

Frequently Asked Questions (FAQ)

National Disability Insurance Scheme (NDIS)

Key Terms

NDIS: National Disability Insurance Scheme

NDIA: National Disability Insurance Agency

Participant: Person with disability/mental illness (client)

Goals: Supports will be linked to a participants goals

Reasonable and Necessary: fair and must have

Let's start at the beginning. What is the NDIS?

It's the **N**ational **D**isability **I**nsurance **S**cheme (NDIS). It's a new national system for supporting people with a permanent and significant disability. If your disability affects your ability to take part in everyday activities and you acquired it before the age of 65, the NDIS is almost certainly for you.

Video: [Hear from people already in the NDIS](#)

So how is the NDIS different?

In a word, it's about YOU. It's about putting in place the supports you need to live your life the way you want. It's about your choices, the decisions you and your loved one's make, your involvement in your community, your education, your employment. It's about your overall health and wellbeing and greater participation in a more inclusive community.

How do I get started?

People with a disability who are under the age of 65 will be eligible for the NDIS. People with a disability who are 65 and over will not be eligible for the NDIS. People aged 65 and over will have services funded under the new aged care scheme (Commonwealth Home Support Program).

The NDIS is a whole-of-life scheme. This means that if you are eligible, you will not have to change over to the aged care scheme once you turn 65. You can stay on the NDIS for life.

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You can go to the [My Access Checker](#) page on the NDIS website. It will take you about five or ten minutes to answer six really quick pages of questions. You will get an answer straight away if you're likely to be eligible right now. It is anonymous; you just have to give your first name.

Video: [Eligibility explained](#)

What if I don't qualify?

Governments have agreed that you will not be disadvantaged in the transition to the NDIS. This means that you will be able to access the same level of supports you already have.

If you think that a decision made about you or someone you care for by the NDIA is wrong, you can submit [an application for internal review of a decision](#).

When can I access the NDIS?

You can access the NDIS if it is rolling out in your area.

The roll out of the NDIS is taking place in stages. In Victoria, the North East Melbourne Area (NEMA) will be one of the first places where the NDIS will be implemented. This includes Local Government Areas of Yarra, Darebin, Banyule, Nillumbik and Whittlesea. Existing service users and new participants will enter the scheme progressively between July 2016 and June 2017.

People currently receiving support through the Victorian Government will move to the NDIS at different times depending on where they live and the type of support they receive. The flowchart below shows when the NDIS transition will happen for NEMA.

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From 1 July
2016

- People on the **Disability Support Register and Early Child Intervention Service waitlists** will start to enter the NDIS. The NDIA will contact them directly.
- **New participants** can start to enter the NDIS.
- People in the **Young People in Residential Aged Care** and **Young People in Home Care** programs will start to enter the NDIS.

From 1 October
2016

- People in **Shared Supported Living** in the City of Darebin will enter the NDIS, house by house.
- People with **Individual Support Packages** living in the City of Darebin will enter the NDIS.
- Children and young people in the student client cohort (e.g. ECIS, Student Transport, Attendant Care) will start to enter the NDIS.

From 1
December 2016

- People in the **Futures for Young Adults** program will enter the NDIS.

From 1
December to
May 2017

- People receiving **other state-funded disability services** will enter the NDIS. More details of this transition are to be provided.

From May to
June 2017

- People receiving **HACC** services will enter the NDIS.
- People receiving **Mental Health Community Support Services** will enter the NDIS.

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The Planning Process:

Once the NDIA confirms that you are eligible, you will meet with a planner who will help you to come up with a plan to meet your needs. The planning and assessment process is focused on you as the participant. It uses goal-based planning to consider your strengths. The NDIS funds reasonable and necessary supports that help a participant to reach their goals, objectives and aspirations and to undertake activities to enable the participant's social and economic participation.

- To start you on the planning process, the [Getting Plan Ready form](#) should be completed prior to your initial planning appointment. This is your Participant Statement and it will help you to identify your needs, goals and current supports. This information is then taken into account in your planning conversation.
- You are able to have a support person with you during appointments, such as a family member, friend, carer or support worker. The needs, strengths and capacities of your unpaid carers are also considered as part of the planning and assessment process.
- Your plan includes information on your goals and your informal, mainstream and funded supports.
- For more information on preparing your Participant Statement, see the [Getting Plan Ready page](#).

Video: [Planning explained](#)

What types of supports are funded under the NDIS?

There are many kinds of supports that the NDIS will fund. Examples of these are personal care support, home modifications, community activities, transport. Supports are funded where they are deemed reasonable and necessary by the agency. For more information on categories of support, [click here](#) for more information about what types of supports are funded and some of the kinds of supports that will not be funded under the NDIS.

Video: [Supports explained](#)

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Do I have to change my current supports once I come across to the NDIS?

No, not if you are happy with them and they are consistent with the standards and requirements of the NDIS. Where your current supports are consistent with what the NDIA is able to fund, you can choose to keep your current arrangements and they will be funded under your NDIS plan.

Can I look at changing my supports and/or service provider if I am not happy with them?

Yes, you can. People's needs change over time. Your plan should be reviewed annually. If you feel you need to review your plan sooner, you can ask to do so. You do this with your NDIA Planner.

How can I manage my NDIS funded package?

When you create your plan, you can choose how you want to manage your funds. There are five ways that plans can be managed.

Agency Managed – this is where the providers claim directly from the NDIA.

Plan Manager – funding in your plan is allocated for a third party to manage the financial transactions in your plan.

Self-Managed – you (or your nominee) directly manage the funds – all transactions are completed by the participant for services rendered – (through MyGov website).

Automated Payments (transport only) – these funds can be deposited into an NDIS bank account weekly, fortnightly or monthly.

Combination – A combination of the above four options can be used together to meet your individual needs. Page 6 ndis.gov.au In some cases the NDIA or others will manage the funding for supports. For example, where there is an unreasonable risk to a participant.

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What if I don't spend all the funds in my plan?

The NDIS is a whole-of-life scheme. This means you do not need to spend all your budget if you do not need to. You also do not need to use all the funding in your current plan to get the funding you need in your next plan. The decision on how much funding you get for each period of your plan is based on what is "reasonable and necessary." It is not based on what you have or have not spent in your last plan.

What are your options if you are not satisfied with a decision?

Feedback and complaints

The National Disability Insurance Agency (NDIA) welcomes feedback, including complaints. We believe people have a right to speak up as it helps us to see what works, what does not and where we can make improvements in our products and services. [Click here](#) to find out how to provide feedback or make a complaint about the NDIA.

Internal review of a decision

If a participant thinks a decision made by the Agency is wrong, they can submit an [application for internal review of a decision](#). Any person directly affected by a decision of the NDIA can request such a review.

There is a [list of reviewable decisions in the NDIS legislation](#). Many decisions made by the NDIA are reviewable, including things like being accepted as a participant, the provision of reasonable and necessary supports, and becoming a registered provider of supports.

External review of a decision

If the participant is still dissatisfied with a decision following an internal review, they can then apply to the [Administrative Appeals Tribunal \(AAT\)](#).

Who will support and advocate for me?

The National Disability Advocacy Program (NDAP) can be there to support you with planning and decision-making. They can also advocate for you if issues come up with this NDIA or the services that support you. The NDAP can also help you to develop self-advocacy skills. [Click here](#) for more information on the NDAP.

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Who will be NDIS service providers? How will the quality of the services be ensured?

National Disability Insurance Agency is working to ensure that all participants are able to access high-quality services that will enable them to achieve their goals. A national framework is under development. It should support people with disability to make decisions about their supports while enabling them to live free from abuse, neglect and exploitation.

Until the NDIS is fully implemented, the NDIA is using existing state, territory and Commonwealth quality and safeguarding systems in making decisions about the registration of support providers. Participants continue to have access to the same avenues for raising concerns and making complaints. [Click here](#) if you would like more information about the Quality Assurance and Safeguards in Victoria.

What about health care?

All Australians will need healthcare services at some point. People with a disability may need more complex health care needs as a result of their disability.

The health system is responsible for providing all Australians, including those with NDIS funding with clinical and medical treatment. The NDIS will fund some supports including: some equipment, home and community supports, and some allied health therapies that relate to a persons' disability and not related to rehabilitation. [Click here](#) for more information on support for health care under the NDIS.

Can NDIS funding be used for mental health support?

People with a mental illness that has a significant and permanent impact on their ability to function, will be able to receive support from the NDIS. Most of these people will need support from the NDIS, health and mental health systems.

Other participants in the NDIS (eg. those who have a disability other than a mental illness), might also need mental health supports from time to time.

The NDIS will fund supports that help people with daily living activities. This includes:

- help with planning and decision making household tasks
- help with household tasks and capacity to live independently

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- help to achieve goals such as building social relationships, as well as financial management and tenancy management
- support engaging in community activities such as recreation, education, training and employment.

People can choose to use funding for centre-based services, in-home, day services, community access and outreach services. [Click here](#) for more information on mental health support under the NDIS.

[Click here](#) for a guide and checklist written for carers of people with mental illness.

What will happen to the schemes that currently fund supports for children with a disability?

If your child is eligible, you will work with the NDIA to come up with a plan for how your child's funding will be spent. Once this plan is finalised, you will start receiving NDIS funding, and stop receiving other funding. [Click here](#) for more information on how this will work.

If your child gets support from Helping Children with Autism (HCWA) but does not meet the requirements to join the NDIS, they will keep getting support from HCWA/Better Start. The Department of Social Services will manage this funding until your funds are spent, or your child reaches the maximum age of the HCWA/Better Start programs.

What about early intervention?

Early intervention means to treat something early. Traditionally 'early intervention' referred specifically to children aged 0-6 years of age. Under the NDIS, people of any age will be able to receive early intervention supports to prevent people experiencing crisis and/or to reduce the need for more intense support in the future.

You may meet the early intervention requirements:

- If you have an impairment or condition that is likely to be permanent and
- There is evidence that getting supports now (early interventions) will help you by:
 - Reducing how much help you will need to do things because of your impairment in the future **and**
 - Improving or reducing deterioration of your functional capacity. Or helping your family and carers to keep helping you **and**

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- Those supports are most appropriately funded through the NDIS, and not through another service system.
- OR**
- You are a child aged under 6 years of age with developmental delay which results in:
 - substantially reduced functional capacity in one or more of the areas of self-care, receptive and expressive language, cognitive development or motor development and
 - results in the need for a combination and sequence of special interdisciplinary or generic care, treatment or other services which are of extended duration, and are individually planned and coordinated; **and**
 - Those supports are most appropriately funded through the NDIS, and not through another service system.

What about carers?

Carers cannot join the NDIS. However, the NDIA understand that carers should be involved in the assessment and planning of the person they care for. There are also supports available through the NDIS which can help carers in their caring role, either directly or indirectly.

[Click here](#) for more information on how carers fit into the NDIS.

Feedback from the trial sites

The NDIS has been trialled in a number of sites across Australia. In Victoria, the NDIS began on July 1, 2013 for people up to age 65 in the Barwon Region (Local Government Areas of the City of Greater Geelong, Colac Otway Shire, Surfcoast Shire and the Borough of Queenscliff).

Hear from people that are already part of the NDIS.

Video: [NDIS Stories](#)

With support from the NDIA, People with a Disability Australia led an evaluation of the trial.

Video: [NDIS Citizens' Jury Scorecard](#)

This information has been sourced from the NDIS web site, www.nids.gov.au. The information may change without notice. We

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suggest visiting the NDIS website directly for the most up-to-date information.

If you are reading a hard copy of this FAQ sheet and would like to visit the website links, download an electronic copy from the Darebin City Council website www.darebin.vic.gov.au/ndis

If you are not able to access a computer to do this, please contact:

Christine Mulholland

MetroAccess Officer, Darebin City Council.

8470 8368 / Speak Your Language 8470 8470

TTY dial 133 677 or Speak & Listen 1300 755 727, or

visit iprelay.com.au and enter 8470 8368