

- *Self-management is a plan management option to enhance participant choice and control. The Productivity Commission 2011 Report indicated that self-management would lead to better participant outcomes and Scheme sustainability.*
- *The NDIA gives mixed messages about self-management and participants are confused.*
- *What should the NDIS do?*

**The NDIA should support the growth of self-management in an efficient, effective, risk mitigating and sustainable manner.**

## Self-management is important because it:

- Improves participant outcomes
- Rewards initiative
- Provides value for money
- Can disrupt the market
- Is fiscally sound
- Can expand the workforce

## The NDIA can support the growth of self-management

By positioning self-management as an enabler of transformation to an ordinary life.

Strategies include:

- Increase the flexibility of R&N support enabled by self-management
- Provide a guide to develop an ordinary life
- Assist participants to negotiate service agreements
- Encourage participants to self-manage
- Develop systems to support self-management
- Address the skill deficit in the sector.

## The NDIA can manage the risks

The NDIA can draw on Australian, UK & US experience to manage risks associated with :

- Improper payments
- Abuse of participants
- Poor employment practices

## First steps

1. Encourage self-management in all its forms
  - a) Include people who use an intermediary (a plan management provider) as self-managing
  - b) Build demand for self-management, especially using DPOs.
2. Develop systems to support self-management
  - a) Streamline administration
  - b) Provide support to self-management
  - c) Encourage the use of intermediaries
  - d) Reframe Support Coordination.