



CatholicCare NT NDIS Program

Abstract: NDS Executive Leadership Conference 2024

Title: Best Practice Remote NDIS Services – A case study in community led, participant driven services across two Aboriginal communities.

CatholicCare NT (CCNT) delivers NDIS services across remote Aboriginal communities in the NT and SA. As a long-term provider of place-based supports, there has been significant learnings for CCNT in adapting services to be community led and participant driven.

Two case studies are explored: one in the Tiwi Islands community of Wurrumiyanga, the other in the APY Lands community of Amata. Both studies review 'NDIS Hub' models developed to address the failure of scheduled supports. Each model was shaped by community led design and driven by participant needs. Although there are similarities, the two 'hubs' developed differently according to unique community contexts and participant's expressed requirements. Both hubs provide quality, culturally appropriate support to highly engaged participants who are empowered to exercise their choice and control.

The Wurrumiyanga NDIS hub delivers a flexible model of support to participants within a dedicated space that provides respite from challenges faced within the community. Participants access supports delivered through a 'drop in' centre ensuring flexibility in service provision. Supports are accessed at a time that best suits participant's needs and transport is available to support that access. The local support workforce is critical to culturally safe service provision.

In contrast, the Amata ILC functions as a community centre that fosters the integration of participants with the wider community. Similarly, participants access the ILC on a flexible, 'drop-in' basis rather than through scheduled appointments. However, the ILC offers a variety of activities available to both NDIS participants and other community members, reducing the stigma associated with disability. There is a focus on capacity building by working collaboratively with participants while some supports are provided directly.

The studies build knowledge of key elements of success for culturally appropriate NDIS services that enhance choice and control for Aboriginal participants living in remote communities.