

NDIS

General Information



A Guide to

Preparing for the National Disability Insurance Scheme (NDIS)





Noweyung has developed this guide to assist and support people with a disability and their carers during the transition into the National Disability Insurance Scheme (NDIS).

What are the NDIS and the NDIA?

NDIS is the new way to provide support to people living with disabilities, it has been structured to empower people, and allow them to identify the appropriate support needed for their individual needs and give them the chance to decide where they would like to purchase this support.

NDIA stands for National Disability Insurance Agency, and is the government department that created and controls the NDIS.

What is an NDIS plan?

Your NDIS plan includes details of the supports you are funded for, and how much you will receive for these supports. It is based around you, your needs, goals and aspirations.

Who will develop my plan?

Your plan will be developed by somebody allocated by the NDIA; it could be a registered NDIS planner, or a Local Area Co-ordinator (LAC). Local Area Co-ordinators are from a NDIS partnered organisation. Your planner will not know you or your individual circumstances; to assist with the planning process it's important to start thinking about what is important for you now.

NDIS can be a daunting process – Noweyung can be alongside throughout the process. Please do not hesitate to request our assistance.



What can be funded in an NDIS plan?

Depending on what your personal needs are, and your goals, the funding listed in your NDIS plan could include:

- **Capacity funding**- this is funding that supports capacity building, improving health and wellbeing, support co-ordination, learning and training, and accessing and attaining employment.
- **Core funding**- this is funding your functional support needs for daily life, to allow you to participate in and access community activities and support.
- **Capital funding**- this is funding that covers Specialist Disability Accommodation, and can cover one off purchases such as equipment, technology or modifications.

What is not funded in an NDIS plan?

The NDIS doesn't fund items such as rent, utilities, food, or public transport. It won't replace funding from the mainstream services like health, education, medication or any other community services. It will fund supports that are disability specific.

For example, if you are asthmatic, and use Ventolin, this will be paid for by health services. However, if you have cerebral palsy and needed a wheelchair, this would be covered by the NDIS.

What does reasonable and necessary mean?

The NDIS funds reasonable and necessary supports needed to achieve your goals and meet your personal needs. Reasonable and necessary supports have to be:

- Related to your disability
- Be identified in your NDIS plan as helping you achieve your personal goals
- Represent value for money
- Take into account carer and family support that is available to you, as well as community support
- Be tried and tested, and be proven to be beneficial to you
- Help you find, and take part in the community and volunteer and/or paid work
- It must not include day to day living expenses un-related to your disability



When should I start preparing for my planning session?

The NDIS is progressively being rolled out across Australia and is coming to East Gippsland from January 2019. (It is possible some people will be contacted earlier.) It is important to be prepared for your transition into the scheme for when it is available in your area. You should start planning now, because you are the best person to identify the support you need for your disability. Think of things like

- What activities you do and support you have right now
- Are these meeting your needs, and helping you achieve what you want to achieve
- What is important to you
- How can these things be reflected in your plan

What are the steps in getting an NDIS plan?

1. NDIA contact and eligibility

Before you transition into the NDIS, The NDIA will contact you, during this first contact you will be asked:

- If you consent to join the NDIS. (to transition, you must say yes)
- Confirm your identity, with your name, date of birth, and Centrelink Reference Number (CRN)
- If you are already currently receiving disability services,
- And further discuss your eligibility for the NDIS (which could relate to your age, residence, as well as your disability)

It is after this initial contact that a NDIS representative will contact you and organise a time for your planning meeting.

2. Preparing for your NDIS planning meeting - Noweyung can assist you with Pre-Planning

It is important to be well prepared for your planning meeting you can make the most of your NDIS plan, and ensure the best outcome. To do this you will need to understand what you currently receive now and think of any further support you need. Noweyung has developed a Pre-planning Workbook to assist you to gather the information that will be needed at the NDIS planning meeting.

Noweyung can be alongside throughout the process to help ensure you get the best possible outcome.



Here are some suggestions on the type of things to think about:

What do you do every day?

- Where do you do these activities?
- Who supports you to do them?
- What support do you need to get ready, to get up in the morning, or when you get home?

What support do you need to do these things?

Write down how you get to these activities, what support you need during it, or for specific task such as meal assistance or personal care during the activity, considering the following:

- Paid support
- Peer or volunteer support
- Family support
- Therapeutic or behaviour
- Mainstream support (i.e. Doctor)
- Aids and equipment or a modified home environment

You should also know which supports you receive now, and share this information with your planner.

Do you also receive funding for:

- Travel, which could be from a service or mobility allowance
- Futures For Young Adults (FFYA)
- Continence Aids Payment Scheme (CAPS)
- An Individual Support Package (ISP)
- Early Childhood Intervention Support (ECIS)
- A carers package
- Flexible respite as well as,
- Any other supports you receive for your disability

What are your goals?

Once you are clear on what support you currently receive and what works for your wants and needs, it may help you think about your goals. Throughout your planning conversation, the planner will ask you your goals for many different aspects of your life. They ask this because your NDIS plan is based around your goals and supports will only be funded if they will help you achieve these goals.



An example of goal setting:

1. Think about what is important to you in your life.
 - I like visiting my disability support group every week
 - I like to participate in activities at the community hub.
 - I want to improve my communication

Then work out what your goals are

2. My goals:
 - To increase my ability to access the community for social activities
 - To engage with other people within my community
 - I would like to improve my abilities to speak clearly

So the funded supports needed for you to achieve this goal may cover the following

3. I need:
 - Help from a speech pathologist to improve my communication
 - To attend the community hub
 - A Disability Support Worker to take me to my community hub to attend my disability support group every week

What is important to you?

You can use this list to think about the different areas of your life and what is best for you and your needs and goals.

- Finding, and sustaining employment
- Building relationships
- Daily living
- Health and Wellbeing
- Finance management
- Learning and education
- Social and recreational activities
- Where you live
- Transport and support to travel
- Therapy and equipment



3. Your NDIS Planning Meeting

Your planner will call you to organise a time to discuss your NDIS plan. **It is strongly recommended that you do this in person rather than over the phone.**

At the meeting they will ask all about your life so that they can develop a plan to suit your needs, So you will need to describe your life in terms of your family, friends, and what you like to do. It is important to know about and understand factors that could affect the support you receive from your family, such as if somebody who regularly looks after you occasionally needs to go to hospital. The planner will ask you about the support services you need to live the life that you want to, as well as how you manage everyday activities, and if there is any areas of your life that you would like or need more support.

They will also discuss your goals with you, because that is what it's based on.

Who can attend my Planning Meeting?

You should think about if you would like a support person or people with you during your planning meeting, you can have family, friends, your current service provider or an advocate to join you, it is completely up to you.

What can I bring to the Planning Meeting?

It is important to bring documentation to your planning meeting; this checklist can help you work out the things that can support your planning meeting outcome.

Your list of current supports including:

- **Noweyung Summary of Programs and Supports)**
- Client Support Plan (CSP) or Person Centred Plan (PCP)
- Lifestyle Plan
- Therapy Assessments (Physio, Psychologist, Speech Therapist or Occupation Therapist)
- Letters from your doctor or therapist that discuss your needs
- Information from your Educational Facilities, Work Experience or Workplace about your needs
- Behaviour Support Plan
- Health Support Plan
- Information about your family
- Recreational program information
- Information from your current service provider
- **Carer Statement**
- Any other information you feel may be relevant to your disability

If requested a Noweyung staff can come with you to your planning meeting.



It is important to remember that you have the right to:

- Feel you have been listened to
- Have information provided in a way that is right for you
- Have a support person if you want one
- Have a planner you feel comfortable with
- Appeal if you are not happy with your plan

How do I manage the funds in my plan?

During your meeting you will be asked how you would like your funds to be managed, which is how you would like your supports and service providers to be paid.

The NDIA will work with you to decide how you will manage your plan, it can be managed by:

- Yourself- This is where you will manage your NDIS funds yourself, and pay each service provider and keep your own records
- Financial intermediary- This is where they pay the services for you, also known as plan management
- The NDIS- This is when the NDIS directly pays and manages the money in your plan
- You could also have a combination of the above options

Will I receive support Coordination?

This can depend on your situation, you could be funded for support coordination in your plan, which means you would have a service provider (like us, at Noweyung) support you to organise the supports in your NDIS plan. Your planner will ask you which service provider you would like to do this.

How is my NDIS plan developed and approved?

After your meeting, your planner will go and develop your plan. They will work out what funds to allocate to your plan, to meet your needs and achieve your goals.

The planner then sends your plan to the NDIA who will approve the necessary supports within the 'reasonable and necessary' criteria discussed previously.



4. Your NDIS plan arrives – Getting Started

Once your plan is approved, you will receive it in the mail.

Noweyung can help you get your plan up and running.

What should I do once I receive my plan?

First, read your plan and make sure you understand your supports, as your plan starts (and is considered active) from the date the plan is approved, which will be listed on the front page, and from that date onwards your existing funding will cease so it is important to start using it as soon as you receive it.

The next step is to go online to visit your NDIS participant portal 'myplace', which is a website where you will be able to see and manage your NDIS plan. You will need a 'myGov' account to access this and the link to 'myplace'. Do this as soon as possible as the activation code is only valid for 10 days, if you haven't used the code within that time, you will need to contact your planner.

Once you have set yourself up in the portal, you are ready to start contacting your service providers to set up all of your services. If you wish to continue with your current services provider, you should let them know so they can set up a NDIS Service Agreement.

What happens once I have chosen a service provider?

Once you have chosen your service provider, you will sign a Service Agreement with them, which will outline how your supports will be delivered.

How long does my NDIS plan go for?

Your plan will run for 12 months, around 6 weeks before the end of your plan, you will be contacted to schedule a review of your plan and your goals for the year ahead. If a significant change in your life happens within those 12 months, which could require a change in your services, you can request from your planner, an early review.

What if I'm not happy with my NDIS plan?

It is important to review your plan very carefully to make sure it has all of the support you need. If you are not happy with your NDIS plan, contact your planner or the NDIA and further discuss the things that you are not happy with. Information on how to do this will be on the cover letter of your plan. Alternatively you could go through a review process with the NDIA; this is called an Internal Review. Even if you are not 100% happy with your plan, it is important to still use it and go through the review process at the same time. This is because the funding for your previous supports ends on the date your NDIS plan is approved.

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NDIS Support Categories

The NDIS Price Guide is arranged into 15 categories that align to the purpose of the supports and the 8 NDIA outcome frameworks

SUPPORT PURPOSE	OUTCOMES FRAMEWORK DOMAIN	SUPPORT CATEGORY (Plan Budgets)
<p>CORE Core support budget is made up of four support categories and the funding is flexible across all the categories.</p>	<p>Daily Living Daily Living Daily Living Social & Community Participation</p>	<p>1. Assistance with Daily Life 2. Transport 3. Consumables 4. Assistance with Social & Community Participation</p>
<p>CAPITAL Capital budget funds are not flexible and can only be used for what they were allocated for.</p>	<p>Daily Living Home</p>	<p>5. Assistive Technology 6. Home Modifications and Specialised Disability Accommodation (SDA)</p>
<p>CAPACITY BUILDING – to build independence and skills The funding within each of the Capacity Building support categories can be used flexibly to purchase any approved individual support that falls within that CB support category only, to assist you to achieve your identified goal.</p>	<p>Choice & Control Home Social and Community Participation Work Relationships Health & Wellbeing Lifelong Learning Choice and Control Daily Living</p>	<p>7. Support Coordination 8. Improved Living Arrangements 9. Increased Social and Community Participation 10. Finding and Keeping a Job 11. Improved Relationships 12. Improved Health and Wellbeing 13. Improved Learning 14. Improved Life Choices 15. Improved Daily Living Skills</p>

Managing Your NDIS Funds

During your NDIS planning meeting you will be asked to select how you wish to manage your funds. There are three options available.

1. Self-Management

Self-management gives you greater choice and control over the supports and services purchased. You can choose services provided by either NDIS registered providers or providers not registered with the NDIS. You will be responsible for paying invoices for your NDIS funded supports and organise a reimbursement from the NDIS into your NDIS nominated bank account.

Roles and Responsibilities required by you –

- Select your preferred service providers
- Establish service agreements and create Service Bookings (NDIS Portal) for your supports
- Request your providers supply invoices through the NDID Participant Portal
- Ensure all invoices received from service providers are paid (see payment options)
- Maintain financial records

Invoice Payment Options -

- Pay invoices with 7 to 30 days of receiving your service invoice.
- Submit a payment request to the NDIA Portal prior to (within 1 week) receiving the support if you have an established Service Agreement and the provider requires payment on day of service.
- Pay a service provider upfront and claim the expense back through the NDIS Portal

More information of self-management is available on the NDIS website www.ndis.gov.au

2. NDIA

You may choose to have NDIS manage your allocated funding.

- You can only choose from service providers from NDID registered provider list.
- Once supports have been provided, the provider will make a payment request from NDIS.

3. Plan Management - FUNDING FOR THIS OPTION IS REQUIRED IN YOUR PLAN

You may nominate NDIS registered Plan Management Provider to manage your funding.

Plan Management will assist you by:

- Selecting providers to deliver the supports required from either NDIS registered providers, or providers not registered with the scheme
- Developing a service agreement
- Paying providers for the supports received



NDIS Timeline

Here is a timeline to help you find out what you can expect from the NDIS and when you can expect it. Please note that your NDIS journey is an individual one, so this resource should be treated as a guide.

Any time with-in 6 months of rollout

You may be sent a letter from the NDIA.

This letter will let you know that you are on their system and the rollout will be in your area in the future. Generally, the people who receive this letter are the people who already receive disability funding.. The letter will be addressed to you or your guardian.

About 3 – 4 months before rollout

The NDIA might call you to check your eligibility.

The NDIA is getting information from all different government departments, so it is quite likely that they will need to clarify a few things, and it really is just a few. If they call to check your eligibility, the call will take around 15 – 20 minutes and they will check off some details. In this call they might ask for some additional information. It's worth noting that this is not your main planning meeting.

Rollout - NDIS comes to Gippsland

The NDIS will call you to book a planning meeting

Around the rollout date, people will start to have planning meetings. The NDIA will give you a call to book this in. Most planning meetings are now face to face, but you can request a phone meeting if you think that would suit you better. They will also send out some questionnaires. Rollout does not happen overnight, so you might need to wait a little while to get your call. Usually it takes a few months for everyone in your area to get their planning meetings done and dusted. That said, sometimes meetings are held up to three months before actual roll out to ensure all participants have plans within six months of rollout in an area.

Gather your evidence (including Noweyung Summary of Programs and Supports)

Get ready for your meeting by gathering evidence and information you have regarding your disability and your current supports and needs. Examples include some of the following: Noweyung Summary of Programs and Supports, Person Centred Plan, Health or Behavioural Support Plans, Therapy Assessments, Letters and Assessments from Health Professionals, Information from Educational Facilities or your work place, Recreational programs information, Information from Current Service providers and a Carers Statement.

0 – 6 months after rollout starts

You'll have your planning meeting

The planning meeting is where the Planner will gather information about you. They will ask a lot of questions (and we mean a lot!). These meetings can take a while. It is important for you to tell the planner if you need a break or if you want to stop and finish on another day. This is OK to do. The whole planning meeting is about you and your needs.

2 – 6 weeks after your planning meeting

You will get your NDIS plan

Hooray! You've got an NDIS plan! You've probably also got a lot of questions. It is important that you tell your current provider that you have a plan. This is so they can work with you in planning your new support requirements.

