

Provider FAQs

1. How can providers assist participants to prepare for the planning conversation?

Providers can assist participants by ensuring that they have accurate information and a good knowledge of the process. This can assist participants to be prepared and alleviate concerns from misinformation.

Providers can also make sure participants are provided with up to date information in writing about the current services being provided by the service provider including hours and costs, along with information about what is expected to change in terms of the specific service once the person has an NDIS package. Participants need to know if their current service is able to continue and if it is NDIS registered, prior to their planning meeting.

Some useful links could include:

Videos and Animations: <https://www.youtube.com/user/DisabilityCare>

Facebook site: <https://www.facebook.com/NDISAus/>

NDIS Website: <https://ndis.gov.au/>

The Reimagine today website <https://reimagine.today/> is useful to show people with psychosocial disabilities.

2. Are there going to be more forums for providers to discuss and improve issues?

The NDS and NDIA will be providing ongoing forums throughout the roll-out period. Check the events page for upcoming forums
<<https://www.ndis.gov.au/news/events/vic>>

3. What processes are available to let providers know who has transitioned to the NDIS and have had a plan approved?

As part of the planning process, the participant is asked if they consent to providers they engage with receiving a copy of their plan.

For further information visit: <https://ndis.gov.au/sharing-your-ndis-plan.html>

4. What is the expectation of a service provider to provide reports for a client's first planning meeting?

It is helpful for pre-planning to have information about what is in place for a participant and what happens on what days. A service provider often has a lot of useful information that assists in building that picture, however they are not expected to provide new assessments and reports prior to the planning process.

If extra assessments or reports are required the funds for these may be included in the plan.

5. How do we promote supported employment to LACs?

LACs do not make recommendations about providers. It is useful for LACs to know if a supported employment provider has a speciality area to assist a participant in choosing whom they feel they would be best matched with.

Providers can visit our website at ndis.bsl.org.au/ or email Communications.ndis@bsl.org.au

6. If carers are involved, will a carer impact statement be taken into account?

Carer statements are really helpful and are always taken into consideration. They give LACs and delegates a better insight into pressures and difficulties that a carer may face. It helps to give a depth of understanding into day to day needs.

Carers are best placed to provide these insights as they are often the people who are seeing the impacts of any given disability on a regular basis. The carer impact statement doesn't replace formal assessments and opinions.

7. How is support coordination decided for a participant?

Support Coordination decisions are based around the complexity of a participant's situation as well as the participant's goals. This decision may also be based around the current and available informal supports.

Each case is considered individually and the "reasonable and necessary" rules from the NDIS Act are applied

<https://www.ndis.gov.au/about-us/governance/legislation.html>

8. Will people with a psychosocial disability receive packages or other supports?

People with psychosocial disability eligible for the NDIS will receive an NDIS plan (package) which may include a combination of community, mainstream (other government funded supports) and NDIS funded supports.

The Reimagine Today website <<https://reimagine.today/>> is useful to show people with psychosocial disabilities.

Organisations such as VMIAC and Tandem also provide information for people with psychosocial disabilities.

9. What avenues are there for re-evaluating how the NDIS defines intensity of support needs?

Re-evaluating intensity of support can be done at any time along the pathway.

10. What is being done to prevent people in defined programs slipping through the cracks? For example, if they don't respond to phone calls.

Community engagement and information sessions are being held to promote an awareness of the transition to the NDIS.

Multiple attempts using a variety of methods (phone, letter, contacting a nominee) are made to contact a participant. The Brotherhood is working closely with groups that support harder to reach groups to assist with access.

11. Can the boundaries for providers be explained?

For information and support about being a provider refer to the Provider Toolkit <<https://providertoolkit.ndis.gov.au/>>
Or contact the NDS Senior Sector Support Consultant, Clover Laurier at clover.laurier@nds.org.au

12. When Allied Health Providers are contacting LAC to introduce services, what is the most important information needed in order for the LAC to then make a referral?

An LAC role is to be independent and they may assist a participant with giving them information about options in their local area. They do not make specific referrals. Knowing about Allied Health Providers that have areas of speciality and the catchment they cover is useful e.g. ability to meet cultural specific requests.

Providers can visit our website at ndis.bsl.org.au/ or email Communications.ndis@bsl.org.au

13. Will the phasing schedule be updated?

The phasing schedule is available on the DHHS website and is not expected to change.
< <https://www.vic.gov.au/ndis/rollout-in-victoria/bayside-peninsula.html>>

14. Would providers have a specific team within LAC to liaise with?

Service providers would liaise with the participant's allocated LAC or a LAC team member from the participant's LGA.

15. How can service providers be issued and provided information of NDIS participant of diagnostics and potential risk when receiving a plan?

Access to participant information for service providers is only available if consent to share plan information has been provided by the participant (and/or their plan nominee or child representative). Service providers can then access their information in myPlace. The level of information that can be viewed is as follows:

If consent is given for a provider to see the plan – If the provider has a service booking they will see basic participant and plan information (see [All Providers](#) below). They will not see support items or budget details.

If consent is given for a plan manager to see their plan (the default consent is yes if any supports in the plan are managed by a PMA) – If the provider has a service booking they will see basic participant and plan information as well as current plan funded support details.

If consent is given for a support coordinator to see their plan – this is only available to the participant's actual support coordinator. This is the highest level of plan visibility. If the support coordinator has a service booking they will see all information available to a plan manager as well as the About Me and My supports sections of the Participant Statement.

16. What is a definition of complexity which results on plans not being approved on the day? There could be a range of reasons that a plan might take longer to finalise. Some of these include the need for extra information to be gathered to ensure the plan contains the most appropriate supports or if the person is transitioning to a new living situation. Can the role of the LAC and support coordinator be clarified?

The LAC provides support connection for participants and focuses on creation, maintenance or sustainability of natural networks and assisting with access to community services rather than disability specific services. A support coordinator is needed when a participant has more complex needs and requires more intensive engagement than support connection during the plan duration.

17. Can LACs meet with providers on their site in a regular basis?

Participants can request to meet at a location of their choice as part of the planning process. This may include the site of a provider.

18. What will the LAC/NDIA do in the situation where a participant has in-kind funding in their plan, but services cease once the participant has a plan approved?

Under the bi-lateral arrangements with states and territories, the NDIA provides funded supports to participants in the National Disability Insurance Scheme (NDIS) through a combination of services which have already been paid for by the state, territory and Commonwealth government. The services which have been pre-paid by each jurisdiction are also known as In-Kind Services and the agreed level of funding as In-Kind Funding.

The NDIA will assume that all services in the in-kind service booking are provided. Providers need to maintain records of service delivery for in-kind supports, the NDIA may request these records from time to time. Providers can speak to their government in-kind contact for more information.

19. What capacity building exercises are planned in Bayside Peninsula?

The Brotherhood of St Laurence approach to community capacity building is through dialogue and relationship building in the community. We plan to engage with and listen to the community in order to understand the needs and strengths of the community.

We have already started this to a degree during the 6 month establishment period leading up to 1 April 2018.

20. How are people going to see their plan and who do they share this with?

Participants will receive a printed copy of their plan in the mail and they will also be able to view and print their plan via the participant portal. Participants are asked during the planning process whether they wish to share their plan with providers via the portal. Participants and/or their nominee decide who they share their plan with.

21. How do providers support clients to engage with the NDIS?

Providers can support participants to engage with the NDIS by providing information about the NDIS. Information sheets and brochures can be shared with participants via email or published on your website. Here is a link to published fact sheets about the NDIS <https://www.ndis.gov.au/people-disability/fact-sheets-and-publications>

22. Who is responsible for paying for functional assessments for those not connected with area mental health or a defined mental health program?

A functional assessment is not required. If a participant currently accesses support from a community based mental health service, the functional impact of their disability can usually be demonstrated with existing information.

23. If your plan doesn't meet your needs, what is the process for review?

If you think a decision made by the National Disability Insurance Agency (NDIA) about you is wrong, you 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.

LACs may support participants to follow the review process, which is outlined on this webpage: <https://www.ndis.gov.au/participants/reasonable-and-necessary-supports/decision-review/application-review-reviewable-decision.html>

24. Will providers receive the market demographic information that was provided in NEMA?

The National Disability Insurance Agency (NDIA) developed a series of Market Position Statements (MPS) to inform market stakeholders and help current and prospective providers of supports and services prepare for the opportunities that the National Disability Insurance Scheme (NDIS) will create in coming years. The MPS for Victoria can be found here:

<https://www.ndis.gov.au/html/sites/default/files/documents/Market%20Position%20Statement/Victorian-MPS.pdf>

Any further baseline MPSs are dependent on data availability. As the NDIS continues to be implemented and greater levels of participant and provider information captured the Agency will be in a position to prepare a range of different types of market information.

The Agency publishes quarterly reports for COAG, and state or territory participant and market dashboards. These documents provide information (including statistics) about participants in each jurisdiction and the funding or provision of supports by the NDIA in each jurisdiction.

The quarterly reports and state-based dashboards can be found on this NDIS webpage. <https://www.ndis.gov.au/about-us/information-publications-and-reports/quarterly-reports.html>

25. Whose role is it (LAC/NDIA/Support Coordinators) to support participants about complaints to providers?

There is no wrong door for a participant who has a complaint about their provider. Anyone can make a complaint to the Disability Services Commissioner (DSC). The DSC is an independent statutory body that provides advice and assistance with the resolution of complaints about disability services.

You can call the Commissioner on 1800 677 342.