Plan implementation:
What is the NDIS?
What is the NDIS?

NDIS plans are individual

- **Individual Approach**
  (what you want to achieve)

- **Supports**
  provided by other systems, family, friends and community

- **NDIS Funded Supports**
  (reasonable and necessary)
NDIS plan

• A participant’s plan contains
  – Cover page
  – About me
  – My Goals
  – My Supports
  – NDIS reasonable and necessary budget
What is the NDIS?

<Participant Name>’s National Disability Insurance Scheme (NDIS) plan

Name: <First Name> <Last Name>
NDIS number: <NDIS Number>
NDIS plan starts: <Plan Approval Date: DD MONTH YYYY>
NDIS plan will be reviewed by: <Scheduled Plan Review: DD MONTH YYYY>

The National Disability Insurance Agency (NDIA) will contact me about my plan review before the review date.

I will tell the NDIA when something important changes (or is going to change), like moving house, starting work or school, or if my goals change.

If I have any questions, or if my circumstances change, I can contact the NDIA in any of the following ways:

- Telephone NDIA on 1800 800 110
- If I use a TTY, phone 1800 555 677 and ask for 1800 800 110
- If I use Speak and Listen (speech-to-speech relay), phone 1800 555 727 and ask for 1800 800 110
- If I use the National Relay Service, visit their website at http://relayservice.gov and ask for 1800 800 110
Part 1: About me

This part of my Participant Statement is about me, my daily life and the people in my life.

Where I live and the people who support me:
<Participant Statement – Living Arrangements, relationships and supports text>

My daily life:
<Participant Statement – Daily life text>
Part 2: My goals

This part of my Participant Statement lists the goals I want to work towards during this plan.

My First Goal is:
During this plan: <Short Term Plan Goal 1>

My Second Goal is:
During this plan: <Short Term Plan Goal 2>

My longer term goals and aspirations are:

Goal: <Medium to Long Term Life Goal Description 1>
Relates to: <Goal 1 Type>

Goal: <Medium to Long Term Life Goal Description 2>
Relates to: <Goal 2 Type>
Part 3: My supports

These are the supports that will help me work towards my goals.

Family and friends

These are who the NDIS calls ‘informal’ supports.

My informal supports

- <Informal Support 1 Description text>
- <Informal Support 2 Description text>
- <Informal Support 3 Description text>
- <Informal Support 4 Description text>

Services and community groups

These supports might include things like health or mental health services, schools or education services, community groups, sporting or hobby clubs, or other government services. These are what the NDIS calls ‘community and mainstream’ supports.

My community and mainstream supports

- <Community or Mainstream Support 1 Description text>
- <Community or Mainstream Support 2 Description text>
- <Community or Mainstream Support 3 Description text>
## NDIS reasonable and necessary supports budgets

I can choose how I spend the amount in each budget listed below by checking the NDIS price list and the matching supports on the NDIS website at [ndis.gov.au/participants](https://ndis.gov.au/participants).

Where a support is listed in my plan as 'stated', I must purchase this support as it is described in my plan. I cannot swap 'stated' supports for any other supports.

<table>
<thead>
<tr>
<th>Support Area</th>
<th>Core supports</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Budget:</strong></td>
<td><strong>$00,000.00</strong></td>
</tr>
<tr>
<td><strong>Details:</strong></td>
<td><em>&lt;CORE: Daily Activities support category comment&gt;</em></td>
</tr>
<tr>
<td></td>
<td><em>&lt;CORE: Consumables support category comment&gt;</em></td>
</tr>
<tr>
<td></td>
<td><em>&lt;CORE: Social, Community and Civic Participation support category comment&gt;</em></td>
</tr>
<tr>
<td><strong>How will the supports be paid:</strong></td>
<td>NDIS will pay my support provider directly for these supports.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Support Area</th>
<th>Transport</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Budget</strong></td>
<td><strong>$00,000.00</strong></td>
</tr>
<tr>
<td><strong>Details:</strong></td>
<td><em>Transport support category comment</em></td>
</tr>
<tr>
<td><strong>How will the supports be paid:</strong></td>
<td>NDIS will pay me directly for these supports.</td>
</tr>
</tbody>
</table>
Participant pathway in NEMA

- Initial contact from NDIA National Access Team for priority participants transitioning from defined Vic Gov programmes – eg: DSR, SSA, ISPs and ECIS waitlist
- Contact from NDIS National Access Team to confirm eligibility and gain participant’s consent to enter the Scheme
- Participant and or representative then contacted by an NDIA representative for discussion to inform the development of the First Plan.
- Some participants will be supported by Brotherhood of St Laurence and some will be supported by Australian Healthcare Associates.
- Agency then approves the Plan.
- For participants supported by Brotherhood of St Laurence they will have an LAC to implement their plan.
- For participants supported by Australian Healthcare Associates they will have a Support Coordinator to implement their plan.
- Plan review occurs within 12 months – if there are obvious plan flaws, the review can occur earlier.
Plan implementation

- The Brotherhood of St Laurence (BSL) as LAC partner will be delivering planning and plan implementation to many participants in NEMA, mainly those participants who’s planning and support needs are likely to be less complex.

- Support Coordinators will work with people who require more intensive support and require more assistance to implement their plan.

- The tasks for plan implementation are the largely the same however Support Coordinators are registered providers so need to ensure they adhere to the NDIA’s Terms of Business which requires providers to demonstrate that they have policies in place to manage conflict of interest.
Support Coordination tasks to implement a plan

Agency tasks (NEMA local process)

• The Support Coordination Service Provider selected by the participant will be contacted via the NDIA or its representative to confirm capacity to take support coordination request

• Secure email will be sent to nominated contact with service provider which includes copy of the participant plan and request for service

• Participant will be sent a letter, copy of the plan and activation code for portal once the plan is approved

• Specific instructions has been provided to Support Coordinators if this activation code needs to be regenerated
Support Coordination Tasks

Support Coordination Service Provider Response

• Receives request for service via encrypted email (NEMA local process)

• Allocated Support Coordinator contacts participant as soon as possible (ideally within 2 days but recognise this is not always practical)

• Meet with the participant (ideally within 5 days but recognise this is not always practical)
  – Explain the plan
  – Explain the support coordination role
  – Discuss service agreement with the participant about support coordination role
  – Explain conflict of interest in terms of support coordination role
  – Assist participant to create a mygov account and log into the portal
  – Create service booking for support coordination
  – Work with participant to identify what supports need to be implemented as a priority

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Support Coordination Tasks

Participant Portal


- The participant portal links with the provider portal and contains the most up to date information about registered service providers

- The current provider list on the NDIS website has not been updated since 20 June 2016

- It is important where possible that a participant/nominee or their NOK accesses the participant portal

- Service Providers can only see the provider look up tool in the participant portal (Provider look up tool in provider portal is for an employee to link to their provider registration)

- Participants can use the participant portal to update their details, print a copy of their plan and create service bookings with providers
Support Coordination Tasks

Linking with Providers

• Support coordinator needs to work with the participant to link with providers and assist participant to enter into service agreements with preferred service providers

• Support coordinators need to provide participants with choice of service providers

  **Note:** This is a requirement of all registered providers Terms of Business under managing conflict of interest if registered for support coordination

• Ensure service bookings are completed either generated by participant via their participant portal or by the preferred service provider with consent of the participant in the provider portal

• To generate service bookings support coordinators need to assist participants to cost their supports in their budgets
Support Coordinator Tasks

Assessments

• Arrange assessments funded in plan (information on particular assessments should be contained in request for service)

• Ensure any urgent equipment requests are managed

• When supports and assessments are arranged commence linking participant with mainstream supports
Support Coordinator Tasks

Monitoring/ Reporting

• Request for service will contain detail as to how often the Support Coordinator will need to submit reports to the NDIA on outcomes

• Support coordinator will assist participant to monitor plan expenditure to ensure that the participant can manage their budget over a 12 month plan

• Other roles include:
  – Working with the participant and their support networks to strengthen and enhance the participant’s or their support networks to coordinate supports and participate in the community
  – Ensure that participant is accessing eligible supports through the Health, Justice, Education and housing sector (as relevant)
  – Assist the participant to resolve points of crisis
Support Coordinator Task

Preparing for plan review

• Assist the participant to start to think about next plan and develop their goals prior to their plan review

• Prepare participant for review by assisting them to think about goals, evaluating current supports and exploring new supports

• Assist participant to fill in and return any NDIS review documentation