



Preparing for my National Disability Insurance (NDIS) Planning Meeting

Workshop 2

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Government of **Western Australia**
Department of **Communities**

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Acknowledgement

We acknowledge the Traditional Owners of the land on which we are meeting and pay our respects to Elders, past, present and emerging.

Introduction to Guides 4 Sight

Guides 4 Sight are a local private company providing assistance to National Disability Insurance Scheme (NDIS) self-managing participants and assistance to individual clients via private agreements.

We provide specialist services to people with vision and/or hearing loss (Blindness, Low vision, Dual sensory loss, Deaf or hard of hearing).

Guides 4 Sight works 'one to one' assisting our clients to navigate their NDIS pathway, providing information, assistance and support, improving each person's NDIS experience.

Our services are individualised, assisting you to identify how to use your NDIS plan to meet your needs and achieve your goal.

Our skills and experience will assist with identifying resources, sharing concepts and knowledge to assist participants (our clients) link into specialist disability providers, other product and service suppliers, mainstream or community services and adaptive product/ technology specialists to suit individual needs and circumstances.

We aim to strengthen the bonds between participant (client), the NDIS and all providers of services so that individuals and their families gain understanding and confidence in NDIS as they work towards achieving their personal goals – our aim is for a positive experience for all during their NDIS journey.

Workshop 2:

The Middle

Now I am prepared what does that mean?

- Highlights Workshop 1
- My disability needs
- Reasonable & Necessary
- Review my homework
- Goals and strategies

Am I ready?

- Managing my NDIS Plan
- My Plan Budgets – what does this mean
- Service providers

Highlights Workshop 1

Access to NDIS – You can register 6 months prior to NDIS rolling out in your area. E.g. Rollout is July 2019 so you can register with NDIS January 2019.

Contact the National Disability Insurance Agency (NDIA)

By telephone: 1800 800 110

**In person: 85 Station Street, Midland
(Corner of Marion Street)**

Commonwealth or Western Australian Government support will continue until your NDIS Plan has been formally approved.

Transfer (December 2018) vs **Transition** (2020)

Fully operational NDIS (2023)

Access Requirements for NDIS

- Impairment/condition is likely to be permanent
- Impairment substantially reduces your ability to participate, perform tasks or actions unless you have
 - Assistance from people or technology
 - Cannot participate effectively with assistance equipment or aides
 - Impairment affects your capacity for social & economic participation
 - Likely to require supports for your lifetime under NDIS
- Early Intervention: where evidence supports getting assistance now (early) will reduce the impact of your impairment into the future and how much support you may need.

Individualised Services - Your wishes, thoughts, preferences and opinions are pivotal in creating your support plan and how your supports are arranged.

Services support your ongoing personal independence and individuality and are flexible to the changes experienced naturally in your life.

Reasonable and Necessary Additional Information

Reasonable and necessary supports are those supports outside your natural connections, such as the informal support of family, friends, community services, health and education services.

A support must

- be related to the participant's disability
- not include day-to-day living costs (unrelated to disability support)
- represent value for money
- be effective and beneficial to the participant, and
- be mindful of supports provided by families, carers, networks, and the community.

The types of supports that NDIS may fund include:

- daily personal activities
- transport for participation (community, social, economic, daily life activities)
- workplace assistance to find & keep employment
- therapeutic supports (including behaviour support)
- assistance with household tasks to maintain your home environment
- assistance by skilled personnel for equipment assessment, purchase, set up and training
- home modification design and construction
- mobility equipment and vehicle modifications

Types of support not funded

- support that is not related to the participant's disability
- a duplication of other supports already funded by NDIS or another government initiative
- day-to-day living costs
- where it is likely to cause harm to the participant or pose a risk to others.

www.ndis.gov.au/understanding/supports-funded-ndis

What is a disability attributable to impairment?

The NDIA *must* be satisfied that a prospective participant 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 (section 24(1)(a)).

The term "impairment" commonly refers to a loss of, or damage to, a physical, sensory or mental function (Mulligan and NDIA [2014] AATA 374 at [19]).

Review my Homework

1. What do I do, have, or use now?
2. What have I done or needed in the past?
3. What do I want to do in the future?
4. How will my plan be managed?

Looking at your lists can you identify any similar themes? For example; How many items are related to Social activities or activities out in the community?

Group together the listed items that are related to your independence.

e.g. Tasks at home or transport related

Your choices, or lack of?

Holiday or time away, shopping

Difficulties finding information

Independence from family

Working/volunteering, further education

Group together the listed items specific to your disability or specific to your technology & equipment.

Do you have any items related to safety either in the community or at home or about using equipment?

Did you have any health-related items?

Are there items that you need personal support or assistance to do?

Do you have anything that is related to everyday living expenses?

Did you find out more information about the services, activities and people who support you?

Handy information to know is how often you used their services over the past year and how they billed for their time or service. This may have been per hour or a set fee.

Did reviewing your past assist you identify other supports that you had forgotten about, or didn't think of?

Or activities you wanted to do but couldn't?

Could you identify the reason why this happened?

Did you identify service providers that you liked to deal with or that you do not like to deal with?

What happens if you're a couple?

As a couple it is natural to support each other, and this is important to NDIS. NDIS is not designed to replace your informal supports of partners, family and friends.

Usually over time and between the two of you, you would have developed routines and tasks that each is responsible for. It's important to identify this with NDIS.

What happens if you're a couple, both with disability?

As individuals you both have your own needs. As a couple you support each other and may share some tasks or routines that your partner or you, yourself find difficult to do alone due to your disability. Usually over time you will also have responsibility for other specific tasks and routines. It's important you tell your NDIS Planner about these as it will affect your final plan.

What is a Nominee?

A nominee is a person who is appointed in writing, at the request of a participant, or on the initiative of the NDIA, to act on behalf of, or make decisions on behalf of a participant for the purposes of the NDIS Act.

Child Representative

Generally, a child's representative will be the person, or the persons who have parental responsibility for the child.

My disability needs

Carrying out your own research or having your trusted support people assist you to do so, will enable you to feel more comfortable with the steps ahead. The clearer you are in your own mind, about what you want to achieve and how you need to be supported to do this, the easier the conversation will be.

The work you have done so far should have begun to identify supports that need to be included in your NDIS Planning conversation.

No one else knows you or your disability like you!

Being open minded to other ideas or suggestions as NDIS planners and Local Coordinators have a wealth of information to share and they might also have some good suggestions or other ways to gain the support you need.

Goals

Generally, a NDIS plan is for a 12-month period (NDIS will tell you if this will be different). This means you need to consider the 12 months ahead.

Your goals can be achieved over a period of time, perhaps over the

- Next 12 months
- Next 2 years
- Next 5 years
- Longer than 5 years

S.M.A.R.T Goals

Simple

Be specific

Measurable

Identify exactly what you will see, hear, feel when you reach your goal.

Attainable

Investigate that's this is something you really want to achieve.

Relevant

Why you want to achieve this goal, is this meaningful to you?

Timely

Have a timeframe to keep you motivated, be flexible, realistic, and keep moving towards your goal.

NDIS Goals

At your planning conversation your Planner will have a general conversation with you and may also ask you some standard styled questions. This will assist them gather holistically the information to put your plan together. The plan itself has a set amount of information that can be provided.

A plan usually has 2 short term goals that are your immediate focus or items that will be achieved in this plan period and perhaps 5 longer term goals that will be ongoing or take longer than 12 months to complete.

Once your plan is completed, the goals on your NDIS plan may look a little different to what you were expecting. However, they will relate directly to the items you have identified.

Example 1

My Goal: I want to go swimming twice a week.

My Goal: I want to keep working part time.

My Goal: I would like to join a book club.

NDIS may write:

During this plan: I want to maintain my independence in participating socially and economically in the community.

Example 2

My Goal: I want assistance to do my shopping

My Goal: I want to maintain my home and my herb garden.

My Goal: I want to continue to live in my own home.

NDIS may write:

During this plan: I want to maintain my independence and mobility at home and in the community.

Example 3

Long Term Goal: I want to live in my own home.

For some people this may be achieved in a few months because you are prepared, have all the skills, equipment, a place to live and support already in place.

For other people, this may take longer: how long, will depend on your individual circumstances. An individualised approach needs to be identified as to how this can be achieved.

With NDIS, it doesn't matter if this goal takes a number of years, or even if you change your mind into the future.

What's important to NDIS is that you have the support to assist you with each step required to progress towards this goal. The Journey and skills you acquire over this time will provide you with greater independence and choice about your life.

Working through smaller achievable steps throughout the plan year will feel very rewarding. Using the example of living independently, consider the types of things that need to be achieved.

Where would you live, would you live with someone else? What support would you need?

Would you;

- manage your money, use internet banking?
- set up and pay accounts, can you stick to a budget,
- shop for food and prepare meals.
- keep house: cleaning, organise your cupboards, wash/dry clothes, maintain garden.
- visit family & friends, be involved with activities or hobbies
- Personal safety at home and when out.

PLAN MANAGEMENT

There are several different ways to manage your NDIS plan:

- Provider or Agency Managed
- Plan Management Agency (PMA)
- Self-managed or participant Managed
- Combination of Plan Management options

*** This is a very important decision for you to make and you must decide before your NDIS plan is approved.

What does Plan Management mean?

Deciding on a plan management strategy determines the level of involvement you have in managing your funding, making decisions and the level of choice and control you have = How much you do.

Whichever management choice you make will be in place for the plan period (12 months).

Service Bookings

Service bookings need to be created between the participant and their registered provider. This identifies the budget category and amount of funding available to that provider and the end date of the Service Agreement.

Provider or Agency Managed

Providers of supports to participants with agency-managed plans must be a 'Registered Provider' with the NDIS, and are subject to the NDIS Terms of Business for Registered Support Providers (the NDIS Terms of Business), which states that registered providers themselves, and therefore responsible for ensuring that prices paid for supports on behalf of their participants adhere to the arrangements in the NDIS Price Guide 2019-20, including price limits. (p. 8 www.ndis.gov.au/providers/price-guides-and-information).

Provider or agency managed means you engage one or more registered service providers who manage all or part of your services.

You would approach a new or existing service provider to discuss how their services would meet your needs and determine exactly what services or supports link into your goals.

Once this has been confirmed, that provider will provide a Service Agreement document which should have details about all the services, including time frame and agreed charges to be provided. This should be signed by both parties and you should receive a copy.

Each provider would set up what is called a Service Booking for the amount of funding they need to access for the timeframe agreed.

Once the services commence, all charges are billed directly to the NDIS. You would have a specific contact person at the organisation to raise queries or make changes to the service being provided.

If you are very happy with the services and supports you currently receive and don't want to make any changes, you would choose to be "provider or agency managed." This would include not wanting to have any involvement with managing the financial side of your funding.

*You can monitor your NDIS funding via your MyGov account.

This would help to build your understanding of how this process works.

Plan Management Agency (PMA)

Plan Managers are Registered Providers themselves and can purchase supports on behalf of participants from either registered or unregistered providers. They are therefore responsible for ensuring that prices paid for supports on behalf of their participant clients are in line with the NDIS Price Guide, including price limits.

A PMA gives you flexibility to use both registered and un-registered providers. The PMA is a registered provider who pays all your service providers on your behalf - from your NDIS funding.

You may receive the invoices directly; however, you would forward them to the PMA, and they will arrange for payments to be made.

This may be handy if you want to use a range of service providers who are not 'registered' providers or where you would like to learn some self-management skills without the responsibility of actually worrying about making payments.

You have flexibility to engage registered and un-registered provides, you see the invoices for the services you engage however the PMA manages the payment process for you and will support you during the process.

Self-managed or participant managed

Self-Managing participants *can use registered or unregistered providers who are **not** subject to arrangements in the NDIS Price Guide.*

If you decide to self-manage your NDIS funding you will have:

Choice in deciding what supports you purchase in line with what is included in your plan, who provides these supports and how they are delivered.

Flexibility to use any provider that will best help you to meet your plan goals. Being able to choose between registered providers and un-registered providers gives you more choice.

Capacity to employ or contract staff directly, or have an agency employ staff on your behalf.

Ability to negotiate the costs of your supports so you get the best value-for-money and to use savings to buy more or better-quality supports.

Control over and responsibility for your NDIS funding so you can manage your own budget for the duration of your plan.

More Information about Self-Managing NDIS

To Self-manage your plan, you need to:

- Have a bank account that you can access via the internet
- Use or learn to use internet banking
- Set up your MyGov account and link to NDIS Portal
- Set up an electronic or paper filing system to keep all records of your invoices, payments and other document.

Note* some funding budgets must be agency managed, this will be stipulated by the NDIS. E.g. usually high cost assistive technology must be provider managed.

Assistance is available from NDIS and Local Coordinators with the implementation (actioning) of your NDIS plan.

The Department of Communities (Disability Services) and NDIS also support Community Partners to deliver information and support, such as the workshops run by Guides 4 Sight. 'One to One' assistance may also be available; please make enquiries should you feel this may be beneficial.

Funding may also be provided in your NDIS plan as Capacity Building – Support Connection or Support Coordination.

Responsibilities when self-managing your plan

When self-managing you need to understand your responsibilities, which include:

- Purchasing supports that link to the goals in your NDIS plan.
- Making clear agreements with your providers about the supports you will receive including how they will be provided and paid.
- Managing your funding so the costs of the support gives you value-for-money and can be met within your budget.
- Claiming and paying for supports on time.
- Keeping invoices and receipts to show you have paid for your supports with your NDIS funding.
- Meeting your obligations as an employer if you choose to employ staff directly.
- Showing how you've used your self-managed funding towards reaching your goals at your plan review.
- Advising the NDIA of any significant changes in your circumstances that may result in you being unable to meet your responsibilities as a self-manager.
- Participating in any auditing where you will need to provide invoices, receipts or other evidence to show you have spent your funds in-line with your NDIS plan.

Guide to purchasing services or supports when self-managing

Below is a guide to help you decide what you can and cannot buy with your NDIS funding to achieve your goals.

Supports must:

- link to the support budget and goals in your current NDIS plan
- give you good value-for-money compared to other supports
- last the length of your plan
- be legal and should not cause harm or put others at risk.

Supports must not:

- replace supports usually provided by family or friends
- include supports provided by other government agencies, e.g. dental, health or hospital services
- put you or others at risk.

www.ndis.gov.au/participants/using-your-plan/self-management

If you are self-managing - NDIS physically hold the funding, which you access via your MyGov account (and the NDIS MyPlace - Portal).

You will be given information to set this up from NDIS this gives you access digitally to your NDIS plan information.

Combination of Plan Management options

You may wish to 'pick' or 'choose' which funding you want managed in any of the above ways. For example:

1. You need regular therapy support and are very happy with your existing arrangement with a registered provider. You have decided to keep those services with this provider.

You negotiate a service agreement for them to manage all your therapy support budget for the year matching your scheduled therapy plan - being 'provider managed' the money is automatically billed directly to NDIS.

2. You choose to self-manage your Support Worker because you want a particular person to provide this support flexibly. They are not a registered provider however have their own Australian Business Number (ABN).
3. You want to build your confidence by managing a small part of your funding to get used to the new process and when your plan is reviewed you will look at increasing the self-manage part of your funding.

Registered vs Un-Registered Providers

Registered providers are restricted to the arrangements in the NDIS Pricing Guide. Regardless if your plan is provider managed or self-managed.

Un-registered providers are businesses who have not applied or completed the required process to become a registered provider with NDIS. They should have an Australian Business Number (ABN) and hold all required insurances, pay GST or taxation as required. Un-Registered businesses are everywhere in our community offer services to the general public which may be specific or suit your individual needs. They are not governed by NDIS rules, therefore it's your responsibility to determine 'value for money' and 'reasonable and necessary' when using NDIS Funds. We suggest keeping a note of this decision with your NDIS records for auditing purposes.

For self-managed participants, we suggest using the NDIS price guide as a reference point when negotiating with un-registered providers as guide. Any savings you make, mean your NDIS funding will stretch further.

Changing Service Providers

You can change service providers if you are unhappy or feel you are not receiving the services you agreed to. You are required to give notice either by phone or in writing terminating their services. This process should be documented in your service agreement.

After my NDIS Plan is approved

The NDIS Planner has formulated your plan following the NDIS guidelines and legislation that they are bound by together with information provided in your planning meeting. Everyone's plan will be different. Your plan will be specific to you, your disability needs and your identified goals.

Once you have your plan document it might not be clear to you how to proceed or how you are going to achieve your goals. You may be very happy with your plan, feel disappointed, confused or completely overwhelmed.

NDIS will provide you with some guidance however you may wish to discuss this further. See further information regarding Support Coordination (page 32, 2019-20 Price Guide www.ndis.gov.au/providers/price-guides-and-information).

Companies like Guides 4 Sight can assist you to regroup and review how the supports provided fit the needs you identified and how your NDIS plan can be used to meet your needs and your goals.

To access your plan via the MyGov login and NDIS portal the link is provided below;

1. The MyGov website log in address

<https://my.gov.au/LoginServices/main/login?execution=e1s1>

MyGov is a central place for you to access other Federal Government Agencies such as Australian Taxation Office, Medicare, Child Support, Centrelink and now NDIS.

2. The NDIS website link 'MyPlace' which will take you to MyGov.

<https://auth.my.gov.au/las/login?execution=e1s1>

What happens with my funding?

When NDIS approve your plan, they allocate to your name, the total amount of funding approved, this money is allocated to three specific budgets;

- **Core**
- **CB – Capital**
- **CB - Capacity Building**

CORE

Supports that enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets but cannot reallocate this funding for other support purposes (i.e. capital or capacity building supports).

CAPITAL

Is an investment, such as assistive technologies, equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant's plan. The NDIS publishes separate price guides for Assistive Technology and Specialist Disability Accommodation.

CAPACITY BUILDING

Is a support that enables a participant to build independence and skills. Participant budgets are allocated at support category level (see next section) and must be used to achieve the goals set out in the participant's plan.

NDIS Funding Budgets

The total amount of funding is allocated to different budgets specific to the type of supports and services that have been identified to meet your needs. The three main budgets are broken down into areas that fall under this category.

This is a sample only and will be dependent on your plan needs. The most common are shown however you may or may not have these in your actual plan. (These are subject to change by the NDIS).

CORE – Assistance for everyday living

Consumables

Auslan Interpreting, Dog (Guide), personal products (peg, incontinence), Low cost low risk adaptive Technology

Daily living

Personal / domestic assistance,
Garden / home maintenance, selfcare
Social & Community participation (support worker)
Specialised home based assistance for a child
Supported Short term accommodation
Group based activity (high support needs)

Transport (Centrelink Mobility allowance)

Paid fortnightly direct to your bank account

CAPITAL (CB)

Assistive Technology

Home & Vehicle Modifications

CAPACITY BUILDING (CB)

SUPPORT COORDINATION (CB) See Below

Choice

Plan Management

IMPROVED DAILY LIVING

Occupational Therapy

Physiotherapy

Psychology

Dietician

SUPPORTED INDEPENDENT LIVING (SIL)

SOCIAL COMMUNITY & CIVIC PARTICIPATION

Social Skills development

EMPLOYMENT

Specialist Disability Enterprise

School to Work transition

RELATIONSHIPS

Behaviour Intervention

HEALTH AND WELLBEING

Exercise Physiologist

Personal training

LIFELONG LEARNING

Life Transition Planning Including Mentoring, Peer-Support

Products and Technology (Assistive Technology)

Products and technology must be assessed as functionally required (Functional Assessment) specifically for the needs of your disability and will assist you achieve your goal.

Allied Health Professional such as an Occupational Therapists, must provide written evidence that the product being requested is appropriate and the best product that meets your needs assisting you to achieve your goals.

Where larger costly technology items are identified, even if this has been included in your NDIS plan, a report and quote must be provided to NDIS and needs to be approved before the items can be purchased. Usually these items are paid directly from NDIS to the provider (provider managed)

The time required for a functional assessment and written report (including a quote) for assistive technology should be included in your NDIS plan.

NDIS will calculate an approximation of time needed for the items identified. This will be placed in your Capacity Building (CB) – Improved Daily Living Budget. See ‘After my NDIS Plan is approved’.

This is why it is important to be as accurate as possible in identifying your assistive technology needs including repairs and maintenance servicing, updating of assistive Apps and computer programs.

Where you have identified an area of difficulty however you are unsure or do not know what technology would assist you – the functional assessment completed should identify some options for you to consider and will support why the item chosen is considered the best option.

At all times the items must be considered ‘reasonable and necessary’.

Coordination of Supports

The delivery of Coordination of Supports is to assist strengthening a participant’s ability to design and the build their supports with an emphasis on linking the broader systems of support across a complex service delivery environment.

Coordination of Supports is to focus on supporting participants to direct their lives, not just their services. This involves working together to understand the funding, identify what participants expect from services, and how participants want this designed.

Coordination of Supports also includes coaching participants and working with participants to develop capacity and resilience in their network.

The intended outcomes of providing Coordination of Supports is that a participant’s capacity and ability to design, develop and implement their supports is sustained and includes, but is not limited to:

- **Connection:** assist the participant to develop knowledge, experience and connections with the community and broader systems of support.
- **Support Design:** works together with participant to understand plan funding and its purpose. Support Coordinator will understand the

participant's confidence and skills, and helps participant identify what they want from services. Will develop and design support solutions to meet participant outcomes.

- Establish Supports: assist the participant to identify and consider support options and link the participant to the broader systems of supports. Where practical creates a supports and action plan to facilitate the participant to implement their plan.
- Crisis: Assistance to resolve points of crisis and developing capacity and resilience in the participant's network.
- Coach, Refine, Reflect: Coach the participant through challenges that come up. Helps participant prepare for review and report on achieved participant outcomes.

Over time as a participant's capacity is strengthened this support may be replaced by Support Connection or the introduction of a Local Area Coordinator or Early Childhood Early Intervention Partner in subsequent plans.

Finding Service Providers

A provider is an individual or organisation delivering a support or a product to a participant of the NDIS.

We have included in the USB provided today an accessible spreadsheet of all registered providers with NDIS as on 1 July 2018.

The spreadsheet has individual tab or page for each registered service offered, within each tab is the organisation name and contact details including telephone and website/email address where provided.

The link below will take you to a web-based locator that may also be useful.

www.ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers.html

Plan Review

Generally, a NDIS plan is for 12 months. NDIS will let you know if this will be any different.

Prior to the end of your plan period, you will be contacted by NDIS to arrange for a plan review meeting. Generally, this may be around 6 weeks before the end date.

If this time is getting close or you will be away around this time, you are able to contact NDIS to arrange a review meeting.

If your plan is reviewed before you have achieved your longer term goals – your planner will discuss with you what progress you have already made, any difficulties you experienced, any barriers that NDIS may assist you to overcome, or if you need to amend or change the goal to keep progressing in the new plan period.

Your new plan may be quite different to your old plan or it may be very similar. It is not unusual for plans to change as our lives continually change, so do the supports we need. There is no penalty if you do not use all you're funding for one year; the new planning year will be calculated fresh based on the outcomes of your review planning meeting.

Overseas Travel or Leaving Australia - As a rule, the grace period is **6 weeks** beginning when the participant leaves Australia (section 40(2)(a)). You Must Notify NDIS when leaving for longer periods.

Request early review

If you have had a substantial event or change in your circumstances that may change your life you may ask NDIS for an early review as it may affect:

- your access request
- your status as a participant in the NDIS
- your plan

For example:

- your disability support needs change, such as
 - significant assistive technology/equipment breaks and is unsafe
 - you or your informal support/care is unwell for extended period/in hospital
 - your employment status changes
 - significant change to your informal support arrangements, relationship or carer, eg Homeless
 - substantial deterioration of your disability and functional capacity
 - your informal care arrangements change significantly
- you apply for, receive, or are entitled to compensation for injury
- you are moving interstate or overseas
- you are moving permanently into aged care residential accommodation.

NDIA Complaints procedure

You can send an email to feedback@ndis.gov.au or call NDIA on 1800 800 110. If we can't help you, we will try to refer you to someone who can.

NDIA will resolve your complaint as quickly as possible at your local office.

Our Complaints Procedure requires that we:

- take immediate action where there appears to be a high risk of harm, neglect or abuse
- aim to acknowledge complaints within the next business day from receipt
- call you within two business days of acknowledgement
- aim to resolve complaints within 21 business days of receipt
- publish information on our performance.

www.ndis.gov.au/about-us/contact-us/feedback-complaints.html

Still not satisfied:

Commonwealth Ombudsman: Complaints about Commonwealth Government departments and agencies.

www.ombudsman.gov.au/making-a-complaint

Internal Review Application: Where you think the decision made by NDIS is wrong.

www.ndis.gov.au/participants/reasonable-and-necessary-supports/decision-review.html

Administrative Appeals Tribunal: The AAT can review a range of decisions made by the National Disability Insurance Agency under the *National Disability Insurance Scheme Act 2013* (NDIS Act),

www.aat.gov.au/applying-for-a-review/national-disability-insurance-scheme-applicants

Information linkages and Capacity (ILC)

You might not have heard much about ILC up until now. That's because ILC was not part of the NDIS trial period. ILC has commenced rolling out ILC around the Australia.

The focus of ILC is community inclusion – making sure people with disability are connected into their communities. ILC is all about making sure our community becomes more accessible and inclusive of people with disability.

We want to do this in two ways:

1. Personal capacity building – this is about making sure people with disability and their families have the skills, resources and confidence they need to participate in the community or access the same kind of opportunities or services as other people.
2. Community capacity building – this is about making sure mainstream services or community organisations become more inclusive of people with disability.

Unlike the rest of the NDIS, ILC doesn't provide funding to individuals. ILC provides grants to organisations to carry out activities in the community. Many of the activities funded by ILC will be available to both people with disability and families.

Providing information about a particular disability or condition on a website or through a phone line, for example, will help both people with disability as

well as family members. And the activities we fund to build the capacity of mainstream services and community activities to be more inclusive will benefit all people with disability, as well as their families and carers.

www.ndis.gov.au/communities/ilc-home.html