

Frequently Asked Questions – About the NDIS

What is the NDIS?

The National Disability Insurance Scheme is the new way of providing individualised support for eligible people with permanent and significant disability, their families and carers. The National Disability Insurance Scheme is the insurance that gives us all peace of mind. Disability could affect anyone - having the right support makes a big difference.

What is the NDIA?

The National Disability Insurance Scheme (NDIS) is the name of the scheme.

The National Disability Insurance Agency (NDIA) is the independent agency responsible for implementing the NDIS.

The NDIA understand that everyone's needs, preferences and aspirations are different. That's why we provide to eligible people a flexible, whole-of-life approach to the support needed to pursue their goals and aspirations and participate in daily life.

What is the NDIA's role?

We provide information and referrals, links to services and activities, individualised plans and where necessary, funded supports over a lifetime.

We raise community awareness and encourage greater inclusion and access to mainstream services, community activities and other government initiatives.

We support service providers to build capacity and be part of the scheme.

Over time, we will find new and better ways of providing support, by building on what works well and learning from the lived experience of people with disability.

What types of information will I need to provide?

So that we can determine whether you meet the disability or early intervention access requirements, you may need to provide NDIA with information about your disability, development delay or early intervention requirements.

This may include providing copies of existing letters, assessments or reports from health or educational professionals that detail your impairment and its impact on your daily life.

What does permanent and significant mean?

Permanent and significant applies to an impairment that is, or is likely to be permanent (i.e. it is likely to be life-long) and substantially reduces the ability to participate effectively in activities, or perform tasks or actions without:

- Assistance from other people or
- Assistive technology or equipment (other than common items such as glasses) or

This also applies to people who can't participate effectively even with assistance or aids and equipment and their impairment affects their capacity for social and economic participation and are likely to require support under the NDIS for their lifetime.

What evidence of functional capacity will be required?

This can vary, depending on individual circumstances. The National Access Team will be able to assist with enquires – this team will be in place from 1 July 2015.

Can information currently held by services eg Centrelink be used or is new/recent evidence required?

NDIA staff have access to the participant's Centrelink home page, which provides confirmation of their Name, Age and Address. On this page we can see if a participant is receiving a DSP, or has had a Job capacity assessment. We are able to check their Australian Residency through another screen as well as their Medical Screen. As long as we have consent, we can see if a participant's carer is receiving a carer payment for the participant and we can check Proof of Identity on carers / parents of those participants under 18 years.

With regards to the Agency needing new or recent information, this can vary greatly depending on the information or assessment presented for an individual. The National Access Team can provide more information and address each case individually.

What does reasonable and necessary mean?

When NDIA staff members make decisions about which supports would be reasonable and necessary for a particular participant, they refer to the particular operational guideline that relates to each specific support. In order to be considered reasonable and necessary, a support must:

- be related to the participant's disability
- not include day-to-day living costs that are not related to a participant's disability support needs
- represent value for money and the most cost effective alternative
- be likely to be effective and beneficial to the participant, and
- take into account the informal supports given to participants by families, carers, networks, and the community.

What domains of life are considered?

A participants plan can cover all life areas. Goal and aspirations are not limited to any particular life domain, however the principles of the scheme aim to increase a participant's independence, connect them to their community and make progress towards economic participation.

What can be funded?

The types of supports that the NDIS may fund for participants include:

- daily personal activities
- transport to enable participation in community, social, economic and daily life activities
- workplace help to allow a participant to successfully get or keep employment in the open or supported labour market
- therapeutic supports including behaviour support
- help with household tasks to allow the participant to maintain their home environment
- help to a participant by skilled personnel in aids or equipment assessment, set up and training
- home modification design and installation
- mobility equipment, and
- vehicle modifications.

What will not be funded?

The NDIS Act and the rules made under the NDIS Act also tell us which supports will not be funded by the NDIS. A support will not be funded if it:

- is not related to the participant's disability
- duplicates other supports already funded by a different mechanism from the NDIS, such as Medicare or Departments of Education
- relates to day-to-day living costs that are not related to a participant's support needs, or
- is likely to cause harm to the participant or pose a risk to others.

How can the funding in plans be managed?

You have choice and the control over how you use funded supports in your plan. That includes choice of how the supports are given and which service providers you use.

There are five ways that plans can be managed.

1. **Agency Managed** – this is where the providers claim directly from the NDIA.
2. **Plan Manager** – funding in your plan is allocated for a third party to manage the financial transactions in your plan.
3. **Self Managed** – you (or your nominee) directly manage the funds – all transactions are completed by the participant for services rendered.
4. **Automated Payments** (transport only) – these funds can be deposited into an NDIS bank account weekly, fortnightly or monthly.
5. **Combination**- A combination of the above 4 options can be used together to meet your individual needs.

In some cases the NDIA or others will manage the funding for supports. For example, where there is an unreasonable risk to a participant.

What information do I need to take to the first planning meeting?

- To start you on the planning process, the NDIA has prepared a Planning Workbook. This can be found on the NDIS website <http://www.ndis.gov.au/participants/planning-process>

- The NDIA recommends completing as much of the Planning Workbook as possible. The Planning Workbook is a very useful tool to identify your goals, what supports you are currently getting (funded, mainstream and informal supports), and what you need to reach your goals. This workbook is available for both child and adult participants.

What happens after we agree on a plan?

Your planner will be able to work with you to decide how you will manage and implement your plan.

What happens if the plan is not working out and things need to be changed?

The NDIA understands that participant's needs sometimes change. At any stage that this occurs a participant can request a review with their planner to discuss their current situation.

More information

Contact us if you would like more information on managing your supports.

Visit: www.ndis.gov.au

Email: enquiries@ndis.gov.au

Call: 1800 800 110*

For people with hearing or speech loss:

TTY: 1800 555 677

Speak and Listen

(Speech-to-speech relay): 1800 555 727

For people who need help with English

Translating and Interpreting Service: 131 450

* The call centre is open Monday to Friday, 8am to 8pm EST

* 1800 calls are free from fixed lines. However, calls from mobiles may be charged.