

- There is widespread disappointment that capacity building as part of reasonable and necessary support has not achieved outcomes of increased independence and skill nor reduced the need for core supports. The IAC has analysed of the NDIA data on capacity building to identify trends and assist the NDIA to maximise outcomes from investing in capacity building supports.
- What can the NDIS do to increase effectiveness of capacity building?

The NDIA needs to review and strengthen its approach to capacity building to meet the NDIA Corporate Plan aspirations for participants outcomes and to ensure Scheme sustainability.

Areas of concern

- Significant underutilisation in the domains of relationships, daily living, home living, employment and Support Coordination, domains in which effective utilisation would lead to improved outcomes related to independence, inclusion and self-management.
- Some domains not understood.
- Young adults have lowest utilization of capacity building.
- Therapists working to remove deficits provide a significant proportion of capacity building including for older cohorts.
- No signposts (e.g. in Price Catalogue) to more innovative approaches.

Challenges to effectiveness

- NDIA expectations of capacity building not effective in relation to purpose, outcomes, time frames and need for ongoing support.
- Complexity especially in relation to interface principles
- Participants do not
 - understand and hence see a need for capacity building
 - know how to differentiate between providers, negotiate service agreements, monitor for outcomes and seek adjustments when support not effective.
- NDIA processes and resources:
 - do not support appropriate expectations, evidence, good practice
 - language in price catalogue opaque
 - no signposts for capacity building known to lead to positive outcomes
- Providers
 - have few KPIs for capacity building
 - do not work effectively together to promote skill building.

The NDIA needs to review and strengthen its approach to capacity building:

Immediate/short-term

1. Analyse qualitative data to better understand the way capacity building is used by participants.
2. Review the concept and practice of capacity building.
3. Strengthen capacity building domains with a focus on specific focus on the domains of *Improved Living Arrangements, Support Coordination, Relationships and Daily Living*.

Medium term

1. Review the description of capacity building in the Price Catalogue.
2. Provide clear guidance and information to participants about capacity building.
3. Enhance practice of capacity building providers.
4. Enhance NDIA processes by upskilling and developing practice guidance to LACs and planners around capacity building supports as well as requirements for providers of these supports.
5. Track qualitative and quantitative data longitudinally to understand outcomes and improve practice.