



Inquiry into annual and financial reports 2024–2025

Answer to question on notice

Asked by: Miss Laura Nuttall MLA

Addressed to: Minister for Disability, Carers and Community Services

Reference: Community Services Directorate

Hearing: 13 November 2025

In relation to: Integrated Service Response Program

Question received: 14 November 2025

Answer Due: 2 December 2025

1. A stated future direction for the Community Services Directorate is to “*ensure people with disability with complex needs receive a coordinated response from the NDIS and mainstream service systems through the work of the dedicated ISRP team*” (pg 53).

Considering major ongoing changes to the NDIS at the federal level, what capacity will the ISRP team have to respond as more and more Canberrans are removed from the NDIS, and

- a. what is being done to increase their capacity to respond to that?

Ms Suzanne Orr MLA: The answer to the Member’s question is as follows:

1. The Integrated Service Response Program (ISRP) provides temporary assistance to people with disability who are participating in the National Disability Insurance Scheme (NDIS) who have complex support needs, and whose wellbeing is at heightened risk due to exceptional circumstances and changes in their support requirements.

Please note that ISRP does not provide ongoing coordination, support coordination or funding.

Complex support needs refer to people who have multiple impairments and/or experience multiple and intersecting forms of disadvantage and require comparatively greater need for coordination of multiple services and supports.

To be eligible for ISRP support, applicants must be:

- an ACT resident,
- an active participant of the NDIS, and
- have exhausted all alternative avenues of resolving their support needs prior to lodging a referral.

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- a. The ACT Government will consider the role and remit of the ISRP Program with the wider disability support system as changes to the NDIS commence.

Approved for circulation to the Standing Committee on Social Policy

A large, stylized handwritten signature in blue ink, consisting of several sweeping, interconnected strokes.

Signature:

Date: 30/11/25

By the Minister for Disability, Carers and Community Services, Ms Suzanne Orr MLA