To inform the new Self-Management Policy , we did research to hear directly from participants and learn about how self-management works in other schemes.

We have summarised what we heard from participants and what our research told us about the benefits and challenges of self-managing funding.

The following report provides a summary of the findings from this research:

- Research for the development of a self-management policy - Summary report (DOCX 660KB)
- Research for the development of a self-management policy - Summary report (PDF 584KB)

Participant engagement in the development of a self management policy

We held 8 focus groups on self-management of NDIS funding.

These were held in September 2021 with 35 NDIS participants, carers, nominees and child representatives.

The feedback gives us a better understanding of the benefits and challenges faced by self-managers.

It also informed our Participant Survey on Self-Management and our Self-management Policy .

The focus groups were made up of:

- People who were currently self-managing.
- People who had self-managed before.
- People who had never self-managed.

A copy of the report is available.

- Participant engagement in the development of a self management policy (DOCX 401KB)
- Participant engagement in the development of a self management policy (PDF 368KB)

Findings

Participants in the focus groups talked about how they made the decision to self-manage.

They told us:

- What information, training and supports they found helpful when making decisions about self-management.
- What further resources on self-management could be helpful.
- The challenges for self-management, including having enough time and the organisational skills required.
- They liked the flexibility to choose the services and items they wanted to buy.
- They also liked the flexibility of both how and when they received services and items.

- They found it hard to know what services or items they could and could not claim in their plan.
- There wasn't clear and reliable information available to help make these decisions about self-management.
- How we could increase the number of participations self-managing.
- How to make it easier to self-manage.

A narrative review of self-directed disability budget management

We have researched how self-management works in similar schemes around the world.

This research can be found in a narrative review.

- A narrative review of self-directed disability budget management (DOCX 691KB)
- A narrative review of self-directed disability budget management (PDF 978KB)

The insights have informed our Self-management Policy.

Findings

Self-management has been found to lead to beneficial outcomes for the budget holder and their families.

This includes higher satisfaction with access to needs-led supports and improved:

- quality of life
- health
- social and community participation
- choice and control
- empowerment
- independence
- relationship quality.

The review found it is generally recognised that people with any type of disability can self-manage if they have the support of:

- family
- a circle of support
- an independent representative, agency or broker if they have limited capacity.

Self-management is more beneficial when people can use their funding in a creative and flexible way.

It also works better when they have timely access to information, supports and tools to support self-management.

Contact us if you have any questions regarding these reports.

NDIA Research and Evaluation Branch

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