

# **NDIS Information Summary**

## **Starting out**

1. Contact NDIA – [www.ndis.gov.au](http://www.ndis.gov.au), 1800 800 110
2. Fill in an Access Request Form
3. Send Access Request Form to NDIA, along with evidence of disability and details of the impact of the disability
4. NB: To be eligible, you need to be 0-64, Australian citizen or permanent resident, and have a disability likely to be permanent which results in reduced ability to participate in activities.

## **Planning**

1. NDIS Planner or Local Area Coordinator will make an appointment with you for a planning meeting
2. You can bring other people to the planning meeting if you like (friends, advocates, therapists, etc)
3. At the planning meeting, you will go through a questionnaire.
4. You will be asked to set goals. Be ready with some things you would like to work on
5. The information will go to an NDIS Planner, who will put together a plan and send it out to you

## **Review**

1. The NDIS Plan will have an end date. The review of the plan should occur before this date
2. To prepare for review, the NDIA likes to have information about the following for each goal:
  - Work Completed
  - Outcomes Achieved
  - Barriers to Progress
  - New Goals

## **Appeals**

1. If you disagree with your plan, you can request a review within 3 months of the plan start date
2. If you still disagree, you can go to the Administrative Appeals Tribunal for an external merits review. You can get free assistance with this process if you need it (links below). You might also like to consider engaging an advocate.
3. If you are still unhappy, consider talking to the Ombudsman and / or your MP.

## What will NDIS fund?

Generally speaking, the philosophy is that they will fund the difference between the opportunities available to people without disabilities and those with disabilities. Specifically, there are three main categories and 15 line items which can be funded:

Type of Support	Line Item	What can you buy?
Core Supports	1. Assistance with Daily Life	Carers, including in home, community and centre-based. Between 7-28 days of centre-based support is deemed reasonable, depending on need
	2. Transport	Fortnightly funding for people who can't access public transport. Please note, becoming an NDIS participant means you can no longer get Mobility Allowance from Centrelink
	3. Consumables	Interpreting, translating, continence and home enteral nutrition
	4. Assistance with Social & Community Participation	Camps, holiday and after school care
Capital Supports	5. Assistive Technology	Vehicle modifications, other aids or equipment, including assessment, setup and training
	6. Home	Home modifications and specialist disability accommodation
Capacity Building Supports	7. Coordination of Supports	Support Coordinator: finding services. 3 levels of support available
	8. Improved Living Arrangements	Support for adults re tenancy, etc.
	9. Increased Social and Community Participation	Generally for adults, but includes items like art classes, sports coaching, and activities which build skill and independence
	10. Finding and Keeping a Job	Supported employment for adults
	11. Improved Relationships	Behaviour Support
	12. Improved Health and Wellbeing	Personal training, exercise physiology, dietetics
	13. Improved Learning	Support with transition from school to higher education
	14. Improved Life Choices	Plan Management
	15. Improved Daily Living Skills	Therapy services (eg. Speech Pathology, OT, Physio, early childhood)

## Plan Management

You have three choices of ways to manage your NDIS package:

1. Self-managed: You can choose whatever service providers you like. Service providers will invoice you directly. You pay for services out of your own pocket and claim them back from the NDIA (usually turns around quickly)
2. Plan Management: You can ask to have funding for a Plan Manager. They do all the work with invoices and payment for you. You can still choose any service providers you like
3. NDIA-managed: All transactions go through the NDIS Portal. The NDIA pays services directly. If you go for this type of management, you can only choose NDIS-registered service providers

## Tips for Engaging a Service Provider

- Ask about how quickly Service Agreements will be generated
- Ask exactly what you will be charged for. Specifically, consider asking about charges for things like phone calls, emails, report-writing, note-keeping and travel.
- Centre-based respite is expensive! It always has been, but when it was block funded nobody really talked about the cost. Expect to be charged around \$1000 for one night of centre-based respite
- Respite providers can charge you an establishment fee. This can be \$500 if they don't know you, or \$250 if you have worked with them before.
- If you need to cancel a Service Booking, be aware that it can take up to a month before the funding can be used elsewhere
- Inform yourself about the prices NDIA sets down for different kinds of service (available on the Price Guide, link below), so you know how much service you can expect to be able to buy with your package.

## Important Tips from Other Families

There were people at the session who were at all different stages of the process, from those who have yet to get their NDIS Plan to those who have been through a full appeals process. There were a number of really great tips which came out that I thought really should be shared.

- If you self-manage your package, consider setting up a separate bank account to run all the transactions through.
- When going through the planning process, it's a good idea to talk about what it looks like when things are at their worst. Your NDIS package needs to be adequate to get you through the worst times. The people at the session agreed that this is a difficult way to talk about your son or daughter, and it can be upsetting, but it's worth going through to ensure your child has enough funding to help them into the brightest possible future.
- Families who had been through the planning process also said it's best to have the planning meeting at your own house, and to make sure the planner has an opportunity to meet your child.
- If you need to appeal a decision, the Ombudsman is a great resource. They can advise you of things like reasonable timeframes to wait, how to phrase complaints, etc
- It's a good idea to create a paper trail of your interactions by putting a summary of conversations into an email after talking to the NDIA.