

Joint Standing Committee on the National Disability Insurance Scheme

Public Hearing – 28 June 2024

ANSWER TO QUESTION ON NOTICE

National Disability Insurance Agency

Topic: NDIS funded supports

Question reference number: NDIA IQ24-000027

Question asked by: Hollie Hughes

Type of Question: Spoken Hansard Page: 51

Date set by the Committee for the return of answer: 19 July 2024

Question:

Senator HUGHES: I was surprised to hear someone talking about incontinence equipment and being horrified that the NDIS wouldn't pay for delivery. I would have thought that wasn't part of your NDIS plan. You pay for the incontinence pads but not special delivery because someone doesn't get an Australia Post delivery to their door.

Ms Hill: We might need to take that specific query on notice. Continence aids are certainly covered for some participants under the scheme, but I recognise your question is about how they get there so we'll come back to you on that one.

Senator HUGHES: I think sometimes there's a lack of clarity as to what the NDIS will fund versus what the NDIS will fund to be supported but not the activity itself. The support in the swimming lesson, not the swimming lesson itself, I guess, is the easy way to think about it.

...

Senator HUGHES: That was just one of the examples given today. It was given by someone in the context that they live on an island that's only accessible by ferry. Should the Australian taxpayer be funding the additional costs onto the route?

Ms Hill: We will come back to you on that question.

Answer:

National Disability Insurance Agency (NDIA) delegates use reasonable and necessary decision making to make sure a participant's National Disability Insurance Scheme (NDIS) funded supports are reflective of their support needs and their individual situation.

If a participant has funding for consumables, such as continence supports, in their NDIS plan they can use their core budget funding flexibly to get the products or help they need. This may include using their funding flexibly to cover the cost of delivering equipment, setting up equipment and/or training the participant to use the equipment. Delivery supports are a one-off transaction that must be linked to the participant's primary support. Delivery supports are not subject to a price limit and must be claimed as a secondary support.

The NDIA publishes information for participants about how to claim for delivery supports in the NDIS Assistive Technology, Home Modifications and Consumables Code Guide 2024-25 published on the NDIS website at [ndis.gov.au/providers/pricing-arrangements](https://www.ndis.gov.au/providers/pricing-arrangements)

The NDIA recognises different pricing arrangements can apply depending on whether a support is delivered in a regional, remote or very remote area. The NDIS Price Guide allows higher price limits for some supports in remote and very remote areas as a response to higher operational costs to deliver services in these areas. To determine whether a support is being delivered in a regional remote or very remote area, the NDIA uses a modification of the Modified Monash Model.