not changed from Enable
10. Depends on complexity of equipment. Some steps are less than an hour- initial contact is generally 20 mins, travel is varied from 0.5 hours to 1.5 hours. Total time can vary from 3.5 hours total to over 6 hours per item.
11. N/A
12. Our quote requests so far have been very basic with the work undertaken completed with little difference to comparable Government agencies
13. Can wait on hold (phone) for up to 45 mins

### Q15 Typical time spent by staff to enter a quote into the NDIA system

The table represents the number business per time period per step, i.e. 7 businesses take 5 to 10 minutes to enter a quote into the NDIA system.

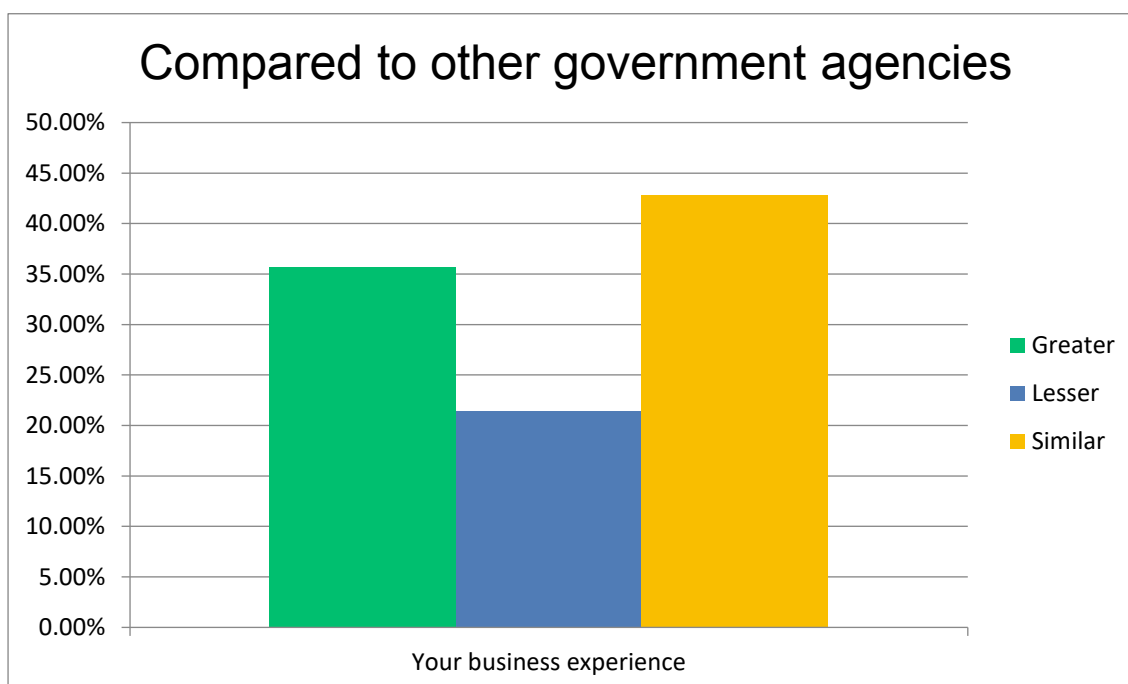
#### Typical time spent by staff to enter a quote into the NDIA system

Length of time	Your business experience	
1 to 5 minutes	0.00%	0
5 to 10 minutes	36.84%	7
10 to 15 minutes	15.79%	3
15 to 30 minutes	31.58%	6
30 to 45 minutes	5.26%	1
45 to 60 minutes	0.00%	0
1 to 1.5 hours	0.00%	0
1.5 to 2 hours	0.00%	0
2.5 to 3 hours	0.00%	0
Greater than 3 hours	10.53%	2
Total		19



#### Compared to other government agencies

	Greater		Lesser		Similar		Total
Your business experience	35.71%	5	21.43%	3	42.86%	6	14
Optional Comment							17
					<b>Answered</b>		<b>19</b>
					<b>Skipped</b>		<b>10</b>



#### **Optional Comment**

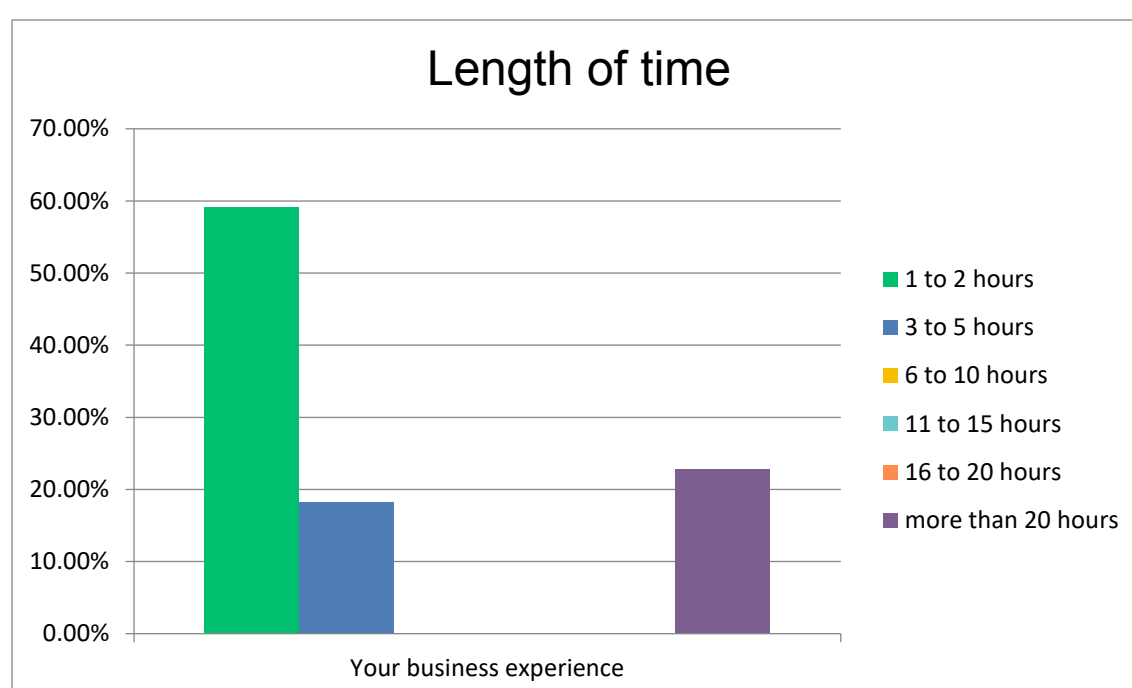
1. We email quote to reports@
2. Hard to say as we haven't had too much NDIS business as yet
3. Not normally done by us
4. We do not put in quote into NDIA system
5. Not Applicable
6. Service Bookings - Quotes
7. Service Bookings/Quotes
8. NDIA portal does not tell us who the participants are - we spend a lot of time clicking on every manual wheelchair option to find out who we have to provide the quote to
9. When the only contact number for NDIA is the 1800 number, getting hold of the correct person - even to respond to a question, is very problematic
10. No consistency in rejecting/accepting service requests/ information provided to participant from NDIS is incorrect when trying to book the job under the category they reject although the client has been advised they have available funds
11. We have never entered a Quote in the NDIS portal
12. Because of issues with systems and the amount of times we have to attempt this some customer entries take up many hours of work.
13. Not applicable. I submit my quotes to the prescribing therapist
14. N/A
15. We cannot submit quotes - No mention of Service Booking? Service Booking can take up to 5-10 hrs
16. The updates to the portal in recent months has made this a much simpler process as long as you have the info needed at the time of entering
17. Quote system is to complex



**Q16 Typical length of time spent by staff to follow up on an open quote in the NDIA system**

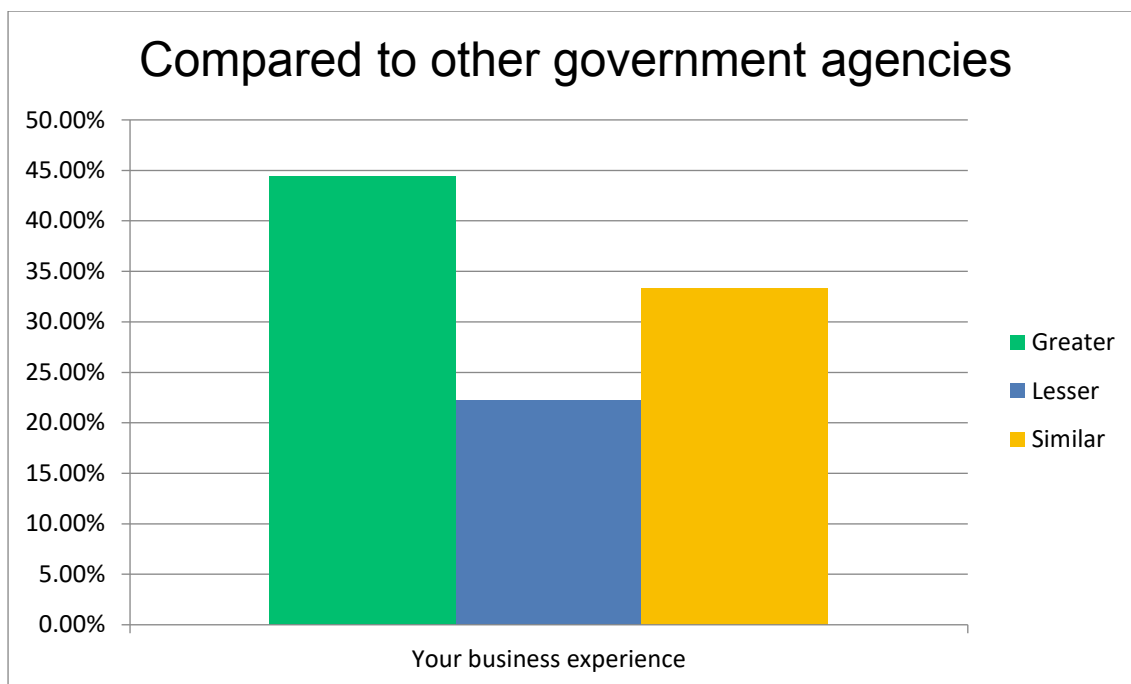
**Typical length of time spent by staff to follow up on an open quote in the NDIA system**

Length of time	Your business experience	
1 to 2 hours	59.09%	13
3 to 5 hours	18.18%	4
6 to 10 hours	0.00%	0
11 to 15 hours	0.00%	0
16 to 20 hours	0.00%	0
more than 20 hours	22.73%	5
<b>Total</b>		<b>22</b>



**Compared to other government agencies**

	Greater		Lesser		Similar		Total
Your business experience	44.44%	8	22.22%	4	33.33%	6	18
Optional Comment							12
<b>Answered</b>							<b>22</b>
<b>Skipped</b>							<b>7</b>



#### **Optional Comment**

1. Hard to say as we haven't had too much NDIS business as yet
2. We are coming across very irate and frustrated consumers/family members when following up quotes.
3. Depending on the enquiry
4. Depending on the situation
5. Very difficult to contact and get an answer, everything gets submitted to the finance team to get back to us and they rarely respond
6. The lack of transparency/visibility in the NDIA system means it is very time consuming for us, clients and O/T's to follow up quote status.
7. When phoning through to the NDIS
8. N/A - Refer above
9. N/A
10. Unable to comment - mainly deal with service bookings - Trying to enter a Service Booking is time consuming when the Support Coordinator does not provide enough information
11. No requirement to follow up at this time due to limited requests however please note the system has greatly improved from the recent changes
12. Can spend much of this time on the phone waiting

**Q17 Typical number of days wait for information/clarification from the following;**

**The table represents the number business per wait time period respondent, i.e. 4 businesses typically received a response from the assessing Therapist on the Same Day.**

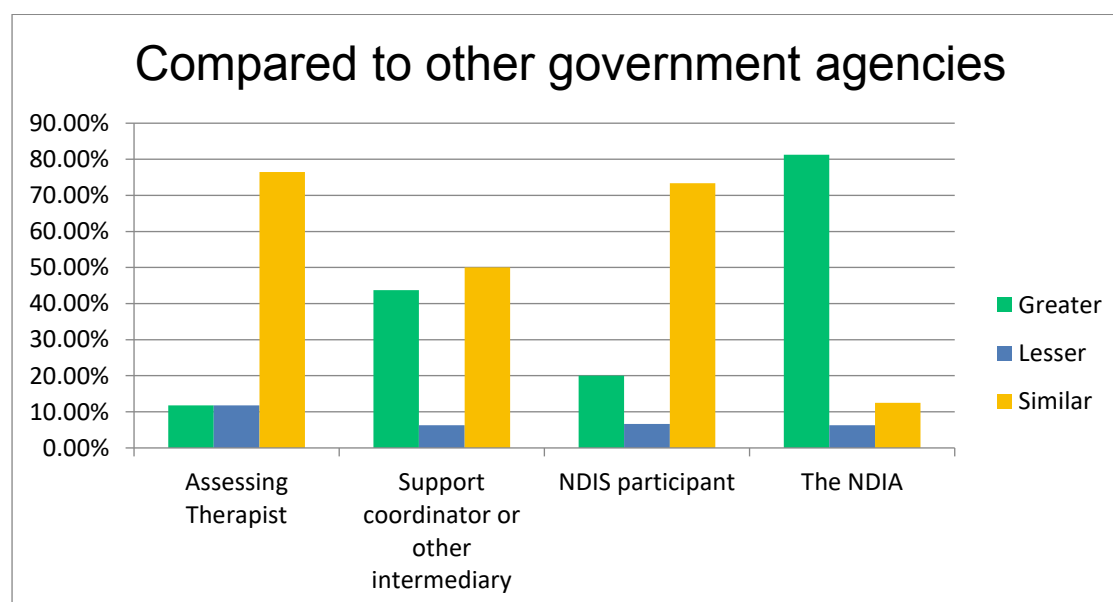
**Typical number of days wait for information/clarification from the following;**

Length of time

	Same day	1 to 2 days	3 to 4 days	5 to 6 days	7 to 8 days	9 to 10 days	11 to 12 days	13 to 14 days	greater than 15 days	Total
Assessing Therapist	4	12	2	0	1	1	0	0	4	24
Support coordinator or other intermediary	0	7	5	1	1	0	0	1	5	20
NDIS participant	6	10	3	0	0	0	0	0	1	20
The NDIA	0	3	1	0	2	1	0	2	11	20

**Compared to other government agencies**

	Greater		Lesser		Similar		Total
Assessing Therapist	11.76%	2	11.76%	2	76.47%	13	17
Support coordinator or another intermediary	43.75%	7	6.25%	1	50.00%	8	16
NDIS participant	20.00%	3	6.67%	1	73.33%	11	15
The NDIA	81.25%	13	6.25%	1	12.50%	2	16
Optional Comment							14
<b>Answered</b>							<b>24</b>
<b>Skipped</b>							<b>5</b>



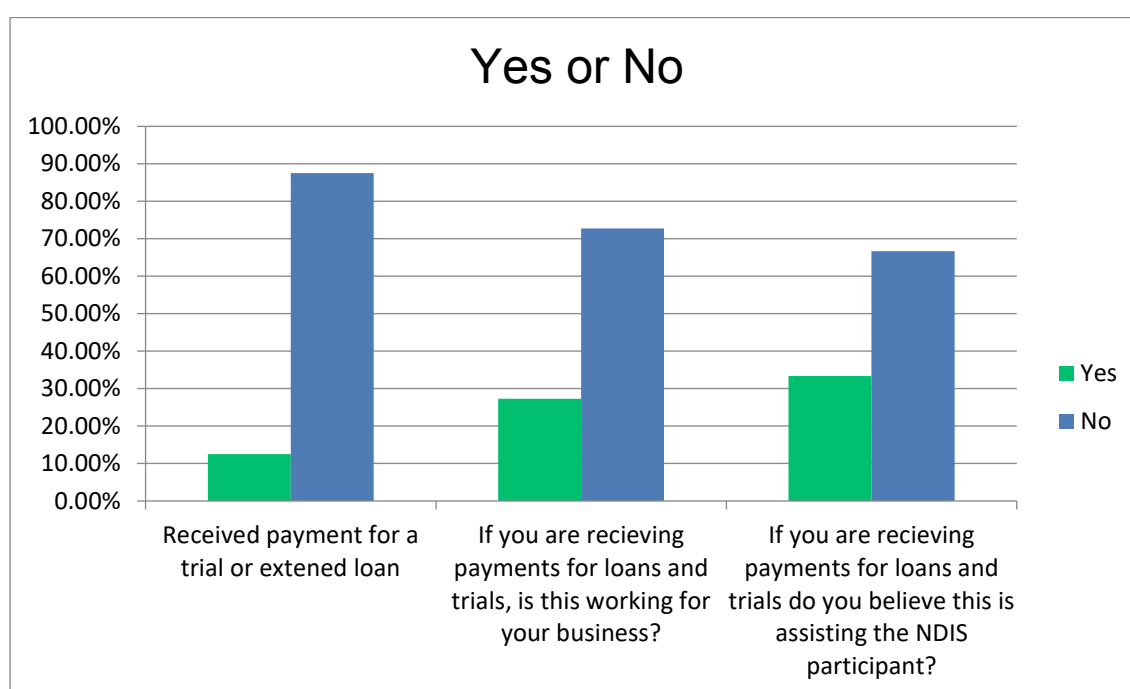
**Optional Comment**

1. Varies a lot
2. Not Sure
3. NDIA are very slow at responding - we have few examples of them responding quickly, always at a call centre where staff know nothing and say they will pass on but we don't hear back, so have to keep following up
4. Without easy access to the particular NDIA person handling an application, it is very difficult to liaise with NDIA regarding any questions.
5. NDIA never provide consistent information each time a call is placed in regard to the same participant different answers are given as to why the quote/service job has not progressed or been approved which creates additional stressors on both the O/T, supplier and participant
6. There was no drop-down box for 2-3 months!!!!
7. NDIA Townsville office take 3 weeks to return phone call queries or emails
8. Have been told to no longer email because they will not be able to respond. Difficult to get direct answers from NDIA and know exactly where to direct questions.
9. So many hours have gone into calling NDIA and finding out when funds will be ready or to fix an issue. In many cases this is improving but when there is an issue it will take a very long time getting resolved.
10. This can also vary greatly depending on the people and the nature of the query
11. N/A
12. Participant is usually reliant on Support Coordinator; Support Coordinator do not have enough information on Support Categories and Item Reference Numbers
13. N/A
14. The client is not the problem

**Q18 Has your organisation received payment from the NDIA for a trial or extended loan, yes or no.**

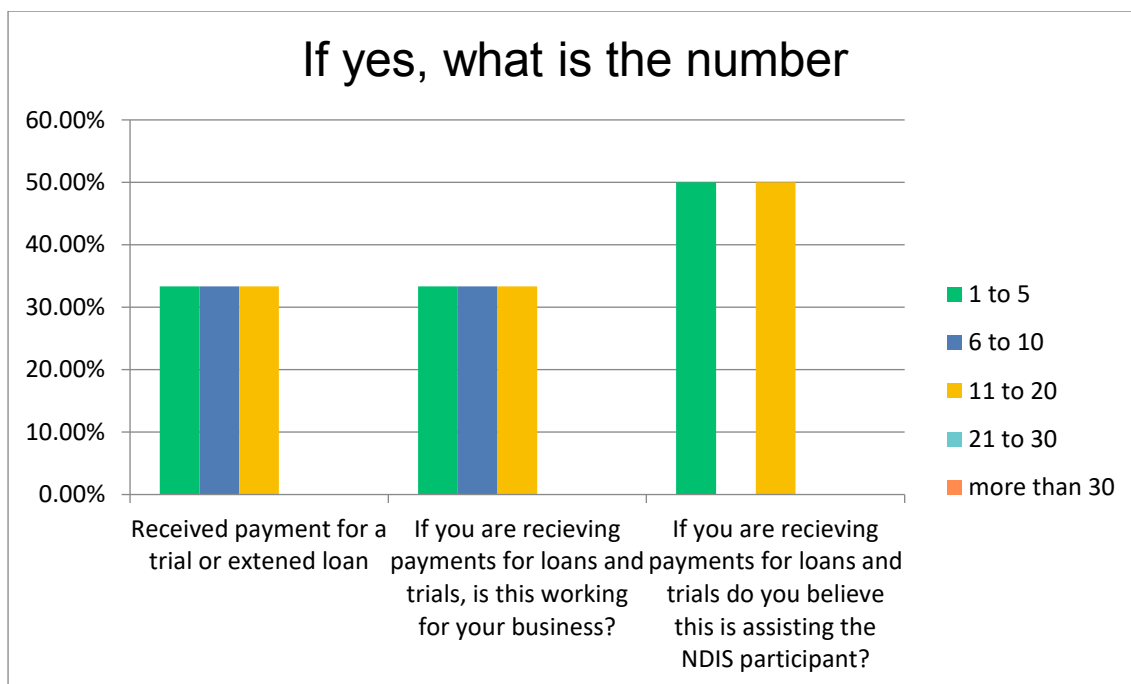
**Has your organisation received payment from the NDIA for a trial or extended loan  
Yes or No**

	Yes		No		Total
Received payment for a trial or extended loan	12.50%	3	87.50%	21	24
If you are receiving payments for loans and trials, is this working for your business?	27.27%	3	72.73%	8	11
If you are receiving payments for loans and trials do you believe this is assisting the NDIS participant?	33.33%	3	66.67%	6	9
Optional Comment					13
<b>Answered</b>					<b>24</b>
<b>Skipped</b>					<b>5</b>



**If yes, what is the number**

	1 to 5		6 to 10		11 to 20		21 to 30		more than 30		Total
Received payment for a trial or extended loan	33.33%	1	33.33%	1	33.33%	1	0.00%	0	0.00%	0	3
If you are receiving payments for loans and trials, is this working for your business?	33.33%	1	33.33%	1	33.33%	1	0.00%	0	0.00%	0	3
If you are receiving payments for loans and trials do you believe this is assisting the NDIS participant?	50.00%	1	0.00%	0	50.00%	1	0.00%	0	0.00%	0	2
Optional Comment											13
<b>Answered</b>											<b>24</b>
<b>Skipped</b>											<b>5</b>



#### Optional Comment

1. Not applicable to our organisation
2. No
3. Beneficial for participant and provider
4. Would be beneficial to participant & provider
5. We are not aware we can charge for trials - we will now try this as it sometimes takes a lot of time with no result, especially if we are one of 3 suppliers trialling. Not sure how this would be accepted by the Therapist and how detrimental it would be to business. Certainly, beneficial to the client ONLY if the Therapist has a clue to make a decision or if they are just time wasting to gain their own income through trialling for the sake of it
6. We were advised we could not make payment claims for trials/loans of equipment
7. We are currently implementing fee for service. However, waiting outcomes from NDIS review of their internal procedures
8. We trial products for free
9. The funding for loan is slow, so we are taking a chance on leaving equipment
10. N/A
11. We are not aware that you could claim on Trial? When you say loan do you mean Hire?
12. No exposure
13. N/A

**Q19 What proportion of trials convert to a sale?**

**What proportion of trials convert to a sale?**

None	0.00%	0
10%	8.70%	2
20%	4.35%	1
30%	4.35%	1
40%	0.00%	0
50%	13.04%	3
60%	13.04%	3
70%	34.78%	8
80%	13.04%	3
90%	4.35%	1
100%	4.35%	1
Total		23

**Optional Comment**

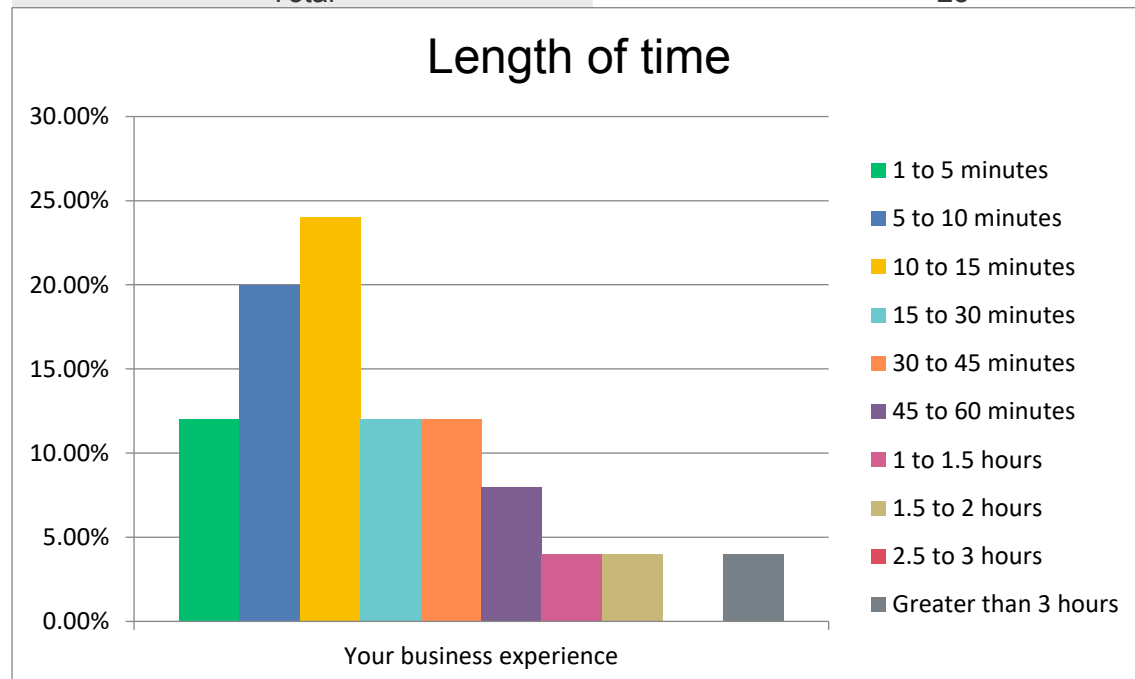
1. Not Sure
2. not sure as yet as too many quotes are yet to be approved
3. We assume this rate will be increased however we are waiting a long time for some outstanding quotes which family members states should still come through.
4. This is approx.
5. we do a lot of work prior to the trial asking max user weights, height, where using, what the participant wants to achieve etc to minimise loss and time wasting
6. The selection of a wheelchair access vehicle is a long-term needs assessment so many trials undertaken now may not yield a sale for many months - especially if client's needs are changing.
7. Time spent on trial/demonstration is excessive-numerous appointments made with same participant for different product trials
8. Can't judge at this time as we are only just starting to get approvals
9. We find the clients on the NDIS are trialling many more types of equipment and some which they might not even be interested in. This takes up many hours of our time and comes at a cost if the business does not get the sale. Previously this conversion was around 90%
10. There seems to be a backlog at present and I have many open quotes not yet filled. Also, the recycling process with DES here in SA will influence quote conversion
11. N/A
12. No exposure

## Q20 Typical length of time required by staff to enter an invoice into the NDIA system

### Typical length of time required by staff to enter an invoice into the NDIA system

#### Length of time

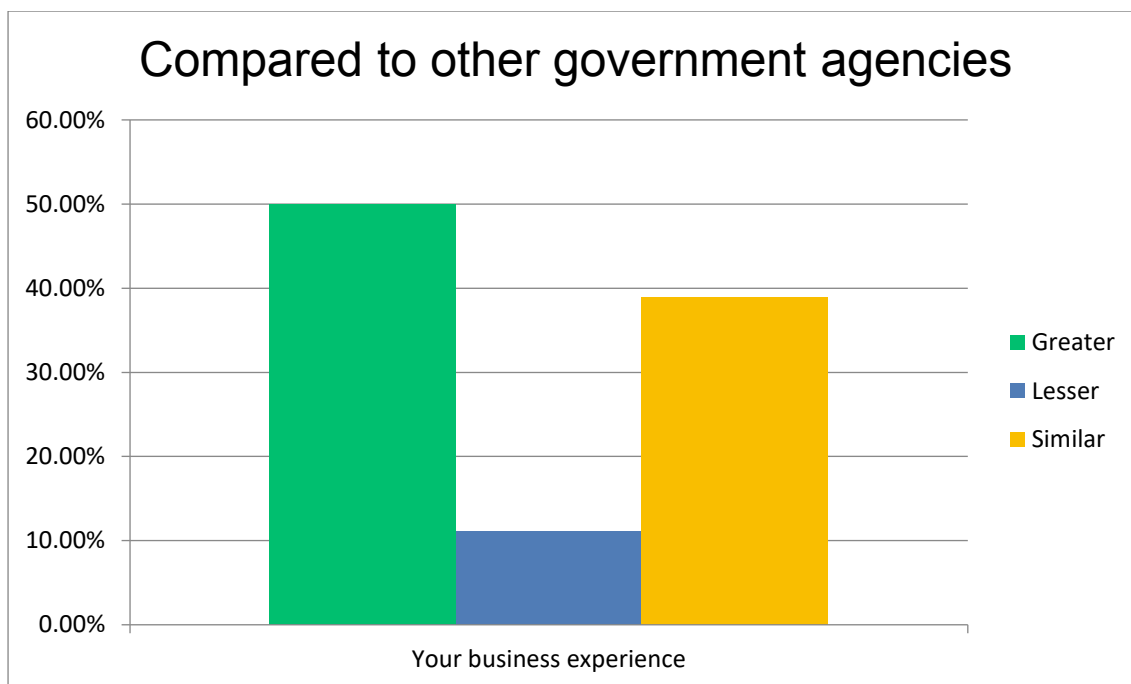
1 to 5 minutes	12.00%	3
5 to 10 minutes	20.00%	5
10 to 15 minutes	24.00%	6
15 to 30 minutes	12.00%	3
30 to 45 minutes	12.00%	3
45 to 60 minutes	8.00%	2
1 to 1.5 hours	4.00%	1
1.5 to 2 hours	4.00%	1
2.5 to 3 hours	0.00%	0
Greater than 3 hours	4.00%	1
<b>Total</b>		<b>25</b>



### Compared to other government agencies

	Greater		Lesser		Similar		Total
Your business experience	50.00%	9	11.11%	2	38.89%	7	18
Optional Comment							6
<b>Answered</b>							<b>25</b>
<b>Skipped</b>							<b>4</b>





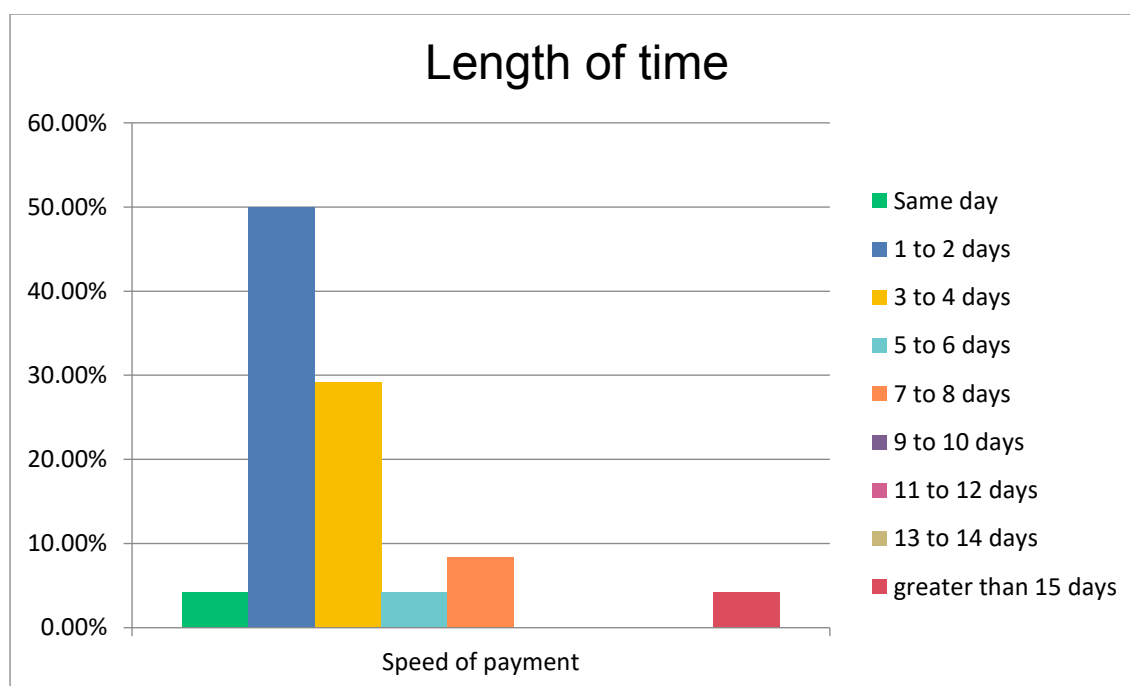
**Optional Comment**

1. Only quote to service providers
2. Not aware of any Government agencies that have portals (only 1DVA Contractor)
3. NDIA portal is often problematic to access
4. Not yet had to do this as my invoices are sent to Shared Services or directly to self-managing families
5. N/A
6. This system works well if you have all the correct info at the time you are in the portal

**Q21 How quickly are you paid once you have submitted your invoice?**

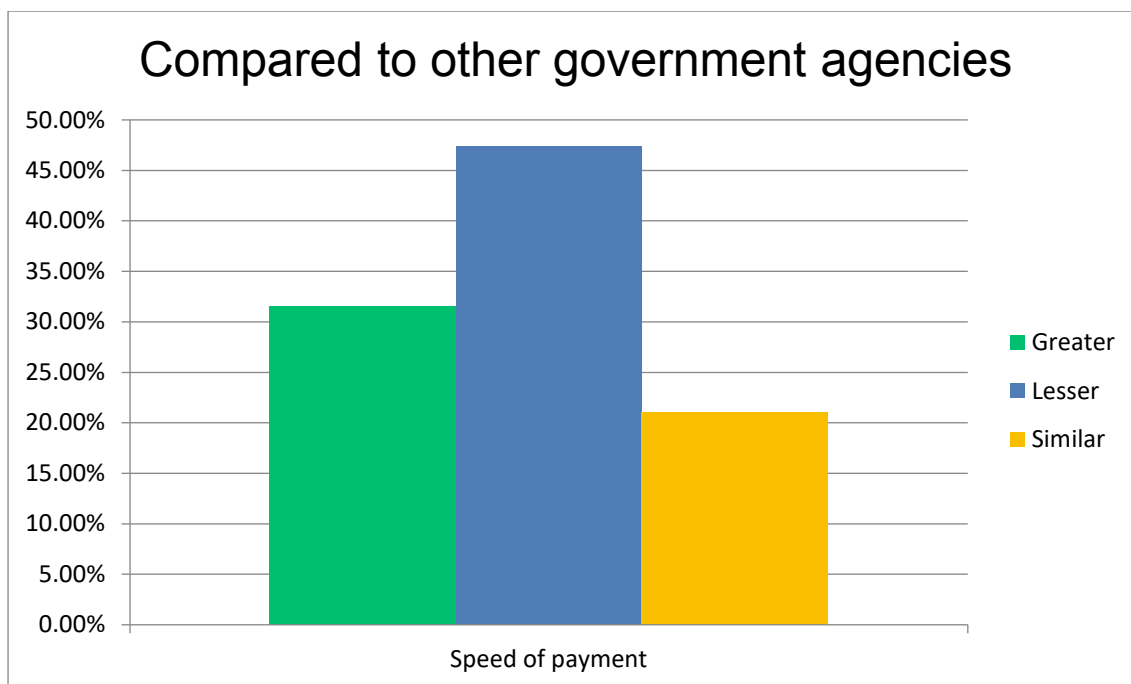
How quickly are you paid once you have submitted your invoice?

Length of time	Speed of payment	
Same day	4.17%	1
1 to 2 days	50.00%	12
3 to 4 days	29.17%	7
5 to 6 days	4.17%	1
7 to 8 days	8.33%	2
9 to 10 days	0.00%	0
11 to 12 days	0.00%	0
13 to 14 days	0.00%	0
greater than 15 days	4.17%	1
Total		24



**Compared to other government agencies**

	Greater		Lesser		Similar		Total
Speed of payment	31.58%	6	47.37%	9	21.05%	4	19
Optional Comment							13
<b>Answered</b>							<b>24</b>
<b>Skipped</b>							<b>5</b>



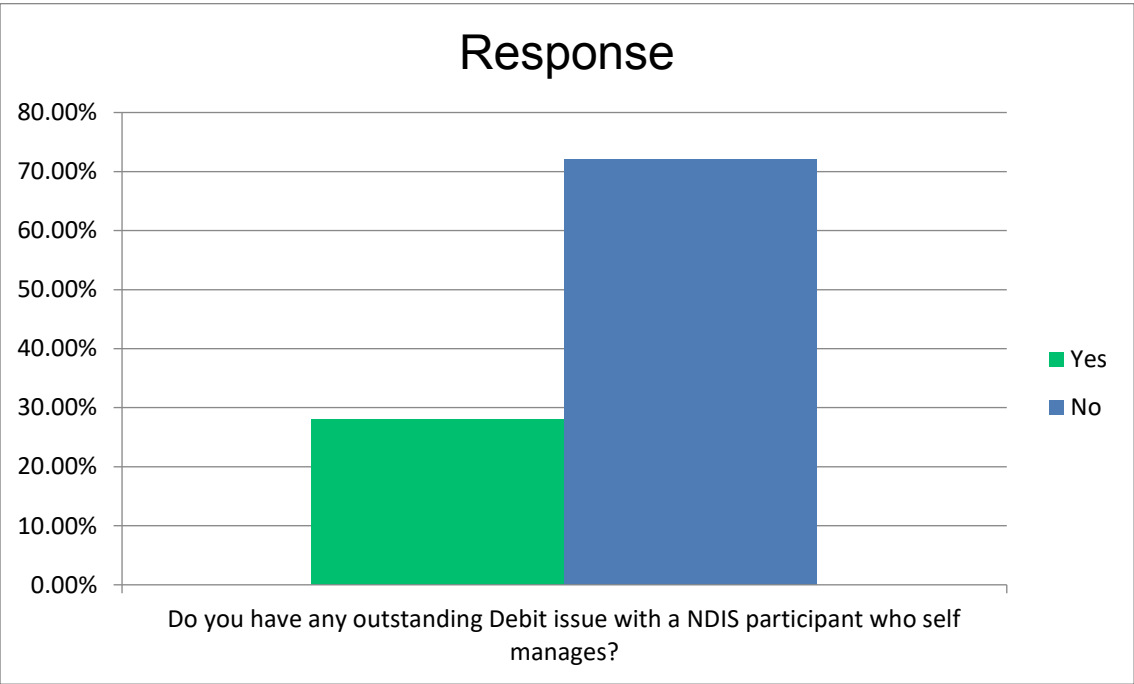
#### **Optional Comment**

1. Currently awaiting payment for our first payment request
2. Don't Know
3. Payment is very prompt.
4. We often get paid within 24 hours to 3 days (very quick compared to everyone else) - average payment time is 10 days
5. We have differing terms of trade with NDIA in each State
6. Amount submitted for claim of payment for invoice never reflects the amount paid into the bank account- no explanation/alert/reason is given why there has been short payment
7. MASS generally takes 2 months
8. This is better with NDIS than it is with Enable
9. Payment with all runs smoothly is very quick.
10. N/A
11. Payment is prompt once you have been successful in submitting payment request
12. Other government departments can make you wait 90 days
13. Self-managed can be next day

Q22 Outstanding Debtor issues

Outstanding Debtor issues

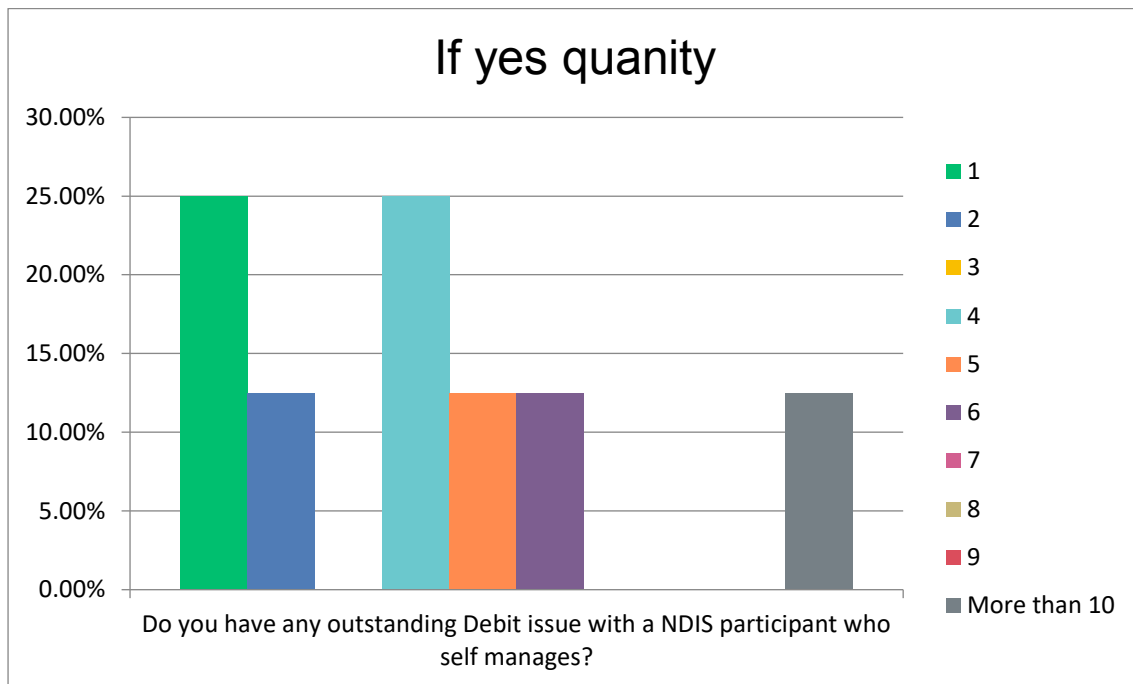
Response	Yes		No		Total
Do you have any outstanding Debit issue with a NDIS participant who self manages?	28.00%	7	72.00%	18	25
Optional Comment					10
			Answered		25
			Skipped		4



Do you have any outstanding Debit issue with a NDIS participant who self manages?

If yes quantity

1	25.00%	2
2	12.50%	1
3	0.00%	0
4	25.00%	2
5	12.50%	1
6	12.50%	1
7	0.00%	0
8	0.00%	0
9	0.00%	0
More than 10	12.50%	1
Total		8

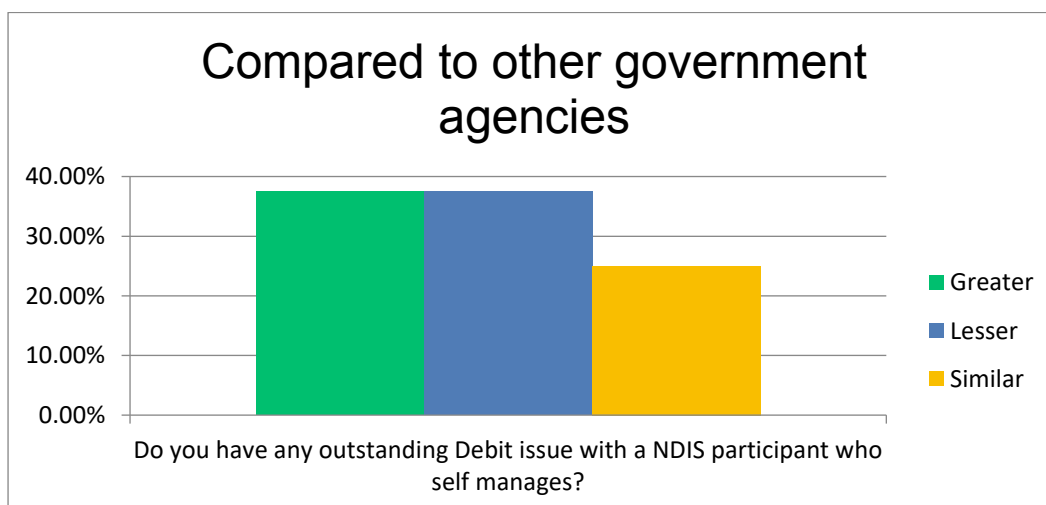


#### Compared to other government agencies

Do you have any outstanding Debit issue with a NDIS participant who self manages?

Optional Comment

Greater	Lesser	Similar	Total
37.50%	3	37.50%	3
25.00%	2		8
			10
<b>Answered</b>			<b>25</b>
<b>Skipped</b>			<b>4</b>



### Optional Comment

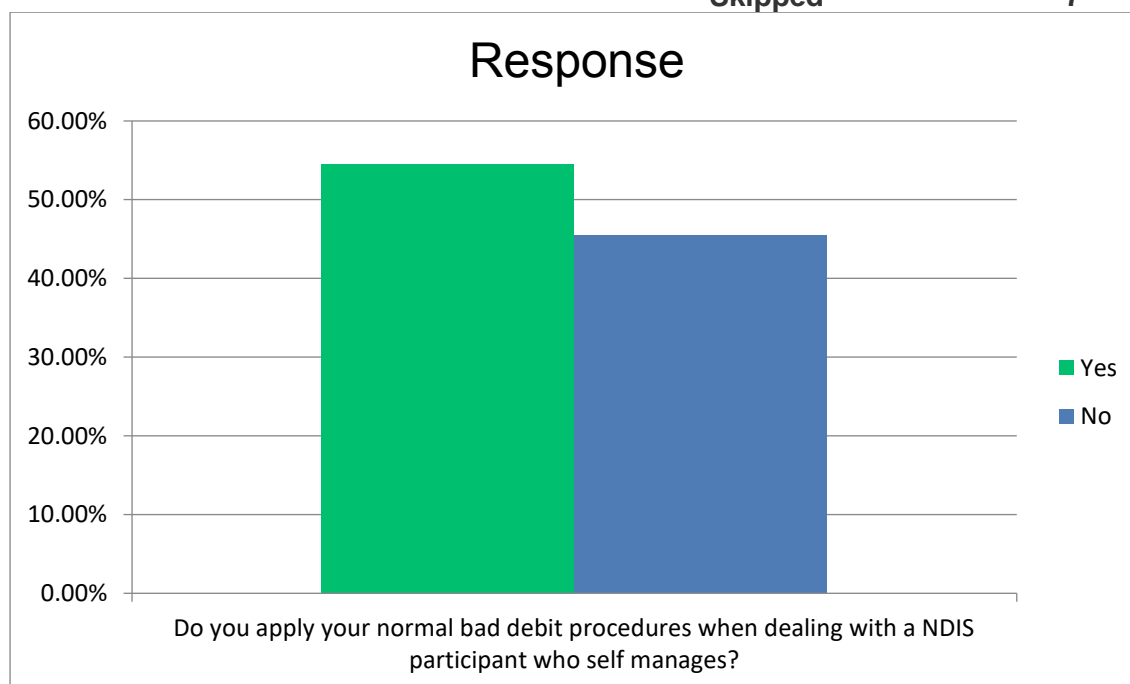
1. Not Applicable
2. Very hard to get answers and payments for older claims
3. We do not have bad debts in this instant - we expect deposits and payment before delivery
4. Service requests approved, once job is completed and we try to retrieve funds it then rejects us and advises funds are not available
5. Issue where the budget category is insufficient i.e. claim limits
6. Some small orders we haven't received payment for. The amount of time required to resolve this, it's cheaper to not chase up payment.
7. I have a prepayment policy for self-managing participants and require payment prior to delivery
8. N/A
9. No do not have any participants who are self-managed
10. No issues with outstanding payment

### Q23 Outstanding Debtor processes

#### Outstanding Debtor processes

#### Response

	Yes		No		Total
Do you apply your normal bad debit procedures when dealing with a NDIS participant who self manages?	54.55%	12	45.45%	10	22
Optional Comment					10
			<b>Answered</b>		<b>22</b>
			<b>Skipped</b>		<b>7</b>



***Optional Comment***

1. Not Applicable
2. No, however we may have to do this in future.
3. Self-Managed are to pay prior to delivery to stop bad debt
4. Self-Managed to pay up front to avoid this situation
5. We do not have bad debts in this instant - we expect deposits and payment before delivery
6. Other funding bodies we would simply send an invoice. Not possible with NDIS.
7. Yes, I would
8. N/A
9. No do not have any participants who are self-managed
10. Only if it happens

***Q22,23,24 Often using a sample scenario/case study is the best way to illustrate an event or issue/s. Below is a set of questions to draw out key elements that your organisation has experienced when dealing with the NDIA. The survey gives 3 opportunities to provide different examples.***

**Often using a sample scenario/case study is the best way to illustrate an event or issue/s. Below is a set of questions to draw out key elements that your organisation has experienced when dealing with the NDIA. The survey gives 3 opportunities to provide different examples.**

Answer Choices

Provide a brief description of the event or issue; Caution; do not include any information that may led to the identification of a NDIS participant

What was the impact on your business from this event/issue

Has this event/issue been resolved? If not, what has been put into place to resolve the matter

What are your observations from this event /issue? (what went well, what you believe could have avoided the issue/what caused the issue/your concerns/the success, can you indicate the potential costs impacts, including savings to either the NDIA or your business.....)

What are the NDIA procedure successes and, or failures in your opinion?



Response	Provide a brief description of the event or issue; Caution; do not include any information that may led to the identification of a NDIS participant	What was the impact on your business from this event/issue	Has this event/issue been resolved? If not, what has been put into place to resolve the matter	What are your observations from this event /issue? (what went well, what you believe could have avoided the issue/what caused the issue/your concerns/the success, can you indicate the potential costs impacts, including savings to either the NDIA or your business.....)	What are the NDIA procedure successes and, or failures in your opinion?
1	The NDIS has only just been rolled out in our area (1 July 2017). So unfortunately, we don't really have any useful data/examples to offer, as we are only just starting to deal with NDIS quotes in the last couple weeks. Prior to this, we have had a couple of clients who moved to Albury from an area where the NDIS was already underway, but interactions with these clients were straightforward and trouble free.				
2	Communication	Concerning	No	Staff within the NDIA/NDIS have found it hard to give clear answers.	Hard to say.
3	Enable not notifying Therapist of any Knock Backs in items on a quotation	Having to become the messenger takes time from our staff's day explaining the process and then sometimes having to reconfigure the item due the item not being funded.	nil	To many layers in the process - therapist writes report - report goes the NDIS, report then goes to Enable for review, Approval goes back to NDIS - this can cause a significant delay depending on what desk it lands on.	Overall it works for us other than the time delay for approvals seems to have blown out from a month to 6 or more months.
4	Service booking entered incorrectly with no \$ value and incorrect quantity	Not being paid for 3-4 months and continuous phone call and emails	Not yet resolved. Only received part payment. About to discuss with NDIA	Case managers or similar users not filing out service booking/requests correctly	Lack of education and training, i.e. seminars to instruct all users

5

NA

NA

NA

NA

NA

A customer phones needing a scooter, we assess his needs over phone then he comes in to showroom we then go over all the scooters with him and work out which ones would be suitable. Then he says he wants to go through NDIS so he will be in touch. An OT phones us to book a home demonstration with a few suitable scooters to which I explain we have already been through the ones that suit and he together with us has chosen a comfy one suitable. She then wishes to see a few more and including this one. Bear in mind when he came here he had a lengthy trial already. WE take out 4 scooters to which she agrees to the original one as being the most suitable. This took around 3 hours! Still this OT wanted to see more options so booked again another demo a month down the track as she was busy (poor customer just needs his scooter) so we booked and did another demo on site taking another 3 hours of our time .... By this stage the customer was cranky and just wanted scooter. She agreed to submit the quotes that had been already sent the first time. So far, we are in the 4th month and he still has NO scooter and keeps phoning me. The OT said it is a lengthy report that she needs to justify all her hours....

We do not get paid for home demos only if the sale goes ahead so we were a small business are not in a position to be doing demo after demo just so these OTs can put in their huge bills.

NO still waiting for first one to be approved. Poor customer could have and should have been actively driving his scooter around keeping his independence alive.

OTs overcharging for time when it is clear what the customer needs. If the customer was not going through the NDIS they would have been already in the scooter by now.

lack of communication. How can we see where we are up too in the whole process...? The customers are all phoning me have you heard anything I need a scooter. Please bear in mind we only get paid if and when the quotes are approved. so far it has been tough as we have done endless demos and most are still waiting for approval. So, we have been busy trying to do demos and quotes however no money coming through yet.

6

7	<p>Client using hire equipment post discharge from hospital. this was paid for by the hospital for the first 30 days and then NDIS were meant to take over. After 2 months of repeatedly contacting the client's family (who were very stressed, abusive and angry), and many phone calls and emails to the managing case managers and OT's we still do not have any further payment, minimal replies to correspondence and stress on my own staff member.</p>	<p>This event has been very stressful for my experienced staff member and has required several meetings with management.</p>	<p>This event has not been resolved and we are still trying to sort it out with the relevant case management service and OT.</p>	<p>Case management services and OT's are still not aware of their roles in processing claims and how delays affect the individuals, their families and related services. In this case I feel that the OT was relying on the case management service and the case management service did not understand the needs of the individual. This has caused greater costs to NDIS, the family and my business. In this situation, the family suffered greatly which was unnecessary.</p>	<p>Case management services/staff do not understand the importance of prompt customer service.</p>
8	<p>Equipment supplied yet have been un able to recover funds after several communications with NDIS Carers, Planners, Family list goes on.</p>	<p>Bad Debt still working on the recovery since Oct 2016</p>	<p>No each week follow up with phone calls and e-mails</p>	<p>always obtain payment up front before any supply of equipment</p>	<p>No one wants to take responsibility all the follow up is put back onto supplier the Administration takes hours.</p>
9	<p>Equipment supplied to participant. Have had several attempts to create a service booking but the funding has not been available for this particular equipment in the participants plan. Have made contact with several staff at NDIS and have still yet to resolve the issue and payment is still outstanding.</p>	<p>It has caused the issue of an outstanding debt and hours of follow up to no avail.</p>	<p>No this is not resolved to date. The issue has been escalated through NDIA, awaiting response.</p>	<p>Cannot seem to get an answer from any departments within NDIS &amp; no one seems to take any responsibility. This causes hours of follow up without a resolution.</p>	<p>Cannot get a final resolution.</p>
10	<p>This survey has taken way longer than 30 mins - doing scenarios will take considerable time- happy to do at later stage</p>				

11	Private clients now generally opt for NDIA funding rather than funding the purchase personally	<p>We are gaining a higher level of interest in our products from clients who previously could not fund vehicles themselves. However, the long NDIA processing time for applications has resulted in severe cash flow issues as the number of applications/quotes we have in NDIA keeps growing, but the number of approvals being received is not growing.</p>	<p>It has NOT been resolved. We are meeting with NDIA to help them understand our systems and products and us understand their processes. We are all working towards the same outcome of helping people with special needs.</p>	<p>The easiest fix in the short term is better transparency/visibility of the NDIA processes for the provider/OT/applicant. In addition, if NDIA could advise parties of their expected processing time for applications (e.g., 8 weeks to assess the application) and then provide an indication of when funding was going to be available if approved (e.g., NDIA will release funds in 6 months) it would introduce some certainty for applicants and providers.</p>	<p>The NDIA itself is a great initiative that is going to help many people gain access to mobility equipment that they could not otherwise afford. But right now, it is being seen by many applicants as "dangling a carrot" in front of them because they can see it, but can't reach it.</p>
12	Supplied Equipment, But NDIS only paid for half	Carried the debt for 10 months	Resolve with the Client	Our booking had expired, and other suppliers had taken the money.	We need to be able to talk to the same NDIS person about issues we are having.

13		time spent on individual claim- 3 employees attending and relationship between company and client was impacted as they felt it was our fault on hold of equipment being approved and delivered	yes.	if those whom answer the phone at the NDIS call centre are consistent with information provided, not having a different answer govern every time you phone through and speak to a different operator. If they were knowledgeable and has required training to complete the job.	successes-advertising promoting services- failures- processing time on quotes and clear information given to clients- they advised they have amounts of funding available under certain categories but do not explain in detail availability and items that will need to be approved by the NDIS assessment team etc- the client as a result calls us upset and not understanding why we have not supplied the items. Also, payment to reflect claimed amount- or a reason given as to why the full payment amount was not allocated to our bank account when services we completed.
14		Delay in processing Service Bookings and Payment Requests. Plans not inputted in NDIS system correctly. Therefore, delay in payment	Yes, but did take weeks to be resolved		
15	Client plan has rolled over during the delivery of wheelchair	Still awaiting payment of \$5000 wheelchair	No still unresolved emailing constantly trying to get paid	Better systems in place for plans that have rolled over	Failure on plan payments that have rolled over

Issues with approved participant plans

3-week delay in placing order

No

Almost all plans approved by NDIA Townsville office have not been entered into the portal correctly. Generally, the approved funding for an Assistive Technology component is entered under a different category e.g.: core support and I am not able to do a service booking in the portal. Or alternatively they approve funding against certain line items and do not advise which line item it is. In this case I have to contact the office and every time I call they take a message and someone finally gets back to me in 3 weeks. Even with emails they take about 3 weeks to respond. They also don't advise us when they have approved a quote or entered a service booking in the portal on my behalf.

The NDIA Townsville office makes so many errors with funding plans and does not advise us as a provider when funding is approved. They also take 3 weeks to respond to queries which delays the order for the customer. However, NDIA Toowoomba office are fantastic. They personally call me every time a plan is approved and they fix any issues with plans on the spot. How can there be such a difference in service quality from one organisation? When the portal entries do work the process is absolutely fantastic. Payment is made within 3-5 days and it's fabulous. It's just taking weeks of delay to get from the approval stage to the order stage. So many clients ring us up to see how their order is progressing only to find out that no one has told us as a supplier that they wish to accept our quote. Every client comes away from the funding approval process thinking their goods have been ordered yet the process is breaking down at that point because the approval does not get passed on to us as a supplier.

17	participant cannot access their core support budget	we intervened with the NDIA co-ordinator and provider liaison officer	Yes, but took lots of time to work through	Participants that have their plans managed just don't understand what they are entitled to and how to access it	insufficient communication by the NDIS with the participant.
18	Told by OT to process order, but no funds available in porthole	Upset/dissatisfied client. Client blames us, as supplier.	No - on-going	Need to be able to contact someone at NDIA to get sorted	
19	Client applied for funding for power assist wheels.	Client contacted us to let us know that the product has been approved and money is in the portal. Back and forward for a couple of weeks we checked daily and spend much time talking with the client, OT, support persona and NDIS but the funds did not appear. Finally, this was fixed but many, many hours had been eaten up which we cannot invoice for.	This clients issue has been resolved now but we now tell the client to contact NDIS as a business we can't spend 10 hours per client on the phone trying to sort this out for them.	If we could invoice and have an invoice paid it would save a lot of time. Issues with the portal is if there is an issue you're spending so much time talking to so many people to get the problem resolved.	The only success is the quick payment times and the occasional quick approval but apart from that the rest of the NDIS system is working well.
20	a gait trainer was sent to a regional participant to trial. Trial was successful and the equipment was deemed suitable. A quote was submitted. An equivalent item was available from DES (Domiciliary Equipment services) and supplied from their store.	Time and Expense costs incurred that will not be recouped	This event has been resolved - I have my equipment back and the participant has a gait trainer	Without me sending the equipment, the client would not have been able to trial.	

21

Still waiting to have  
registration completed

No

22

finding lot of problem getting  
quotes approval. i.e. therapist  
told provider/staff to claim money  
from client's portal without NDIS  
approval. Therapist has been told  
by NDIA that money is there and  
provider could not claim from  
client's portal

lost the order and client  
didn't get their equipment.  
As a provider, we wasted  
lot of time behind one  
order.

after lot of follow up and  
phone calls it resolved.

quote approval/service  
booking by NDIA staff can  
avoid this situation in  
future.

Success: website is faster than  
before and payment request is  
easy now. Failure: slow quote  
approval.

23

Entering Service Booking on  
behalf of participants

Human Resources

Continual issue, business  
has developed its own  
Template to help  
coordinators provide  
information for them to  
submit - Support Item Ref  
No is a big issue as  
support coordinators have  
no idea

Support Item numbers are  
not provided by prescribes  
- Participants are left  
without equipment whilst  
Support coordinators try to  
sort out

Not enough options for selecting  
Support Item numbers - need  
more alternative selections - e.g.  
what code do you use when the  
item is arm rest for scooter?

24

No flexibility of funds given to  
changes in the client's situation

AT equipment cannot be  
serviced. No funds left in  
allocation

NO Client is sitting at home  
waiting

Be able to move funds  
from one allocation to  
another within the total  
amount given.

No flexibility- Very hard to  
contact by phone- VERY  
SLOW!!



25	Comment from an NDIS employee that "they are not in the business of funding BMW's"	Felt annoyed that we had to justify a Fairly Priced - Fair value - Australian made product that was much cheaper than an imported product and was configured to the client's needs e.g. not out of a box.	No - it shows a lack of understanding/ knowledge of what is being prescribed.	The issue of questioning product pricing shows a lack of understanding of what is on the market. The therapist who is on the coalface mostly knows why they are prescribing a particular AT device and their report should be enough. Comments from administration staff not involved in the assessment need to be checked. It appears they are trying to make decisions without actually meeting the client - this is not a good approach and the Therapist should be relied on that they are making a justifiable decision based on the client's needs and goals.	
26	NA	NA	NA	NA	NA
27	A power chair has been trialled three times within a short period of time and has been waiting approval for 6 months whilst the client is sitting in a nursing home awaiting the equipment to return home.	Wasted time in retrials and follow up with specific documentation (not required by any other organisation we deal with)	No. We are still waiting on a purchase order and the client is still waiting in a nursing home.	There has been some lack of organisation by the therapist requiring extra trials, however it appears the main hold up has been with SWEP. Having someone in a facility 6 months longer than necessary brings large financial and emotional costs.	As we know there is sufficient funding for this client in her package I believe the failure is the inability of the agency to process this order in a timely manner. NDIS follow up time wasting for both parties with no outcome the balls start rolling all over again
28	Equipment Hired in 2016 approved by NDIA	Hire invoices not paid equipment still with Participant no one wants to take responsibility	No after many Months of chasing still trying to resolve with NDIS once again lots of correspondence still no satisfaction hours of time wasting.	Rentals need to be processed for term of agreement payment up front follow up with NDIS prior to Hire ending or Plan.	
29	Equipment supplied to participant is not suitable. Would like to return and purchase another item through a different supplier.	Have had to follow up with numerous phone calls to find out how to give the credit back to the participants funding	Not resolved. Have been advised by NDIS to send information in an email.	A lot of time wasted following up with no resolution.	
30	NDIS not accepting Quote, by pressing the accept button.	Time wasted on chasing quotes	Mostly	Time wasted which we could process the needs of the client quicker	Make sure your process is completely done before advising the client

31	Participant has a budget for a service they either don't want or don't understand	working through the plan with the participant to explain it to them (not our role)	yes	The planning process is not clear enough. someone should explain what has been agreed in the plan and the participant given sufficient guidance to access the supports. If it's done right the first time then the next planning/budget round will run smoothly	Insufficient time spent with the participant during planning stage
32	unclear what support item number to use	sometimes have to guess. If doesn't work, have to start process again- waste of time, delay for the client	no - on-going	Need easy contact at NDIA	
33	I have completed quite a few trial appointments where the equipment is then supplied from DES (Domiciliary Equipment Services)	Time taken to set up, complete appointment and quote - varies from 3.5 to 6 hours as per earlier question	No. Domiciliary Equipment services charge the participant to trial equipment. With the current processes in the NDIS this involves more work from the prescriber and it is an extremely lengthy process to organise this so most prescribers are not willing to undertake this. no resolution at present	It is important for me that the equipment products supported by my business continue to be trialled	
34	Support coordinators do not know Support Item / Support Item Ref No	Human Resources		Participants are left without equipment whilst Support coordinators try to sort out issue/plan	
35	Bathroom needs modification but was not included in original assessment	No flexibility of the funds given / unable to assist client	No not yet /client asked to NDIS to help 6 months ago	Client has had a fall in bath room and has been Hospitalised	Lack of action has made a small problem a very large one

36	Quote shopping -	Our Confidential information being passed onto competitors	No	We have had our quotations passed onto a competitor who provided quotations without attending the clients home - the quotes were significantly lower and showed a lack of understanding of the client's needs. this leaves the client at risk of receiving an incorrectly prescribed AT device based on price alone. This maybe ok for an off the shelf AT devices e.g. a shower stool, but not complex AT like power wheelchairs with custom seating.	Overall it has been great to see the change in attitude towards those with a disability but there is a long way to go for New NDIA staff to understand the AT devices being prescribed
37	NA	NA	NA	NA	NA
38	A lady with a self-managed plan was permitted equipment under the plan however as she had no funds to pay up front she has had to stagger the items she needs due to lack of finances.	We were unable to assist this lady.	No. I have advised staff that we can offer credit to some customers on a case by case basis in future to assist clients.	Self-managed customers should be able to have their purchases processed on the portal in these special circumstances	It is all very well to have money allocated in a plan however most of these clients are struggling financially and hence it denies them access to the items/services required.
39	Quote for Scripted Chair on Portal ready to put payment through only to get an error message coming up to say the NDIS number doesn't exist yet, it was the correct number sent screen dump to NDIS to be told wait a day and try again, waited and tried again no luck e-mailed NDIS 2nd time only to be told participant is self-managed and the quote should not have been up loaded onto the providers portal.	Time wasting phone calls e-mails	I was advised by NDIS to call the participant and obtain payment direct,	The costs to the business would be substantial over the months the additional Administration hours to run this Portal would have a major impact on this business I know personally how many additional house I put in everyday to administer this for the supplier.	In this case at least someone did get back to me with the answer that it should not have been submitted onto the Portal and the Participant did the wrong thing. The supplier should have also asked the question are you Self-Funded would have saved my time and NDIS's time.
40	Quote for NDIS expired for over a year being approved	pricing is totally different after a year	no, we requote which extends the process	NDIS taking too long to approve quote for powered mobility	taking too long and the needs of the client change

41	incorrect supports	frustration from the participant asking us why we cannot supply key items which they must have as part of their budget	in some cases, the budget was reviewed/amended	insufficient understanding of the participants clinical needs by the planners	needs more discussion with the participant (if they supplied invoices for previous expenditure, then why has this occurred)
42	Support Coordinators request us to submit Service Booking on behalf of participant - not enough funding on participant plan	Human Resources		Participants are left without equipment whilst Support coordinators try to sort out issue/plan	
43	Client was not told She could self-manage	Management group is useless/ quoted for a scooter 7mths ago she is still waiting	Still waiting for NDIS to let her manage her own life	A full understanding of her rights and responsibilities	Fail to communicate all info; to her

## **Q27 General Comments**

### ***What are the areas the NDIA is doing well that should not change?***

1. Commitment to helping clients and business is highly admirable
2. Allowing the client to be involved in the process - not just accepting what they are being told eg. being told they cannot have a certain product for example "as it is not on a tender"
3. NA
4. Quick payment from the portal. Offering customer choice.
5. Payments prompt if no issues
6. Prompt with payments once they have been submitted
7. current portal gives us immediate information on payment of funds, payment of invoices on the whole is very good
8. What the NDIA stands for, to help people.
9. Portal is great
10. Category items- available line items to select within categories
11. Payment Timeframe - Same day
12. Payment - speed of payment is fantastic
13. staff always friendly and trying to do the best by the participant
14. Once claims are submitted and approved, payment is quick
15. Successes- the broader range of items now available to assist participants in their daily life.
16. Website
17. Payments are prompt
18. Letting people self-manage (where possible)

### ***What are the areas of improvement that the NDIA should consider?***

1. Communication and managerial direction
2. Getting a better purchasing/approval process as it appears they are the only Government organisation that does not of a purchase order system. we do not get informed that a quote has been approved on the portal. So, without searching everyday through all the clients we are linked to we have no way of telling unless someone calls. and even then, it does not always show up on the Portal which requires more time to chase up.
3. Information to users on how it all works
4. NA

5. Similar model to DVA. Training of all relevant bodies who process claims. Allowing more equipment to be processed through the portal (would save a lot of money through therapists' time in writing up referrals).
6. Training staff
7. Training staff
8. Pricing, clarification of participants plans very confusing to the participant, ability to connect with NDIA easily to ask questions, Therapists accountability and professionalism and knowledge, supporting local business
9. Improving visibility/transparency, easier access to key personnel to assist in expediting applications. Access to the Technical Advisory Team to provide information for dissemination across the NDIA network
10. Quicker approvals and return calls
11. Knowledge of people in call centre, approval time on quotes and clear information supplied to all providers- how to claim, what we can claim- amounts against products and what to do if items exceed these prices.
12. Line item description for a product. If we receive this information there is no guessing when processing a Service Booking. Also making sure the Line item allowance amount matches the product/equipment that needs to be supplied plus freight costs
13. See comments previous
14. Planning, budgeting and explanation of the process
15. Rethinking the inflexibility of the plan system particularly in paediatrics where change is rapid and not always predictable. Therapists are expected to have crystal balls regarding equipment needs for 12 months which is not realistic.
16. Approval time frame
17. More information to prescribers, support coordinators on their roles and responsibilities towards participant
18. Streamline the quote process and discontinue price shopping for complex AT
19. Make it easier to self-manage (red tape etc)

***What changes have you made to your business since the introduction of the NDIS?***

1. We have invested in its implementation to support it
2. Nil - other than more time seems to be spent chasing if the client is Plan managed, self-managed etc.
3. None
4. NA
5. Staff education and allocation of a specialist within the business who deals with the NDIS clients.
6. Admin Hours have increased
7. Has added hours of admin to some staff members
8. More staff to handle volumes of calls and trials plus paperwork, writing more policies and procedures
9. Downsized in response to the transitioning of number of private clients who would come to us directly but are now seeking NDIA funding.

10. None
11. Employment of 2 additional staff members, launched a new sector of website to compete in marketplace, introduced several new SKU's to have product availability to NDIS participants, changed pricing structure of individual product lines to comply with NDIS pricing schedule
12. Employed a Part-time staff for NDIS, Re-write procedures and re-structure procedures as the NDIS process is 'fluid'. The need to implement and maintenance and repair agreements direct with consumer. Implementation of service agreements with consumer under consumer law
13. We were already supplying core supports to disability groups prior to the introduction of the NDIS
14. Trying to be more accessible directly to the end user, not just the prescriber
15. NA. I commenced my business at the time of the NDIS rollout
16. Modified our procedures
17. More Human Resources required
18. Our company has had to employ extra staff to deal with NDIS payments and invoicing
19. Allow more time and money to quote

***Has the NDIA impacted on the quantity and mix of your historic product range you stock?***

1. No
2. Yes, we have been able to expand our range and purchase more trial/ demonstration equipment
3. No
4. NA
5. Slightly. We already have an extensive range of equipment.
6. No
7. No
8. Yes - continence
9. Quantity is down due to the high number of applications still being processed by NDIA
10. No
11. Yes- increased stock levels
12. No
13. No
14. No
15. We have some items such as recreational hand cycles that would not have been funded by other funding bodies.
16. Has enabled me to expand the range of products I support
17. No
18. No

19. No
20. No

***Do you have to alter the way you conduct your business when dealing with the NDIA, if so what have been the impacts on your business?***

1. Yes - because no one within the organisation can provide clear answers, we have to prepare, and still not to get answers for a longer time frame to respond than other organisations
2. Not really other than we spend more time assisting clients in understanding the funding methods e.g. Self-managed, Agency managed, Plan managed. this may sort its self out over time as everyone gets used the changes.
3. No
4. NA
5. No. We are a professional organisation and have high standards for all customers no matter what their background is.
6. Yes, it is up to us to obtain all of the correct information required to process an NDIS Service Booking hours of additional follow up to ensure payment is received.
7. Yes, we have to ensure we obtain all correct NDIA details to enable service bookings to be submitted correctly and ensure payment is received prior to delivery to participant. Along with additional hours of follow up for some clients.
8. Financial with cost of wages to follow up all the time, staff turnover as staff get burnt out from verbal abuse, threat of physical abuse, frustration as not having calls returned by NDIA, NDIA shopping our quotes and asking for us to beat by a few dollars so loss of income to another supplier that has not done all the trials/quoting/liasing with OT/participants etc, significant loss of margin with NDIS dictating pricing, sometimes below cost i.e. Kylie Supreme Mac - costs us \$39.90 but they will only give us \$30, encouraging Therapists and participants to come in store to trial equipment so they have more options, being prepared for Therapists threats to take business elsewhere if we do not take goods back wrongly prescribed by them due to pressure from participants/family
9. We have found that other government agencies have a generally good understanding of wheelchair access vehicles and the issues relating to them and will rely on the technical expertise/report of the OT in their assessment. However, many of the NDIA representatives don't appear to be familiar with the vehicles/issues and are making requests that are either unreasonable/unsafe/unsuitable and often contrary to the OT recommendations or applicant's own wishes/goals/needs.
10. No
11. Yes- use of reps' time- money lost for business- with the amount of time spent on numerous trials for one client and time preparing quotes then to know we did not receive the order is a huge impact to the business on available chargeable hours of our representatives.
12. YES! The whole system is very frustrating to deal with. We literally walk in to the office and are on hold for approx. minimum of an hour and up to 2 hours
13. Yes, we invoice through the portal
14. Yes, different procedures for payment



15. More Human Resources required
16. Yes, extra staff to deal with complexity of NDIS processes
17. Yes add the extra time to deal with them

***What are the business benefits when dealing with the NDIA?***

1. It's good because it falls within our existing product and service offering
2. It was the quick turnaround for approvals and we can quote, get approval and get on to delivery in a reasonable time frame compared to past funding regimes. this has changed a bit and we have noticed a delay in time of quotation to approval heading to over 6 months.
3. Receiving payment quicker
4. NA
5. Ability to assist a larger client base.
6. Increased revenue and Customer contact.
7. Increased revenue
8. Bulk buying which has improved pricing in some areas, increasing business (though this will have to be measured to see if any real benefit to the business)
9. Long term we will potentially have an increase in clients as those who could not previously afford a wheelchair access vehicle are then able to access NDIA funding.
10. Greater range of clients
11. Quick Payment - absolute no other benefit
12. Defined budgets through service bookings
13. Quicker payments
14. Knowledge of assured payment once quote is approved.
15. We can help more People
16. None noticed
17. None
18. So far - Nil due to the extra cost and time involved

***Have you identified any customer benefits under the NDIS?***

1. Yes
2. We are not getting as many knock backs on certain product options that would happen under the other funding regimes. When assessing and prescribing certain options we can get the appropriate set up to suit that particular customer's needs. this has improved our outcomes in meeting

the client's goals and giving them better independence. Although we have seen some knock backs that we cannot work out why they would not be approved and especially when it comes to "fair value".

3. Approval and receiving goods quicker
4. NA
5. We have been part of many success stories where by families have been struggling for many years and now are getting positive outcomes.
6. No
7. No
8. Ability to form a connection with the customer as seeing regularly in many cases, we are a point of reference for them and this creates trust, improved outcomes for some participants if they pre-plan and have a good OT or person looking out for them, as we get to know the participant we can highlight things that would be done to help them meet their goals, improve outcomes, more choice, supply of all basic needs to meet goals
9. Clients with limited funds will gain access to mobility equipment they need but couldn't previously afford.
10. Some clients are being approved for equipment that would normally not be funded
11. Growth- relationship building
12. If the plan is prepared correctly for the child's needs it does work well. However, we are yet to see a "perfect" plan. We are finding most plans are not allowing enough funds for purchase of AT equipment plus delivery, repairs and maintenance. And in one particular instance a plan was approved for a severely disabled child without the category of Assistive Technology. Therefore, the child is unable to access any equipment until a review is actioned.
13. No
14. If goals are well identified, a greater variety of equipment (eg recreational wheelchairs) can be funded.
15. Improved choice and control for self-managed participants
16. Not Yet
17. None noticed
18. No
19. Yes - More people have access to AT equipment

***Have you identified any concerns with the roll out of the NDIS?***

1. Yes - communication and knowledge. There is still a lot of confusion around a myriad of issues and it is quite concerning.
2. It appears that it is under resourced in staff and wait times for participants can be very lengthy on the phone.
3. Lack of information to providers on how it works at our end
4. NA
5. Mainly lack of education to all on how it works.
6. Yes

7. Yes
8. Therapists are very demanding, and like to blame us for their clinical decisions, participants and carers (most often) are very demanding and very abusive to staff for issues beyond our control (waiting on an OT or 3rd party to provide paperwork, frustration with NDIA and not being able to contact anyone but us as we actually answer our phones when they ring, participants not know what the planning process is about and knowing what to ask for, lack of transparency with pricing being dictated (being told that another supplier will do it for a lessor price, government getting preference with services that require the participants to wait (they are not give a choice over waiting vs paying for immediate service i.e. Continence assessment), use of online companies and participants being forced to use these suppliers (id Continence) due to difference in pricing which we cannot achieve, and often after we have done all the work to assess, sample etc, comments from NDIA staff on the way the industry runs (we had an order for a particular chair in a particular colour that had to come from Sydney in a Big box - the NDIA person said she had an online business and it certainly did not take her longer than overnight to freight anything (there were a lot more factors involved with a big box vs a small item in an overnight bag), a bit of inequity in what people are supplied with, lack of respect for quotes accepted and then underpaying based on their price list (e.g. basic rollator vs a bariatric lightweight walker). participants are very fixed on the choice and control mantra and do not accept the change to reasonable and necessary mantra.
9. Trial areas worked really well. The speed of the rollout nationally appears to have created problems across the board
10. Communication and follow up
11. Slow roll out in Illawarra
12. Many, Many, Many concerns! The NDIS was roll out far too early and this has been acknowledged... as you would know NDIS are currently reviewing procedures and retraining all staff as well as trying to recruit more staff to cope with the demand. Therefore, in our experience we have families who have had no access to ANY government of NDIS funding for up to 8 months as they are still waiting on their first plan meeting.
13. Too fast for some participants, we have to fill in gaps
14. A lot of variation in approvals from one planner to the next.
15. Slowness to respond to participants needs and enquiries. Confusion through lack of consistency when contacting the NDIS, difficulty getting responses to queries. Participants without good advocates will potentially be at risk of not having needs met or problems resolved
16. Customer prefer to wait for NDIA to pay
17. Lack of training for all parties
18. Lack of overall experience with the teams
19. Computer access can be off line - VERY hard to contact direct by phone

***Any other comments?***

1. It's a fantastic program and it is experiencing teething problems. When 100% implemented, it will truly change lives.
2. I am of the opinion some service providers are rorting the system. I have received complaints.

3. The quote screen on the portal does not give enough information you need to open every line to find out if a quote for the participant has been submitted I have also sent this through as an action for NDIS to look at. Provider Portal is not user friendly and far too slow!
4. It is very hard to contact L.A.C's for any assistance. I don't consider the provider portal very user friendly.
5. OT want us to do reports on items their clients have tried in store; NDIS participants think they can come into store and take items with them, it is not clear to them that there is an approval process, they are often not happy (education required by planners). It would be less expensive to run and give participants greater access and better outcomes if all the administration staff were cut out and if they were allowed to make their own decisions by being guided by professionals in an area rather than a public servant planner that has no idea on equipment
6. We are committed to working with the NDIA to achieve the mutual goal of helping people. Our door is always open to NDIA for any assistance they require or objective information they need.
7. No
8. I have concerns about the true cost of the NDIS! and how this will be continued to be funded in the future without packages being capped.
9. people are looking to us for help with the NDIS, whereas we are mostly a supplier of products
10. We didn't have a perfect system and ultimately, NDIA will be better for the end user and their supplier
11. regarding equipment prescription, the added layer of communication between DES and NDIS leads to inefficiencies and delays. This has effectively added an extra layer of administration.
12. No clear directions to Support Coordinators / Plan Managers on who should be submitting the Service Booking on behalf of the participant
13. As a fully signed up supplier we would like to explore how we as a business can make a great impact on giving the end user a choice as the system right now stands if the O/T does not want to know about you or your products the road comes to a very quick end. getting to be an option of selection is where we would like to have improvement
14. May opt out if the system doesn't improve