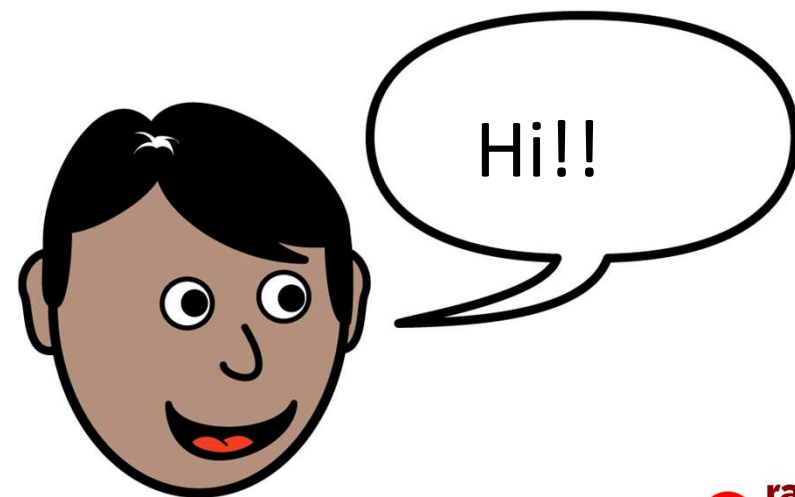# Northern Region Co-Operative: Where Have We Been/Where Are We Going?
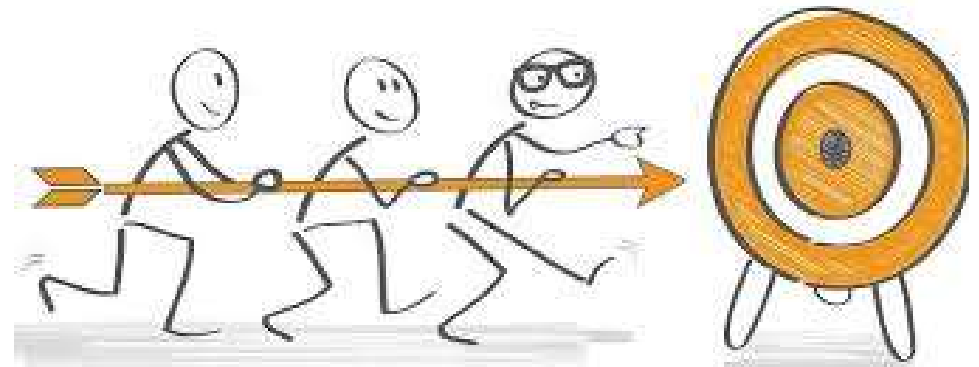
Hi!!

Today's Objective

Re-Cap On Previous Workshop(s) & Decisions Made

Confirm Direction Of Travel

Start Putting Some Meat On The Bones
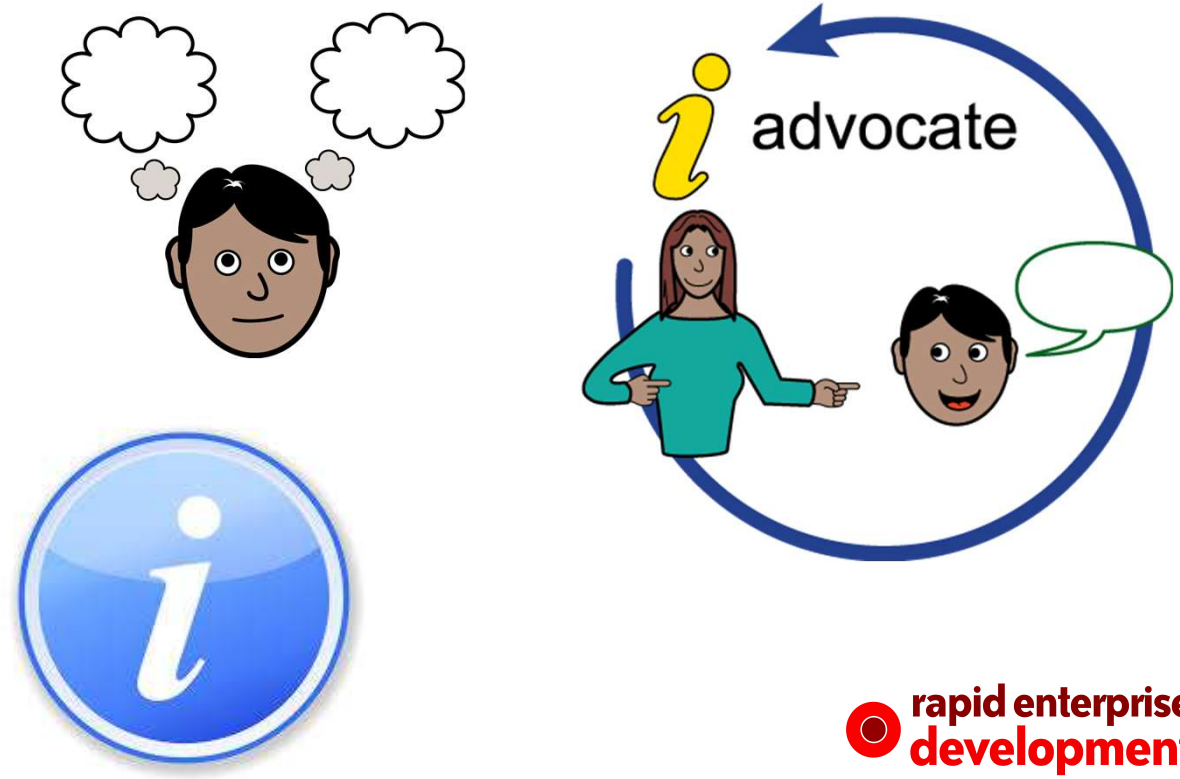
Discuss Future Role of Foundation Group

Discuss How To Approach The 'Community Consultation Phase'

Co-operatives Can Solve Problems

What Problems Do We Want To Solve

Four Questions

- Goods Things About NDIS

- Bad Things About NDIS

- How has life changed since the introduction of NDIS – has life got better, worse, 'different', no change

- What changes could make NDIS Better

Play The Game – 'NDIS Mix & Match'

- Identify Matching(ish) Cards
- Prioritise Top 3
- Identify Any Non Matching But Important Issues To Be Considered By The Co-operative Group

Matching(ish) Cards	Non-Matching But Important Cards
1.	1.
2.	2.
3.	3.

What Is Good

Matching

- Goal Focussed

- Personalised Funding

- Breadth of Support

- Person-Centred

- Offers Choice

- Offers Control

Other/Thought Important

- It Exists!

- When it's right it works really well

- Not Means Tested

What Is Bad

Matching

- Not Flexible
- Not Understood – Confusing/Scary
- Not Accessible
- No support for case management
- Lack of independent advocacy
- Role of LACs
- Problem around QA/Questionable Providers
- Audit Costs
- Long Wait Lists

Other/Thought Important

- Inconsistency of operation or rules
- Audit Costs/Entry Bar
- Training and continuance of NDIS staff in roles – lots [of] changes
- Mis-matched funding
- Service providers seen as enemies by NDIS,
- Too much bureaucracy
- Poorly trained planners, lack of understanding of a person's disability and needs

What Would Make The NDIS Better

Matching

- Advocacy (funding; In built advocacy; More effective advocacy; Advocacy and support coordination)

- Better/Earlier/More Intensive Support Planning

- Less Bureaucracy

- More Accessible

- Embrace social model of disability

- LACS 'know their role and place'

Other/Thought Important

- Understanding expertise and knowledge providers bring to the system – good providers want the best for clients. Providers seen as the enemy

- Facilitate groups for people in similar situations.

- Collaboration between service providers to help smaller providers become sustainable.

- Better use of tech to realise Choice & Control

GT Observations

- Flexible vs Not Flexible/When it works it's great – is this about knowledge & power?
- Inconsistency around access to 'good' planning
- Accessibility
- Information
- Power
- Independence vs conflicts of interest
- Create the single source of truth from a front-line perspective
- 75 LACS – How many more needed to make it work?
- Agility in a complex world
- Trust
- Barriers To Provider Entry

Key Problems To Solve: A Discussion

- 'Doing' Choice & Control

- Quality Assurance

- Building diverse stock of quality agile providers to meet consumer need

- Accessible Information

- Power

- Education

A Defendable Proposition?

"What has become clear from the development process is that there is significant appetite from the consumer members of the Foundation Group to develop a form of co-operative organisation that delivers advocacy, information, and 'support planning/co-ordination' from a lived experience perspective"

Observations, Comments & Next Steps
- Change Terms Of Ref