

Understanding the complexity of applying for NDIS experienced by people with psychosocial disability



Deb Hamilton (PhD candidate) & Associate Professor Nicola Hancock

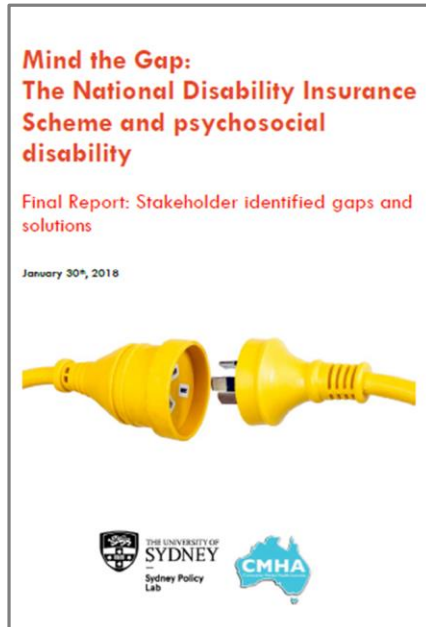
Centre for Disability Research & Policy (CDRP)

Faculty of Medicine and Health

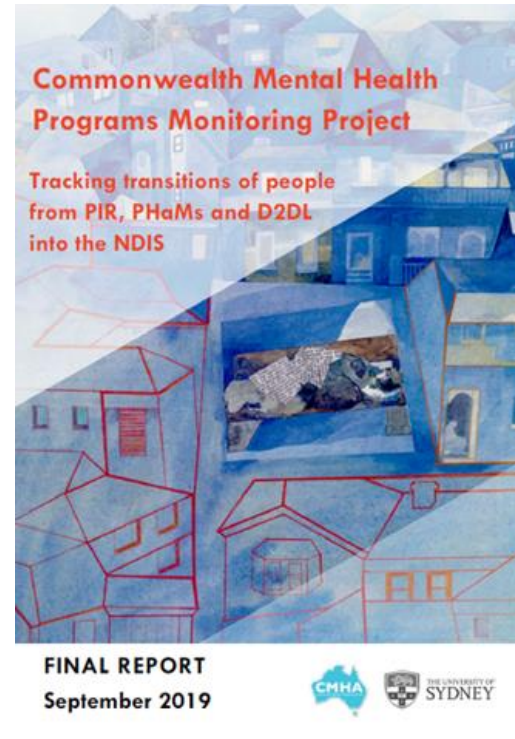


THE UNIVERSITY OF
SYDNEY

BACKGROUND



58 Stakeholder Organisations (advocacy, peak bodies and NGOs)



31 NGOs; 64 programs; 8,162 people living with SPMI



PhD Thesis: *Lived experiences of Choice & Control for people with a Psychosocial NDIS package*

1. Synthesis of literature

Review

ANZJP

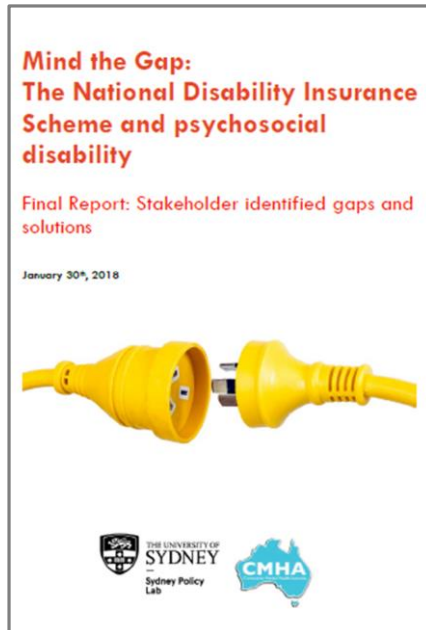
The National Disability Insurance Scheme and people with severe and persistent mental illness/psychosocial disability: A review, analysis and synthesis of published literature

Australian & New Zealand Journal of Psychiatry
1-11
DOI: 10.1177/0004861420912747
© The Royal Australian and New Zealand College of Psychiatrists 2020
Article reuse guidelines:
sagepub.com/journalsPermissions
journals.sagepub.com/home/ajp
SAGE

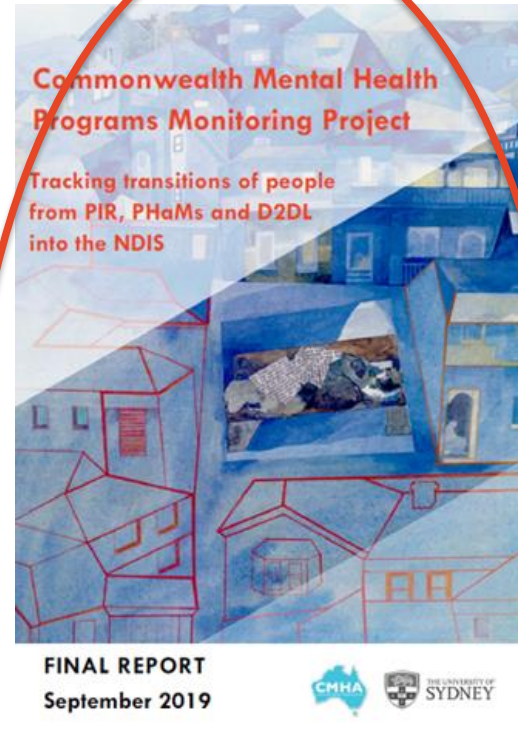
Debra Hamilton¹, Nicola Hancock¹, Justin Newton Scanlan¹ and Michelle Banfield²

2. in-depth interviews with NDIS participants (psychosocial stream)

BACKGROUND



58 Stakeholder
Organisations
(advocacy, peak
bodies and NGOs)



31 NGOs; 64
programs; 8,162
people living with
SPMI



PhD Thesis: *Lived experiences of
Choice & Control for people with a
Psychosocial NDIS package*

1. Synthesis of literature

Review

ANZJP

The National Disability Insurance
Scheme and people with severe and
persistent mental illness/psychosocial
disability: A review, analysis and
synthesis of published literature

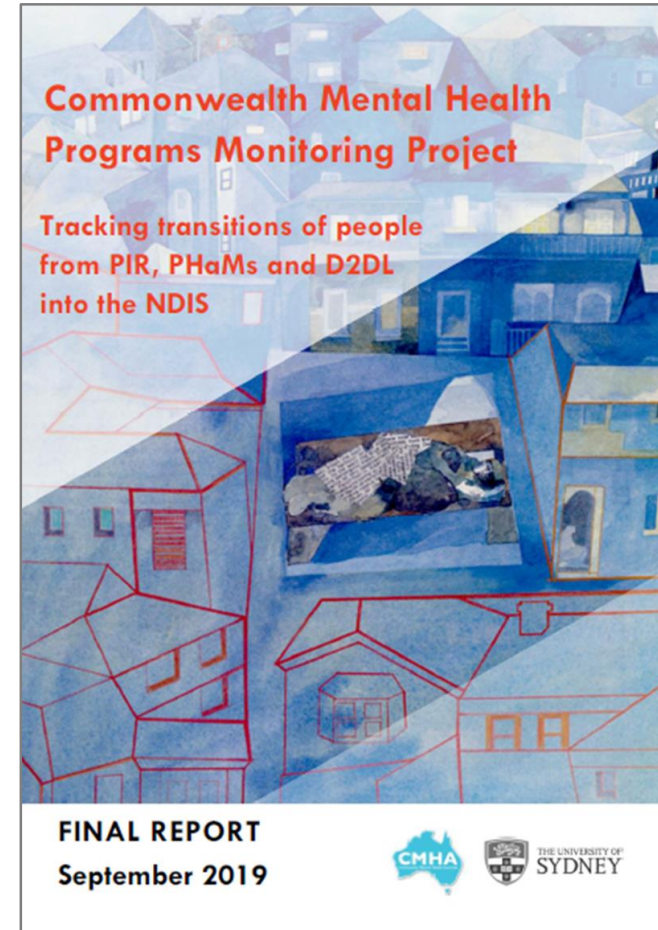
Australian & New Zealand Journal of Psychiatry
1-11
DOI: 10.1177/0004861420912747
© The Royal Australian and
New Zealand College of Psychiatrists 2020
Article reuse guidelines:
sagepub.com/journalsPermissions
journals.sagepub.com/home/ajp
SAGE

Debra Hamilton¹, Nicola Hancock¹, Justin Newton Scanlan¹
and Michelle Banfield²

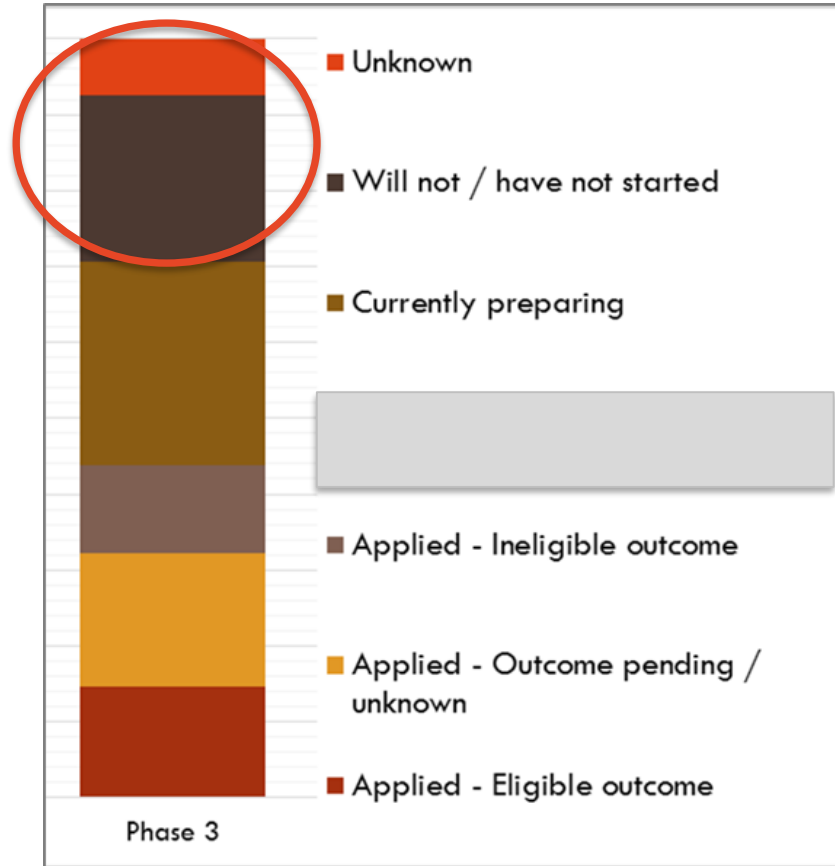
2. in-depth interviews
with NDIS participants
(psychosocial stream)

TRACKING TRANSITIONS (2018-2019)

- existing programs terminating - funding transferred into the NDIS (PiR, PHaMs, D2DL)
- need to clarify rates and actual numbers of people who had, and had not, successfully transitioned from these programs “nobody worse off as a consequence of the NDIS”
- CMHA & University of Sydney
- National Mental Health Commission



PEOPLE NOT APPLYING FOR NDIS (~25%)



IMPORTANT NOTE... these data were based upon >8000 people who were already connected with services!
Overall % likely to be much higher

CURRENT PROJECT – Digging deeper to understanding barriers to applying for NDIS (2021 – 2022)

Research team

- 2 researchers with lived experience
- 2 researchers without lived experience

Stakeholders (n = 386)

- 1. people living with mental illness or mental distress,
- 2. family/friends,
- 3. advocacy and service provider organisations/workers

National Mental Health Commission funded



METHODS

PHASE ONE - What do we already know?

Reviewing the literature



PHASE TWO - Stakeholder identified barriers -
survey based upon the themes in the literature +
space for new/detail - collated and synthesised



PHASE THREE - Stakeholder proposed solutions
policy recommendations to address barriers – again
collated and synthesised

Received: 3 May 2022 | Revised: 2 November 2022 | Accepted: 3 November 2022

DOI: 10.1002/ajs4.245

ORIGINAL ARTICLE

WILEY

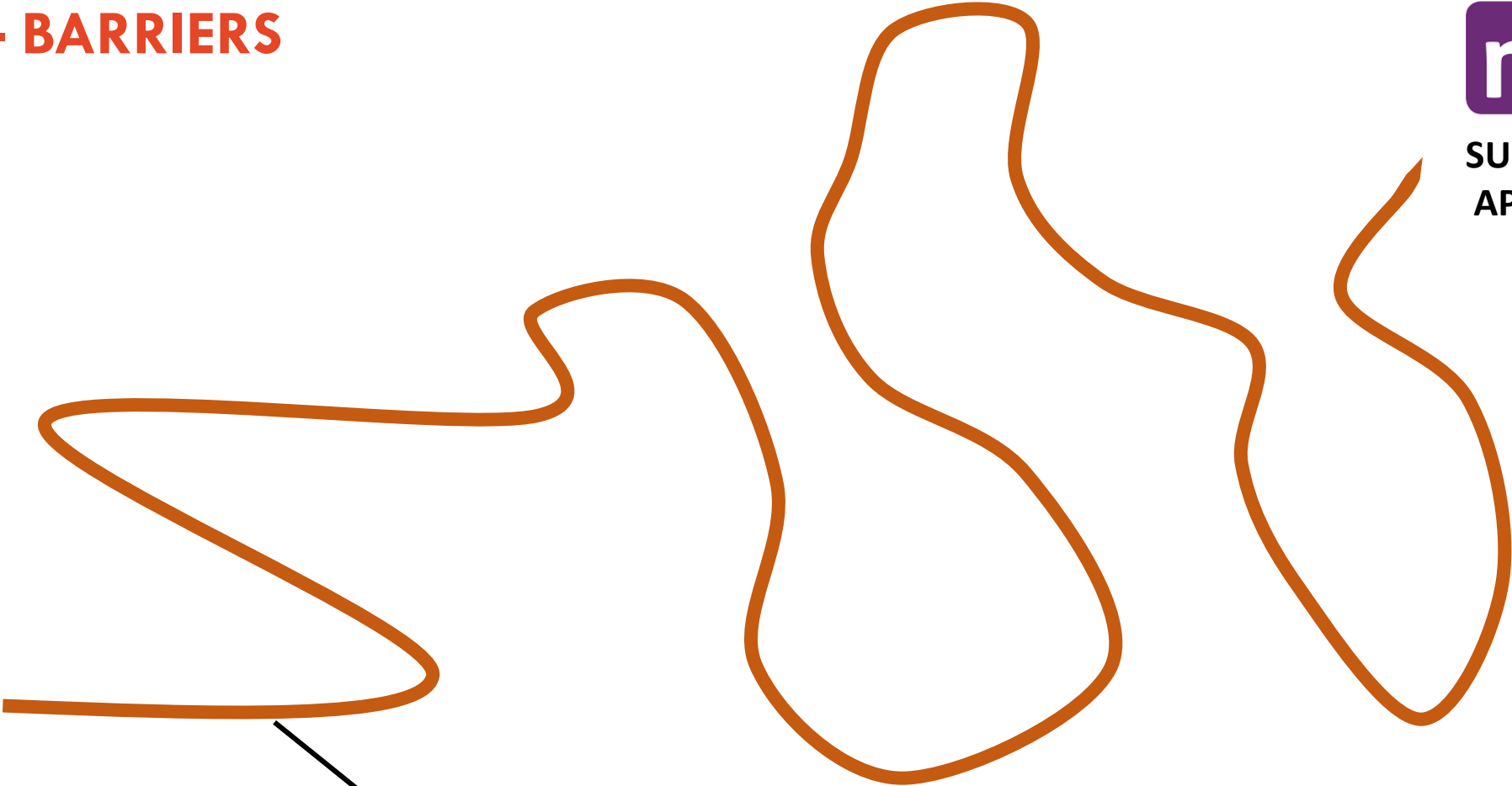
**Barriers to applying to the NDIS for Australians
with psychosocial disability: A scoping review**

Damian Mellifont¹  | Nicola Hancock²  | Justin Newton Scanlan³  |
Deborah Hamilton³ 

Phase 2 – BARRIERS



**SUBMIT YOUR
APPLICATION
HERE**



**Key
information
about NDIS is
confusing or
not accessible**

Phase 2 – BARRIERS

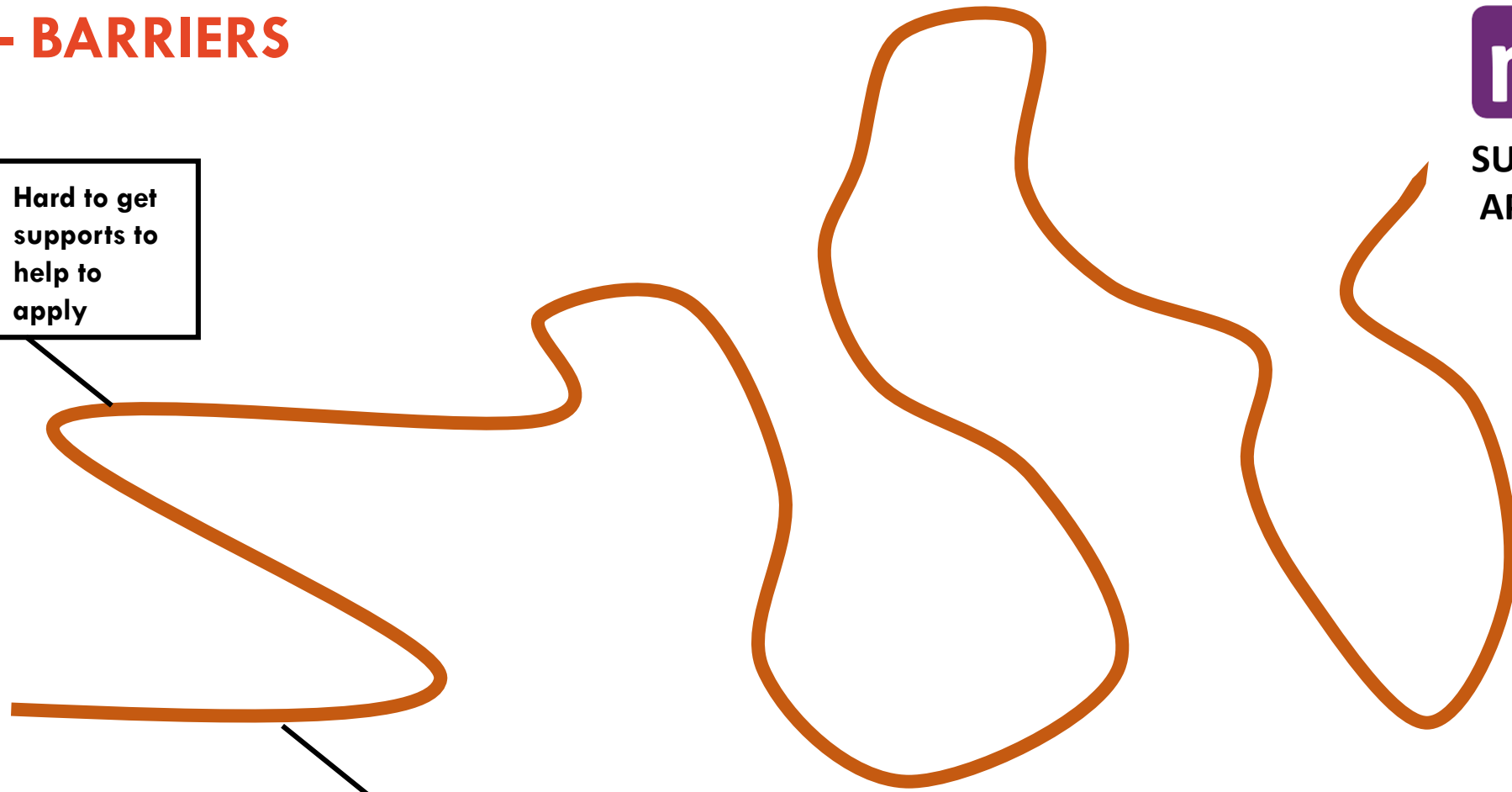


**SUBMIT YOUR
APPLICATION
HERE**



**Hard to get
supports to
help to
apply**

Key
information
about NDIS is
confusing or
not accessible



Phase 2 – BARRIERS



Hard to get supports to help to apply

Hard to obtain evidence required by the NDIA

Key information about NDIS is confusing or not accessible



SUBMIT YOUR APPLICATION HERE

Phase 2 – BARRIERS



Hard to get supports to help to apply

Hard to obtain evidence required by the NDIA

Application process is too long, complicated and inflexible

Key information about NDIS is confusing or not accessible



SUBMIT YOUR APPLICATION HERE

Phase 2 – BARRIERS



**SUBMIT YOUR
APPLICATION
HERE**



Hard to get supports to help to apply

Hard to obtain evidence required by the NDIA

Application process is too long, complicated and inflexible

Application process is harmful to mental health and well-being

Key information about NDIS is confusing or not accessible

Phase 2 – BARRIERS



**SUBMIT YOUR
APPLICATION
HERE**



Hard to get supports to help to apply

Hard to obtain evidence required by the NDIA

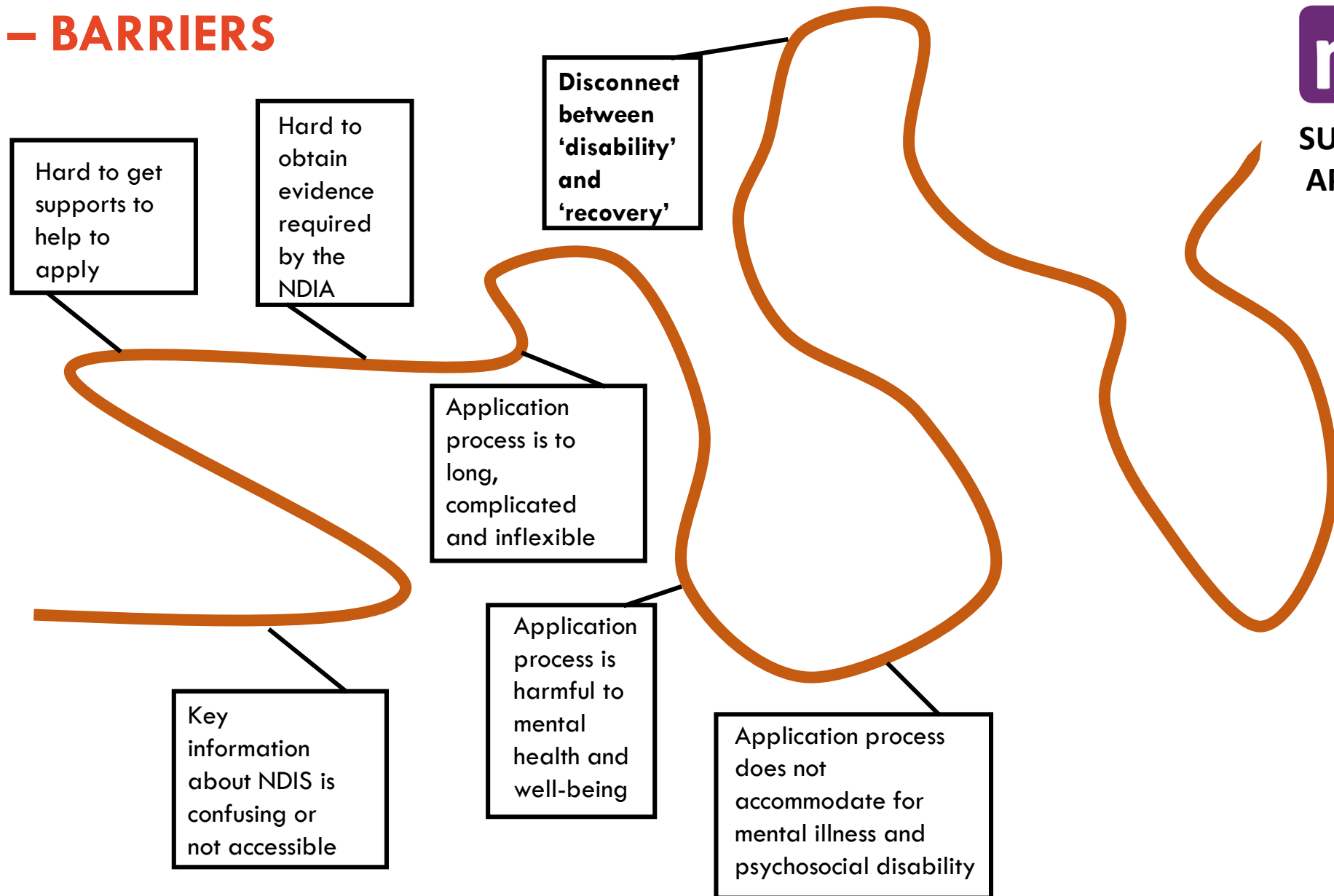
Application process is too long, complicated and inflexible

Key information about NDIS is confusing or not accessible

Application process is harmful to mental health and well-being

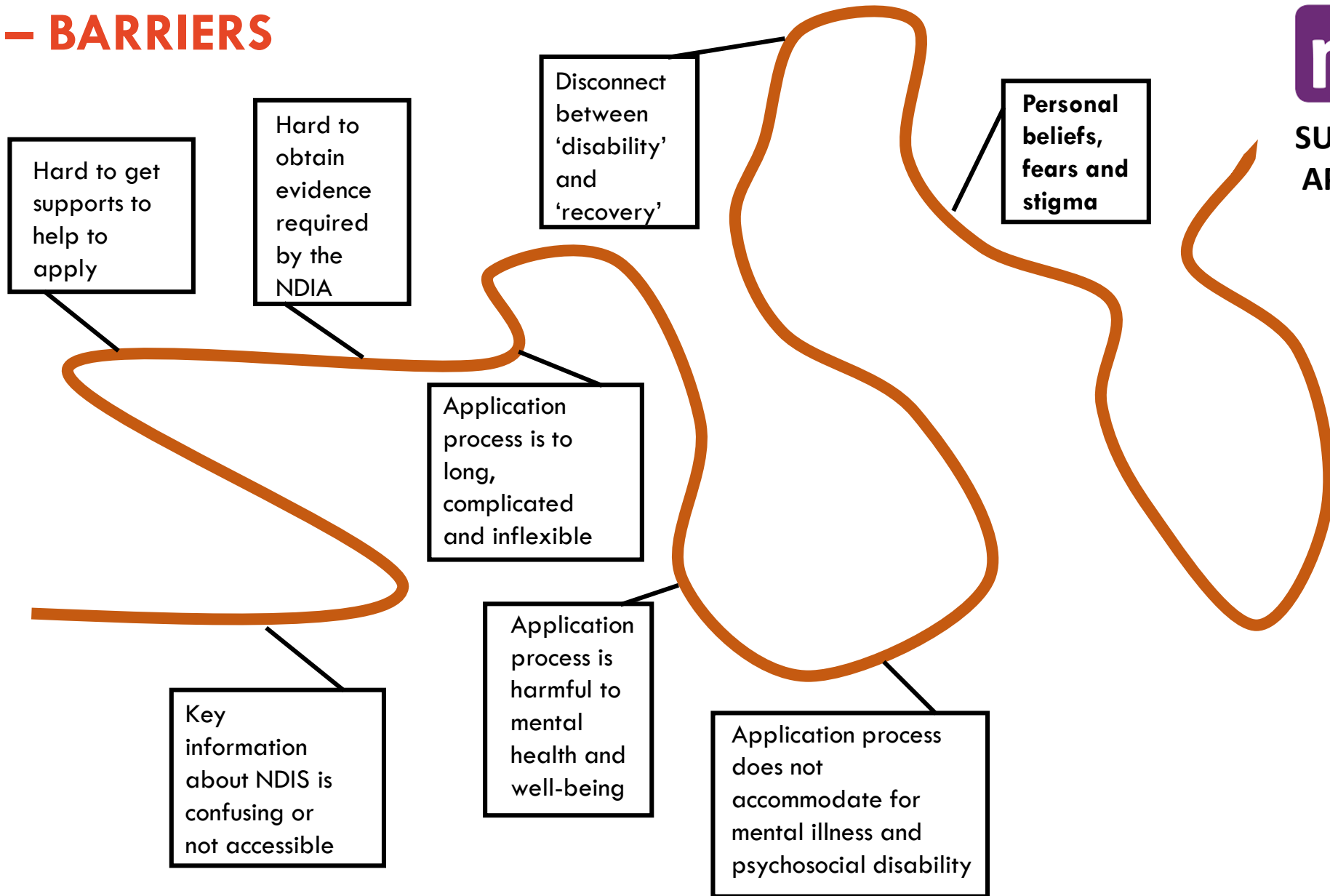
Application process does not accommodate for mental illness and psychosocial disability

Phase 2 – BARRIERS



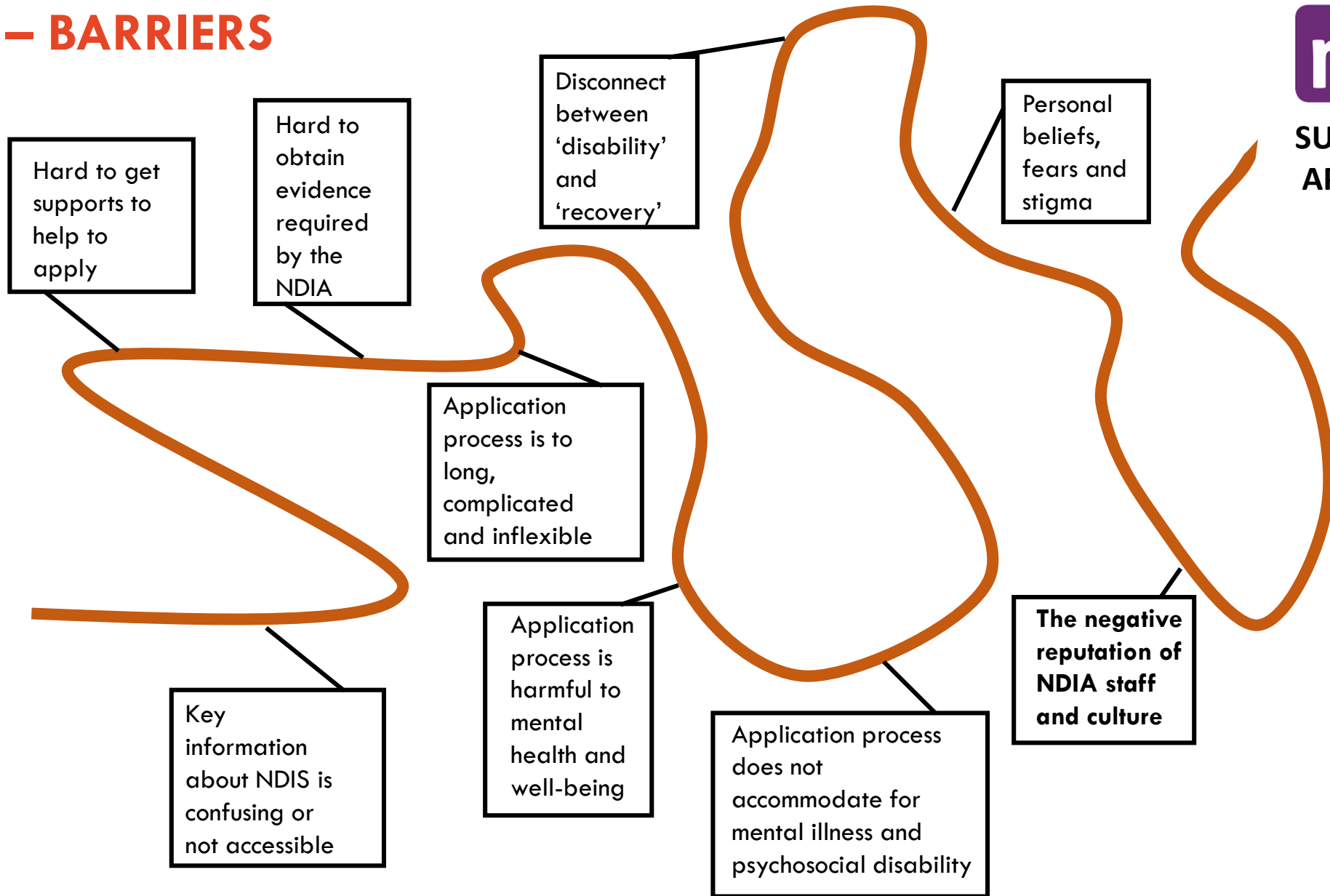
**SUBMIT YOUR
APPLICATION
HERE**

Phase 2 – BARRIERS



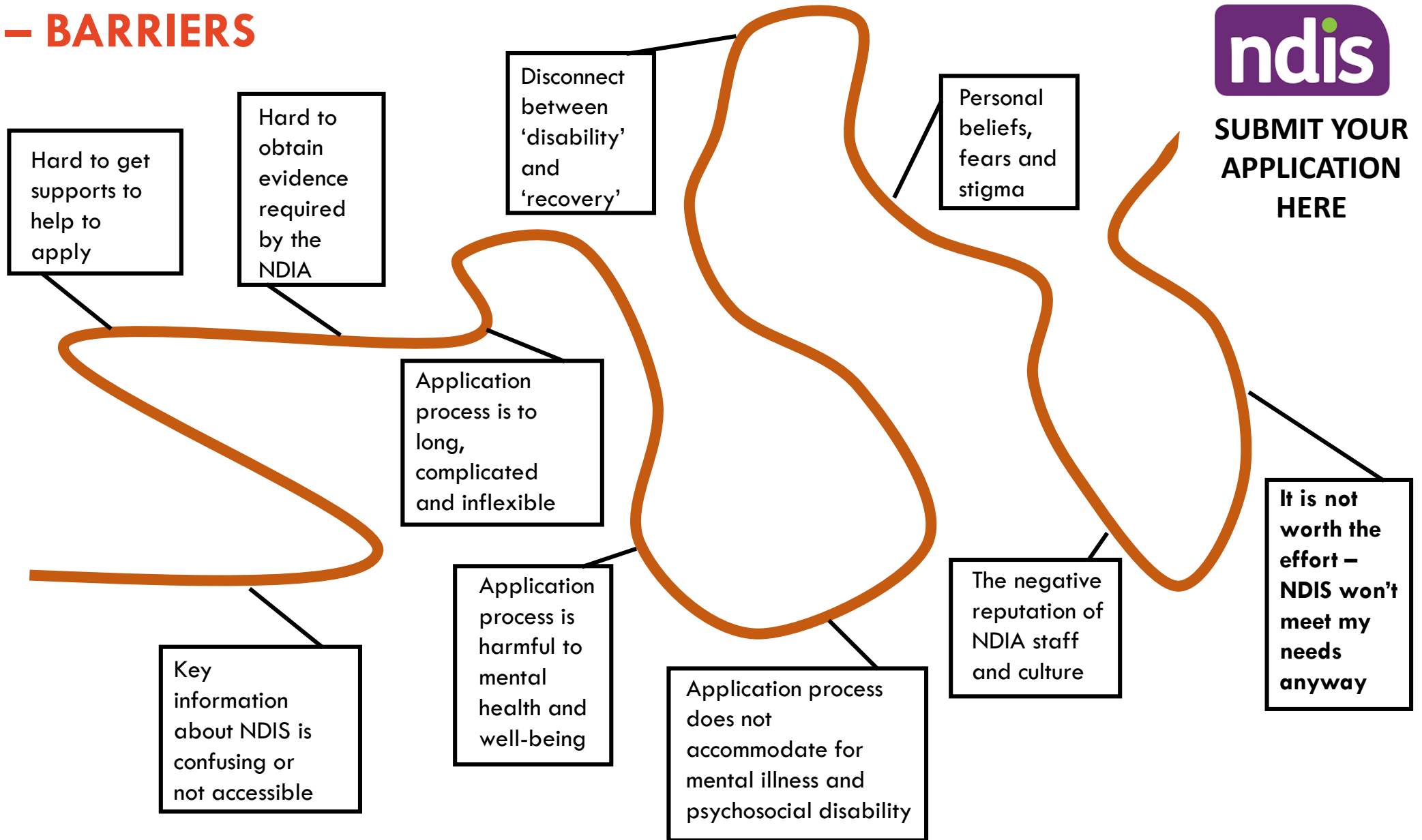
**SUBMIT YOUR
APPLICATION
HERE**

Phase 2 – BARRIERS

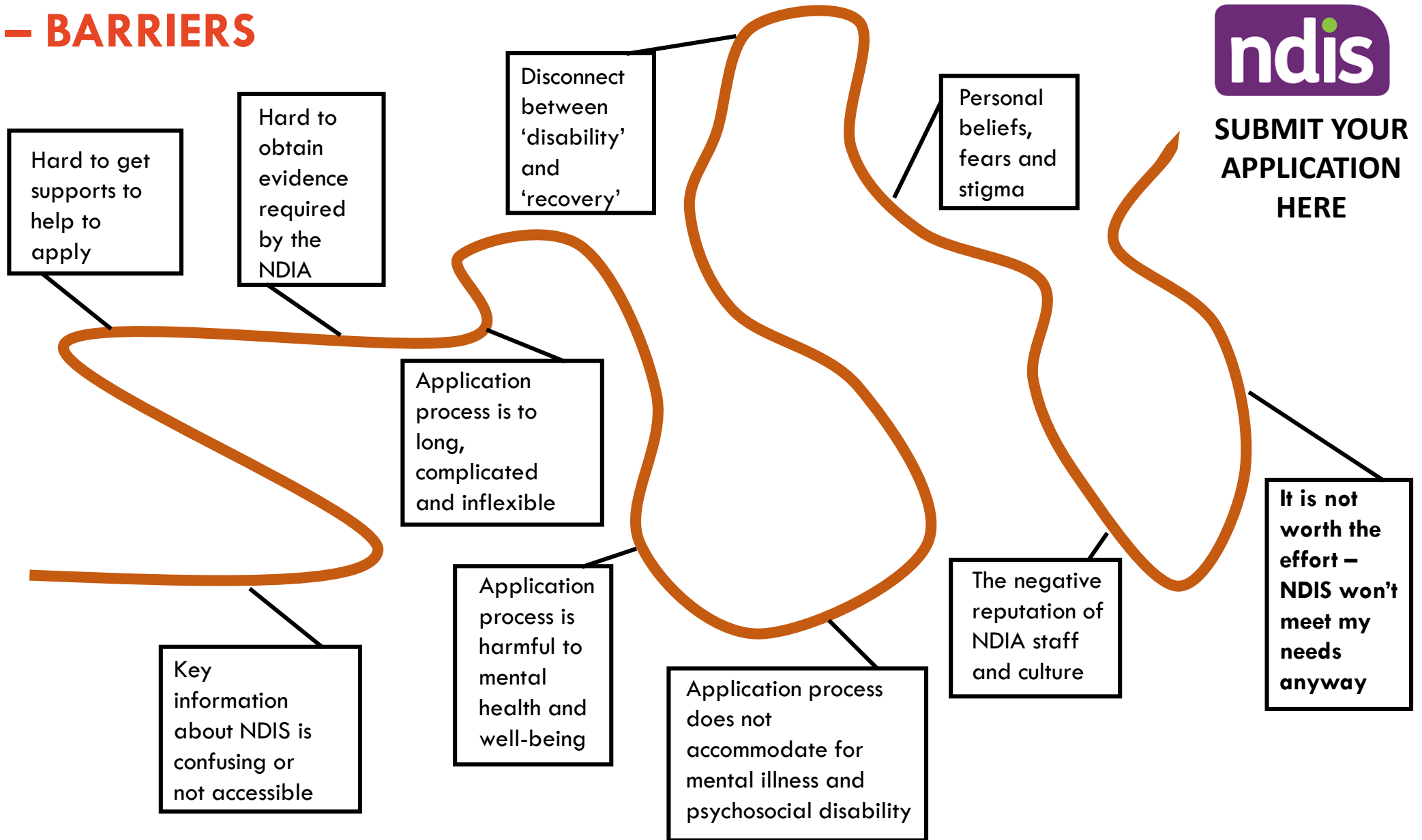


**SUBMIT YOUR
APPLICATION
HERE**

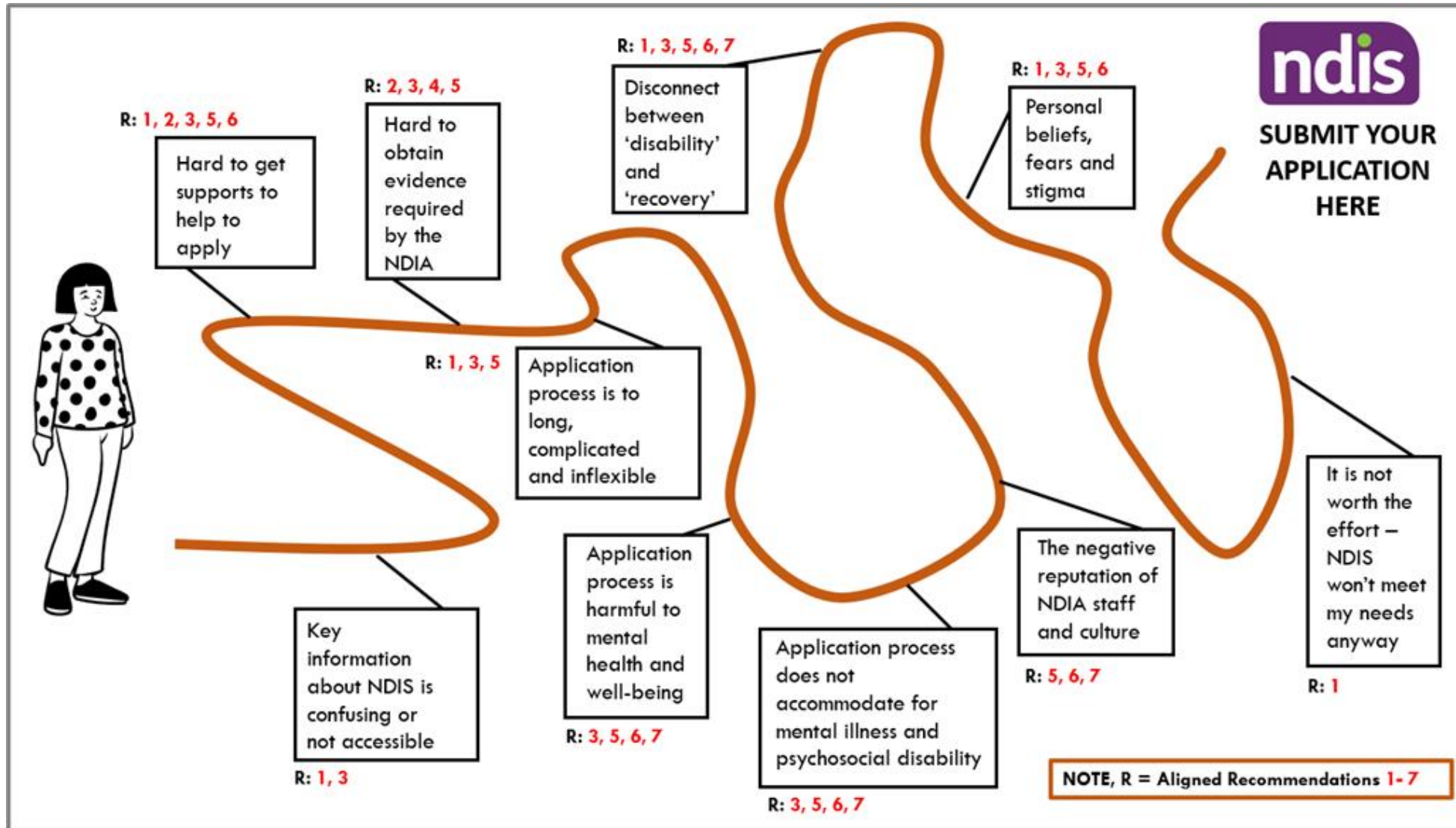
Phase 2 – BARRIERS



Phase 2 – BARRIERS



PHASE 3 – Stakeholder RECOMMENDATIONS



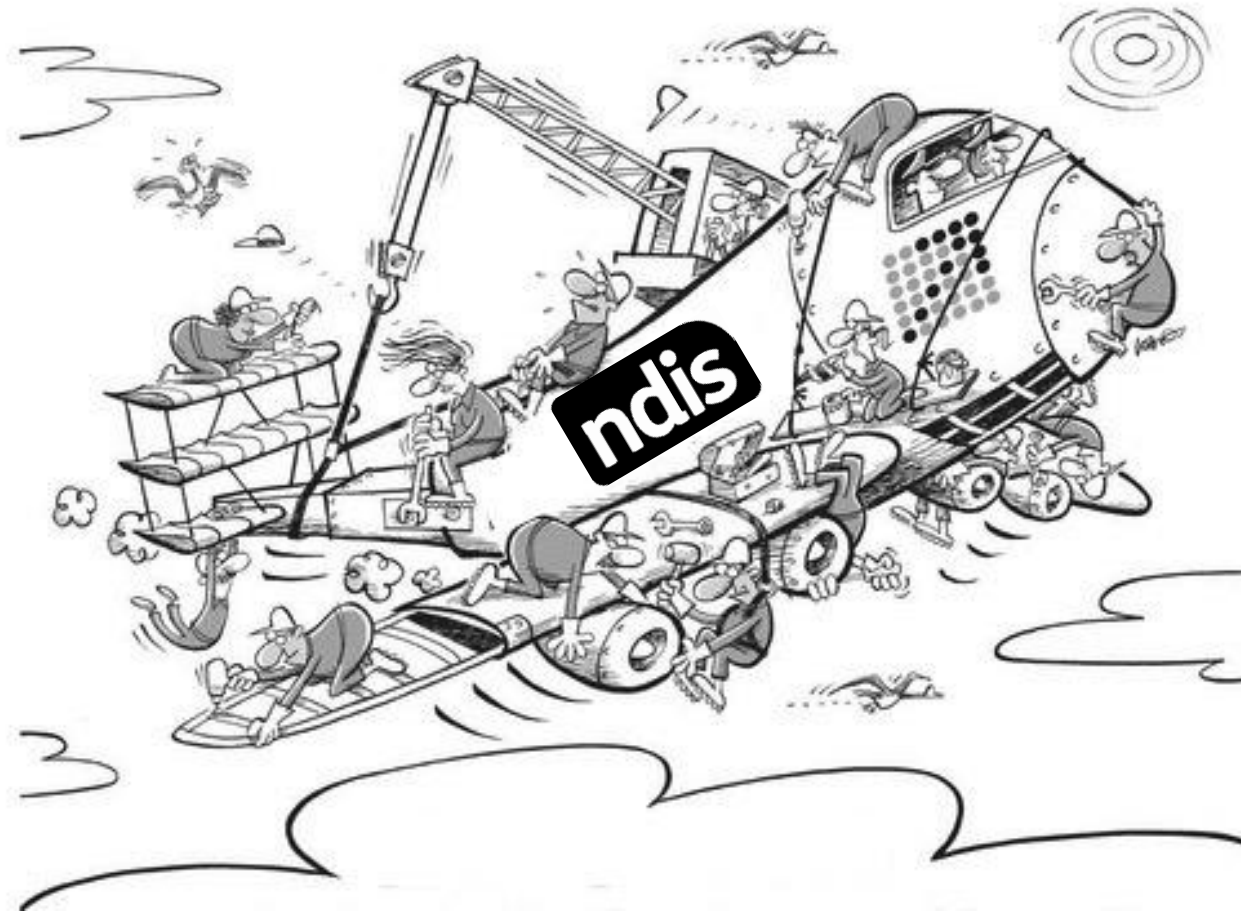
Brief Summary of RECOMMENDATIONS

- 1. INFORMATION** - Maintain the update of a single source of enhanced, accessible information. Enhance dissemination and maximise accessibility
- 2. SYSTEMIC TRAINING and WORKFORCE SUPPORT LEADS** - Develop and deliver continually available psychosocial disability training for health and community service providers... so that they can provide accurate and helpful support, advice and evidence to people who are considering or are applying for the NDIS.
- 3. NAVIGATORS - INDEPENDENT and PSYCHOSOCIAL SPECIFIC** – Create a clear, independent NDIS Psychosocial specific Navigator role to assist individuals, family members and service providers throughout the NDIS application process.
- 4. COVER OUT-OF-POCKET EXPENSES** - Create funding streams or models of reimbursement to ensure that people have equitable access to the experts required to provide evidence of psychosocial disability without incurring out-of-pocket expenses

Brief Summary of RECOMMENDATIONS

- 5. INDEPENDENT EVALUATION of the APPLICATION PROCESS SPECIFICALLY FOR PEOPLE WITH PSYCHOSOCIAL DISABILITY** - Independent evaluation of the impacts of a) recent legislative changes, b) the future implementation of the NDIS Recovery-Oriented Framework and c) adoption and future implementation of the recommendations within this report, on the experiences of the NDIS application process for people living with psychosocial disability.
- 6. RECOVERY AND PSYCHOSOCIAL DISABILITY TRAINING FOR a. NDIA staff, b) NDIA PARTNER staff (LACs), and c) NDIS SERVICE PROVIDER staff (community managed/controlled organisations)** - All staff within these 3 distinct workforces have access to recovery-oriented, trauma-informed psychosocial disability training and education that is co-developed and co-delivered with people with psychosocial disability.
- 7. INDEPENDENT REVIEW of NDIA CULTURE and WORKFORCE ISSUES** – Independent review of the impact of implementing the NDIS Psychosocial Recovery-Oriented Framework agenda on NDIA staffing practice and cultural issues

CONSTRUCTIVE SPIRIT – NEED FOR LIVED EXPERIENCE EXPERTISE & LEADERSHIP



**MENTAL
HEALTH &
PSYCHOSOCIAL
DISABILITY
EXPERTISE
IS STILL
MISSING**

THANK YOU

debra.hamilton@sydney.edu.au
nicola.hancock@sydney.edu.au

FULL REPORT: <https://ses.library.usyd.edu.au/handle/2123/29557>

Mind the Gap Report: <http://sydney.edu.au/health-sciences/documents/mind-the-gap.pdf>

Final Tracking Transitions report: <https://cmha.org.au/wp-content/uploads/2017/04/CMHA-and-University-of-Sydney-NDIS-Tracking-Transitions-Phase-2-Report-version-3.pdf>

It's hard for people with severe mental illness to get in the NDIS – and the problems don't stop there. The Conversation: <https://theconversation.com/its-hard-for-people-with-severe-mental-illness-to-get-in-the-ndis-and-the-problems-dont-stop-there-130198>

Hamilton, D.E., Hancock, N., Scanlan, J.N., Banfield, M. (2020). The National Disability Insurance Scheme (NDIS) and people with severe and persistent mental illness / psychosocial disability: A review, analysis and synthesis of published literature. *Australian & New Zealand Journal of Psychiatry*. DOI: 10.1177/0004867420967747 .1177

Mellifont, D., Hancock, N., Scanlan, J. N., & Hamilton, D. (2022). Barriers to applying to the NDIS for Australians with psychosocial disability: A scoping review. *Australian Journal of Social Issues*. DOI: <http://doi.org/10.1002/ajs4.245>