

NDIS FAQs

National Disability Insurance Scheme –
Frequently Asked Questions

This document is designed to help you better understand the National Disability Insurance Scheme (NDIS) and what it means for you.

Run by the National Disability Insurance Agency (NDIA), the NDIS will deliver life-long individualised supports and services to people with disability in Australia. The Scheme is designed to ensure you have genuine choice and control when it comes to deciding on the services and supports you receive.

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What is the NDIA?

The National Disability Insurance Agency (NDIA) is an independent statutory agency, whose role is to implement the National Disability Insurance Scheme (NDIS). The NDIA engages directly with people with disability and their families to complete individualised plans and provide funded supports.

What is the NDIS?

The NDIS is an Australian Government scheme that provides support to Australians with disability, their families and carers. It provides Australians with disability, who are under the age of 65, with the supports they need to enjoy an ordinary life.

Who is eligible to access the NDIS?

Australian citizens, living in Australia and holding a permanent visa and who:

- Has a permanent disability that significantly affects their ability to take part in everyday activities
- Is aged less than 65 when they first access the Scheme

How do I register to receive funding under the NDIS?

You can call the NDIA on **1800 800 110** to confirm your eligibility. You can also check your eligibility by going to My Access Checker ndis.gov.au/ndis-access-checklist. If you are eligible, you will be sent forms to complete and return to the NDIA, who will then process your application. If you are already an Achieve client, we are able to work with you through your transition into the NDIS.

If you are successful in your application, you will be required to attend a planning meeting with an NDIA representative who will work with you, using information about your existing disability supports, to develop your plan. Your NDIS plan is a document that outlines your needs, goals, aspirations and disability supports required, including any funding that might be received.

What kinds of supports can be funded under the NDIS?

The NDIS will provide funding for core supports for everyday living, Capacity Building supports to improve skills and

independence, and Capital to improve access and independence. This is also in your NDIS plan.

The types of supports that the NDIS may fund include:

- Transport to enable participation in community, social, economic and daily life activities;
- Workplace help to allow you to successfully gain and keep employment or supported employment;
- Therapeutic supports including behaviour support;
- Help with household tasks to allow you to maintain your home environment;
- Help by staff skilled in aids or equipment assessment, set up and training;
- Home modification design and installation;
- Mobility equipment; and
- Vehicle modifications.

How long does a plan last?

Each plan is developed with you to cover supports for up to 12 months. However, if significant changes to a plan are required, based on a change to your situation, a change in health conditions, or the need for more time to explore support options, then the timing of a new plan can be brought forward or extended.

When will I receive the funding?

You will begin to receive NDIS funding once your plan is approved.

How do I manage my plan and funding?

Managing your plan and funds includes making payments to providers, expense claims processing, invoicing and monthly reports. There are five ways you may choose to manage your plan and funds.

- 1. NDIA Managed** – A service provider of your choice is able to claim directly from the NDIA for the services provided to you.
- 2. Plan Managed** – You may appoint an NDIA Registered Plan Manager to manage the transaction and purchasing process of services. Achieve Australia offers this service through our impartial and dedicated Support Coordination team, both for support services provided by Achieve, as well as other providers.

3. Self-Managed – You or your nominee can manage the funds directly, with responsibility for transactions with your service providers.
4. Automated Payments – Automated Payments can only be made for transport services. Funds can be deposited into an NDIS bank account weekly, fortnightly or monthly.
5. Combination – A combination of the above four options can be used together.

The NDIA can offer advice on using your funding and how to access the services you choose. You can also contact Achieve Australia for advice and support.

How do I access my funding?

If you choose to manage your funding, you will need to open a separate bank account dedicated to your NDIS funds. The NDIA will deposit money into this new account and you will then pay organisations for the supports they provide to you.

If you decide to appoint an NDIA Registered Plan Manager, or if you require support to manage your funds, then the organisations you have chosen will be given money directly by the NDIA to cover the cost of your supports.

Can Achieve help?

Yes. Achieve offers individually tailored and flexible services to support the needs of people with disability, including those moving onto an NDIS plan.

We can offer you:

- Individualised services tailored to you
- Expertise in providing a broad range of services
- Access to experienced staff who are reliable and responsive
- The benefits of our focus on inclusion and ensuring active community participation and interactions
- Flexibility in service delivery to meet your specific requirements
- Supports that focus on delivering results and helping you meet your goals.

What happens if I am an existing Achieve client but I am not eligible for support from the NDIA?

If you are not eligible for the NDIS but are already receiving support from Achieve, you will still be able to access the same level of supports you already have in place. The Australian Government has agreed that no one should be disadvantaged by transitioning to the NDIS and are currently finalising arrangements for how this will work.

Can I pay for services provided by Achieve outside of my NDIS plan?

Yes. If you would like to access a service that isn't covered in your NDIS Plan, we can provide a quote. Please contact our Customer Relationship Manager on **1300 22 44 38** for more information.

Will I still need to pay rent and utility costs such as electricity, gas and phone costs?

Yes. The NDIS does not cover these costs.

Will the NDIS impact my Disability Support Pension?

No. The NDIS will not replace the Disability Support Pension. The NDIS is a separate national fund created to finance your reasonable and necessary support needs and associated aids and equipment. The NDIS is not means tested and as such, anyone who is eligible can apply for assistance, regardless of the Disability Support Pension or level of personal income.

Will the NDIS impact my Mobility Allowance?

Yes. The NDIS will be financing the Mobility Allowance, so it is important that your NDIS Plan includes funding that would have previously been paid by Centrelink as an allowance to you for transport. When you transition to the NDIS and your NDIS Plan has been completed, Centrelink will cease providing your Mobility Allowance.

The NDIA will contact Centrelink on your behalf to check if you are receiving Mobility Allowance. Your ongoing transport supports will then be discussed in your NDIS planning process.

How can I contact the NDIA?

For more information on the NDIS you can visit ndis.gov.au or phone **1800 800 110**.

To find out more about Achieve Australia's disability services or Support Coordination please contact us on **1300 22 44 38** or visit achieveaustralia.org.au

What should I do if I want to move?

Get in touch with your Support Coordinator or the NDIA directly and request a *change of circumstances plan review meeting*. The NDIA will arrange a time to come out and meet with you. At this meeting, make sure to tell the planner that you want your first goal to be finding somewhere else to live. Once your plan has been approved, get your Support Coordinator to check with the NDIA if you are SIL eligible (and SDA if required).

What is SIL?

SIL stands for Supported Independent Living and it is paid to the organisation that provides your staff support when you receive 24/7 support in a home. It is:

- Funded individually to each person according to their need
- Shared living arrangements of 2-7 participants
- Assistance with daily life tasks in a group or shared living environment
- Reflective of 24 hour care, 7 days per week
- Three levels of support (at benchmark price)
- Cost of support does NOT include rent, board or lodging, day-to-day usual living expenses such as food and activities, personal care supports when the person is hospitalised, or items covered in other sections of NDIS price guide (e.g. assistive technology or transport costs.)

What is SDA?

Specialist Disability Accommodation (SDA) is a payment for bricks and mortar. It is a contribution cost from the NDIA to cover additional costs to a property for specialist home modifications and maintenance. Participants pay a reasonable rent contribution (RRC) to their SDA provider.

- 25% of the Basic Disability Support Pension
- Plus 25% of the Pension Supplement received

- Plus 100% of any Commonwealth Rent Assistance received.

Do you need to have SIL and SDA to move in?

If you are moving to an Achieve SDA registered home you will have to be SDA eligible. SIL is required for all group home accommodation enquiries.

If unsure if the home you are interested in requires SDA funding, please contact Achieve on **1300 22 44 38**.

Who organises the SIL and SDA funding with the NDIA?

Your direct support staff provider will liaise with the NDIA directly to arrange the SIL funding. A roster of care will be developed with your input (as well as input from any other specialists and support staff). This will then be translated into a monetary value and sent through to the NDIA as a quote. The SDA funding will be requested by your Support Coordinator. They will develop a Housing Options Report which they will submit to the NDIA. The NDIA will use this alongside a detailed Occupational Therapist report to assess your eligibility for SDA funding.

Both the SIL and SDA funding requests will require additional supporting documentation.

This may include (but is not limited to):

- Speech therapist reports
- Occupational therapy reports
- Physiotherapy reports
- Incident reports
- Behaviour reports
- Behaviour support plans
- Medical notes
- Specialist reports.

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