# Transcript – NDIA Insights Forums

**Sarah Johnson, Scheme Actuary NDIA:** The Insights Forums are really about starting a conversation with the sector. We’ve collected quite a bit of data on our participants now and we’re starting to get some longitudinal history on their outcomes.

So we are sharing that with everyone in the sector to be able to get better outcomes going forward, understand what’s working well, understand what’s working not so well and encourage more innovation within our market.

So we’ve put out a big report on participant outcomes, and a really big report on family and carer outcomes as well. Starting to put out deep dive information, our first one was on participants with autism.

We’re also releasing data that is downloadable and you can start to tabulate in your own ways. And the forward release plan about data that we are going to release in the future is up on the website.

**Vicki Rundle, Acting CEO NDIA:** What I’d love to see now is that people get access to the data once we pop it up on our website, and start to share more. They slice and dice it, it starts to beg questions that they might ask us that we can think about ways of working together, to improve how we understand participants and their outcomes.

**Mary Mallet, CEO Disability Advocacy Network Australia:** All the data across the whole scheme will allow both the Scheme itself to understand what it’s doing, and stakeholders like us in the advocacy sector to understand if the NDIS is actually achieving what it was designed for.

**Di Winkler, Summer Foundation:** Outcome data for me does reflect what I hear and what I see. I think overall people’s lives, people are marginalised. People don’t have a lot of friendships or social engagement or community participation. I find the data sobering but I also think it’s really exciting that now we’ve got the data, we need to think about what we are going to do to actually change that for people and change people’s lives.

**Sarah Johnson:** We had some great conversations, probably different conversations with different parts of the sector.

So the academics are starting to think about ‘well this the research that I’ve been working on and how does this data now compliment that, how do I work with that data and how do I share my findings with the NDIA to improve outcomes’. So that’s really positive. I think a lot of service providers are starting to think through, well it would be really good to benchmark myself against national averages and things to understand how I’m travelling, what I’m doing well, what I’m not doing so well. And I think a lot of our participants, our people with a disability are starting to think well how do we encourage each other now, what’s gotten good outcomes for some participants compared with others – how do we combine all of that to get better outcomes for everyone.

**Liz Neville, Acting Head of Markets, Provider and Sector Development NDIA:** There is this curiosity if you like about outcomes and the focus being on the participant. But for the provider it’s about thinking about how their services and supports that are funded under the Scheme can contribute to those outcomes, and that they’re engaging with the new data that is being released each time and building up their ability to engage strongly with us on what the data is saying and challenging us to release more and more data as it becomes more reliable over time.

**John Walsh AM, Board Member, NDIA:** The focus in the last six years has really been getting people into the Scheme. Now we’ve got to think about OK we’ve got 300,000 people there, we’re approaching full Scheme funding levels, where do we go now. So how do we now transform the world that people with disability live in, into something that is no different from the world that you live in.

**Kevin Stone, VALID Advocacy:** While I and other organisations like us will focus on the problems of the day, as we should – there are many many problems - but today, looking at the figures also reminds of us of the fact that look how far we’ve come. This is a revolution, thousands of people are getting a service that they never had access to before. And it’s individualised, its bloody fantastic. We should be excited about it but we need to keep a focus on the figures to make sure we’re not leaving people behind.

**Sarah Johnson:** I really encourage everyone to start looking at the website, explore the information, it’s in lots of different formats, ask lots of questions, put forward what else you’d like to see, and how do we use this as the evidence base to improve participant outcomes and also improve market innovation.