### Summary CEO Forum – 8 September 2017

The CEO Forum is a key feature of the NDIA’s stakeholder engagement strategy, bringing together CEOs from 24 key disability peak bodies every 6-8 weeks in Melbourne to talk about the implementation of the National Disability Insurance Scheme (NDIS), as well as to listen to feedback from the sector.

The organisations represented are: Australian Federation of Disability Organisations, Brain Injury Australia, Carers Australia, Deafness Forum of Australia, Disability Advocacy Network Australia, Disabled People’s Organisation Australia, Down Syndrome Australia, Early Childhood Intervention Australia , First Peoples Disability Network, Inclusion Australia, JFA Purple Orange, Mental Health Australia, National Disability and Carer Alliance, National Disability Services, National Ethnic Disability Alliance, Physical Disability Australia, Self Advocacy Resource Unit and Young People in Nursing Homes National Alliance.

There were apologies from the Australian Advisory Board on ASD, Blind Citizens Australia, Children and Young People with Disability Australia, Community Mental Health Australia, Deaf Australia, People with Disability Australia and Women with Disabilities Australia.

This summary provides information about the topics that were discussed at the recent CEO Forum on 8 September 2017.

#### Item 1. NDIA Strategic Update, Rob De Luca, CEO, NDIA

The NDIA CEO, Mr Rob De Luca, introduced himself and spoke about his commitment to the values of the NDIS, and ensuring the NDIS delivers for people with disability, their families and carers. Mr De Luca outlined his experience in his former roles in the banking sector in improving customer experience while delivering financial sustainability. He spoke about balancing the three key imperatives of the Scheme – better outcomes for participants, a growing market with innovative supports and the long-term sustainability of the Scheme. Mr De Luca also emphasised the importance of growing the capabilities of NDIA staff. Forum members welcomed Mr De Luca and acknowledged the importance of his role. Other topics of discussion included the updated NDIA Corporate Plan 2017-21, the Participant and Provider Pathway Review and feedback to the Agency on challenges and opportunities for improvement. Mr De Luca acknowledged the importance of the disability sector in the implementation of the NDIS and a commitment was made to involve these key stakeholders further in the next stages of the Pathway Review.

#### Item 2. End of Quarter 4 results, Sarah Johnson, Scheme Actuary, NDIA

The NDIA Scheme Actuary, Sarah Johnson, presented the end of quarter 4, 2016-17 results. Highlights included:

* 15,078 participants received an approved NDIS plan in quarter 4, and at the end of the quarter there were 6134 children supported by the NDIS Early Childhood Early Intervention (ECEI) approach.
* The cumulative total number of participants to have received support, at the end of the quarter, was 96,772 (including 6134 ECEI referrals). This represented 83 per cent of the bilateral estimate.
* Since the NDIS commenced in July 2013, $7.3 billion of support has been committed in participants’plans.
* The satisfaction rating remained high with 84 per cent of participants surveyed in the last quarter rating their satisfaction either good or very good. The overall average satisfaction rating since the Scheme began is 92 per cent.
* As at 30 June 2017, there were 8698 approved service providers – an increase of 28 per cent from 31 March 2017.

#### Item 3. Member-led session – Advocacy, Mary Mallett, Disability Advocacy Network Australia (DANA)

DANA CEO, Ms Mary Mallett, led a discussion about the decrease in funding from State and Territory governments for independent advocacy and presented a series of case studies which demonstrated the importance of independent advocates in a variety of contexts. Ms Mallett presented research commissioned by DANA which demonstrated the economic and social benefits of independent advocacy.

There was also discussion amongst members about the projected reduction in funding for independent advocacy from State and Territory governments once the NDIS is fully established.

#### Item 4. NDIA Operational Update, Stephanie Gunn, Acting Deputy CEO

NDIA Acting Deputy CEO, Ms Stephanie Gunn, provided an update to the Forum on operational matters that included: advance payment offsets, approval of assistive technology quotes and moving young people with a disability out of aged care facilities. Discussion amongst members of people’s fears of losing payments and other benefits when they become NDIS participants. The NDIA committed to working with Commonwealth government departments to discuss producing clearer communications to address this issue. Forum members also suggested that advocacy funding could become one of the thematic enquiries of the Joint Standing Committee on the NDIS.