

Failure of NDIA to ensure accountability of both public purse money and the NDIS participants' NDIS plan funding.

Given the extra NDIS funding allocated in the budget, and that the general public are being asked to pay extra Medicare levy to further support the NDIS, attention is drawn to the failure of the NDIA financial process to demand accountability for payments to NDIS service providers. This is especially where the participant and their stakeholders do not have self-management of their support service funding.

The Productivity Commission's intention was that the NDIS process should move service accountability from service providers to consumers – Moving disability support services from captive market to marketplace with support services as close as possible to that of the general population. Yet the following example shows the NDIA providing/demanding little accountability for the very large amount of public money for which they are intended to be responsible

The particular example is that of support service provision being not a participant managed plan item. Therefore, there is no credibility check on cost claims by support service providers. And, when the participant sees an amount on his or her NDIS portal, there is no NDIA provision by which the participant can contact the NDIA area which paid the money with no sanction from the participant for which the service was allegedly provided.

It's clear from practice evidence the NDIA are failing to ensure accountability for NDIS money from the public purse, as a self managing participant/stakeholder (consumer) discovered errors within invoices, questioning these before paying them from portal finances. Also seeing excessive charges being paid from the portal by NDIA without question.

Whereas on the consumer questioning this NDIA direct payment, the provider admitted a \$3000 error which was eventually repaid. Had the consumer not bothered, the so called error would have gone unnoticed.

The potential for fraudulent payments and charges has to be enormous across the national NDIS network!