



INFORMATION SHEET

NDIS PLANS

The information below aims to help you obtain a NDIS plan that meets your needs. Please contact us if you require any further information, or if the plan you get does not meet your needs.

1 Background on NDIS

Who

"NDIS" stands for National Disability Insurance Scheme. It is a new national system of providing support to people with disability, their families and carers. The NDIS is implemented by the National Disability Insurance Agency ("NDIA").

What

- The NDIS provides Australians under the age of 65 who have a permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life.
- People who meet the NDIS eligibility requirements are called "participants".
- Participants receive funded supports and an individual plan which is aimed at increasing independence, inclusion, social and economic participation.

Types of funded supports

Core Supports



Daily living

The 4 categories are:

1. Assistance with daily life
2. Transport
3. Consumables
4. Assistance with social and community participation

Capital Supports



Assistive technologies, equipment, home or vehicle modifications

The 2 categories are:

1. Assistive technology
2. Home modifications and specialised disability accommodation

Capacity Building Supports



Building independence and skills

The 9 categories are:

1. Support coordination | 2. Improved living arrangements | 3. More social /community participation | 4. Finding & keeping a job | 5. Improved relationships
6. Improved health & wellbeing
7. Improved learning | 8. Improved life choices | 9. Improved daily living skills

2 Getting your NDIS plan in place

If you meet the NDIS eligibility criteria (Australian, under 65, permanent and significant disability) - you will have a meeting with a NDIS planner to identify your needs and goals.

If you are already accessing any government services relating to your disability, you will be automatically contacted by the NDIS when it is being rolled out in your local area. If you're not currently accessing any government-funded supports relating to your disability, you need to contact NDIS to submit an "Access Request Form". Contact NDIS by phone on 1800 800 110 or online at www.ndis.gov.au/form/contact-form.html.

When you discuss your plan, you have the following rights:



To request a face-to-face meeting (rather than over the phone)



To have the meeting at a time convenient to you



To use a communication method of your choice during your planning meeting



To have a support person attend the meeting with you

Before your meeting...

Think about what supports you need to meet your daily needs and goals. We have a planning resource available to help you identify these. We recommend completing it before your planning meeting and providing the planner with a copy - or simply use it to prompt yourself during the meeting.

After the meeting...

- The planner submits the information gathered from you to the NDIA.
- The NDIA determines what funding is allocated to you and approves a plan.
- You will be sent a copy of the plan by post and the funds will be made available.

3 Supporting evidence

It's a good idea to gather documentation/evidence relating to your support needs and bring this with you to the planning meeting.

- Support letters from health professionals (e.g. GP, medical specialist, speech pathologist, occupational therapist) identifying your disability-related needs and including:
 - recommendations that you access certain supports and/or therapies
 - how frequently you need these supports
 - how it will benefit you
- Assessments from health professionals such as speech pathologists, occupational therapists, psychologists, physiotherapists
- Current plans such as behaviour support, health support and individual education plans
- Current schedules for personal support/carers, day programs, activities
- Quotes for equipment you need, home modifications

4 Managing your plan

Once you have discussed the supports you need, you will also need to discuss how you would like to manage your plan. You can:

1. Self-manage

Find and pay for service providers yourself

2. Self-manage but use a plan manager for financial transactions

You find service providers yourself and your financial intermediary organises payments

3. Use a plan manager

They find and pay for service providers

4. Have NDIS manage your plan

5 Other things to know

Reasonable and necessary definition

To be considered "reasonable and necessary", a support must:

- be related to the participant's disability
- not include day-to-day living costs that are not related to a participant's disability support needs
- represent value for money
- be likely to be effective and beneficial to the participant
- take into account informal supports given to participants by families, carers, networks and the community
- not be more appropriately funded by another mainstream system (see further information below).



Means testing

Assistance from the NDIS is not means tested and has no impact on income support such as the Disability Support Pension, Carer Payment, Carer Allowance or other Centrelink payments.

No disadvantage principle

All Australian governments (Commonwealth, State and Territory) made a commitment that if you were receiving supports before becoming an NDIS participant, you should not be disadvantaged by your transition to the NDIS. However, this does not mean that you will always have the same level of funding or supports provided in the same way. Where the NDIS does not fund a support you previously received under another program, the NDIA will seek to identify alternative supports or refer you to other systems so you can achieve the same outcomes.

NDIS not to replace other mainstream supports

All Australian governments (Commonwealth, State and Territory) have agreed that:

- The NDIS will not cover what other government systems should provide. The NDIS will fund personalised supports related to your disability support needs, unless those supports are part of another service system's universal service obligation, such as health, education, housing or safety; or those covered by 'reasonable adjustments' requirements under the Commonwealth Disability Discrimination Act or similar state legislation.
- The interactions of people with disability with the NDIS and other service systems should be as seamless as possible, with integrated planning and referrals, supported by a 'no wrong door' approach.

6 Concerns, queries & feedback

If you have any concerns with the planning process, or with what supports have or have not been approved, you have several options:

1. Submit a complaint to NDIA via feedback@ndis.gov.au
2. Request a review of your plan or any decision made by the NDIA via enquiries@ndis.gov.au
3. Submit a complaint to the Commonwealth Ombudsman via 1300 362 072 or www.ombudsman.gov.au

You can also contact Communication Rights Australia for further information or advocacy support if:

- Your plan doesn't meet your needs
- Your right to a face to face meeting is denied
- Your right to using a communication method of your choice during your meeting is denied

We welcome any feedback to info@communicationrights.org.au.