



Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice

Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS

Reference No: SQ20-000004

SIL PLANNING

Hearing: 13 February 2020

Hansard Page: 2-3

Question:

CHAIR: Coming back to other discussions about planning—on which both Mr Tune and this committee seem to have a somewhat similar view—is it envisaged that in the future there would be the provision of some sort of draft roster of care to the participant and giving him or her, or that person's family, the opportunity to have more say about what might occur in the future?

Ms Rundle: One of the things that we introduced in late 2019, as I understand it, is a mandatory declaration which requires that participants and their representatives are actively involved with the development of their plans with SIL providers. This is going to be something that I imagine, when we get our processes settled even further, that we'd be auditing to make sure that that is actually happening.

CHAIR: If you could take this on notice, Ms Rundle: I would be very interested in some further elucidation of what that process is.

Answer:

The Supported Independent Living (SIL) quoting tool has the requirement that the Provider declares they have engaged the Participant in the creation of the quote.

Importantly, the Provider has to also declare the participant's support needs and outcomes, which should have come from discussions with the participant.

The National Disability Insurance Agency is implementing further improvements and changes which will require participant involvement in the Roster of Care and that a copy of the Roster is provided to the participant.



Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice

Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS

Reference No: SQ20-000005

NUMBER OF SIL PLANS

Hearing: 13 February 2020

Hansard Page: 4

Question:

Senator CAROL BROWN: Do you have a figure for the projected number of participants that will have SIL in their plans at full rollout? Do you have those figures?

Mr Bladek: I don't have them handy. We can provide them on notice.

Answer:

The projected numbers of participants at 30 June 2019¹ in Supported Independent Living (SIL) arrangements are:

- 26,000 as at 30 June 2020;
- 29,000 as at 30 June 2021;
- 31,000 as at 30 June 2022;
- 32,000 as at 30 June 2023; and
- 34,000 as at 30 June 2024.

These numbers are uncertain and subject to change as more National Disability Insurance Scheme experience becomes available over time. Further, the SIL market is expected to continue to develop as alternate accommodation options for participants become available.

¹ These projected numbers do not include younger people living in aged care with an NDIS plan.



Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice

Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS

Reference No: SQ20-000006

SIL AND LAC COMMUNICATION GUIDELINES

Hearing: 13 February 2020

Hansard Page: 4

Question:

Senator CAROL BROWN: You've obviously got protocols for communicating between SIL teams and LACs.

Mr Bladek: Correct. Again, these are complex participants, so they wouldn't necessarily be involved with LACs.

Senator CAROL BROWN: Do you have any documents or NDIA guidelines on the process that you can table or provide on notice?

Mr Bladek: On our website we do have operational guidelines and a description of how the quoting process works. We can check and see what other documents we'd be able to table for the committee.

Senator CAROL BROWN: But do you have working documents that you use that are not on your website? You must do.

Mr Bladek: We should go back and confirm what we would be able to provide to the committee.

Ms Rundle: We will take it on notice for you.

Senator CAROL BROWN: If there are documents that you can't provide, a list of the documents that you use would be beneficial as well.

Answer:

There is no guidance or regulation of Supported Independent Living (SIL) in the *National Disability Insurance Scheme Act 2013*, associated delegated legislation, or National Disability Insurance Scheme (NDIS) Operational Guidelines, however external information is available on the NDIS website on the Supported Independent Living webpage:

www.ndis.gov.au/providers/housing-and-living-supports-and-services/housing/supported-independent-living

Local Area Coordinators (LACs) generally do not support participants living in SIL and therefore planning will generally be undertaken with a National Disability Insurance Agency (NDIA) Planner.

The NDIA SIL Team have standard protocols for communication internally and externally and this is in the form of templates when recommending SIL quotes for approval, or working with Providers on pricing or errors with their quotes.

The NDIA has internal guidance on SIL as follows:

- Practice Guide – Supported Independent Living;
- Standard Operating Procedure – Supported Independent Living; and
- Supported Independent Living Team Guidance document– templates for alerts, interactions, inbound document and email.



Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice

Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS

Reference No: SQ20-000007

SUPPORTED INDEPENDENT LIVING ASSESSMENT

Hearing: 13 February 2020

Hansard Page: 9

Question:

Dr MARTIN: It was raised before about the role of advocacy, or the importance in the role of advocacy, in the whole process and also the role of language in terms of funding outcomes for participants. You mentioned trialling a functional assessment process, which sounds promising. I was wondering whether or not that functional assessment is a standardised assessment tool and about its clinical reliability and specificity in terms of the purpose you are using it for?

Mr McNaughton: It is a very good question, Dr Martin, and it is one of the key areas that we look at. There are a range of tools that the assessors would use: Pedi-CAT for younger children, the WHODAS. It depends on what the actual circumstances are of the potential participant, or the participant, as to what tool for the functional assessment. There are a whole range that our scheme have endorsed because they are part of the World Health Organization recognised tools. There is not one but there is a range of them they use.

Ms Rundle: We have been using researchers. We are just about to have much of this reviewed. I'd need to check, but I am thinking that we could probably give you a little pack on this to show you what we're thinking about and what we are currently trialling.

Answer:

Following a review of the way the National Disability Insurance Scheme (NDIS) assesses 'Functional Capacity' using recent evidence, stakeholder input and expert advice, a framework for assessment has been determined using the World Health Organisation, International Classification of Functioning, Disability and Health (ICF) as the scaffold. The National Disability Insurance Agency is working through the unique requirements of the NDIS to identify the most suitable tools to assess functional capacity in the NDIS context.

The ICF is not an assessment tool itself and currently a single assessment tool fit for purpose does not exist. The most suitable approach is to use a prescribed suite of assessment tools that map collectively to the ICF. All the assessment tools currently within the suite have evidence of adequate validity and reliability. The pilot that is currently under way is testing the tools to further determine whether they are fit for purpose in the Australian NDIS context and early results are promising.

YOUNG PEOPLE IN AGED CARE / SDA

Hearing: 13 February 2020

Hansard Page: 11

Question:

Senator CAROL BROWN: Of the number of young people who are actually in aged-care settings, what percentage have had access decisions?

Ms Rundle: As at the end of December, the number of people we had with access decisions and a plan was 3,878. I don't have the number who are awaiting an access decision, but I believe it's in the hundreds. We'll take it on notice, if you want us to.

Senator CAROL BROWN: I'm trying to understand how many haven't yet had access decisions.

Ms Rundle: I understand. We'll need to take that on notice for you.

Senator CAROL BROWN: I'd also like to know how many have SDA within their plans.

Ms Rundle: We can give you that number. We'll take it on notice.

Answer:

The numbers of younger people in aged-care settings vary each quarter as people are admitted to aged care and discharged from aged care. As at 30 September 2019¹ there were 5,468 people aged under 65 in residential aged care (**Table 1**).

Table 1: Intake into and exit from residential aged care of people aged under 65, by quarter²

	2017-18Q1	2017-18Q2	2017-18Q3	2017-18Q4	2018-19Q1	2018-19Q2	2018-19Q3	2018-19Q4	2019-20Q1
In residential care at the start of period	6,243	6,158	6,135	6,123	6,043	5,905	5,802	5,715	5,606
Admitted during the period	543	517	495	457	441	442	407	416	386
Discharged during the period	388	330	319	342	349	314	275	318	322
In residential care at the end of the period	6,158	6,135	6,123	6,043	5,905	5,802	5,715	5,606	5,468

¹ Data in Table 1 was provided by the Department of Health. The table reports counts of residents at the end of the relevant periods and all first ever admissions and last reported discharges during the relevant periods. This report uses live recipients data up until December 2019 extracted in January 2020. Future extracts of these data are subject to change.

² Data provided by the Department of Health. See above footnote for more detail.

As at 31 December 2019, 5,160 participants under 65 had met access requirements. 1,123 had exited the National Disability Insurance Scheme (NDIS) leaving 4,037 younger people in the Scheme (**Table 2**).

Table 2: Number of younger people in residential aged care aged under 65 (at reporting date) who have met the access requirements and the number who have exited from the National Disability Insurance Scheme (NDIS) as at 31 December 2019, by state and territory.

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	Australia
Access met decision made	2,057	1,353	1,075	205	308	77	34	51	5,160
Exits from the Scheme	460	295	233	38	69	<10	10	<10	1,123
Current participants	1,597	1,058	842	167	239	68	24	42	4,037

3,878 participants had a plan already (**Table 3**), leaving 159 who had met access requirements who were waiting for a plan.

Table 3: Number of younger people who are active participants in the NDIS and who as at 31 December 2019 had an approved plan while under 65 (at reporting date) and living in residential aged care, broken down by state and territory.

Age group	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	Australia
19 to 24	<5	<5	<5	<5	<5	<5	<5	<5	<10
25 to 34	12	<10	<10	<5	<5	<5	<5	<5	29
35 to 44	44	45	26	<5	<10	<10	<5	<5	132
45 to 54	294	235	150	34	38	21	<5	<10	781
55 to 64	1,231	711	630	95	172	38	21	33	2,931
Total	1,584	1,000	811	133	220	65	24	41	3,878

Additionally, as at 31 December 2019 there had been 146 younger people living in residential aged care who had not met eligibility requirements (**Table 4**).

Table 4: Cumulative numbers, as at 31 December 2019, of all younger people under age 65 (at reporting date) determined to be ineligible for the NDIS while living in residential aged care, broken down by state and territory.

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	Australia
Ineligible	70	41	23	<5	<10	<5	<5	<5	146

The number of younger people with a plan who had Specialist Disability Accommodation (SDA) supports only in their plans as at 31 December 2019 was 124 (**Table 5**).

Table 5: YPIRAC participants with approved SDA / home mods in plans as at 31 December 2019³.

	Number of people	%
Home Modification Support Type		
With SDA supports only	124	71.5%
Other home modifications	48	27.9%
Total YPIRAC participants with home modification in latest plan	172	100.0%

These numbers are low because this data has not historically been captured well in the National Disability Insurance Agency (NDIA) business system. An ICT system enhancement in March 2020 will improve the capture and quality of this data.

³ The numbers of people with SDA in plans is low because until an ICT business system enhancement takes effect in March 2020 this information is not adequately captured.



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Reference No: SQ20-000009

ACCESS OVER AGE 65

Hearing: 13 February 2020

Hansard Page: 11

Question:

Senator CAROL BROWN: But my question is about if they're under 65 prior to the scheme being relevant. Say there is a 64-year-old in Tasmania; they're now able to access the scheme because their cohort is online. If nobody goes and sees them and they are not aware, if it's then picked up, will they age out, or, because they were eligible prior to turning 65, will they be eligible regardless of whether they've turned 65?

Ms Rundle: One of the things that we're doing is trying to prevent that.

Senator CAROL BROWN: Yes, I understand that, but I would like an answer to my question.

Ms Rundle: Can we please come back with an answer to that?

Answer:

A person will meet the National Disability Insurance Scheme (NDIS) age requirements if they are under the age of 65 when their access request is made.

An access request must be received by the National Disability Insurance Agency (NDIA), and comply with any specific form, information, or certification requirements required by the Chief Executive Officer.

The exception to this requirement is prospective participants transitioning from existing State and Territory disability programs who are 64 years of age when their data is received by the NDIA from the state or territory. To ensure people in this situation are not disadvantaged where they turn 65 before the NDIA contacts them to make their access request, the NDIA will consider the individuals' age on the date their data was received, and not on the date the person makes their access request.

Current arrangements are in place with state and territory governments to actively follow-up transitioning prospective participants whose data was provided to the NDIA ahead of phasing schedules and who are yet to transition to the NDIS.

The NDIA undertakes regular engagement activities about accessing the NDIS with a variety of key external stakeholders who connect and refer prospective participants to the NDIS, including state/territory Departments of Justice and Health, General Practitioners, etc. The NDIS Local Area Coordinators also play a vital role, having a presence in the community to raise awareness of the Scheme, supporting people to gather evidence and make an access request or to link them with services in their community.

New prospective participants may approach the NDIA in a variety of ways to make a verbal or written access request, including by phone, online, mail or in person.



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Reference No: SQ20-000010

SIL LIVING ARRANGEMENTS

Hearing: 13 February 2020

Hansard Page: 14

Question:

Senator STEELE-JOHN: I hope we can use this space to clarify and confirm that there is actually no agency requirement to prove that you have trialled living with somebody else or cannot live on your own before you can access SIL.

Ms Rundle: To my knowledge, there isn't, but we will check.

Answer:

The National Disability Insurance Agency does not have policies or procedures that require participants to prove that they have trialled living with another person before they can access Supported Independent Living supports.



Joint Standing Committee on the National Disability Insurance Scheme
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Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS

Reference No: SQ20-000011

SIL COMMON ISSUES

Hearing: 13 February 2020

Hansard Page: 15

Question:

Senator CAROL BROWN: The only other thing, if you could take it on notice, is that we have talked about some of the issues that have been brought to the committee and to individual members around the SIL quotation process. Would you please provide to the committee some of the issues that people have raised directly with you. What problems do they see in the quotation process and what are any other issues that have been raised, particularly from providers, around the roster-of-care document?

Mr Bladek: We can provide more detail on that on notice.

Answer:

The key issues the National Disability Insurance Agency (NDIA) has heard from participants and carers is in regards to Roster of Care (ROC). The NDIA has heard that some SIL providers believe the quote and ROC is a commercial document. Some providers express the belief that, because it is a commercial document, they are not required to share the information with the participant. This is not the case and providers are required to confirm they have included the participant in the development of the quote, which includes the ROC.

More generally, the quotation process has a number of issues:

1. Up to 40 per cent of all quotes received contain errors and require a resubmission.
2. Less than 10 per cent of quotes are received on time.
3. At any given time, 60 per cent of quotes outstanding are with providers for completion.

Some of the root causes of these issues relate to the NDIA not providing sufficient clarity for providers around the requirements of the quoting process or the items which can or cannot be included in a Supported Independent Living (SIL) quote. The NDIA is undertaking steps to address this situation.



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General issues around the implementation and performance of the NDIS

Reference No: SQ20-000012

EARLY CHILDHOOD EARLY INTERVENTION ACCESS

Hearing: 13 February 2020

Hansard Page: 17

Question:

Ms PAYNE: I don't want to get into semantics, but the crux of the question is that obviously poorer children will have to wait longer to see a specialist to get a diagnosis. Does that mean that they are waiting longer to access the NDIS? It sounds like they are.

Ms Rundle: No. Again, I come back to: there are other ways that children can have assessments about their functional impairment—

Ms PAYNE: Do they still involve seeing a specialist or someone that will potentially have a long waiting time or will cost a lot of money?

Ms Rundle: There are other health professionals who can do assessments besides specialists. The reason I'm struggling with answering the technical part of this is that I don't run the access part of the agency and I didn't bring with me the actual access guidelines so that I could answer your question in a bit better detail. I might need to take it on notice if I haven't answered it well enough.

Ms PAYNE: That would be good. Thank you. Perhaps we could add to that on notice question: what is the NDIA doing to ensure that children who cannot afford to see a specialist privately have timely access to the NDIS?

Answer:

Children under the age of six with developmental delay or disability do not require a diagnosis or evidence of lifelong impairment to receive support from the National Disability Insurance Scheme (NDIS) as they can access services and supports under developmental delay, early intervention requirements. Section 25 of the *National Disability Insurance Scheme (NDIS) Act 2013* ([Attachment A](#)).

The term 'developmental delay' is used in early childhood when a child's development is not at the level expected for their age ([Attachment B](#)). Some, but not all children presenting with developmental delay may go on to be diagnosed with a disability at later stage.

For children under six years of age, evidence of lifelong impairment is not required for families to receive assistance from Early Childhood (EC) Partners, delivering the Early Childhood Early Intervention (ECEI) approach, to access the supports they need for their child.

The EC Partners are teams of paediatric allied health and early childhood professionals and the first point of contact for families/carers of children with developmental delay or disability in urban and rural areas. EC Partners gather information from the family to understand the impact of the child's delay or disability on functioning in everyday life activities, including administering a functional assessment and considering any other available professional reports.

If a child under six is identified as being most appropriately supported through access to the NDIS the EC Partner will assist the family through the access process. There is no requirement for families to seek private health assessments as the evidence can be provided by the EC Partner.

Children with disabilities are likely to meet the Disability access requirements, *Section 24 of the National Disability Insurance Scheme (NDIS) Act 2013*, when it is determined that the functional impairments are likely to be lifelong. Evidence of life long impairment may be provided by the treating doctor or paediatrician alongside evidence of functional impact by the child's treating health or educational professional.

As the *National Disability Insurance Scheme (NDIS) Act 2013* is silent on the cause of the impairment, expensive diagnostic assessments are not essential for the purposes of access to the NDIS. A person seeking access can have their General Practitioner or treating health professional complete Part F of the Access Request Form or a Supporting Evidence Form if they have undertaken a Verbal Access Request. If existing reports include details on diagnosis, this can be helpful to determine if a person has a condition listed on any of the Access to the NDIS Operational Guideline Lists, however this is not compulsory to make an access decision.

Attachments

Attachment A: NDIS Act Section 24 and Section 25

Attachment B: NDIS Act Section 9 Definition of Developmental Delay

Attachment A

24 Disability requirements

- (1) A person **meets the disability requirements** if:
 - (a) the person has a disability that is attributable to one or more intellectual, cognitive, neurological, sensory or physical impairments or to one or more impairments attributable to a psychiatric condition; and
 - (b) the impairment or impairments are, or are likely to be, permanent; and
 - (c) the impairment or impairments result in substantially reduced functional capacity to undertake, or psychosocial functioning in undertaking, one or more of the following activities:
 - (i) communication;
 - (ii) social interaction;
 - (iii) learning;
 - (iv) mobility;
 - (v) self-care;
 - (vi) self-management; and
 - (d) the impairment or impairments affect the person's capacity for social or economic participation; and
 - (e) the person is likely to require support under the National Disability Insurance Scheme for the person's lifetime.
- (2) For the purposes of subsection (1), an impairment or impairments that vary in intensity may be permanent, and the person is likely to require support under the National Disability Insurance Scheme for the person's lifetime, despite the variation.

25 Early intervention requirements

- (1) A person **meets the early intervention requirements** if:
 - (a) the person:
 - (i) has one or more identified intellectual, cognitive, neurological, sensory or physical impairments that are, or are likely to be, permanent; or
 - (ii) has one or more identified impairments that are attributable to a psychiatric condition and are, or are likely to be, permanent; or
 - (iii) is a child who has **developmental delay**; and
 - (b) the CEO is satisfied that provision of early intervention supports for the person is likely to benefit the person by reducing the person's future needs for supports in relation to disability; and
 - (c) the CEO is satisfied that provision of early intervention supports for the person is likely to benefit the person by:
 - (i) mitigating or alleviating the impact of the person's impairment upon the functional capacity of the person to undertake communication, social interaction, learning, mobility, self-care or self-management; or
 - (ii) preventing the deterioration of such functional capacity; or
 - (iii) improving such functional capacity; or
 - (iv) strengthening the sustainability of informal supports available to the person, including through building the capacity of the person's carer.

Note: In certain circumstances, a person with a degenerative condition could meet the early intervention requirements and therefore become a participant.

Attachment B

developmental delay means a delay in the development of a child under 6 years of age that:

- (a) is attributable to a mental or physical impairment or a combination of mental and physical impairments; and
- (b) results in substantial reduction in functional capacity in one or more of the following areas of major life activity:
 - (i) self-care;
 - (ii) receptive and expressive language;
 - (iii) cognitive development;
 - (iv) motor development; and
- (c) results in the need for a combination and sequence of special interdisciplinary or generic care, treatment or other services that are of extended duration and are individually planned and coordinated.



**Joint Standing Committee on the National Disability Insurance Scheme
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**Supported Independent Living, NDIS Planning and
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Reference No: SQ20-000013

GATEWAY WAIT TIMES

Hearing: 13 February 2020

Hansard Page: 17

Question:

Ms PAYNE: What's the average wait time to get to the gateway? Do you have data on that?
Mr McNaughton: I'll have to get it for you.

Answer:

The table below is a summary of children aged 0-6 years who have approached the National Disability Insurance Scheme (NDIS) for support by jurisdiction and status^{1 2} – as at 31 December 2019.

	Active approved plans (ages 0-6 as at 31 December 2019)	Access met but yet to have an approved plan (ages 0-6 as at 31 December 2019)	Access request (no decision)			Others in the ECEI gateway		Total
			with initial supports	without initial supports	not in gateway	with initial supports	without initial supports	
NSW	17,371	1,148	244	75	33	1,237	1,134	21,242
VIC	15,458	2,120	106	231	37	234	3,026	21,212
QLD	9,216	1,156	132	350	52	417	1,765	13,088
SA	4,015	441	28	61	15	70	784	5,414
WA	2,781	596	23	56	80	29	252	3,817
TAS	868	119	62	68	106	43	141	1,407
ACT	1,079	39	<11	<11	<11	<11	160	1,298
NT	554	82	<11	23	<11	28	44	746
OT	<11	<11	<11	<11	<11	<11	<11	<11
Total	51,345	5,701	611	868	329	2,067	7,307	68,228

The National Disability Insurance Agency (NDIA) is working on getting more detailed data on children in the gateway (including how long children wait for initial supports).

¹ This table includes 83 children aged over 6 receiving initial supports in the gateway as at 31 December 2019, and a further 132 children aged over 6 who are in the ECEI gateway but not receiving initial supports.

² Initial supports include any early childhood therapy supports and/or mainstream referrals.

Just over a third of participants joining the NDIS in the December 2019 quarter were aged 0-6 years old. Since 1 July 2019, 19,636 participants aged 0-6 years have joined the Scheme.

The number of children waiting more than 50 days for a plan has reduced from 1,686 to 712 over the December 2019 quarter.³ At the beginning of July 2019, 3,314 children were waiting for more than 50 days for their plan. Noting there is still more work to be done, this represents a significant improvement and is reflective of the focus on this work by the NDIA and its partners.

During the December 2019 quarter, the average wait times for children with a first plan in progress reduced from 54 to 44 days. This is a significant reduction when compared to 104 days at the beginning of July 2019.

³ There were 712 children who had been waiting greater than 50 days for their final plan as at 31 December 2019. Over 600 of these participants were in the final stages of their full planning approval process and either already had a planning appointment conducted and were awaiting approval of their plan or had a planning appointment booked in the New Year.



Joint Standing Committee on the National Disability Insurance Scheme
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Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS

Reference No: SQ20-000014

SUPPORTED INDEPENDENT LIVING SUPPORTS

Hearing: 13 February 2020

Hansard Page: Written

Question:

Please describe in detail the supports that are covered by Supported Independent Living (SIL) funding, and those that are not.

Answer:

Supported Independent Living

- Supported Independent Living (SIL) is assistance with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. These are the supports provided to a participant in their home, regardless of property ownership, and can be in a shared or individual arrangement.
- The SIL line item covers attendant care supports (i.e. a support worker assisting a participant with daily personal activities and household tasks including personal hygiene), and may cover skill development supports to facilitate independence such as budgeting, dressing, shopping and cooking. It is contained in the “Core – Daily Activities” budget.
- SIL does not include rent, board and lodging or other day-to-day usual living expenses such as food and activities. It also does not include the capital costs associated with a participant’s accommodation.
- SIL also does not include funding for community participation, capacity building, or day programs. These items would be located under different line items in a participant’s plan.



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Supported Independent Living, NDIS Planning and
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Reference No: SQ20-000015

SUPPORTED INDEPENDENT LIVING, SPECIALIST DISABILITY ACCOMMODATION AND ASSISTANCE WITH DAILY LIVING

Hearing: 13 February 2020

Hansard Page: Written

Question:

Please describe in detail the differences between Supported Independent Living, Specialist Disability Accommodation, and Assistance with Daily Living.

Answer:

Specialist Disability Accommodation

- Specialist Disability Accommodation (SDA) refers to specialist dwellings that reduce a participant's need for person-to-person supports through their design, or improves the efficiency of the delivery of person-to-person supports to the participant due to its location or features that make it feasible to provide complex or costly supports in an independent living arrangement.
- SDA funding may only be provided to participants who meet the eligibility criteria set out in the National Disability Insurance Scheme (NDIS) (Specialist Disability Accommodation) Rules 2016. Generally, these participants will have an extreme functional impairment and/or very high functional support needs.
- SDA is the capital charge only for the accommodation and does not include any supports such as SIL or ADL. SDA is not rent, board or lodging, or other day-to-day usual living expenses such as food and activities.

Assistance with Daily Living

- Assistance with Daily Living (ADL) relates to assisting with, and/or supervising personal care tasks such as showering and dressing and activities of daily life such as cooking and cleaning, to enable the participant to live as autonomously as possible. ADL is essentially attendant care.
- ADL supports are provided to each participant individually and can be provided in a range of environments, including but not limited to, the participant's own home.
- ADL supports can be delivered in shared accommodation or independent living.
- ADL service bookings are defined in hours (i.e. a provider would create a service booking for 8 hours). ADL is a line item, and is defined in the NDIS price catalogue, that a participant (or their carers/informal supports) would request a provider to provide the service for.
- ADL does not cover rent, board and lodging or other day-to-day usual living expenses such as food and activities. It also does not include the capital costs associated with a participant's accommodation.

Supported Independent Living

- SIL is the provision of Assistance with Daily Living supports, but with a different billing arrangement. The SIL Service Booking is defined in weeks (i.e. a provider would create a service booking for 52 weeks).
- SIL is a line item, but its cost per hour is not defined in the NDIS price guide. SIL services are defined between providers and the Agency through a defined roster of care. The Agency uses the ADL rate per hour as the benchmark cost to evaluate the total cost of the proposed roster of care. It is expected that providers engage participants in the creation of their plan.
- SIL supports are expected to include skill development to maximise independence in areas such as self-care, budgeting, dressing, shopping and cooking.



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**Supported Independent Living, NDIS Planning and
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Reference No: SQ20-000016

SUPPORTED INDEPENDENT LIVING PATHWAY

Hearing: 13 February 2020

Hansard Page: Written

Question:

Please describe the approval process for access to SIL, from the point at which a person becomes an NDIS participant to the point at which a SIL provider can begin to claim funding for services.

Answer:

Supported Independent Living (SIL) is one of many supports that could be included in a participant's plan. While SIL may be listed in a participant's plan as a reasonable and necessary (R&N) support, no funding is allocated to that support in the first instance.

Once a participant has entered into a Service Agreement with an NDIS Registered SIL Provider, the Provider is requested to quote to provide the SIL services.

The quotes are reviewed by National Disability Insurance Agency (NDIA) SIL Assessment teams to ensure all required information is complete. If quotes are incomplete, they are returned to Providers to amend and resubmit.

The quote and supporting information is discussed during planning conversations between the NDIA and the participants. At this point, the NDIA makes an R&N assessment across all supports in the participant's plans which are then approved.

A separate process then creates a Service Booking on approved plans, which allows Providers to draw down their funds.



**Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice**

**Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS**

Reference No: SQ20-000017

SUPPORTED INDEPENDENT LIVING PATHWAY

Hearing: 13 February 2020

Hansard Page: Written

Question:

Is the NDIA clearly explaining the living arrangements and supports that may be available to a participant? When is this occurring? For example, is this occurring at the first planning meeting and/or the first meeting between the participant and an NDIA representative?

Answer:

The National Disability Insurance Agency (NDIA) provides information on potential living arrangements and supports to participants who have a housing goal or goal to change their current living arrangement. This will usually occur at a planning meeting with an NDIA representative, either at the first planning meeting or at a plan review meeting.

Participants who have a housing goal are supported to identify suitable housing options and support needs through Local Area Coordinators (LACs), Support Coordinators and Allied Health Practitioners. Internal guidance is available to NDIA staff and LACs to support participants with the steps required to identify a suitable housing option and the types of supports they may require.

Information is available to participants on housing supports on the Housing page of the National Disability Insurance Scheme (NDIS) website:
www.ndis.gov.au/providers/housing-and-living-supports-and-services/housing



Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice

Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS

Reference No: SQ20-000018

SUPPORTED INDEPENDENT LIVING PATHWAY

Hearing: 13 February 2020

Hansard Page: Written

Question:

In assessing whether supports are reasonable and necessary, to what extent would the NDIA take into account the participant's preferences as to living arrangements?

- For example, if an outcome could be achieved equally in a shared living arrangement (with SIL funding) and in an individual living arrangement (with ADL), would the NDIA be prepared to fund ADL if the participant expressed a wish to live alone?

Answer:

The National Disability Insurance Agency (NDIA) must ensure the provision of reasonable and necessary supports is based on the *National Disability Insurance Scheme Act 2013* (NDIS Act), the National Disability Insurance Scheme Rules and relevant operational guidelines.

Reasonable and necessary supports take into account a participant's individual circumstances, goals, preferences and support needs. This includes available informal supports and other government services and supports to enable the participant to pursue their preferred living arrangement.

When considering supports that enable the participant to live alone rather than in a shared arrangement, the NDIA will, amongst other things, have regard to whether or not the support represents value for money. This includes assessing:

- if there are comparable supports which would achieve the same outcome at a substantially lower cost;
- the improved life stage outcomes for, and long-term benefits to, the participant;
- whether the support is likely to reduce the cost of the funding of supports for the participant in the long term; and
- whether the support will increase the participant's independence and reduce the participant's need for other kinds of supports.



**Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice**

**Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS**

Reference No: SQ20-000019

SUPPORTED INDEPENDENT LIVING (SIL) ARRANGEMENTS

Hearing: 13 February 2020

Hansard Page: Written

Question:

The committee has heard that the NDIA has indicated a clear preference for shared living arrangements, and may be encouraging participants to take up a vacancy in a SIL home rather than funding supports in an individual living arrangement. Is this the case? If so, why?

Answer:

The National Disability Insurance Agency (NDIA) does not have a preference for shared or individual living.

There is no guidance for NDIA staff to encourage participants to take up a vacancy in a Supported Independent Living (SIL) setting.



**Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice**

**Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS**

Reference No: SQ20-000020

SIL LIVING ARRANGEMENTS

Hearing: 13 February 2020

Hansard Page: Written

Question:

If a participant is living in a group home, are they given the option of leaving the home and accessing supports while living alone or with family or friends? If so, how and when? Is this explained to the participant?

Answer:

A participant is able to request an unscheduled review of their plan at any time. For instance, a participant may request a review to move out of shared accommodation and live alone or with family or friends.

A National Disability Insurance Agency (NDIA) representative will provide information on available housing supports and options to participants with a goal to change their current living arrangement. Local Area Coordinators (LACs), Support Coordinators and Allied Health Practitioners can also support participants to identify suitable housing options.



**Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice**

**Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS**

Reference No: SQ20-000021

SUPPORTED INDEPENDENT LIVING ASSESSMENT

Hearing: 13 February 2020

Hansard Page: Written

Question:

The committee has heard that participants are often required to undergo lengthy and expensive functionality assessments in order to access SIL funding. What actions is the NDIA taking to facilitate access to such assessments?

Answer:

The National Disability Insurance Agency (NDIA) does not currently require participants to undergo functionality assessments to access Supported Independent Living (SIL) funding.

SIL is assistance with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible. These are the supports provided to a participant in their home, regardless of property ownership, and can be in a shared or individual arrangement.



Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice

Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS

Reference No: SQ20-000022

SIL PATHWAY

Hearing: 13 February 2020

Hansard Page: Written

Question:

Would it be possible to confirm a participant's eligibility for SIL once, so the participant is not required to go through a lengthy assessment process each time they apply for SIL funding?

Answer:

When deciding to include any support in a participant's plan, the National Disability Insurance Agency (NDIA) must have regard to the criteria set out in the *National Disability Insurance Scheme Act 2013* (NDIS Act), the National Disability Insurance Scheme (NDIS) Rules and relevant Operational Guidelines.

To ensure the participant's NDIS plan includes the supports they require, including the level and intensity of Supported Independent Living (SIL) supports, the NDIA confirms their individual needs at each plan review. Where a participant's function has changed, evidence of their current impairment and support needs may be required to assist the decision making process. As such, it is not possible to assess a participant's SIL requirements only once.

However, there is not an expectation of a 'lengthy assessment process' for each participant's SIL plan. The assessment process is more detailed if there is a change in the participant's situation that would lead to a different support level (i.e. roster of care).



Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice

Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS

Reference No: SQ20-000023

SUPPORTED INDEPENDENT LIVING AVAILABILITY

Hearing: 13 February 2020

Hansard Page: Written

Question:

In your experience, how do participants typically identify vacancies? Is the NDIA taking any action to improve the visibility of SIL vacancies?
Is the NDIA aware of any other action being taken to improve the visibility of SIL vacancies?

Answer:

Participants are able to identify Supported Independent Living vacancies by either approaching providers directly or using online platforms such as Housing Hub (<https://www.thehousinghub.org.au/>) or Go Nest (www.gonest.com.au). The Support Coordinator also assists participants engage with these information sources in order to identify vacancies.

Participants identified as Young People in Residential Aged Care are assisted by National Disability Insurance Agency staff as part of the Joint Action Task Force who proactively identify housing vacancies and assist matching participants to those vacancies.



Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice

Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS

Reference No: SQ20-000024

SUPPORTED INDEPENDENT LIVING PATHWAY / PROVIDER ENGAGEMENT

Hearing: 13 February 2020

Hansard Page: Written

Question:

Please provide an overview of the information and resources relating to SIL that are available to providers and participants (including policy documents, guidance material, training and advice).

Answer:

General information and resources relating to Supported Independent Living (SIL), including the NDIS Provider SIL Pack, is available on the National Disability Insurance Scheme (NDIS) website on the SIL webpage:

www.ndis.gov.au/providers/housing-and-living-supports-and-services/housing/supported-independent-living

Providers working with participants who require SIL supports in their plans, can use the Provider SIL Pack to assist them in developing the necessary quote and supporting documentation.

The Provider SIL Pack contains a calculation tool and submission templates that help providers to detail and cost supports to help people build their capacity to live more independently.

All providers will be required to use the new SIL pack and quoting tool when submitting quotes for these services.

The Provider SIL Pack including the quoting tool and template, ensures an efficient and nationally consistent process and is intended to result in provider quotes being assessed in a timely and responsive manner.

The SIL Provider Pack includes:

- **Provider SIL Tool** – an automated Microsoft spreadsheet that allows providers to accurately quote on a participant's support needs;
- **Provider SIL Tool Example** – a sample tool that shows providers how to complete the spreadsheet;
- **Guide to using the Provider SIL Pack** – information to help providers use the tool and answer any questions they might have;
- **SIL Quoting Template example** – a sample SIL quote that shows providers how a SIL quote should be developed, prior to submitting to the National Disability Insurance (NDIA); and
- **Subsequent SIL Quote Template** – enables providers to re-submit the same quote as previous year, when a participant's circumstances are unchanged.

In line with recommendations made by the 2019 Review of the *National Disability Insurance Scheme Act 2013* report, the Agency will be reviewing and updating SIL processes. The Agency is currently working to resolve outstanding SIL payment with a number of SIL providers directly, and will be engaging with the sector on the future of SIL over the coming months.



**Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice**

**Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS**

Reference No: SQ20-000025

SIL PATHWAY / PROVIDER ENGAGEMENT

Hearing: 13 February 2020

Hansard Page: Written

Question:

The committee has heard that the SIL quoting process is often conducted between the NDIA and the relevant provider, and fails to involve participants, their families and carers. To what extent is this occurring? What is the NDIA doing to increase participant involvement?

Answer:

As part of the Supported Independent Living (SIL) quoting process, the provider is required to declare that they have included the participant in the development of the quote. They are required to specify the names of the people that were part of the process, and their relationship to the Participant.

The National Disability Insurance Agency (NDIA) is aware that this control may not be strong enough and has started to implement a SIL assurance process as part of the wider provider payment process. This will check that the participant is actually receiving the supports they have been funded for. The NDIA is also working to improve its Operational Guidelines, which includes confirming that the participant is aware of and has provided input to their Roster of Care.



Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice

Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS

Reference No: SQ20-000026

SIL PATHWAY / NDIA SIL STAFF TURNOVER

Hearing: 13 February 2020

Hansard Page: Written

Question:

What actions is the NDIA taking to improve its administrative processes relating to SIL?

- Is there a central point of contact for providers and participants to seek general advice about SIL, and specific advice about their matter (e.g. the progress of a SIL quote)?

- What actions has the NDIA taken to improve the speed with which SIL quotes are approved? Have these actions been successful?

- Are planning teams communicating with the teams responsible for assessing SIL quotes?

- Does the NDIA notify providers and participants when a decision is made in relation to their SIL quote (for example, approval or rejection, or a change of process)?

- What actions are being taken to address staff turnover in SIL-related areas within the NDIA?

Answer:

1. Participants have a range of resources available to them to obtain information about Supported Independent Living (SIL), these include their Local Area Coordinator (LAC), Support Coordinator, the National Contact Centre (NCC) or the National Disability Insurance Scheme (NDIS) website:
www.ndis.gov.au
2. The National Disability Insurance Agency (NDIA) has implemented improvements to the SIL quote process by consolidating this function into national and state based teams. This has doubled the output of quotes assessed from around 200 per week in August 2019 to currently around 400 per week in February 2020. It has also allowed better tracking and reporting on quotes and their current status. It has also provided a central NDIA reference point for SIL providers.
3. The NDIA is implementing the following further improvements to the quoting process:
 - Working towards maintaining the Key Performance Indicators (KPIs) that all SIL quotes processed to an outcome within 10 days of receipt;
 - providing detailed feedback to providers when a quote is not acceptable;
 - providing 90 days notification before a quote is required (i.e. prior to a plan expiring);
 - providing fortnightly reconciliation of outstanding quotes;
 - providing a counter offer when there is an unacceptable quote and no evidence of change in circumstances;
 - capacity building and training for providers with to reduce errors; and
 - developing a new and improved SIL tool.

4. NDIA planners are in regular communication with the National SIL teams responsible for assessing SIL quotes. This can include via the NDIA's business system or via direct phone or face to face follow up.
5. The NDIA communicates regularly with providers on the status of a SIL quote assessment. This is initiated 90 days out from the plan end date when the provider is requested to provide a quote with fortnightly follow ups until the quote is approved. Once the quote is approved in the plan a Service Booking is created which notifies the provider that their quote has been approved.
6. Staff attrition rates and turnover in the NDIA SIL teams is similar to other NDIS business areas. The NDIA has regular recruitment and training activities in place as part of the Agency-wide workforce plan.



**Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice**

**Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS**

Reference No: SQ20-000027

SIL PATHWAY / PROVIDER ENGAGEMENT

Hearing: 13 February 2020

Hansard Page: Written

Question:

Your submission (pp. 3-4) outlines a series of measures to improve the timeliness and consistency of SIL for participants and providers. Could you elaborate on these? Have they been successful?

Answer:

Due to measures taken to improve the timeliness and processes as outlined in the National Disability Insurance Agency's submission, the Supported Independent Living (SIL) quote team have doubled the number reviewed per week.

In August 2019, approximately 180 quotes were being approved per week – this has increased to approximately 400 quotes being approved per week at February 2020.



**Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice**

**Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS**

Reference No: SQ20-000028

SIL PLANNING / COMPLEX NEEDS

Hearing: 13 February 2020

Hansard Page: Written

Question:

Please explain the matters the NDIA takes into account when determining an appropriate level of SIL funding. Does the NDIA approve additional funding for participants with complex needs?

Answer:

During the pre-planning or planning meetings with a participant, the Planner or Local Area Coordinator will discuss the participants housing goals related to Supported Independent Living (SIL). The National Disability Insurance Agency (NDIA) will consider their support needs including current informal, mainstream and community supports available to achieve that goal. This information informs the supports the participant needs in order to achieve their goal to live independently.

Where a participant has complex support needs, this may require additional funding to enable them to live independently in the housing option of their choice.



**Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice**

**Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS**

Reference No: SQ20-000029

SIL PATHWAY

Hearing: 13 February 2020

Hansard Page: Written

Question:

What actions is the NDIA taking to allow funding in plans to be used more flexibly?
- For example, is the NDIA taking any action to allow participants to use SIL funding for community participation, and vice versa?

Answer:

As announced by the Minister on 14 November 2019, the National Disability Insurance Agency (NDIA) intends to provide greater flexibility to participants in utilising their plan budgets.

The intention is to remove the distinction between core and capacity building so that participants and their families can use plan funding more flexibly on those supports that best meet their needs.

This will occur in line with the rollout of independent functional assessments, noting the roll out timetable for some of these initiatives have been impacted by the COVID-19 pandemic.

At present, Supported Independent Living is a stated line item that requires a quote for a specific period of time (usually 12 months).



Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice

Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS

Reference No: SQ20-000030

SUPPORTED INDEPENDENT LIVING PLANNING

Hearing: 13 February 2020

Hansard Page: Written

Question:

Would it be feasible to provide additional SIL funding to address participant's irregular support needs? For example, funding for an additional staff member to be available where a participant unexpectedly leaves a community participation activity and returns to a SIL home.

Answer:

Funding for supports in a participant's National Disability Insurance Scheme (NDIS) plan must meet the requirements of the *National Disability Insurance Scheme Act 2013* (NDIS Act) and NDIS rules. As such, anticipated changes to the participant's regular support needs may be considered when preparing the statement of participant supports.

As a part of the Supported Independent Living (SIL) quoting process, providers take into account the number of days where the participant is likely not to undertake their usual employment, social and community activities. This means that funding is available where:

- the participant wishes to have a day at home rather than attend day program/supported employment;
- the participant is not well enough to undertake their usual activities;
- the participant unexpectedly leaves a community participation activity and returns to a SIL home earlier than expected;
- for supported employment or day program holiday breaks; and
- there is an escalation in behaviours of concern and cannot attend their usual activity.



Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice

Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS

Reference No: SQ20-000031

SIL / SDA PROVIDER ENGAGEMENT

Hearing: 13 February 2020

Hansard Page: Written

Question:

What actions is the NDIA taking to encourage separation between tenancy, SIL service delivery and support coordination, and to minimise conflicts of interest?

- Your submission notes that the separation between SIL and SDA is expected to be a 'key design parameter' going forward. Could you elaborate on this?

Answer:

Currently, if a participant receives Supported Independent Living (SIL) and Specialist Disability Accommodation (SDA) supports from the same provider, there must be demonstrable conflict of interest policies in place to allow for participants to exercise choice and control with respect to each aspect of their accommodation supports. Separate service agreements are required and provider policies must allow for participants to raise concerns or complain about their SIL or SDA supports with confidence that doing so will not jeopardise or otherwise impact on the delivery of their other supports.

Over time, the National Disability Insurance Agency (NDIA) will require that SIL and SDA be provided by separate providers, as this arrangement greatly reduces the likelihood of conflicts of interest arising. However, at this relatively early stage of the SDA market's development, there are not yet enough SIL and SDA providers to introduce this requirement without affecting the availability of supply.

The NDIA is monitoring the market as it continues to grow and will engage with participants and providers about the introduction of the separation requirement. This includes consultation with the SDA Reference Group, which includes a range of small and large providers, as well as participants and participant advocacy groups.

The Government is also considering the necessary actions to respond to a recommendation of the 2019 Review of the *National Disability Insurance Scheme Act 2013* (NDIS Act) that will outline circumstances in which it is not appropriate for providers of support coordination to be a provider of any other funded support in a participant's plan.

The NDIA is working in cooperation with the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission who have responsibility for managing complaints and administering the NDIS Code of Conduct and various practice standards, which enable the Commission to take action in relation to conflict of interest.



**Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice**

**Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS**

Reference No: SQ20-000032

SIL PLANNING

Hearing: 13 February 2020

Hansard Page: Written

Question:

Would it be feasible to approve additional SIL funding in plans to cover the period in which a provider is attempting to fill a vacancy?

Answer:

The National Disability Insurance Agency (NDIA) does not fund Supported Independent Living (SIL) vacancies. The NDIA recognises that vacancies are a challenge for providers and that getting the right match in shared accommodation does take time. Benchmark rates per hour for Attendant Care include an assumption that carer hours are lower than 100 per cent.

The Specialist Disability Accommodation (SDA) Rules allows an additional period of funding in an SDA dwelling if a vacancy arises (Part 6, Paragraphs 6.3 and 6.4).



**Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice**

**Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS**

Reference No: SQ20-000033

NDIA PRICE GUIDE (SIL) / PROVIDER ENGAGEMENT

Hearing: 13 February 2020

Hansard Page: Written

Question:

The committee has heard that it has been difficult for providers to claim for SIL above the benchmarks set out in the NDIS Price Guide. Is this the case? If so, why?

Answer:

Providers working with participants who require Supported Independent Living (SIL) supports in their plans can use the Provider SIL Pack to help them develop the necessary quote and supporting documentation. The SIL quoting tool used by providers does not have fixed price limits, and providers can quote for the specific SIL service that they offer to each participant.

When including SIL supports in a plan, the planner must be satisfied that the funded supports meet each of the reasonable and necessary criteria outlined in section 34(1) of the *National Disability Insurance Scheme Act 2013* and the Planning Operational Guideline – Deciding to include supports in a participant's plan.

Difficulty may arise when a plan has been approved before the Provider and the National Disability Insurance Agency have reached agreement on the SIL quote value. Most often this is occurs when the SIL quote submitted by the Provider is significantly above the internal benchmarks set with reference to the National Disability Insurance Scheme Price Guide.



**Joint Standing Committee on the National Disability Insurance Scheme
Answer to Question on Notice**

**Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS**

Reference No: SQ20-000034

SIL PROVIDERS SERVICE STANDARDS

Hearing: 13 February 2020

Hansard Page: Written

Question:

Does the NDIA have service standards for SIL providers? If so, what is included? If not, why not?

Answer:

With respect to service standards, Supported Independent Living supports are identical to other supports, for example an issue which is determined between the participant and their Provider, within the context of the standards outlined by the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission.

Registered providers are required to comply with the Practice Standards and the Code of Conduct set by the NDIS Quality and Safeguards Commission.

Further, a written agreement in the form of a service agreement will usually exist between a provider and participant. The service agreement, includes how supports will be delivered by the provider amongst other things.



**Joint Standing Committee on the NDIS
Answer to Question on Notice**

**Supported Independent Living, NDIS Planning and
General issues around the implementation and performance of the NDIS**

Reference No: SQ20-000035

SIL PROVIDER SERVICE STANDARDS

Hearing: 13 February 2020

Hansard Page: Written

Question:

How does the NDIA monitor the quality of services delivered by providers in SIL settings?

Answer:

Registered Supported Independent Living (SIL) providers are required to comply with the NDIS Practice Standards and the NDIS Code of Conduct set by the NDIS Quality and Safeguards Commission. These documents set out the rights of participants and the responsibilities of providers that are delivering supports and services.

The NDIS Quality and Safeguards Commission monitors compliance against the NDIS Practice Standards and the NDIS Code of Conduct, including undertaking investigations and taking enforcement action (other than for Western Australia).

The National Disability Insurance Agency (NDIA) has commenced SIL provider payment assurance testing as part of the wider provider payment assurance framework. The provider payment assurance testing confirms the accuracy of payment requests submitted by registered providers who deliver SIL supports. This work is informed by data analytics, risk profiles and tip-offs from the public. The NDIA is engaging with SIL providers via a range of channels including field visits.

Registered providers are required to provide documentation to support their payment claim which may include; service agreements, rosters of care, staff rosters, reports and invoices. Failure to do so may result in monies having to be repaid to NDIA and the participant's plan. Matters can also be referred for further investigation if necessary.

The provider payment assurance testing includes determining if a service agreement exists between the participant and provider and where possible determining if the requirements of the service agreement have been achieved. Any quality matters identified by the NDIA are referred to the NDIS Quality & Safeguards Commission.