

PARLIAMENTARY JOINT STANDING COMMITTEE ON THE NATIONAL DISABILITY INSURANCE SCHEME  
ANSWER TO QUESTION ON NOTICE

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Australian Capital Territory Trial Site – Public Hearing – 27 March 2015

Reference No: SQ15-000024

## CULTURE MAPPING

**Ms Cairns:** [...] A cultural audit has been commissioned, and that is actually in full flight at the moment.

**Ms MACKLIN:** Who is doing that?

**Ms Cairns:** That was contracted out. There are three people. I can get those names to you.

### Answer:

The National Disability Insurance Agency (NDIA) has commenced the Culture Mapping project referred to in the Agency's response to the Joint Standing Committee's *Progress report on the implementation and administration of the NDIS*. The project is part of the Agency's commitment to make the NDIA a values-led organisation that listens to and learns from its staff, as well as from NDIS participants, their families and carers, and other key stakeholders.

The NDIA has contracted three external suppliers (under individual contracts) to work as a consortium to complete the project:

1. Didactic Enterprises Pty Ltd (represented by Sue Salthouse);
2. Nicoletta Dimitropoulos T/A Nicky Dimitropoulos & Associates (represented by Nicky Dimitropoulos); and
3. Sotica Pty Ltd (represented by Leighton Jay).

Through this project, a baseline will be established to assess the Agency's performance against the values, capabilities and behaviours that it aspires to model. It will also identify both the strengths the Agency can build on and the improvements that need to be made to the culture of the organisation.

The timing of this project is important in the lead up to full scheme build and transition.

A report is due in June 2015.

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Australian Capital Territory Trial Site – Public Hearing – 27 March 2015

Reference No: SQ15-000025

## INFORMATION ABOUT HOUSING AVAILABILITY

**Ms Houghton:** [...] Disability ACT are responsible for overseeing where there are vacancies in houses. I do not know where that service is going to be replicated, because if there is choice, autonomy and freedom for people to choose to move around they need to know where there are vacancies in group houses. [...]

**CHAIR:** Again, what work has been done both by the ACT and the agency about making that information available?

### Answer:

The National Disability Insurance Scheme (NDIS) provides participants with reasonable and necessary supports for daily living. For many people the certainty of being able to afford long-term support will be their first real opportunity to live independently. This is an important part of the vision of the NDIS and will increase demand for affordable, appropriate, well located, safe and secure accommodation.

Whilst the NDIS will provide ongoing supports for daily living, it has not been designed to take responsibility for meeting the housing needs of participants. Most participants will access private, public or community housing through existing systems of support such as the social housing system and these systems will remain responsible to meet the housing needs of people with disability.

While the NDIS is not responsible for the provision of accommodation for people in need of housing assistance, the NDIS presents a unique opportunity to support the sector in developing housing options for people with disability. The NDIS links participants with other mainstream services through advice and referral to existing housing systems. Funded supports assist participants to identify and access suitable accommodation as part of a plan, and where reasonable and necessary, plans can include support coordination to research available housing options and link participants into suitable housing.

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Australian Capital Territory Trial Site – Public Hearing – 27 March 2015

Reference No: SQ15-000026

## FUNDING FOR YOUNG CARER ACTIVITIES

**CHAIR:** So, from the agency's perspective, what is clear here is that one funding source has changed to another funding source and the concern is why the decision has been taken planners that these are no longer relevant services. If we were able to have the agency come before us this afternoon and give us some understanding as to where that is at, that would be appreciated.

**Answer:**

The funding in a participant's plan is directed to the person with disability in order to increase their social and economic independence and access to community activities. A participant's plan can include funding for assistance to ensure the person and their family have access to the necessary services that will sustain family relationships.

The National Disability Insurance Agency (NDIA) also provides funding for carers, be they parents or other members of the family, to obtain support and acquire the necessary skills to assist their family member and to ensure family relationships are durable.

It is also anticipated that support that is directly for carers, particularly siblings or children of a person with disability, will be made available through the Information, Linkages and Capacity Building (ILC) streams of services. The ILC policy is still being finalised following a targeted consultation primarily led by jurisdictional governments. The NDIA will then implement the policy framework from July 2016.

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Australian Capital Territory Trial Site – Public Hearing – 27 March 2015

Reference No: SQ15-000027

## RESPITE FUNDING CUTS

**Ms MACKLIN:** You made a similar point about the respite—if we could put that issue on notice for the NDIA, although, of course, it is not only an NDIA issue; as you rightly pointed out, it is also a decision by the Commonwealth. It is all Commonwealth respite funding that you are talking about, isn't it?

**Answer:**

The National Disability Insurance Agency (NDIA) does include funding in participant's plans that allow family members to enjoy usual family relationships in the form of funded assistance made available to the person with disability.

Likewise it also allows carers time to attend to their own affairs and to engage in other community activities including paid employment (see also answer to SQ15-000026).

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**Australian Capital Territory Trial Site – Public Hearing – 27 March 2015**

**Reference No:** SQ15-000028

**PLANNING PROCESS – LENGTH OF PLANNING SESSIONS**

**CHAIR:** There was a criticism [...] by the guardian [...] that the time with planners is getting shorter and shorter. I could pre-empt it, but why? [...]

**Ms Paul:** We need to talk with her about her experiences and the individuals that she was talking about.

**CHAIR:** It is one thing to get better and better at what you are doing and therefore need a shorter period of time, which would have been an answer, but that is not the way it was presented, as I think you saw.

**Ms MACKLIN:** Can you speak to the Public Advocate?

[...]

**Ms MACKLIN:** Can you come back to us, because I think it would be useful for us to know how you are dealing with it nationally as well as here in the ACT.

**Answer:**

Trial sites have identified that not all participants were ready for the planning conversation and planning meetings were including additional time to build this readiness. As a result, the National Disability Insurance Agency (NDIA) has introduced pre-planning workshops across all trial sites which cover what to expect in the planning conversation, how to start the process of thinking about their needs and encouraging participants to start thinking about short term and long term goals to discuss with their planner. Participants are supported by resource material that helps them document their goals and aspirations, and expected support needs. The workshops help participants complete their Participant Statement which means they are better prepared for the planning conversation.

The planning conversation is not limited to one conversation and planners can and do arrange additional meetings and/or follow up conversations based on a participants preferred method of communication. The NDIA will continue to update its information for participants and families including a variety of online and hard copy information resources to support the planning process.

Time spent by NDIA planning staff with participants and their families or support network is tailored to the participant and their individual situation. Some participants need more time with their planner to complete the planning process and some need less

The ACT trial site meets regularly with officers from the Public Advocate to discuss concerns and work through particular participant issues.

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Australian Capital Territory Trial Site – Public Hearing – 27 March 2015

Reference No: SQ15-000029

## TRANSPORT CAP

**CHAIR:** Liz, is there a cap nationally?

[...]

**Ms Cairns:** [...] it gets frequently misunderstood or misinterpreted as a cap.

[...]

**CHAIR:** [...] Let us see if we can get it fixed, and tell us what steps have been taken.

[...]

**Ms MACKLIN:** Could you go back to [...] the mother who was here. If you could go back to her and tell her there is no cap and work out with her [...]

Is there a cap on transport? Who manages transport? What is Agency doing about this?

### Answer:

A participant will generally be able to access funding through the National Disability Insurance Scheme (NDIS) for transport assistance if the participant cannot use public transport without substantial difficulty due to their disability.

There are three levels of supports for transport assistance, as set out below, and are used as a guide to provide a transport budget for participants. NDIS funded supports are indexed on an annual basis.

**Level 1** – The NDIS will provide up to **\$1,539 per year** for participants who are not working, studying or attending day programs but are seeking to enhance their community access.

**Level 2** – The NDIS will provide up to **\$2,377 per year** for participants who are currently working or studying part-time (up to 15 hours a week), participating in day programs and for other social, recreational or leisure activities.

**Level 3** – The NDIS will provide up to **\$3,326 per year** for participants who are currently working, looking for work, or studying, at least 15 hours a week, and are unable to use public transport because of their disability.

All decisions regarding funding, including transport, are made with the context of the participant's life in mind and are not capped. If it is reasonable and necessary (see Attachment 1) for a participant to receive funding for transport at a higher level than the level 3 amount it would be funded in their plan.

Transport funding is managed by the participant or their nominee. This provides the available funds when required for fares etc.

Plan Support Coordinators in the ACT trial site were reminded last week that there are no caps in regard to levels of transport funding and that this and all funding decisions are based on determining what is reasonable and necessary in line with the legislation set out in the NDIS Act 2013.

### Attachments

Attachment A: Reasonable and Necessary Supports

## Reasonable and necessary supports

The National Disability Insurance Scheme (NDIS) funds reasonable and necessary supports that help a participant to reach their goals, objectives and aspirations, and to undertake activities to enable the participant's social and economic participation. A participant's reasonable and necessary supports take into account any informal supports already available to the individual—those informal arrangements that are part and parcel of family life or natural connections with friends and community services—as well as other formal supports, such as health and education.

Reasonable and necessary supports are funded by the NDIS to help a participant to reach their goals, objectives and aspirations in a range of areas, which may include education, employment, social participation, independence, living arrangements and health and wellbeing. These supports will help participants to:

- pursue their goals, objectives and aspirations
- increase their independence
- increase social and economic participation, and
- develop their capacity to actively take part in the community.

### How does the National Disability Insurance Agency (NDIA) know what is reasonable and necessary?

NDIA staff make decisions based on the *National Disability Insurance Scheme Act 2013* (NDIS Act) and the rules made under the NDIS Act. The operational guidelines also provide practical guidance for decision makers.

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
- be likely to be effective and beneficial to the participant, and
- take into account informal supports given to participants by families, carers, networks, and the community.

### What types of supports are 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 construction
- mobility equipment, and
- vehicle modifications.

## **There are some kinds of supports that will not be funded or provided by the NDIS**

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
- is the same as other supports delivered under different funding through the NDIS
- 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.

## **What choice and control do I have over my funded supports?**

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.

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 if I don't agree with the decision about the supports in my plan?**

You can contact the NDIA and ask us to review your plan. Usually, a review of a plan happens when there have been big changes to your circumstances or at your next scheduled plan review.

When the NDIA reviews a participant's plan it will look at all of the funded supports in the plan, not just one of them. This helps to make sure there are no gaps in your plan.

You can also ask for an internal review of the decision to approve your statement of participant supports in your plan. This request needs to be made within three months after you are notified of this decision.

## **Feedback**

The NDIA welcomes your feedback. There is information about feedback, complaints and plan reviews on the [NDIS website](#) and in the operational guidelines, including in the [Operational Guideline – Monitoring and Review of a Participant's Plan – Review of the Plan](#) and the [Operational Guideline – Review of Decisions – Overview](#).

## **More information**

Please contact us if you need more information about the NDIS.

Visit [ndis.gov.au](https://www.ndis.gov.au)

Email [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

Call 1800 800 110 – Monday to Friday, 8:00am to 8:00pm EST.

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Australian Capital Territory Trial Site – Public Hearing – 27 March 2015

Reference No: SQ15-000030

## PROVIDER TRAVEL - IMPACT ON SERVICE DELIVERY

**CHAIR:** [...] provider and participant are not getting the time that they were otherwise expecting and were eligible for.

**Ms Cairns:** There is ongoing work, as you would be aware, between the agency and NDIS on the whole issue of pricing. I am very happy to take that back and report that back as a specific issue to the pricing team.

### Answer:

There are two components of travel costs incurred by providers:

- travel between participants; and
- travel while with a participant on, for example, a community outing.

#### *Travel between participants*

Providers are not required to reimburse their employees for travelling to and from work but are required to reimburse employees when they travel between participants. There are occasions where an employee will visit more than one participant in a shift and will be reimbursed for travel between participants.

The joint pricing working group of the National Disability Insurance Agency (NDIA), National Disability Services and a number of independent experts undertook a project to determine a pricing approach that achieves the best outcome, without unduly complicating the hourly rate, planning or reporting framework. The four key variables that the group looked at in relation to travel were:

- length of shift;
- distance to be travelled between client sites;
- time taken to travel between client sites; and
- location of the journey (predominantly metropolitan or rural).

The working group decided not to increase hourly rates to embed a fixed travel component. Instead, they agreed to allow suppliers to deduct from their client facing time, for shorter bookings, to ensure they are reimbursed for reasonable client related travel time.

The pricing approach agreed upon is that up to a maximum of 20 minutes travel time is allowed in the first hour of service for provider travel between participants where client booking time is less than four hours. If the booking time is greater than four hours then no travel adjustment is included.

The advantages of this approach are that:

- it allows the NDIA to pay for travel time and reimbursements as they are actually consumed by varying the support hours delivered;
- it is administratively simple for the Scheme; and
- with the addition of basic time, attendance and route mapping infrastructure it is easy to implement for suppliers.

Where travel may impact on the amount of client facing support that a participant will receive, providers should be informing participants clearly and in advance. Attendance times should be agreed before the plan is activated.

#### *Travel with a participant*

The 20 minute travel allowance does not apply to any community activity when a participant is transported from the provider. If a participant requires the provider to transport them on community outings as part of their plan, there is an option for the participant to have a transport allowance included in their plan, from which the participant pays for transport. The reimbursement rate in the industrial award is currently 78 cents per kilometre if the provider uses their own vehicle, but this would be a matter of negotiation between the participant and the provider.

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Australian Capital Territory Trial Site – Public Hearing – 27 March 2015

Reference No: SQ15-000031

## RESPONSE TO WRITTEN SUBMISSION - MS WALSHAW

**CHAIR:** What we would like is to have a full, comprehensive reflection on that and a comment back to us as soon as possible, please. Let's see if we cannot fix the issue in the meantime.

[...]

**Ms MACKLIN:** Can you write to us, because we will need to write back to her?

### Answer:

The National Disability Insurance Agency (NDIA) acknowledges that Ms Walshaw had a difficult first planning experience with her sister. In this instance there was a change in Plan Support Coordinators assigned to work with the participant. We recognise that a more comprehensive look at who was in the participant's life should have been undertaken prior to setting up the initial planning meeting to ensure that members of the participant's family were aware of the planning meeting being conducted. This would have afforded the family more time to consider information regarding the planning process and gain information on current support needs as well as goals and aspirations.

Consistent with the NDIA's commitment to continuous improvement, the ACT trial site is working to ensure that this situation does not occur again and is implementing improvements to ensure participants have a positive experience with the NDIA. This includes Standard Operating Procedures to streamline work practices across the NDIA, with trial site staff being trained in these new processes over the next two months.

In addition, the ACT trial site is working to employ additional Business Support Officers to ensure the Plan Support Coordinators can focus on the planning process and to provide more resources to better support participants to implement plans. The ACT trial site conducts regular participant feedback surveys and this feedback is used to improve processes at the site level and nationally, where relevant. The ACT trial site is in the process of establishing a Local Advisory Group. The Local Advisory Group will be primarily made up of participants and carers and will be able to give more detailed feedback to the ACT trial site on local processes and ways in which they can be improved. It is anticipated the first meeting will be held before the end of May 2015.

The NDIA Assistant Director of Plan Support Coordination made contact with Ms Walshaw on 1 April 2015 to apologise for the NDIA process issues. Ms Walshaw expressed concerns, as outlined in the information provided to the Committee, but was positive about working together towards a better experience.

Ms Walshaw elected to stay with the same Plan Support Coordinator and an initial appointment has been held at her sister's home. The family have expressed that they are relieved the planning process is back on track. They are eager to work together to develop a plan for a positive outcome and the Plan Support Coordinator gained a good understanding of the participant's support requirements.

PARLIAMENTARY JOINT STANDING COMMITTEE ON THE NATIONAL DISABILITY INSURANCE SCHEME  
ANSWER TO QUESTION ON NOTICE

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Australian Capital Territory Trial Site – Public Hearing – 27 March 2015

Reference No: SQ15-000032

## SHARED HOUSING

**Ms Cairns:** She will not see that in terms of congregate care. What she is looking at in the support catalogue is common care options. That does not mean that we do not have the mechanism. We frequently work with providers that are supporting people who are living on their own, and that gets managed by—

**Ms MACKLIN:** Can you put this in writing so we can write back to her?

### Answer:

The National Disability Insurance Scheme's (NDIS) document on support clusters definitions and pricing is available on the NDIS website at [www.ndis.gov.au/providers/pricing-and-payment](http://www.ndis.gov.au/providers/pricing-and-payment) and lists the range of supports funded by the NDIS. A participant's NDIS plan includes the supports funded by the Scheme that will assist them to achieve their goals.

A participant may be supported by the NDIS to live alone via two mechanisms in a person's plan:

1. a participant's personal care and community access supports can be included in their NDIS plan at an hourly (or overnight) rate for participants who live in their own home; or
2. a participant can be supported to live in a residential facility, owned and run by a provider, using the specific support item 'Assistance in living arrangements for a single person'. The provider will be required to submit a quote to the National Disability Insurance Agency for the person's support needs in order for this item to be funded.

PARLIAMENTARY JOINT STANDING COMMITTEE ON THE NATIONAL DISABILITY INSURANCE SCHEME  
ANSWER TO QUESTION ON NOTICE

Australian Capital Territory Trial Site – Public Hearing – 27 March 2015

Reference No: SQ15-000033

## PSYCHOSOCIAL DISABILITY

**Ms MACKLIN:** Another issue that I know you are aware of is one that another mother raised about her adolescent daughter with serious psychiatric issues. She raised the concern that she has to be defined as permanently psychiatrically ill before she gets support. Obviously, as you know, a lot of people with mental illness do not want to be labelled as permanently ill. So how is that being resolved?

**Ms Cairns:** It is being resolved in work that is being done right across the sector.

**Ms MACKLIN:** When will that be finished?

**Ms Cairns:** I would need to take that on notice and come back to you with a specific date. But I can assure the committee that work is well underway and being well progressed.

**CHAIR:** Can you come again, write to us on that so that we can respond directly to that lady?

### Answer:

Under the guidance of Mr Eddie Bartnik, Strategic Advisor, the National Disability Insurance Agency (NDIA) is implementing a Mental Health Work Plan, which is supporting the integration of mental health into the National Disability Insurance Scheme (NDIS). The NDIA Mental Health Sector Reference Group was also established late last year in order to further develop a strong working partnership between the NDIA and the mental health sector. The NDIS Operational Access Review for Psychosocial Disability, as a key part of this Mental Health Work Plan, is examining aspects of the current operationalisation of the NDIS legislation in relation to access for people with psychosocial disability to the NDIS, including eligibility criteria for the Scheme. The Mental Health Sector Reference Group is providing feedback to the Review.

However, the eligibility criteria for access to the NDIS is determined by the *National Disability Insurance Scheme Act 2013*. Under the Act, a person's impairment (or psychiatric condition) is required to be permanent, or likely to be permanent, in order to meet the disability eligibility requirements.

It should be emphasised that the NDIS is not a replacement for mainstream mental health services. It is intended, under its insurance and sustainability principles, that it provide lifelong supports to a relatively small population of people with psychosocial disability – that is, people who have a mental health condition that is considered to be permanent, or likely to be permanent, and who have substantially reduced functional capacity as a consequence of this condition. It is not expected that the NDIS would be suitable for the life stage of youth and adolescents with psychiatric conditions, who should have every expectation and hope of recovery, and access to services and supports appropriate to their life-stage.

**PARLIAMENTARY JOINT STANDING COMMITTEE ON THE NATIONAL DISABILITY INSURANCE SCHEME  
ANSWER TO QUESTION ON NOTICE**

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**Australian Capital Territory Trial Site – Public Hearing – 27 March 2015**

**Reference No:** SQ15-000034

## **ASPIRE – ACT TRIAL SITE**

**Senator SESELJA:** [...] There is a group called Aspire that deals with early intervention services for children diagnosed with autism. [...] One issue they have had is trouble dealing with the structure of NDIA. They say every case manager is different with different accountability, meaning they are struggling to get answers on funding allocations. They tell me that they have made attempts to meet with the NDIA but I think they have not had success at this stage. Is there any comment you can make?

**Ms Tibbitts:** I am happy to follow that up.

### **Answer:**

The ACT trial site met with Ms Dianne Verstappen from Aspire on 10 April 2015. As a result of that meeting, Ms Verstappen undertook to follow up concerns regarding the Aspire registration with the Agency's provider support team. The ACT trial site undertook to invite representatives from Aspire to the ACT Early Childhood providers meeting.

The ACT trial site and Ms Verstappen agreed to work together on the quoting process for Early Childhood supports. Ms Verstappen has been provided with resources including fact sheets on accessing the National Disability Insurance Scheme in the ACT and the planning workbook.

PARLIAMENTARY JOINT STANDING COMMITTEE ON THE NATIONAL DISABILITY INSURANCE SCHEME  
ANSWER TO QUESTION ON NOTICE

---

Australian Capital Territory Trial Site – Public Hearing – 27 March 2015

Reference No: SQ15-000035

## QUALITY ASSURANCE FRAMEWORK

**Ms Cairns:** Since the middle of last year we have instituted a very robust internal quality assurance framework. I am very happy to provide information to the committee that will give you some insight into what that framework does and how it works. [...]

### Answer:

In order to promote learning and continuous improvement, the National Disability Insurance Agency (NDIA) has developed and implemented the NDIA Internal Quality Management Framework. The NDIA is committed to continuous learning through the implementation of quality activities (outlined in the NDIA Quality Action Plan) including; six monthly internal reviews of operations (conducted in each trial site), regular participant file reviews and monthly quality self-assessment activities completed at trial sites.

Quality and Continuous Improvement Team (QCIT) internal reviews aim to identify areas where efficiencies could be made, promote consistency of decision making and facilitate the implementation of evidence based practice across trial sites.

Following each internal review, the trial site is provided with an Internal Review Report with a site specific online Improvement Register to enable them to guide and monitor their implementation of improvements. The QCIT conducts compliance reviews of the improvements three months following the internal review.

Systemic improvements identified from the site specific internal reviews are entered on a Systemic Improvement Register which is monitored by the QCIT.

Results from the NDIA Internal Quality reviews at trial sites have been validated by the results of an independent Shadow Review conducted at the end of 2014.

In addition, the QCIT conducts regular participant file reviews, which are desktop reviews of individual participant files. This is often around an issue or trend that is identified through the Actuarial Team's quantitative reviews, and has included looking at decisions regarding eligibility for the National Disability Insurance Scheme and decisions regarding reasonable and necessary supports within plans.

PARLIAMENTARY JOINT STANDING COMMITTEE ON THE NATIONAL DISABILITY INSURANCE SCHEME  
ANSWER TO QUESTION ON NOTICE

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Australian Capital Territory Trial Site – Public Hearing – 27 March 2015

Reference No: SQ15-000036

## QUALITY ASSURANCE - EXTERNAL CONSULTATION

**Mr Mahony:** I like the idea, but it seems that a lot of these quality assurance processes are done internally. Perhaps as an alternative or supplementary way of checking the authenticity of those claims we heard this morning we could have external people in there doing audits.

[...]

**CHAIR:** [...] they are in the process—I cannot remember quite what stage they are at. [...]

**Mr Mahony:** There are a lot of people in this room who could perhaps be involved in that process.

**CHAIR:** I am not quite sure who they have got doing it

### Answer:

The National Disability Insurance Agency (NDIA) Quality and Continuous Improvement Team (QCIT) conducts rolling internal quality reviews of operations at each NDIA trial site every six months. These internal quality reviews aim to identify areas where efficiencies can be made, promote consistency and facilitate the implementation of evidence based practice across trial sites. Whilst an Agency function, the QCIT is a National Office team and is therefore independent on a day-to-day basis from trial site decision making.

These reviews include:

1. desktop review of each file; and
2. meeting with the trial site staff who had been involved with the participant.

Trial sites receive an Internal Audit report which outlines in detail the quantitative and qualitative results, and a trial site specific online Improvement Register. The QCIT works with trial sites to implement these improvements and assist in ongoing monitoring.

The NDIA commissioned an independent Shadow Review to assess the Agency's controls and assurance as a provider of quality services to participants and also its sustainability as an insurance scheme. The Shadow Review was completed by Total Disability Solutions (TDS). TDS were selected through a competitive tender process.

The Shadow Review reviewed decisions made about access and reasonable and necessary funded supports. The sample was selected by the Scheme Actuary, independent of the QCIT and trial sites. The review findings validated the outcomes and improvements identified in the QCIT internal quality reviews and in most instances, the Agency had already commenced improvements which are tracked through our existing quality improvement processes.

The key findings from the Shadow Review included that the NDIA is generally making good decisions; however, would benefit from reviewing and refining procedures and an improved IT system.

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ANSWER TO QUESTION ON NOTICE

Australian Capital Territory Trial Site – Public Hearing – 27 March 2015

Reference No: SQ15-000037

## LEARNINGS FROM AAT CASES

**Mrs Kateiva:** [...] the solicitors have changed their approach. They are now supporting us. The solicitors were asked to ask certain questions of providers so that we know what we are looking for, because many times you do not know what they need from us to make them eligible.

[...]

**CHAIR:** [...] we could just ask the simple question [...] 'What have you taken out of cases that have been taken to the AAT and have been upheld?' As in, not their decision but—

[...]

**CHAIR:** To improve their practice. [...]

### Answer:

#### Lessons learned from all AAT matters

The National Disability Insurance Agency (NDIA) has a process for identifying and implementing lessons learned from all matters before the Administrative Appeals Tribunal (AAT), including matters that progress to final hearing and matters resolved before a final hearing.

Lessons learned are communicated within the NDIA and incorporated into the Agency's internal practices, and are also reflected in the Agency's operational guidelines, which are reviewed and updated regularly and made available on the National Disability Insurance Scheme (NDIS) website.

#### *NDIA internal practices*

At the conclusion of each AAT matter a document identifying the lessons learned from the matter is circulated to senior NDIA staff, including each NDIS trial site. This information is also made available on the staff intranet page.

Lessons learned are also incorporated into the standard practices of NDIA staff responsible for handling AAT matters on behalf of the Agency.

For example, the NDIA has learnt that it is useful to invite applicants to provide additional information in support of their case very early in the AAT process. This was following a matter that was resolved as a result of an additional report from an occupational therapist. Since this time (May 2014), it is standard practice for the NDIA to:

- explain to all parties early in the AAT process the basis on which the decision under review was made, including the requirements of the *National Disability Insurance Scheme Act 2013* (NDIS Act) and rules, the application of the NDIA's operational guidelines, and the information on which the Agency relied;
- invite applicants to provide additional information that will be considered by the NDIA prior to the hearing; and
- where appropriate, assist the applicant and the applicant's representative to draft terms of reference for expert reports.

The lessons learned from AAT matters are also used to help refine the NDIA's operational guidelines and/or standard operating procedures, which provide guidance to the Agency's decision makers concerning access to the NDIS and the funding of reasonable and necessary supports.

For example, a major finding in an AAT case that did not advance to hearing was that NDIA staff were not using the revocation power in the NDIS Act appropriately. As a result, the Agency made changes to the operational guidelines and standard operating procedures to clarify the requirements of the legislation.

Lessons learned from AAT matters are also incorporated into training sessions for NDIA staff, which are regularly run by members of the team responsible for handling AAT matters.

#### *NDIA external communications*

Where appropriate, lessons learned are incorporated into the NDIA's operational guidelines, which are made available on the NDIS website.

For example, following the AAT's decision in the matter of *Mulligan and the National Disability Insurance Agency* [2014] AATA 374 (Mulligan) in which the AAT affirmed the NDIA's decision to refuse Mr Mulligan's request to become a participant, the NDIA revised part of its operational guidelines dealing with the disability requirements specified in section 24 of the NDIS Act. These revisions were necessary to reflect the AAT's guidance on the interpretation of a particular element of the disability requirements.

It is also common for operational guidelines to be provided to applicants or participants during the internal review process to explain the requirements of the legislation and the factors that have been taken into account by the NDIA.

#### Lessons learned from particular AAT matters

Below is a summary of the specific lessons learned from AAT matters that have proceeded to a final hearing (as at 28 April 2015).

##### *Mulligan and the National Disability Insurance Agency* [2014] AATA 374 (13 June 2014)

This matter involved the question of whether the applicant had substantially reduced functional capacity within the meaning of section 24 of the NDIS Act for the purpose of meeting the access criteria to become a participant in the NDIS.

The AAT affirmed the NDIA's decision to refuse an access request on the basis that the applicant's impairments did not result in a substantially reduced functional capacity. The decision of the AAT provided guidance on the meaning of 'disability', which is not expressly defined in the NDIS Act. The AAT clarified that a chronic medical condition can be the basis for a disability and that decision makers cannot exclude a person from accessing the NDIS on the basis that, if given access, the prospective participant will not qualify for any NDIS funded supports. These were matters that were not universally understood within the Agency prior to the AAT's decision.

##### *Young and the National Disability Insurance Agency* [2014] AATA 401 (20 June 2014)

This matter involved the question of whether funding for a portable oxygen tank and insulin pump were more appropriately funded by the health system in accordance with section 34 of the NDIS Act.

In *Young*, the AAT affirmed the NDIA's decision to refuse funding on the basis that these supports were more appropriately funded by mainstream services. This confirmed that the NDIA is acting correctly by refusing to fund supports even where, as in this particular case, the supports are not available in the form requested through another system.

The AAT's decision provided valuable assistance, which has since been incorporated in the NDIA's operational guidelines, on the proper interpretation of section 34(1)(f) of the NDIS Act, which requires the Agency to consider whether a support is most appropriately provided or funded through the NDIS, and is not more appropriately funded or provided through other general systems of service delivery or support services such as the health system.

*TKCW and the National Disability Insurance Agency* [2014] AATA 501 (23 July 2014)

This matter involved the question of whether providing funding for a particular sensory therapy (called 'The Listening Program') was a reasonable and necessary support within the meaning of section 34 of the NDIS Act.

In *TKCW*, the AAT provided guidance on the meaning of reasonable and necessary supports in section 34 of the NDIS Act, and affirmed the decision of the NDIA to refuse to fund the therapy on the basis that it is not likely to be effective and beneficial, having regard to current good practice.

The AAT's decision provided guidance on the approach a decision maker should take in weighing up different information and opinions in deciding whether a support is effective and beneficial for the purposes of section 34(1)(d) of the NDIS Act. In this matter the AAT accepted that the support in question may have some benefit but there was insufficient information on which to say with any confidence that the support will be, or is likely to be, effective and beneficial having regard to current good practice.

*ZNDV and the National Disability Insurance Agency* [2014] AATA 501 (25 November 2014)

This matter involved the question of whether providing funding for equipment to install an 'occupational therapy room' was reasonable and necessary within the meaning of section 34 of the NDIS Act.

In *ZNDV*, the AAT affirmed the decision of the NDIA to refuse to fund equipment for a therapy room on the basis that the costs of the support were not reasonable, having regard to the benefits that were likely to be achieved. The AAT also provided guidance on the meaning of 'current good practice' in section 34 of the NDIS Act.

In *TKCW* and *ZNDV* the NDIA also learnt that, for matters concerning the provision of therapies, the AAT can be assisted by the provision of independent reports from experts in the field.

In a matter that did not progress to hearing, issues about the requirements for developmental delay in infants with speech impediments were identified. As a result, a more beneficial interpretation of the NDIS Act was applied and this approach is being incorporated in the operational guidelines.

In another matter that did not progress to hearing, issues about the application of the early intervention requirements for a person with multiple sclerosis arose. As a result, the NDIA adopted a more liberal interpretation of the early intervention requirements in section 25 of the NDIS Act. Because it was determined that this was not a wide-spread issue, NDIA solicitors worked with the particular decision maker to provide guidance about the correct application of the NDIS Act.

PARLIAMENTARY JOINT STANDING COMMITTEE ON THE NATIONAL DISABILITY INSURANCE SCHEME  
ANSWER TO QUESTION ON NOTICE

---

Australian Capital Territory Trial Site – Public Hearing – 27 March 2015

Reference No: SQ15-000038

## INDIGENOUS REFERENCE GROUP

**Mr Griffis:** If I may, there were plans to establish an Indigenous reference group under the scheme, and we have been waiting probably for six months for that to happen. We keep being reassured that it will happen. There is a rural and remote committee and we do have representation on that, but for obvious reasons we need a stand-alone committee that sits separately from that. There has been talk of that happening, but it has not been implemented yet. That needs to happen really quickly.

**CHAIR:** We can ask the question.

### Answer:

The National Disability Insurance Agency (NDIA) established a Rural, Remote, Aboriginal and Torres Strait Islander Reference Group in late 2014, of which the First Peoples Disability Network is a member.

The Reference Group has met twice and Aunty Gayle Rankine, Chairperson of the First People Disability Network attended both meetings.

At the December 2014 meeting it was agreed that an additional two Workings Groups would be established, separate groups, one for Aboriginal and Torres Strait Islander and one for Rural and Remote.

The initial task for the working groups will focus on supporting the development of the NDIA Rural and Remote Servicing Strategy and the Aboriginal and Torres Strait Islander Strategic Plan.

The Agency is in the process of confirming the working group nominees with the Reference Group. Working group meetings are currently being scheduled for the week beginning 25 May and throughout June 2015.

The feedback from the working groups including recommended engagement strategies will be provided to the Reference Group for their consideration in June 2015.

PARLIAMENTARY JOINT STANDING COMMITTEE ON THE NATIONAL DISABILITY INSURANCE SCHEME  
ANSWER TO QUESTION ON NOTICE

---

Australian Capital Territory Trial Site – Public Hearing – 27 March 2015

Reference No: SQ15-000040

## COPIES OF FACT SHEETS – EASY ENGLISH TYPE DOCUMENTS

**Ms Cairns:** In part these are things like fact sheets, basic information about the agency and the scheme, and information about how to make an access request. They are all in that suite of the 12 documents that the easy-English work has been done on. I am very happy to provide that to the committee, just for your reference. There is additional work going on in simplifying the plan both in how the plan is constructed—you will be aware that we brought bundling in. About a third of the ACT plans have one or more bundles, and that does give participants

### Answer:

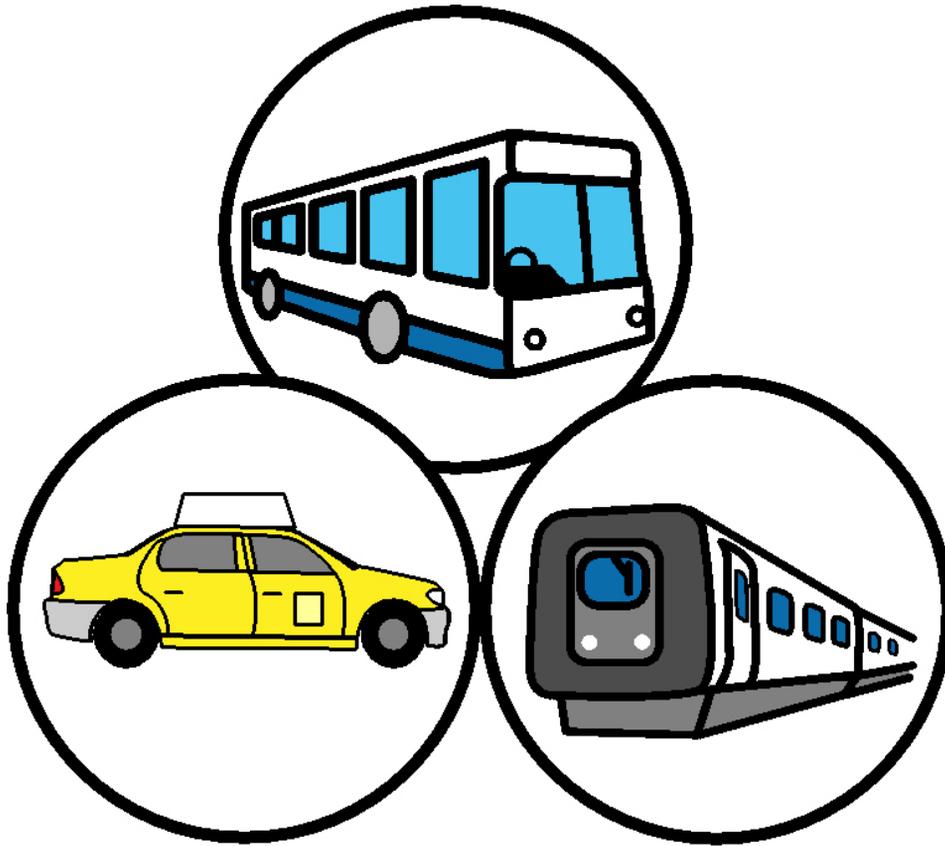
The National Disability Insurance Agency (NDIA) has produced ten publications in Easy English which are attached.

The NDIA has also published two web pages in Easy English as an online resource:

- Terms of Use : [www.ndis.gov.au/terms-use-easy-english](http://www.ndis.gov.au/terms-use-easy-english)
- Freedom of Information : [www.ndis.gov.au/freedom-information-foi-easy-english](http://www.ndis.gov.au/freedom-information-foi-easy-english)

### Attachments

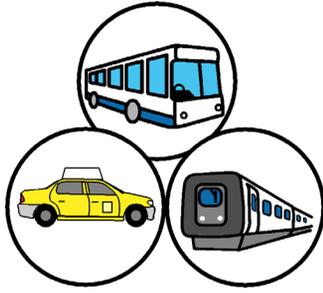
- Attachment A: NDIS Transport funding
- Attachment B: Mobility Allowance and the NDIS
- Attachment C: Managing your supports and NDIS funding
- Attachment D: Principle of No Disadvantage and the NDIS
- Attachment E: Reasonable and necessary supports
- Attachment F: NDIS planning workbook
- Attachment G: The NDIS in Barwon
- Attachment H: 2013-2014 Annual Report
- Attachment I: Guide to Service Agreements
- Attachment J: What is the NDIS



## NDIS Transport Funding



Easy English February 2015



This fact sheet is about **funding for transport** and the **National Disability Insurance Scheme**.



The **National Disability Insurance Scheme** is called the **NDIS**.



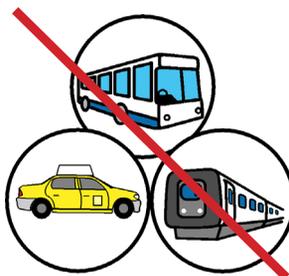
The NDIS is a new way to help people with a disability get

- care
- supports.



**Funding** is money you get from the NDIS to pay for

- care
- supports.



You can get NDIS funding for transport **only** if you can **not** take public transport.

For example, you can not take a

- city bus
- train.

If you can **not** take public transport, the NDIS can give you money for



- a community bus. For example, a bus for people with a disability
- a taxi
- another kind of transport.



This money is for **your** transport only.



This money is **not** to pay

- your carer
- for someone in your family to drive you around. For example, to an activity, like shopping.

**There are 3 levels of support**

For each level you get different money.

# 1

## Level 1

You can get from \$0 to **\$1,539** each year.

You can get level 1 support if you

- do **not** work
- do **not** study
- do **not** go to a day program
- **do** want to join in activities in your community. For example, be a volunteer.  
Volunteer means do work without pay.

# 2

## Level 2

You can get from \$1,539 to **\$2,377** each year.

You can get level 2 support if you

- work part time - less than 15 hours per week
- study part time - less than 15 hours per week
- go to a day program
- join in social activities, like sport.

# 3

## Level 3

You can get from \$2,377 to **\$3,326** each year.

You can get level 3 support if you

- work more than 15 hours per week
- study more than 15 hours per week
- are looking for work.

Sometimes people can get more money, from \$3,326 to \$6000.

Ask the NDIS if you can get this funding.



Call 1800 800 110

Monday to Friday

9am to 5pm

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Scope's Communication and Inclusion Resource Centre  
wrote the Easy English. February 2015 [www.scopevic.org.au](http://www.scopevic.org.au)  
To see the original contact the National Disability Insurance Agency.

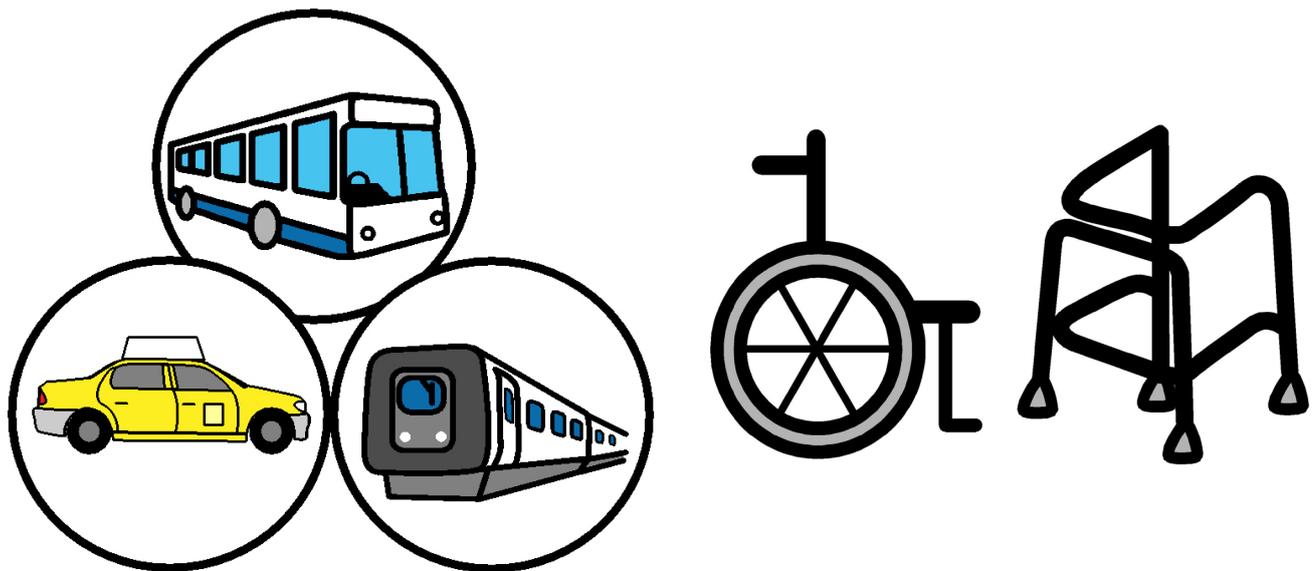
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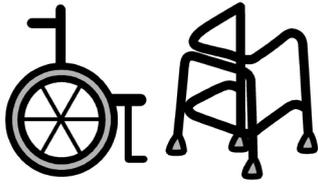
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## Mobility Allowance and the NDIS



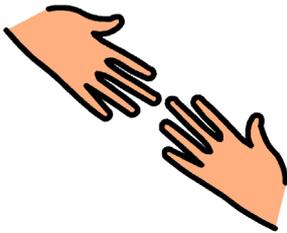
Easy English February 2015



This fact sheet is about **Mobility Allowance** and the **National Disability Insurance Scheme**.



The **National Disability Insurance Scheme** is called the **NDIS**.



The NDIS is a new way to help people with a disability get

- care
- supports.



You might already get money to pay for care and supports. For example, from Centrelink.



The NDIS might pay for some of your care and supports now. You must live in a trial site area.

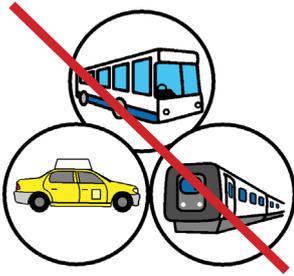
## Do you get a Mobility Allowance?



Mobility allowance is money you get from Centrelink to pay for your transport.

You get this money if you

- are sick
  - have a disability
  - have an injury
- and**
- you can **not** use public transport.



You get this money **only** if you

- are 16 years old or older
  - have a job
- or
- study
- or
- are looking for a job.



Do you

- get mobility allowance
- and
- live in a trial site area?



The NDIS will now pay for mobility support.

### What happens when you change to the NDIS?

<b>ndis</b> National Disability Insurance Scheme	
1	_____
2	_____
3	_____
4	_____

You will get a new NDIS plan.

Planners will help you make your plan.

Planners are people from the NDIS.

We will call Centrelink and cancel your mobility allowance. This means you will **not** get a mobility allowance anymore.

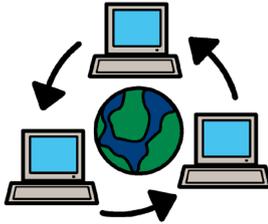
The NDIS will pay for your mobility support.



You will keep your Healthcare Card.



## More information



Go to our website

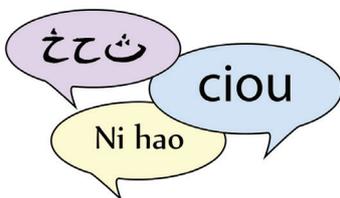
[www.ndis.gov.au](http://www.ndis.gov.au)



Call 1800 800 110

Monday to Friday

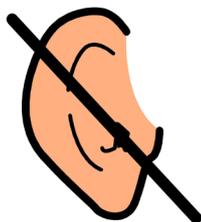
9am to 5pm



Is English hard for you?

Do you speak a different language?

Call 13 14 50



Are you deaf or hearing impaired?

You can use TTY.

Call 1800 555 677

Then give the number 1800 800 110

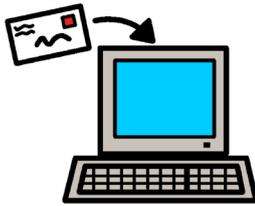


Is your speech hard to understand?

You can use the NRS Speak and Listen

Call 1800 555 727

Then give the number 1800 800 110



Send us an email

[enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)



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# Managing your supports and NDIS funding



When you start using the NDIS, you will need to make a plan to help you reach your goals.



Your plan will include information about:

- your support needs
- your goals
- your current supports.



You will have a meeting with a person called a planner. He or she will help you make the plan.



Once you have made a plan, your planner will ask you how you would like manage it.



Whichever way you choose to manage your plan, you will still be in charge of which providers you want and when and how your supports are given.

## Managing your plan

There are different ways to look after your plan.



1. Look after the plan yourself.

This means the NDIS will give you the money so you can organise and pay for your own supports.



2. Have someone else manage the plan.

This means you will choose someone to help you with your plan. This person is called a plan nominee.



3. Use a registered plan management provider.

This is an organisation that will manage your funds for you. Your planner can help you find one.



4. Ask the NDIA to look after the plan.

This means the NDIA will make sure your plan is working well.

You can also choose to have a mix of these options and create your own way of looking after your plan.



There are a few things to think about when you are deciding how to manage your plan.



- how much time you have
- how comfortable you are working things out with service providers
- if you can pay your bills on time
- how organised you can be.

## Where to get more information

If you want more information you can contact us:



1800 800 110



[www.ndis.gov.au](http://www.ndis.gov.au)



[enquires@ndis.gov.au](mailto:enquires@ndis.gov.au)



### **TTY users**

Phone 1800 555 677, then ask for 1800 800 110



### **Speak and Listen** (speech-to-speech relay)

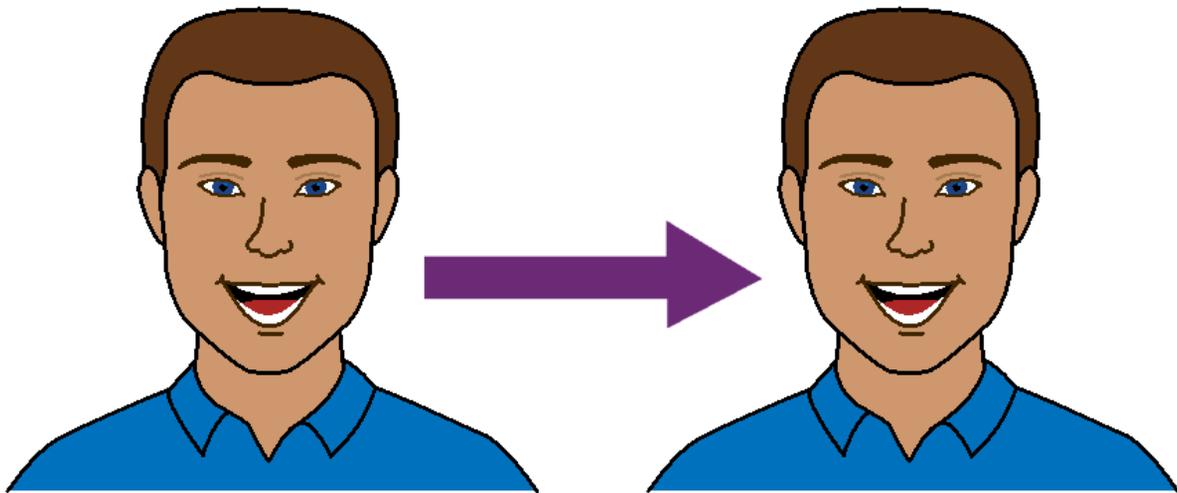
Phone 1800 555 727, then ask for 1800 800 110



### **Internet relay users**

Visit the National Relay Service website at:

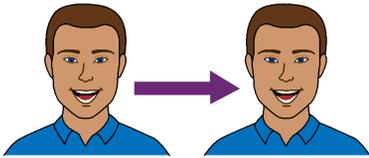
[relayservice.gov.au](http://relayservice.gov.au) and ask for 1800 800 110



## No disadvantage and the NDIS



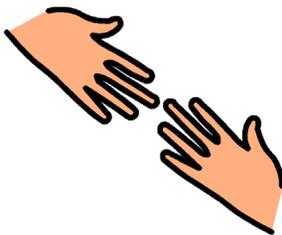
Easy English February 2015



This fact sheet is about the **National Disability Insurance Scheme** and **no disadvantage**.



The **National Disability Insurance Scheme** is called the **NDIS**.



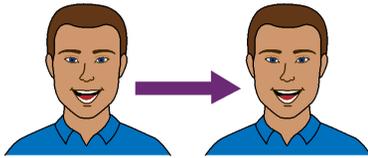
The NDIS is a new way to help people with a disability get

- care
- supports.



You might already get money to pay for care and supports. For example, from Medicare.

The NDIS will now pay for some of your care and supports.

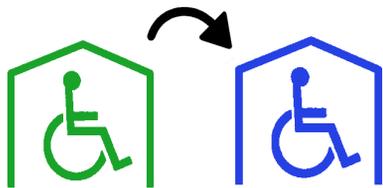


**No disadvantage**

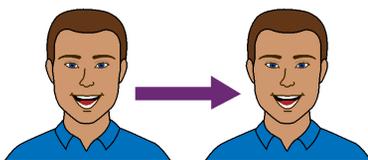
**Disadvantage** means to make worse off.



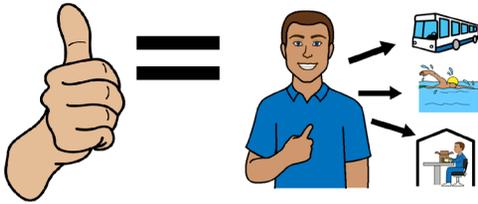
You might start to get disability support from the NDIS soon.



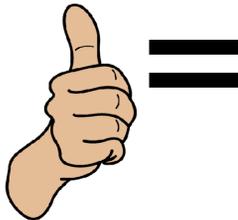
Your new disability services might be **different** from your old disability services.



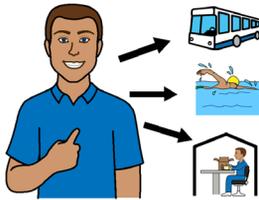
**No disadvantage** means the NDIS will make sure you are no worse off.



This fact sheet is also about **reasonable** and **necessary** supports.



**Reasonable** means something that is fair.



**Necessary** means something you **must** have.

**ndis**



The NDIS pays for reasonable and necessary supports.



## What the NDIS pays for

The NDIS pays for different supports for different people.

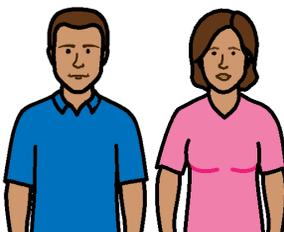
The supports **must** help you



- be more independent. For example,
  - changes to your car
  - changes to your house.



- join in the community. For example,
  - get a job
  - join a group.



- get services you need. For example,
  - transport
  - a support worker to help you at home
  - therapy, like speech pathology.



- get equipment and aids you need. For example,
  - a wheelchair
  - a communication device.



## What the NDIS does not pay for

The NDIS will say **no** to things that are **not** related to your disability.



For example, the NDIS will **not** pay for things that everyone has to pay for like

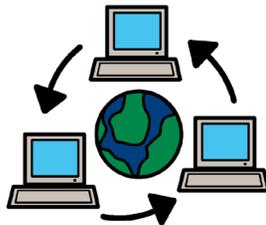
- food
- electricity
- movie tickets.



The NDIS will **not** pay for things that might hurt you or other people.



## More information



Go to our website

[www.ndis.gov.au](http://www.ndis.gov.au)



Call 1800 800 110

Monday to Friday

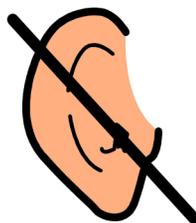
9am to 5pm



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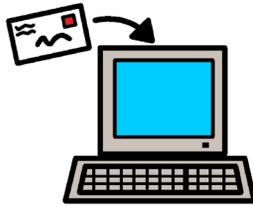


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wrote the Easy English. February 2015 [www.scopevic.org.au](http://www.scopevic.org.au)

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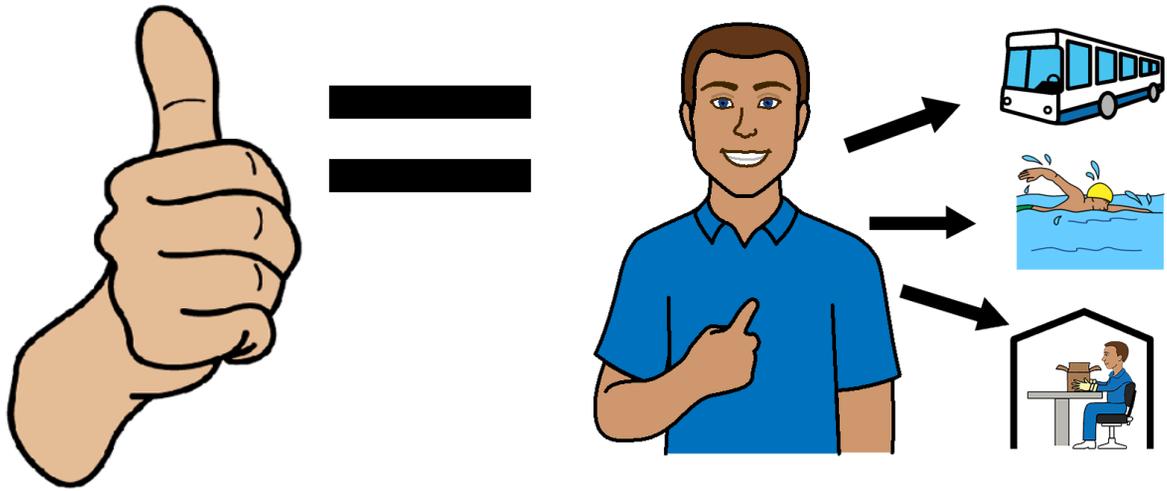
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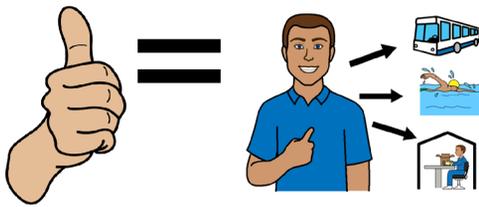
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**Reasonable and  
necessary supports**



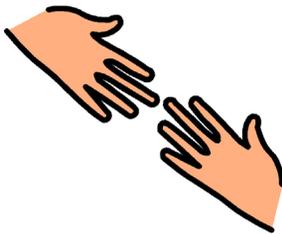
**Easy English February 2015**



This factsheet is about the **National Disability Insurance Scheme** and **reasonable and necessary supports**.

**ndis**

The **National Disability Insurance Scheme** is called the **NDIS**.



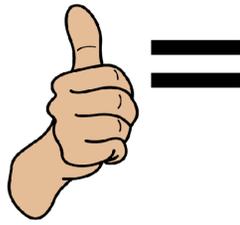
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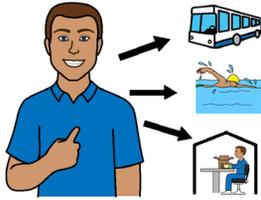


You might already get money to pay for care and supports. For example, from Medicare.

The NDIS will now pay for some of your care and supports.



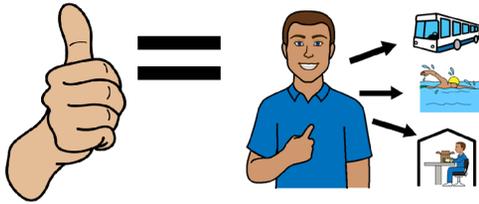
**Reasonable** means something that is fair.



**Necessary** means something you **must** have.



The NDIS pays for reasonable and necessary supports.



## What is reasonable and necessary for you?

Everyone has different support needs.  
The NDIS will work out what supports you need.



We make sure that the supports are

- related to your disability
- useful
- good value.



We look at the help and supports you already have. For example, you get help at home.



Then we work out what supports are reasonable and necessary for you.



## What the NDIS pays for

The NDIS pays for different supports for different people.

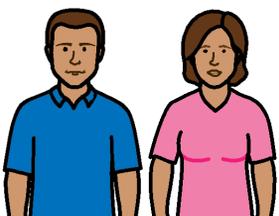
The supports **must** help you



- be more independent. For example,
  - changes to your car
  - changes to your house.



- join in the community. For example,
  - get a job
  - join a group.



- get services you need. For example,
  - transport
  - a support worker to help you at home
  - therapy, like speech pathology.



- get equipment and aids you need. For example,
  - a wheelchair
  - a communication device.



## What the NDIS does not pay for

The NDIS will say **no** to things that are **not** related to your disability.

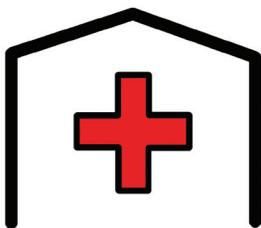


For example, the NDIS will **not** pay for things that everyone has to pay for like

- food
- electricity
- movie tickets.



The NDIS will **not** pay for things that might hurt you or other people.



The NDIS will **not** pay for things that other parts of the government already pay for.

For example, Medicare already pays for

- x-rays
- blood tests.

<b>ndis</b> National Disability Insurance Scheme	
1	_____
2	_____
3	_____
4	_____

## What happens when you join the NDIS?

You will get an NDIS support plan.

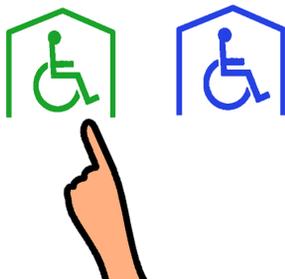
The NDIS will help you make your NDIS plan.

The plan will say what supports you will get.



You can choose the supports. For example,

- someone to help you cook meals
- a new wheelchair.



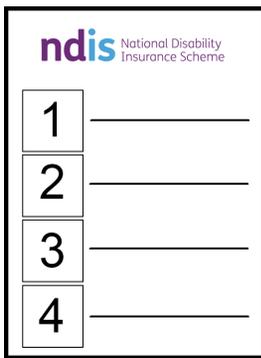
You can choose who gives you supports.

For example, you can choose the disability service provider.

Sometimes it is hard to choose supports.

Someone might

- help you
- or
- make decisions about supports for you.



**ndis** National Disability Insurance Scheme

1	_____
2	_____
3	_____
4	_____

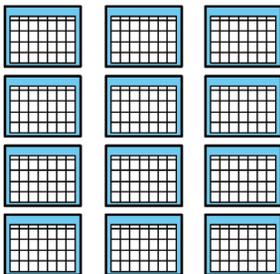


## We want your support plan to be right

We want you to get the right care and supports. The supports you need might change.



We will **review** your support plan with you. This means we will look at your support plan again with you.



We will also review your support plan

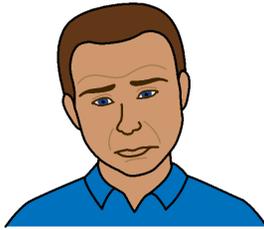
- once a year

or

- if lots of things change in your life.



For example, you might move out of your family's home.

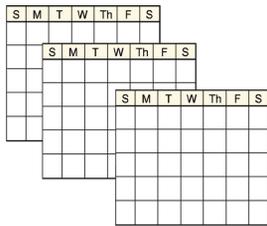


You might **not** be happy with

- the review of your support plan
- your new support plan.



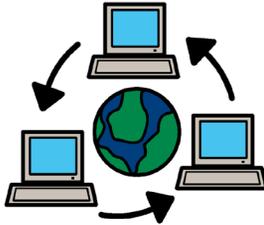
You can ask us to look at your support plan again.



You have 3 months to ask us to review the plan if you are not happy with your support plan.



## More information



Go to our website

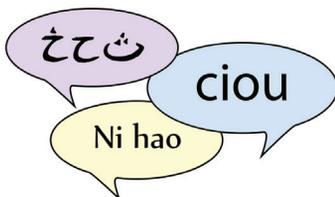
[www.ndis.gov.au](http://www.ndis.gov.au)



Call 1800 800 110

Monday to Friday

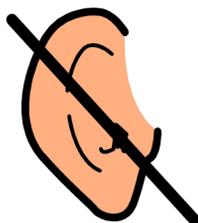
9am to 5pm



Is English hard for you?

Do you speak a different language?

Call 13 14 50



Are you deaf or hearing impaired?

You can use TTY.

Call 1800 555 677

Then give the number 1800 800 110

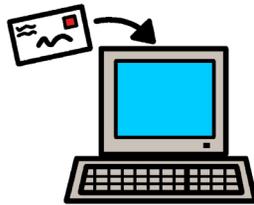


Is your speech hard to understand?

You can use the NRS Speak and Listen

Call 1800 555 727

Then give the number 1800 800 110



Send us an email

[enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

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Scope's Communication and Inclusion Resource Centre

wrote the Easy English. February 2015 [www.scopevic.org.au](http://www.scopevic.org.au)

To see the original contact the National Disability Insurance Agency.

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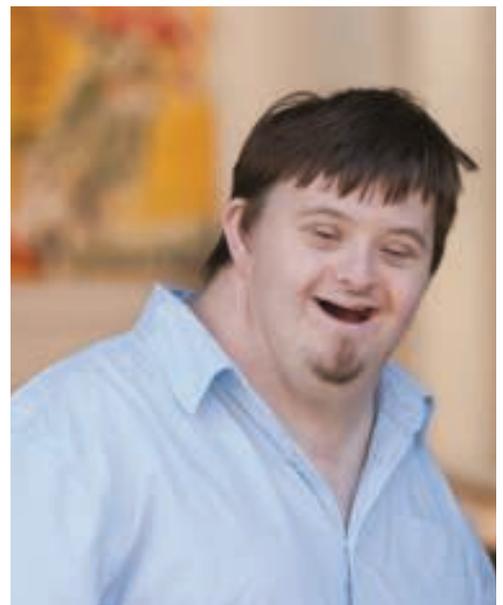
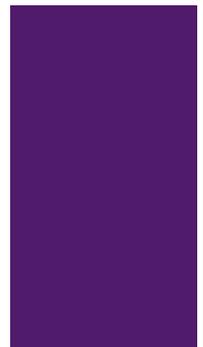
[www.inspireservices.org.uk](http://www.inspireservices.org.uk)

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Australian Government

# NDIS planning workbook



**ndis** National Disability Insurance Scheme

ISBN 978-1-925007-57-2

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## How to use this workbook



This information is written in an easy to read way.  
We use pictures to explain some ideas.



Some words are written in **bold**. We explain what these words mean. There is a list of these words on page 38.



You can ask for help to read this NDIS planning workbook. A friend, family member or support person may be able to help you.

## What is in the NDIS planning workbook?

What is the National Disability Insurance Scheme?	5
What can the NDIS support you with?	6
Making a plan	8
<b>Part 1</b> – Think about your needs and goals	12
<b>Part 2</b> – Meet your personal planner	25
<b>Part 3</b> – Develop your plan	28
<b>Part 4</b> – Carry out your plan	32
<b>Part 5</b> – Review your plan	36
Where to get more information	37
Word list	38

# What is the National Disability Insurance Scheme?



The National Disability Insurance Scheme is a way of providing care and support to people with disability in Australia. In this document, we will call it the NDIS.



The NDIS provides support for:

- People living with a **permanent** disability. This means they have a disability that won't go away.



- People living with a **significant** disability. This means people who have a major disability.



- People who are Australian citizens. Australian citizens can be born here or have paper work that says they can live here.



- People who are under 65 years old when they start with the NDIS.



You can use My Access Checker at [www.ndis.gov.au](http://www.ndis.gov.au) to make sure you are able to use the NDIS.

## What can the NDIS support you with?



The NDIS funds **reasonable** and **necessary** supports.

Reasonable supports are fair and balanced.

Necessary supports are those that you must have.



Reasonable and necessary support will mean you can be more independent and work toward your goals.

These supports could include help with:

- getting or keeping a good job



- therapies you need



- changes to your home





- equipment you use



- changes to your car.

Other examples of support include the support you receive from:



- family and friends



- community and disability services



- health services



- education services.

## Making a plan



When you start using the NDIS, you will need to make a plan to help you reach your goals.



Everybody's plan is different.

This is because everyone has different needs.



Your plan will include information about:

- your support needs
- your goals
- your current supports.



This NDIS planning workbook will:

- help you understand the planning process
- help us understand exactly what kind of support you need.



You will have a meeting with a person called a planner. He or she will help you make the plan.



You can also ask someone you trust to help you with your plan. This might be someone like a friend, family member or an **advocate**.

An advocate is someone who supports and speaks up for people with disabilities.



At your first planning meeting we will talk about:

- what you are doing now
- what you would like to try in the future.

We will also talk about the different parts of your life.

On the next few pages, we have provided tips for what you can think about before the planning meeting.



We've also provided space to write things down.



Writing these things down really helps with your first planning meeting.



And, the things you write down will help you to complete the **Participant Statement**.

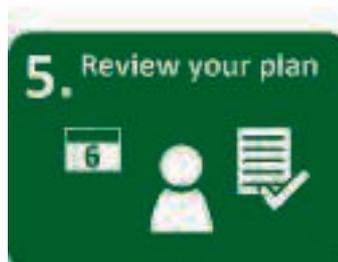


This is a document that helps us get to know you.



Please make sure you bring your Participant Statement to your first planning meeting with your planner.

This workbook has 5 parts for you to think about before your planning meeting.





## Part 1 – Think about your needs and goals

Before you meet with your planner, it's a good idea to think about these things:



- What support do you need to do every day activities?
- How would you like your life to be in a few years?
- How can the NDIS help you?



You might like to talk about these things with your family, friends or a carer.

### What is your life like now?

Here are some things to think about:



- Activities you take part in. This might include things you do at school or work. And it might include social activities and the things you do for fun with your family or friends.



- Things that are working well in your life.



- Things you would like to change or make better.



- Anything new that you would like to try, such as a new activity or service.



- What you do when someone comes to your home to help you.

You can write your answers in the space below.

Write or draw your notes here...



### Activities that I do all the time

Day	What do I do?	What help do I have?
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

### Activities that I do sometimes

Month	What do I do?	How often do I do it?	What help do I have?

## Where do you live and who do you live with?



Who do you normally live with?



What kind of house do you live in?

For example, you might live in:

- a unit or apartment
- a house
- a granny flat
- a townhouse.



Is there something you would like to change about how you live now?

Write or draw your notes here...



## Who are the important people in your life?



This might include:

- friends
- family
- community groups
- social workers
- physiotherapists
- carers.

Are there people who help you in your day to day life?

These people might help you with:



- travel
- cleaning
- looking after your money
- taking part in social activities
- work
- study.

Write or draw your notes here...



## What services and equipment do you currently use?

Some of the services you use may be provided by:

- your local council
- religious groups
- disability service providers
- community groups
- support groups
- hospitals, doctors or other health care professionals
- school.



Has your home been changed to help you move around more easily? This may include changes like ramps or lifts.



Do you use any equipment like a wheelchair or hearing aid?



How often do you use this equipment?

Write or draw your notes here...



## What supports do you have now?

The supports you receive might be **formal** or **informal**.

**Formal support** is support you get from places like:

- community or disability services
- school or university
- sporting organisations
- hospitals, doctors and other health care professionals.



**Informal support** is support that you might get from your friends or family.

You can make notes about these supports in the table below.

Formal supports	Informal supports

## Your goals



You might have goals for different areas in your life.



Long term goals are goals you would like to reach over a long period of time.



Short term goals are goals that you would like to reach soon and more easily.



What support do you need to reach your goals?



Is there anything stopping you from reaching your goals?



What actions do you need to take to get to where you want to be?

You can use the boxes below to make notes about your goals.

You do not have to write in every box. Just write down the goals that are most important to you.

<p>✓ <b>Education</b></p> <p>Would you like to learn new things or do a course?</p> 	<p>Write your goals here...</p>
---	---------------------------------

<p>✓ <b>Work</b></p> <p>What are your goals for working in a job? Would you like to get a job or change your hours?</p> 	<p>Write your goals here...</p>
---	---------------------------------

<p>✓ <b>Taking part in the community</b></p> <p>Would you like to do new activities and make new friends?</p> 	<p>Write your goals here...</p>
---	---------------------------------

<p>✓ <b>Where you live and who you live with</b></p> <p>Would you like to move?</p>  A woman with dark hair, wearing a patterned top, is sitting and pointing her right hand towards a framed picture on the wall. The picture shows a two-story house with a red roof and a green lawn.	<p>Write your goals here...</p>
---	---------------------------------

<p>✓ <b>Staying healthy</b></p> <p>Would you like to do more exercise or take up a sport?</p>  A man with a beard, wearing a yellow vest over a blue shirt, is holding a blue and white basketball with both hands above his head.	<p>Write your goals here...</p>
---	---------------------------------

<p>✓ <b>Doing things on your own</b></p> <p>Would you like to get to do more things with less help from others?</p>  A woman with short hair, wearing a blue jacket and a patterned skirt, is standing with her hands on her hips.	<p>Write your goals here...</p>
---	---------------------------------

## Case study: Lynne Foreman



Lynne Foreman was born with a muscle disorder that affects her joints.

She needs to use a wheelchair and the help of other people for daily tasks.

Lynne used the NDIS planning workbook. She filled it out before her first planning meeting.

Lynne worked with an advocate and her husband to create her plan. They helped Lynne work out what her goals were and the support that she needed.

Before her first planning meeting, Lynne made 2 lists:

1. Support she already had.
2. Goals she wanted to reach with the help of the NDIS.

Lynne said that making a list of all her goals and current supports was a big help. Lynne decided that she needed more help with her bath. She also needed to replace her power chair because it was getting old and kept breaking down. Lynne also asked for funding to help with therapy she was getting for her shoulder problems.

Together Lynne, her support people and the NDIS planner were able to create a plan that would be best for her. It is helping her reach her goals and she is getting the support she needs to live the life she wants.



## Part 2 – Meet your personal planner



A planner from the NDIS will contact you to organise a meeting when you are ready.



At this meeting you will talk about your life and goals.

You should bring the notes you have made in this workbook to your meeting.



If you want to, you can bring someone to this meeting. This may be a friend, a family member or an advocate.



Tell your planner if you need a translator.



If you have a carer, they might like to say something about the care they give you.

Your planner will ask you if this is OK.



Not everyone needs the same amount of time to make their plan. You might only need 1 meeting or you might need a few.



Your planner will take the time to talk to you about what is best for reaching your goals and creating a good plan.

On the next page is an example of a meeting **agenda**.

This is to show you how a planning meeting usually goes.

# Planning Meeting Agenda

Attendees

Date

- Getting to know you
- Reading your notes in the workbook
- Setting your goals
- Knowing when you have reached a goal
- Managing your plan
- Reviewing your plan
- Talking about what is next



## Part 3 – Develop your plan



Using the information gathered during your planning meeting, your planner will come up with a plan that best suits your needs and helps you reach your goals.



From this plan, your planner will be able to decide the best kind of supports you will need.

### Sometimes a specialist assessment is needed



A **specialist assessment** is an exam that a specialist like a doctor or therapist will do.



Sometimes this assessment is needed to make sure you are getting the right supports to meet your needs.



If you need to have this kind of assessment, we tell you:

- why you need to do it
- how it will be done
- what information it will give us.

## How will you manage the funding for your plan?



Your planner will also talk about how you will manage the plan from day to day.

There are a few options that you can choose from:



### **Look after the plan yourself.**

This means the NDIS will give you money so you can organise and pay for your own supports.



### **Have someone else manage the plan.**

This means you will choose someone to help you with your plan. This person is called a **plan nominee**.



### **Use a registered plan management provider.**

This is an organisation that will manage your funds for you. Your planner can help you find a provider.



### **Ask the NDIA to look after the plan.**

This means the NDIA will make sure that your plan is working well.



### **A mix of all these options.**

This means you can create your own way of looking after your plan.

## Part 4 – Carry out your plan



Your planner will send you a copy of your plan for you to sign.



Your planner will also talk to you about how you wish to manage your money and supports in the plan.

You can have help with this if you would like.

There is an activity below that might help you decide the best way to manage your plan.

I am confident that I can look for service providers to help me reach some of the goals in my plan:

- by myself
- with a little help from other people
- with a lot of help from other people.



I am confident that I can contact and talk to service providers to help me reach some of the goals in my plan:

- by myself
- with a little help from other people
- with a lot of help from other people.



I am confident that I can meet and interview service providers to help me reach some of the goals in my plan:

- by myself
- with a little help from other people
- with a lot of help from other people.



I am confident that I can make an agreement for service providers to help me reach the goals in my plan:

- by myself
- with a little help from other people
- with a lot of help from other people.



I am confident that I can decide which service providers will be best to help me reach the goals in my plan:

- by myself
- with a little help from other people
- with a lot of help from other people.



After thinking about these things I have decided that:

- I am going to look after my plan myself and contact my planner if I need help.
- I am going to look after my plan myself with some help from a support person like a friend, family member or another person that I trust.
- I am going to need a lot of help looking after my plan.

## Advice: Fiona Cranny



Fiona Cranny is an NDIS planner.

She has some useful information for people who are going to use an NDIS plan to reach their goals.

The first thing Fiona suggests is writing down any thoughts you have about the plan. She says there are no right or wrong answers to the questions in this workbook.

Fiona says that if you come to a meeting without filling out the questions in this book, it might take longer for your planner to work out what you need.

She says: “If you know what you want from the start then we are able to talk about the different options you have straight away. The NDIS is different because it’s about helping people take part in community and social activities more than they may have been able to before.”

## Part 5 – Review your plan



We know that sometimes things can change in your life. You might want to change your plan if it is not working for you.



If this happens, you can meet with your planner and change your plan to better meet your needs.

## Where to get more information

If you want more information you can contact:



1800 800 110  
8am – 8pm  
Monday – Friday



[www.ndis.gov.au](http://www.ndis.gov.au)

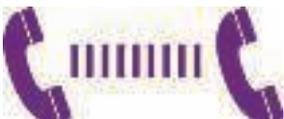


[enquires@ndis.gov.au](mailto:enquires@ndis.gov.au)



### **TTY users**

Phone 1800 555 677, then ask for 1800 800 110



### **Speak and Listen** (speech-to-speech relay)

Phone 1800 555 727, then ask for 1800 800 110



### **Internet relay users**

Visit the National Relay Service website at:  
[relayservice.gov.au](http://relayservice.gov.au) and ask for 1800 800 110



### **Visit your local NDIS office**

Find your local NDIS office at  
[www.ndis.gov.au/about-us/visit-us](http://www.ndis.gov.au/about-us/visit-us)

## Word list



### **Advocate**

Someone who supports and speaks up for people with a disability.



### **Agenda**

A list of a plan of things that need to be discussed during a meeting.



### **Formal support**

This is support from an organisation, a community or a group that works with people who have disabilities.



### **Informal support**

This is support your get from friends or family.



### **Necessary**

Something that you must have.



### **Participant statement**

This is a document that helps us get to know you.



### **Permanent**

Something that won't go away.



### **Plan nominee**

Someone you choose to manage your plan for you.



### **Reasonable**

Something that is fair and balanced.



### **Registered plan management provider**

An organisation you choose to look after your plan for you.



### **Significant**

Something that is big or major.



### **Specialist assessment**

An exam done by a professional like a doctor or therapist.

## MORE INFORMATION

Phone 1800 800 110  
Website [ndis.gov.au](http://ndis.gov.au)  
Email [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

### **TTY users**

Phone 1800 555 677  
then ask for 1800 800 110

### **Speak and Listen** (speech-to-speech relay)

Phone 1800 555 727  
then ask for 1800 800 110

### **Internet relay users**

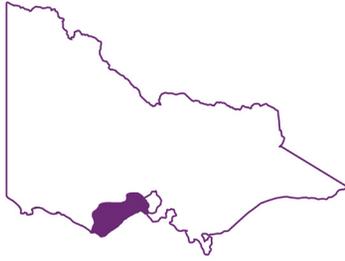
Visit the National Relay Service website at [relayservice.gov.au](http://relayservice.gov.au) and ask for 1800 800 110.



## The NDIS in Barwon



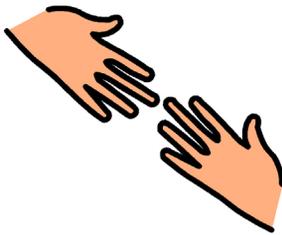
Easy English February 2015



This fact sheet is about **National Disability Insurance Scheme in Barwon.**



The **National Disability Insurance Scheme** is called the **NDIS**.

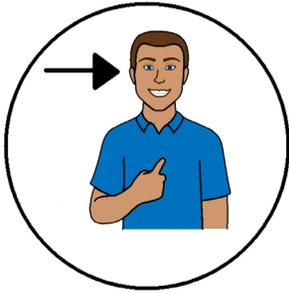


The NDIS is a new way to help people with a disability get

- care
- supports.



The NDIS will pay for the care and supports that people need.

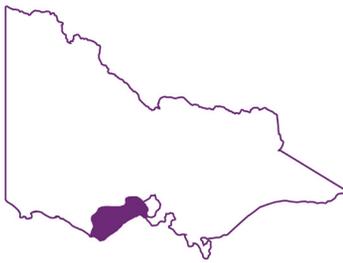


The NDIS will help people for their whole life.

People with a disability will get help to

- find out what they want
- find out what they need.

People with a disability will get help to make an NDIS support plan.



### **The NDIS in the Barwon area**

The NDIS has **not** started everywhere.

It has started in the **Barwon** area.

The Barwon area is

- Geelong
- places near Geelong, like
  - Queenscliff
  - Colac
  - Barwon Heads.

# ndis ?

## How to get the NDIS

The government has made rules for the NDIS.



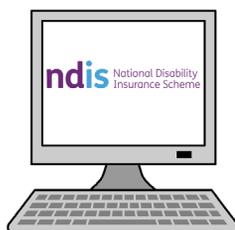
The **main** rules for the Barwon area are

- you must be under 65 years old
- you must live in the Barwon area
- you must have a disability
- you must be an Australian citizen



This means

- you were born in Australia
- or
- you have a special piece of paper that says you can live here.

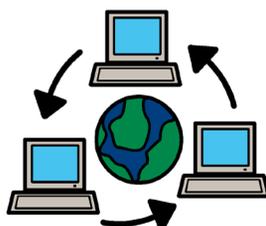


There is an NDIS website.

On the website you can use the

### **My Access Checker.**

You can check if you meet the NDIS rules.



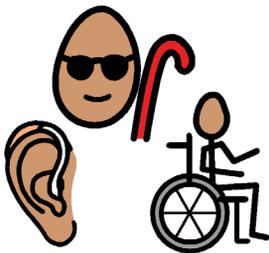
Go to

[www.ndis.gov.au/my-access-checker](http://www.ndis.gov.au/my-access-checker)



## NDIS rules about disability

The rules say the disability must be **permanent**. Permanent means the disability will not go away.

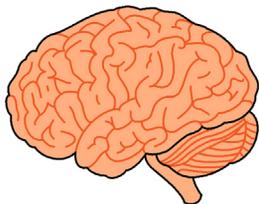


## Type of disability

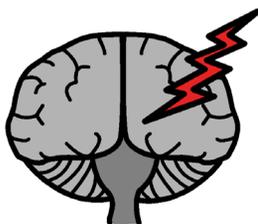
Some people have

- more than one disability
- a disability that comes, goes away and comes back again.

The disability might be



- intellectual or cognitive. For example,
  - Down syndrome
  - brain injury.



- neurological. For example,
  - stroke
  - motor neurone disease.



- sensory. For example,
  - vision impairment
  - hearing impairment.



- physical. For example,
  - cerebral palsy
  - spina bifida.



- psychiatric. For example,
  - schizophrenia
  - bipolar disorder.

These are just some examples.



The NDIS says the disability must affect your daily life. For example, it is hard to

- get dressed
- go shopping.



The NDIS says the disability must affect the way you join in things in the community.

For example, it is hard to

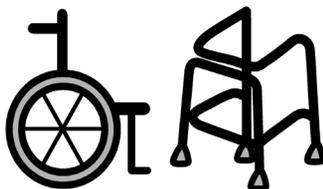
- get a job
- go to school.



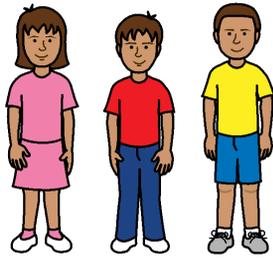
To do things, you must also need

- someone to help you most days

or



- equipment like a
  - wheelchair
  - walking frame
  - communication device.

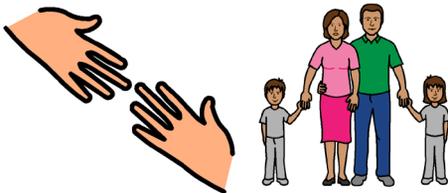


## Early intervention

Early intervention means to treat something early.

The NDIS can pay for early intervention.

Early intervention might help the person with a disability now. This means they need less support later.

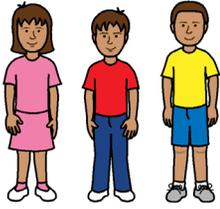


Early intervention might help carers and family members look after the person with a disability.



Early intervention might

- make the disability better
- stop the disability getting worse.



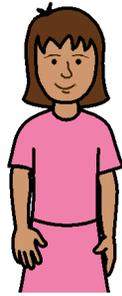
## How to get early intervention

The NDIS will pay for early intervention for people with a disability.

The disability might be

- intellectual
- cognitive
- neurological
- sensory
- physical
- psychiatric.

There are examples on pages 5 and 6.



Children under 6 years old can get early intervention.



The NDIS will pay for early intervention for **some** children. The main rules are

- the child must be under 6 years old
- the child must have a developmental delay.  
Developmental delay means the child finds it very hard to do everyday things.

For example,

- use the toilet
- talk
- learn
- walk.



The child might need help from

- a speech therapist
- a physiotherapist
- an occupational therapist.

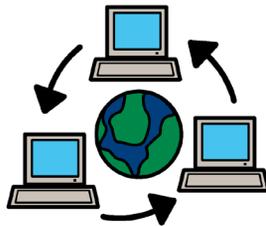


## What the NDIS does not cover

The NDIS does **not** cover all supports.

Other services cover some supports. For example, a broken leg is **not** a permanent disability. You need Medicare.

My Access Checker can tell you if you meet the NDIS rules.

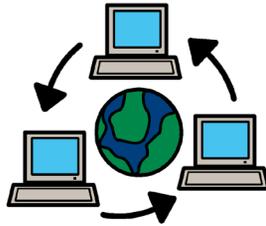


Go to

[www.ndis.gov.au/my-access-checker](http://www.ndis.gov.au/my-access-checker)



## More information



Go to our website

[www.ndis.gov.au](http://www.ndis.gov.au)



Call 1800 800 110

Monday to Friday

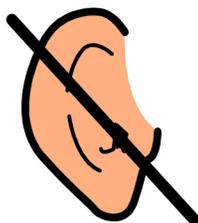
9am to 5pm



Is English hard for you?

Do you speak a different language?

Call 13 14 50



Are you deaf or hearing impaired?

You can use TTY.

Call 1800 555 677

Then give the number 1800 800 110

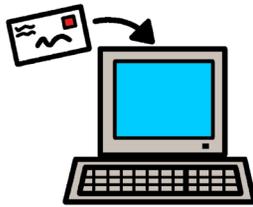


Is your speech hard to understand?

You can use the NRS Speak and Listen

Call 1800 555 727

Then give the number 1800 800 110



Send us an email

[enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

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Scope's Communication and Inclusion Resource Centre

wrote the Easy English. February 2015 [www.scopevic.org.au](http://www.scopevic.org.au)

To see the original contact the National Disability Insurance Agency.

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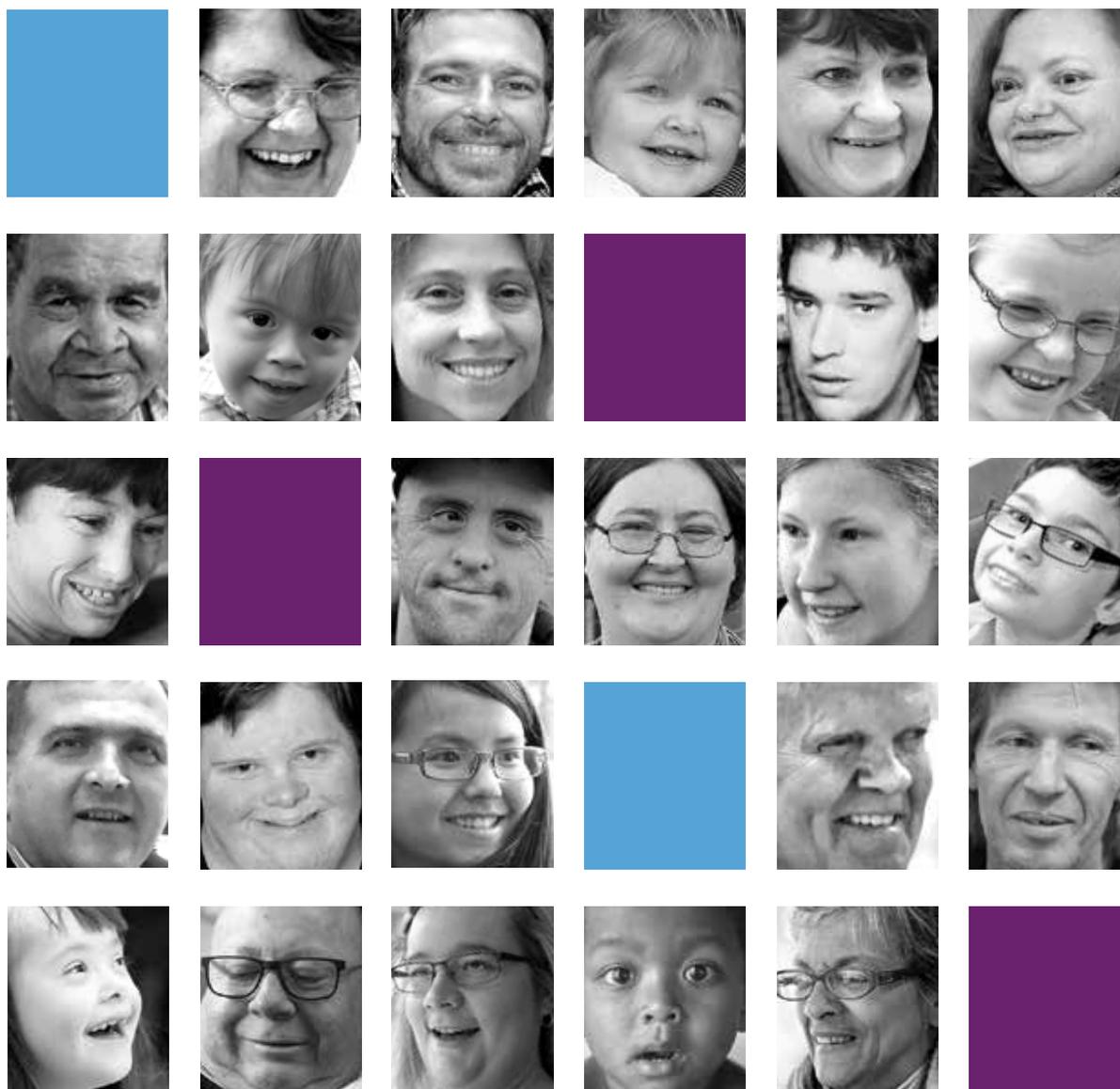
[www.inspiredservices.org.uk](http://www.inspiredservices.org.uk)

Change pictures © 2011. [www.changepeople.co.uk](http://www.changepeople.co.uk).



# National Disability Insurance Agency 2013-14 **ANNUAL REPORT**

## Easy Read Version





# About this booklet

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## What is this booklet for?



This is the NDIA Annual Report for our first year.



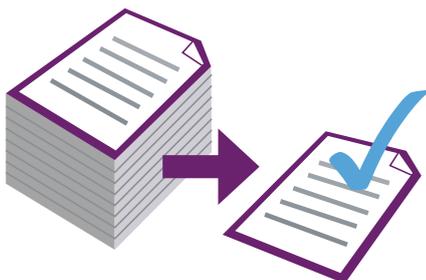
It is to tell you what the **National Disability Insurance Scheme** has been doing and to tell the Australian Government how well we are working.

The National Disability Insurance Scheme is also called the NDIS.

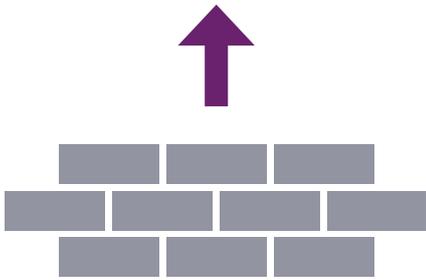


It is run by the **National Disability Insurance Agency.**

The National Disability Insurance Agency is also called the NDIA.



This is an easy to read version of a much longer report—the *National Disability Agency 2013-2014 Annual Report*. You can find it on the internet at [www.ndis.gov.au](http://www.ndis.gov.au).



## Why have we written it?

We wrote it because we want you to know that the NDIS is being built like the Government planned and will be there for you in the years to come.



**Easy Read**

## How have we written it?

We have made it easy to read.

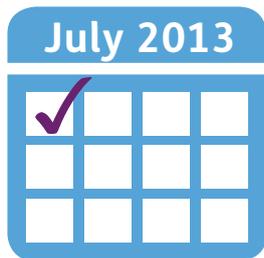
Some words are in **bold**.

We explain what the **bold words** mean below where they are written.

# We are building and learning



The NDIS is a new way of supporting people with disability.



The NDIS started in July 2013.

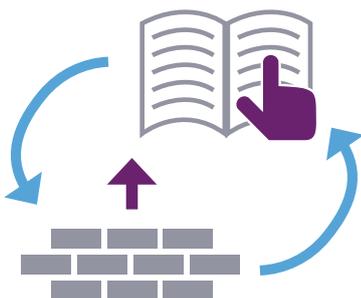
It is now over 1 year old.



It has started small and will take several years to build.



This means we can learn what will make the NDIS stronger and better when it is bigger and can help more Australians with disability.



We call this 'building and learning'.

# The NDIS is supporting thousands of people



In our first year, the NDIS made **plans** with 7316 people with disability.

A plan is a list of the things the NDIA has promised to do to help you live an ordinary life and do the things you want to do.



You can talk to the NDIA **planner** and your family and friends when you are choosing what sorts of supports you need.

Planners are the people who help you choose the supports you need. Planners are sometimes called Planning and Support Co-ordinators or PSCs.

Plans can include things like:



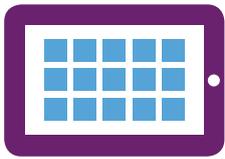
- training to become more independent in doing things for yourself, like cooking a meal or catching a bus



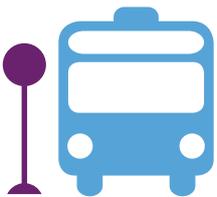
- paid support workers



- wheelchairs and other equipment



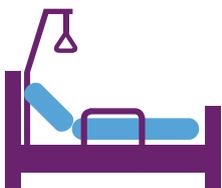
- communication devices



- assistance with transport



- shower equipment



- equipment to help you get in and out of bed

Plans can include things like:



- technology that has special apps to help organise your budget and daily life



- support to get into courses that interest you and get you a job



- swimming, sport and community activities

- therapies to help you to do more for yourself



- help for your family to keep on supporting you.

## Shahni

The NDIS helped Shahni go to TAFE to learn how to be a legal secretary. Now she is looking for a job to earn money for herself and her baby.



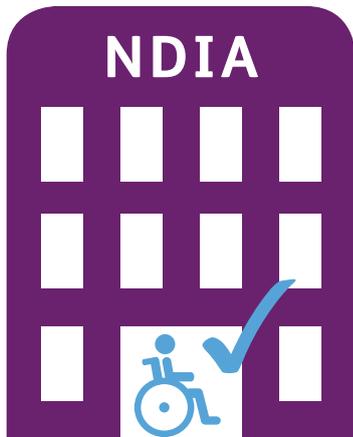


## Joseph

The NDIS is helping Joseph find an art course so he can live his dream of being an artist and photographer.

The NDIS is giving Joseph support to help him dress, wash and get around his local community. It is making life easier for him and his mother.

# We are building a strong NDIS



The NDIA's National Office was opened in Geelong in April 2014 by Prime Minister Tony Abbott.

All our offices are built so that people with disability can easily get into the building and get around the office.

In our first year, 516 people worked at the NDIA.

About 55 of these people have a disability.

The NDIA believes that we can deliver the NDIS better when people with disability work in the Agency too.



# We are supporting people all around Australia

We set up 4 **trial sites** in our first year.

Trial sites are NDIA offices where we try out new ways of supporting people with disability to see what works best.

We learn from our trial sites what will help us get better at our job.

We will open more sites in more places every year.

The sites we opened in our first year are in:

- the Hunter in New South Wales
- the Barwon area in Victoria – which is around Geelong
- Tasmania
- South Australia.





The trial site in Tasmania is for people with disability aged between 15 and 24 years.

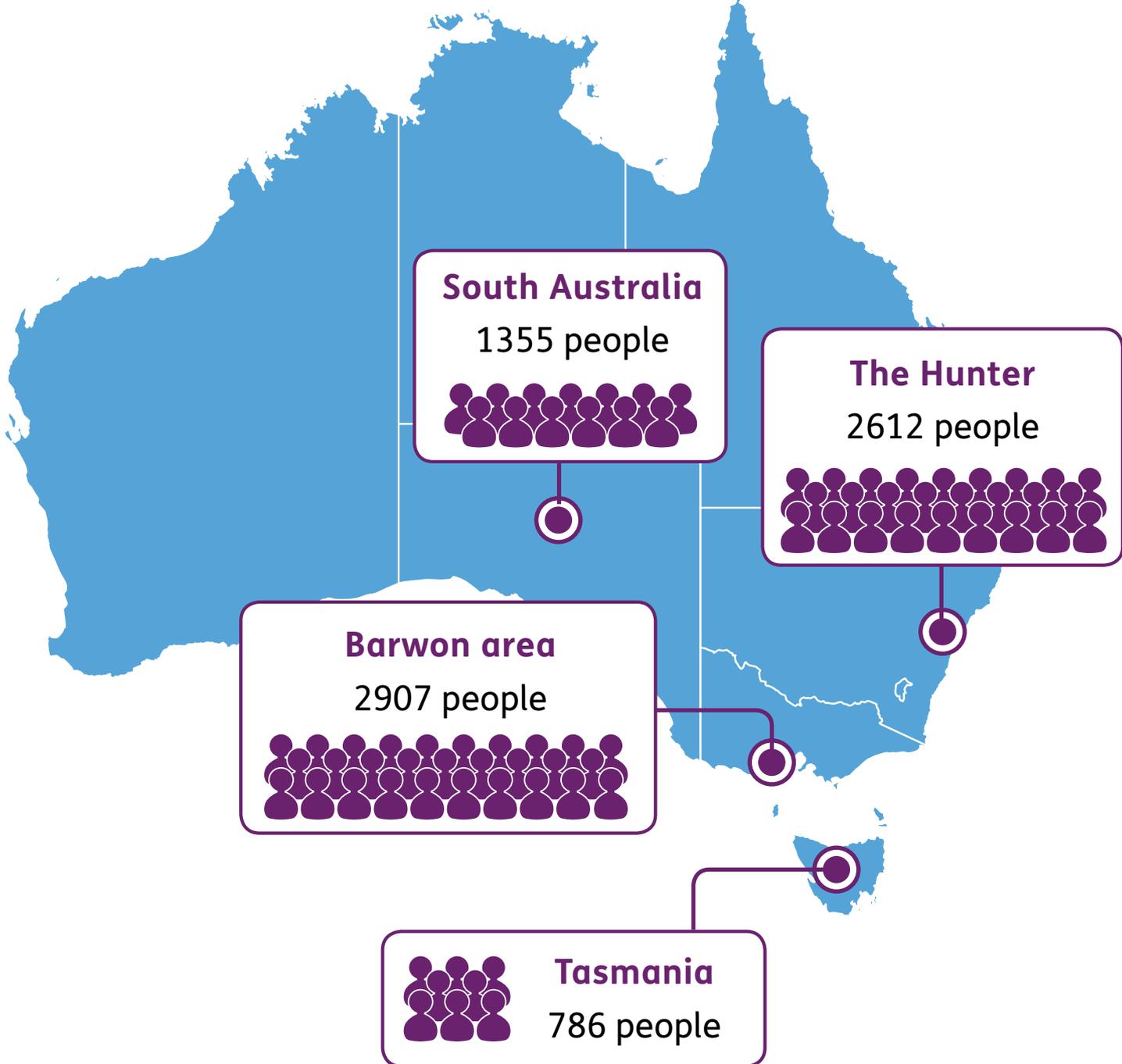


In our first year, the trial site in South Australia is for children aged 0 to 6 years. We are also working with indigenous people who live in very remote parts of South Australia, like the APY Lands.



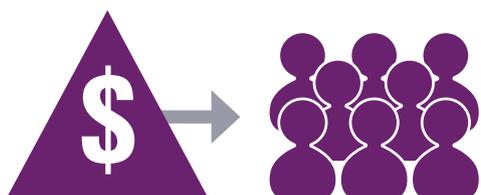
The trial sites in the Hunter and the Barwon area are for people with disability under 65 years of age.

This map shows how many people with disability were in the trials in our first year

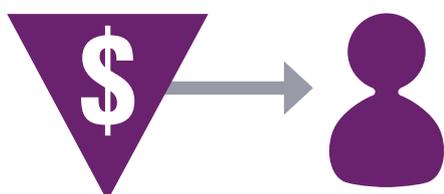




## The NDIS is working very well



The NDIS cost Australia about \$130.9 million in its first year. This is less than we expected and saved the government money.



Most **Support Packages** are also costing less. We thought they would cost \$35 000 for every person each year, but they only cost \$34 600.

A Support Package is the money that the NDIA puts aside to spend on carrying out your plan.



### Time taken

We are making sure people become part of the NDIS faster. Last year it took 30 days, now it takes 13 days.



We are spending most of our money on people with disability. \$93 out of every \$100 we spend pays for support packages.



People with disability who have used the NDIS are happy with the way it is working. They told us they liked working on their plan and the support they could choose was good.

# Getting everyone ready for the NDIS

The Government has given the NDIS money to help people get ready for the NDIS.

This money is called the **Sector Development Fund**.

The Sector Development Fund will be used to help you understand the NDIS, and help **registered providers** to give you better support.

Registered providers are the organisations that support people with disability. The NDIS has 1350 registered providers.

This year we spent \$4.5 million through the Sector Development Fund.

# The NDIS will get even better next year

In our second year we have already opened new trial sites in:

- Perth Hills in Western Australia
- the Barkly area in the Northern Territory
- Canberra.





We have learnt that making sure you get more information is important. We have started new ways to get more information to you:



- more Pre-planning Sessions so you know what types of help there are to choose from and which ones are best for you. Pre-planning Sessions will be meetings with planners and your family and friends to talk about what you want to do and what support you need to do this



- a new planning workbook that will ask what you want to do and get you to think about what support will help you do it.



We will start building a new computer system that will make it easier for you to contact us and control your budget and the support you get.



We will be telling more people about the NDIS so they know why we are here.

We will be doing more for Indigenous people and people who come from families that do not speak English as their first language.



We are listening to what you want through a committee called the **Independent Advisory Council.**

The Independent Advisory Council is made up of people with disability, carers and service providers who make sure the NDIA understands what people with disability want from the NDIS.

We want to hear from you about what we can do better and how we can provide you with a really good service.

# Why we are building the NDIS

We are building it for 3 main reasons:

1. to make sure everyone with disability gets what they need
2. to help people with disability do more things and lead the lives they want
3. to get all Australians looking out for people with disability.

We are helping people with disability become part of their communities.

We are helping them catch public transport, learn to drive, finish school, do courses and get jobs

# Thomas

Thomas has written a book.

He runs his own business teaching people about what it is like to have disability and how people can help.

The NDIS is giving him support so he can run his business better.



We are giving information to people, organisations and businesses about how they can include people with disability in what they do.

We want sports clubs, scouts and girl guides, community centres and other groups to welcome people with disability and make them members.

We want employers to give people with disability training, work experience and jobs.



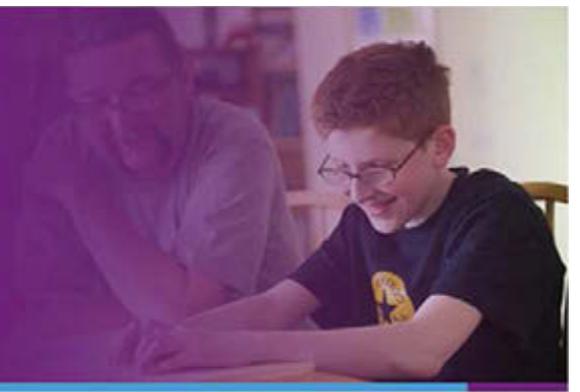
## Chloe

Chloe's NDIS plan includes support that helped her get her driver's license and work experience at her local supermarket.





National  
**disabilityinsurance**  
Agency



# Guide to Service Agreements

## Instructions for participants and service providers



This information is written in an easy to read way. We use pictures to explain some ideas.



Some words are written in **bold**. We explain what these words mean. There is a list of these words on page 29.



You can ask for help to read this *Guide to Service Agreements*. A friend, family member or support person may be able to help you.

## What is in the *Guide to Service Agreements*?

What is a Service Agreement?	3
What is this <i>Guide to Service Agreements</i> about?	4
Who can make a Service Agreement?	6
How is a Service Agreement different to an NDIS Plan?	7
What should be included in a Service Agreement?	9
What is expected of you?	11
What is expected of the service provider?	13
How to pay for your supports	16
How to change a Service Agreement	18
How to end a Service Agreement	19
What to do if you have a problem	21
Sample Service Agreement	22
Additional information for service providers	27
Checklist for Service Agreements	28
Word list	29
Where can I get more information?	30

## What is a Service Agreement?



A Service Agreement is a document.



It is for you and your **service provider**.

The service provider is the person or organisation that provides you with supports.



The document says that you both agree about the services you are going to receive.



When you have agreed, you both sign the document.

## What is this *Guide to Service Agreements* about?



We've written this Guide for you.

You are a person who is using the NDIS.

We call people who are using the NDIS '**participants**'.



We've also written this guide for service providers – the people who are offering services to you.



That way, the service providers also know what needs to be included in a Service Agreement.



And they can help you prepare a Service Agreement if that's what you need.

There is additional information for service providers on page 27.



You will find a sample Service Agreement on page 22.



There is a useful checklist to make sure you've done everything you need to do when making a Service Agreement. You'll find this checklist on page 28.



If you would like any more information about Service Agreements, you can contact us.

Our contact details are on page 30.



There are also a range of useful tools from the Practical Design Fund to help you with Agreements.

These are available on our website at [www.ndis.gov.au/people-disability/practical-design-fund](http://www.ndis.gov.au/people-disability/practical-design-fund)

## Who can make a Service Agreement?



A Service Agreement can be made by a participant of the NDIS and their service provider.



Sometimes, you might ask another trusted person to enter into the Agreement for you.

This might be a family member, carer, friend or other person.

A service provider might be:



- An organisation that offers disability support.



- A community organisation.



- A mainstream service provider, such as a business that provides cleaning, health or gardening services.

## How is a Service Agreement different to an NDIS Plan?



Your NDIS Plan explains what you want to do and what your goals are.



And it explains the support you will need to achieve your goals.

The Service Agreement is different.



The Service Agreement is about the working relationship you have with your service provider.



It makes sure that you and your service provider both agree about the supports you will receive and how these supports will be provided.



One of the big ideas behind the NDIS is that you have choice and control about the support that you use.



You get to choose who provides your supports.  
And you get to choose how you receive supports.



The Service Agreement is a good way to make sure you receive the services that are right for you.



And having a Service Agreement is a helpful way to make sure you have everything in writing if any problems occur.



Don't forget to keep a copy of your Service Agreement in a safe place.



Also, it's a good idea to take a copy of your NDIS Plan to any meetings you have about your Service Agreement.



If you want to, you can attach a copy of your NDIS Plan to the Agreement.

## What should be included in a Service Agreement?



The Service Agreement should include information about the supports you receive.

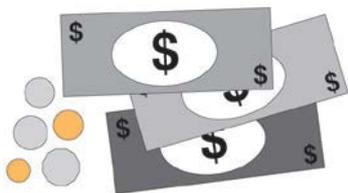
It doesn't have to be complicated. It can be quite simple. It needs to say:



- What supports you will receive.



- When, where and how you will receive those supports.



- How much the supports will cost and how they will be paid for.



- How long you need the supports for.



- What is expected of you. This is about your responsibilities. We explain this in more detail on page 11.



- What is expected of your service provider. We explain this in more detail on page 13.



- How you can end or change the Agreement.



- What you can do if any problems occur.

## What is expected of you?



When you sign the Service Agreement, it means that you agree to do the things that are expected of you.

These are called your **responsibilities**.

Your responsibilities include things like:



- Telling the service provider about the supports that you want, and how you want to receive them.



- Being polite and respectful to the staff who work with you.



- Telling the service provider if you've got any problems.



- Telling the service provider if you can't make it to an appointment – you should always give them at least 24 hours' notice.



- Telling the service provider straight away if you want to end the Agreement.



- Letting the service provider know if your NDIS Plan changes or if you stop using the NDIS.

Every Service Agreement is unique.

The list above explains what we suggest you include.

This means that your Service Agreement may not have all of the things listed above in it, or it may have some other things in it.

This will depend on what you and your service provider agree.

## What is expected of the service provider?



Service providers have responsibilities too.

Below is a list of our suggestions of what these should be.

You and the service provider may agree on other things to include on the list.

The service provider's responsibilities include:



- Providing the services that you have asked for.



- Being open and honest about the work that they do.



- Explaining things clearly.



- Treating you politely and with respect.



- Including you in all decisions about your supports.



- Letting you know what to do if you have a problem or want to complain.



- Listening to your feedback and fixing any problems quickly.



- Telling you if they want to end the Agreement.



- Making sure your information is correct and up to date.



- Storing your information carefully and making sure it is kept private.



- Obeying all the rules and laws that apply. This includes the *National Disability Insurance Scheme Act 2013* and the *National Disability Insurance Scheme Rules*.



- Providing invoices and statements for your supports.



- Checking whether GST applies. There is more information about this on page 27.



- Checking that the Agreement is working well. You and the service provider will agree about how often the Agreement will be reviewed.

## How to pay for your supports



There are different ways to pay for your supports.



Some people manage all of their NDIS funding themselves.



In this case, you pay the **invoices** from the service provider directly. An invoice is like a bill.



Some people have a **Plan Nominee** to help them. This is a person you trust, like a family member or friend. If the NDIA says it's ok, this person can manage your NDIS funding for you.



In this case, the Plan Nominee pays the invoices from the service provider.



Some people ask the National Disability Insurance Agency (NDIA) to manage the funding for them.



In this case, the NDIA pays the invoices.



Some people use a **Plan Management Provider**. This is a person or organisation who helps to manage their funding.

In this case, the Plan Management Provider pays the invoices.



In all of these cases, the way the invoice is to be paid – such as via electronic transfer, cash or cheque – will be written in the Agreement.



And the time allowed to pay the invoice will be included as well. This might be 7 days, 14 days or more.

## How to change a Service Agreement



You and the service provider will need to agree about how changes can be made to the Service Agreement.

Most Service Agreements will say:



- That the changes need to be in writing.



- That the participant and the service provider agree on the changes.



You may need to sign a new document saying that you agree with the changes.

## How to end a Service Agreement



If you want to end the Service Agreement, you must tell the service provider.

You must let them know before you want the Agreement to end.



Usually, in the Agreement, it will say how much time you must give them before the Agreement can end.

This is called a **notice period**.



This may be 1 month or more.



If the service provider wants to end the Agreement, they must tell you – and give you notice too.

Sometimes, an Agreement can end without a notice period. This could only happen if you or the service provider broke the Agreement in some way.

Let's look at an example.



Angus was upset because his support workers never turned up on time.



He made several complaints to his service provider.



But the service provider didn't do anything to fix the problem for more than 3 months.



Angus decided to end the Agreement and find another service provider.



He contacted the NDIA for more information.

**Don't forget – you have responsibilities too!**



You have responsibilities to the service provider too. If you don't do what's expected of you, the service provider can end the Agreement.

## What to do if you have a problem



The Service Agreement should explain who you can talk to if you have a problem.



It should give you the name of a person to talk to, and their contact details.



If you don't want to talk to this person, or if your problem is not being fixed, you can contact the NDIA.

We can give you information about what you can do.



Our phone number is 1800 800 110.



You can visit one of our offices.



Or you can visit our website at [www.ndis.gov.au](http://www.ndis.gov.au)

# Sample Service Agreement

## Who is making this Agreement?



**Name**

The name of the participant or their trusted person:

---



**Name**

The name of the service provider:

---

## How does this Agreement fit in with the NDIS?



This Agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS).



A copy of the participant's NDIS Plan is attached to this Agreement.

*Note: you don't have to include your NDIS Plan if you don't want to.*



The participant and the service provider agree that this Agreement is in line with the main ideas of the NDIS. These ideas include things like having more choices, achieving your goals and taking part in the community.

## **What supports will be provided?**

What are the supports to be provided? List the following:

- how they will be provided
- when they will be provided
- who will provide them
- how long they will be provided for
- how much they will cost.

## **What is expected of the participant?**

This section explains your responsibilities.

There's more information about this on page 11.

## **What is expected of the service provider?**

This section explains the service provider's responsibilities.

There's more information about this on page 13.

## **How will payments be made?**

This section explains who will pay the invoices, and how they will be paid.

There's more information about this on page 16.

## **How to make changes**

This section explains how you or the service provider can make changes to the Agreement.

There's more information about this on page 18.

## **How to end the Agreement**

This section explains how you or the service provider can end the Agreement.

There's more information about this on page 19.

## What to do if there is a problem



This section explains who to talk to if there is a problem.

The contact person is:

---

Their phone number is:

---

Their email address is:

---



If you don't have any success getting your problem fixed, you can contact the NDIA. Our contact details are on page 30.

## Goods and Services Tax



Most services provided under the NDIS will not include GST. However, GST will apply to some services.



It is the service provider's responsibility to check whether GST does or does not apply.



By signing this Agreement, the service provider says that they have checked whether GST applies.

There is more information about this on page 27.

Under tax law, the following sentence must be included in this Agreement:

"A supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the **National Disability Insurance Scheme Act 2013** (NDIS Act), in the Participant's NDIS Plan currently in effect under section 37 of the NDIS Act."

### Your contact details



Your daytime phone number:

---



Your evening phone number:

---



Your mobile number:

---



Your email address:

---



Your home address:

---



**Name**

The name of someone we can contact if we can't get in touch with you:

---



Their phone number:

---

## The service provider's contact details



Daytime phone number:

---



Evening phone number:

---



Mobile number:

---



Email address:

---



Business address:

---

## Signatures

By signing this Agreement, you agree to all of the information included.



Name

Participant name:

---



Signature:

---



Date:

---



Name

Service provider name:

---



Signature:

---



Date:

---

## **Additional information for service providers**

This Guide to Service Agreements has been designed as a tool for you to use with participants in the National Disability Insurance Scheme (NDIS).

It is written in an easy-to-read way, with pictures so that you can explain the main ideas. It also outlines your responsibilities as a service provider in a clear and simple way.

### **About the Goods and Services Tax (GST)**

Most supports provided under the NDIS will be GST-free. However, it is important for service providers to note that you will need to charge GST for some types of support.

You need to check each Service Agreement on a case-by-case basis to make sure you are complying with the law.

The main law that applies is *A New Tax System (Goods and Services Tax) Act 1999*. Further information about the NDIS and GST can be accessed on the **[Australian Taxation Office website](#)**.

In signing the Service Agreement, you state that you have checked the GST status of the supports.

### **Other useful tools**

There are a range of useful tools to help you when working with participants. Many of these were developed as part of the Practical Design Fund. You can find these on the NDIS website at **[www.ndis.gov.au/people-disability/practical-design-fund](http://www.ndis.gov.au/people-disability/practical-design-fund)**

## Checklist for Service Agreements

- I know who is making the Agreement.  
This might be me and my service provider, or it might be my trusted person and my service provider.
- I know what supports to include.
- I know what is expected of me.
- I know what is expected of my service provider.
- I know how the supports will be paid for.
- I know what to do if I want to make changes.
- I know what to do if I want to end the Agreement.
- I know what to do if I have a problem and I know who to contact.
- I have written my Service Agreement, or I have worked with my provider to write the Agreement.
- I have signed the Agreement.
- I have attached my NDIS Plan to the Agreement if I want to.
- I have kept a copy of the Agreement for my records.

## Word list



### **Invoice**

A bill. It explains how much supports costs and when the payment is due.



### **Notice period**

A period of time before a Service Agreement ends. This may be 1 month or more.



### **Participant**

A person with disability who is using the NDIS.



### **Plan Management Provider**

A person or organisation who helps to manage the funding.



### **Plan Nominee**

A family member, carer, friend or other person. If the NDIA says it's ok, this person can manage your NDIS funding and support you to make other decisions.



## **Responsibilities**

The things that are expected of you or the service provider.



## **Service provider**

The person or organisation that provides you with supports.

## **Where can I get more information?**

If you want more information about Service Agreements you can contact us:



1800 800 110



[www.ndis.gov.au](http://www.ndis.gov.au)



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# What is the National Disability Insurance Scheme?

Information about the NDIS, what it does and how you  
can use it



# What is the National Disability Insurance Scheme?



The National Disability Insurance Scheme is a new way of providing support to people with disability in Australia.

It is often called the NDIS.



The NDIS helps people with disability get the support they need.

We explain who can receive support on page 4.



The NDIS can help you decide which supports you need to live your life.

These supports can help you:



- live more independently



- take part in community activities



- go to school



- with work or getting a job



- with your health.



The NDIS can also give you more choice and control over your supports and how you receive them.



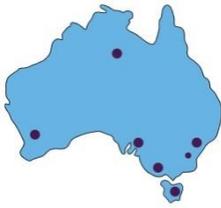
We look at ways to reduce the impact of disability on your life by getting these supports for you as early as possible.

## Who can use the NDIS?

We call people who use the NDIS '**participants**'. Participants need to:



- have a disability that won't go away and that affects the way you live your day-to-day life



- live in one of the trial sites – we explain where these areas are on page 9



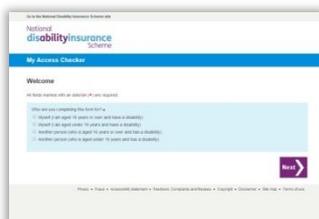
- be under 65 years of age when you first contact us



- be an Australian resident – meaning that you were born here, or have paperwork that says you can live here.



If you're from New Zealand, you may be able to use the NDIS. To do this, you need to have paperwork called a protected Special Category Visa.



To find out if you can use the NDIS, we suggest you use the **My Access Checker** tool. You'll find this on our website at [www.ndis.gov.au](http://www.ndis.gov.au)

## For participants



If you become a participant of the NDIS, we will help you find and use disability support.



We will also look at the supports you already have and how well they are working for you.

These supports might come from your family, friends or other community services.



The level of support you receive will be fair and it will be designed to meet your needs.

This support will help you meet your goals.

These might be:

- therapies
- changes to your home
- equipment that helps you move around
- taking part in community activities.





Your plan will be designed just for you and your needs.

It might include supports you are already receiving if they are working for you.



We encourage participants to become independent.



And we can support people for their whole life if that's what they need.

## For people who need some assistance



You don't have to be a participant to ask us for information. We can provide information to everyone who asks for it.

The NDIS can provide you with better access to information about:



- support options
- local support groups
- clubs and programs
- referrals to community support services.

## For families and carers



We understand how important family and carers are in the lives of people with disability.



We also understand that you might want your family or carers to help you make decisions about your supports.



The NDIS will consider the support that a carer already gives you when we are designing your plan.



We want families and carers to feel supported.

## Where is the NDIS?



The NDIS is currently working in 7 places around Australia:

- 1 the Barwon area of Victoria
- 2 the Hunter area of NSW
- 3 South Australia for children 13 and under on 1 July 2014
- 4 Tasmania for people aged 14 to 24
- 5 the Australian Capital Territory
- 6 the Barkly area of the Northern Territory
- 7 the Perth Hills in Western Australia – for a 2 year trial.



We are starting the NDIS in this way to make sure we get things right, slowly and over time.

The NDIS will start all around Australia from 2016.

## Where to get more information

If you would like more information, please contact us:



[www.ndis.gov.au](http://www.ndis.gov.au)

[enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)



1800 800 110



TTY 1800 555 677

Speak and Listen

1800 555 727



Interpreter services

131 450



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