



Delivered by the
National Disability
Insurance Agency

In this presentation



- Why is the NDIS of interest to my business?
- Understanding the NDIS and How it works
- Steps to get #NDISready
- Interested in working with the NDIS?



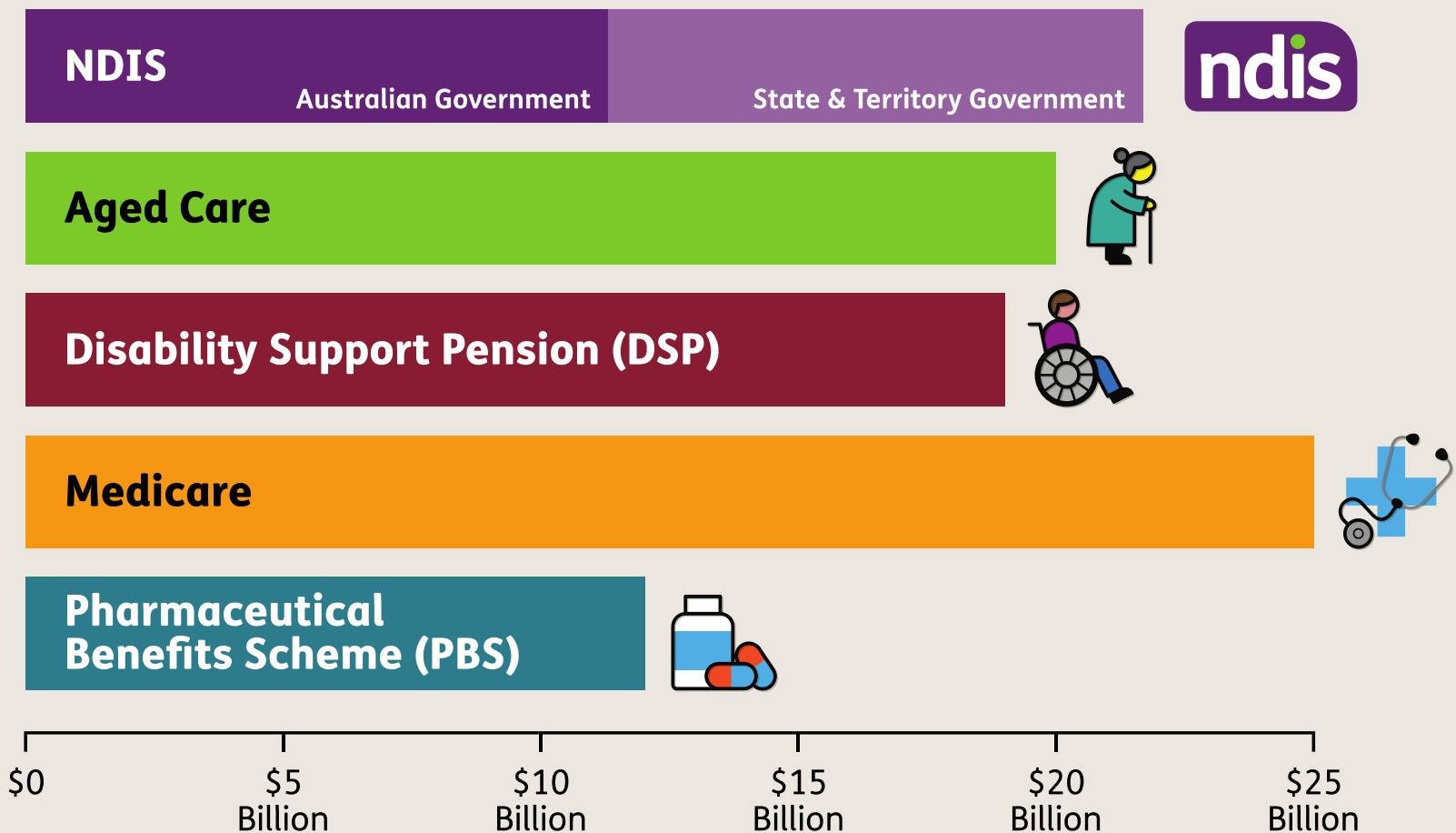
Why is the NDIS of interest to my business?



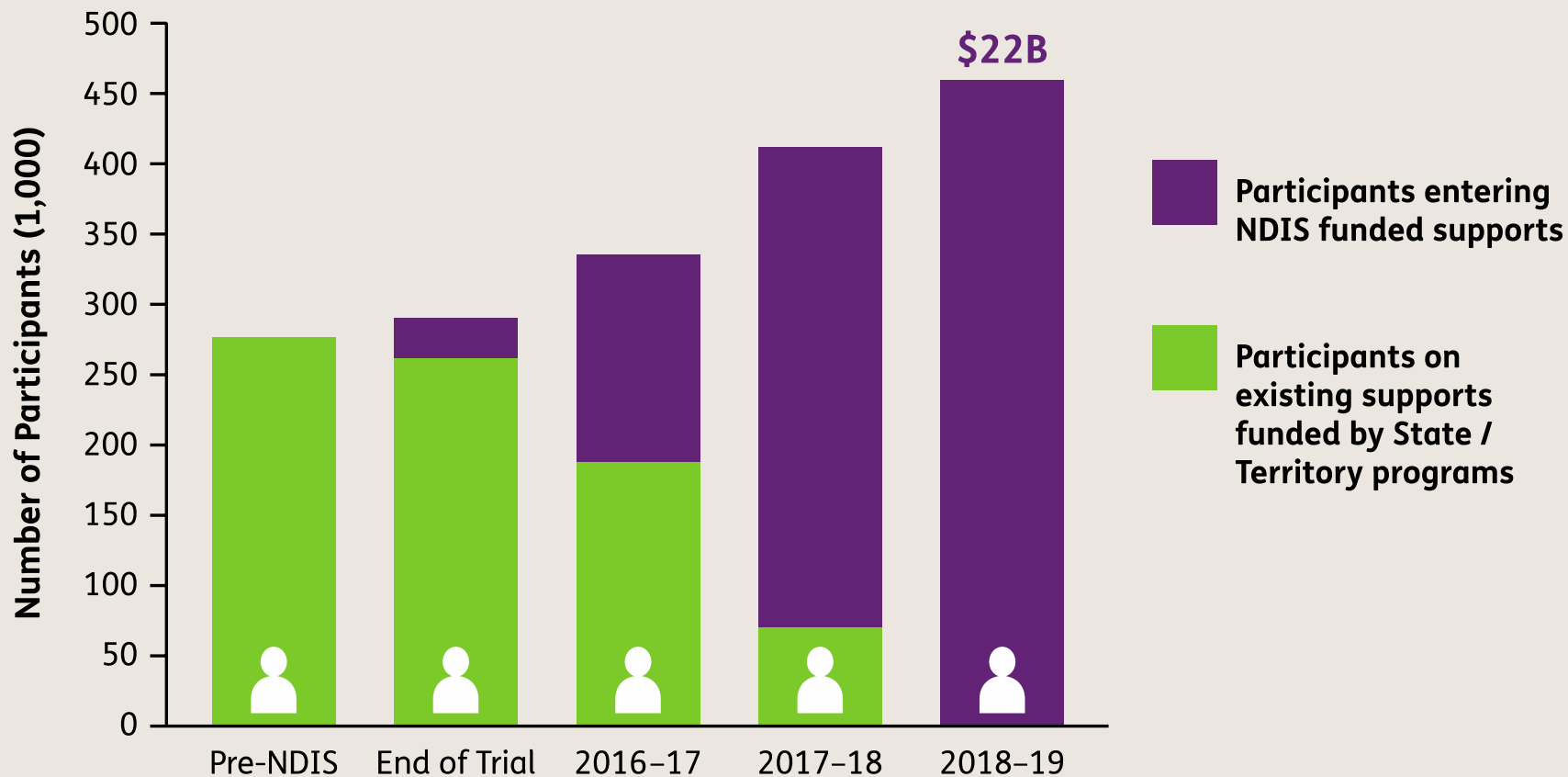
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The NDIS is a significant reform

Projected NDIS expenditure compared with selected Australian Government programs (2019–20)



Big demand growth brings opportunities and challenges



Strong progress to date



Quarter 2, 2016–17 Report

31 DECEMBER 2016

75,567 people

have received individualised plans, helping them change their lives by accessing the supports and services they need to live more independently and engage with their community.

\$6.3b

has been committed for participant support to date.

2,439 children

have been or will be referred through NDIS Early Childhood Early Intervention (ECEI) approach to access supports.

More than 61,000 Australians have NDIS plans



NSW

36,035



VIC

11,823

SA

11,052



TAS

1,877



ACT

5,988



NT

299



QLD

5,053

WA

3,440



NSW Market Position Statement



The NDIS market will expand significantly in coming years, creating opportunities for the existing sector and new entrants, as well as for mainstream businesses to make their services more accessible and inclusive.

Market highlights include:

More people: The NSW market for disability supports is estimated to grow from 78,000 people in 2016 to 142,000 in 2019.

More funding: The level of annual expenditure is estimated to grow from \$3.4 billion to \$6.8 billion in 2019.

More jobs: The workforce required to service this demand is estimated to grow from 24,750 - 30,250 to 48,400 - 59,200 FTE in 2019.

The biggest markets will be **South Western Sydney** and **Hunter New England**, with **Western Sydney** a high growth market.

Changes to the funding gives greater control to providers



Before NDIS

(Block / Grant Funding)

- Providers delivered support in a specific way to a set number of people
- Many providers felt they were expected to over-deliver and take on more responsibility to make the funding model work



NDIS

(Individualised Funding)

- Services are paid based on what is delivered
- It's uncapped so you can service as many people as you want or can
- Flexibility in service means you decide on your service model

What are the opportunities and benefits for my business?



460,000
Australians



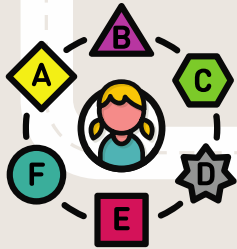
Significant growth
opportunities



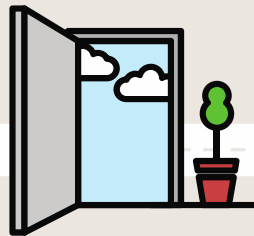
Resources and
tools available



Improve
lives



Vibrant
marketplace



Business
opportunities

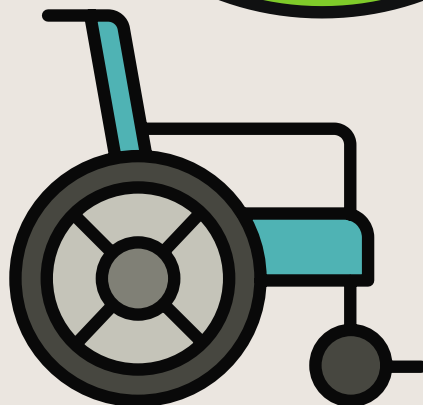
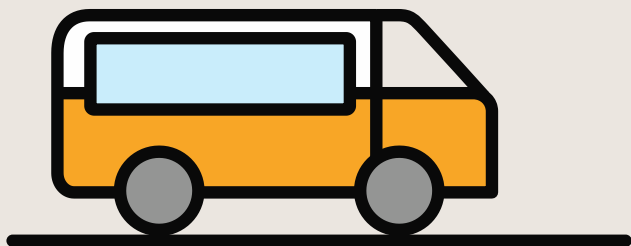


Online
systems



Fast claim
processing

Varied business opportunities exist



Understanding the NDIS and how it works?

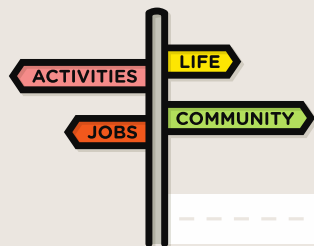


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A new way of providing support



Reasonable and necessary support



Help people achieve goals

A lifetime approach



Information and referrals

460,000 Australians



The NDIA delivers the National Disability Insurance Scheme



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The Scheme is based on three pillars



Pillar 1

Insurance principles

- We are all at risk of disability
- An insurance model means we :
 - Share the risk
 - Are covered if and when we need it
 - Share the cost
- Being supported to achieve our potential is a fundamental human right.

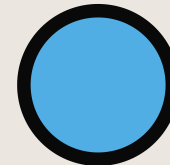
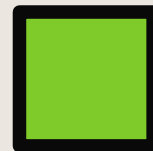
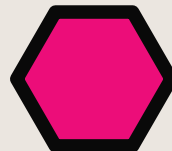
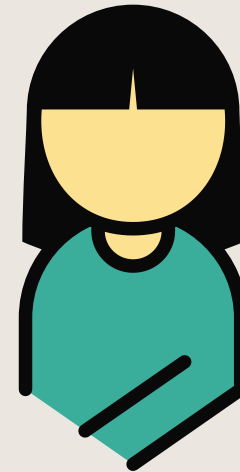


Pillar 2

Choice and control



- The Scheme funds reasonable and necessary supports that:
 - help a person achieve their goals
 - foster greater independence, social and economic participation
 - are value for money
- The participant then has choice and control over how the funds are spent
- Exercising choice and control in the pursuit of their goals and in the delivery of supports is a fundamental right of a person with disability.



Pillar 3

Community and mainstream



NDIS funded supports

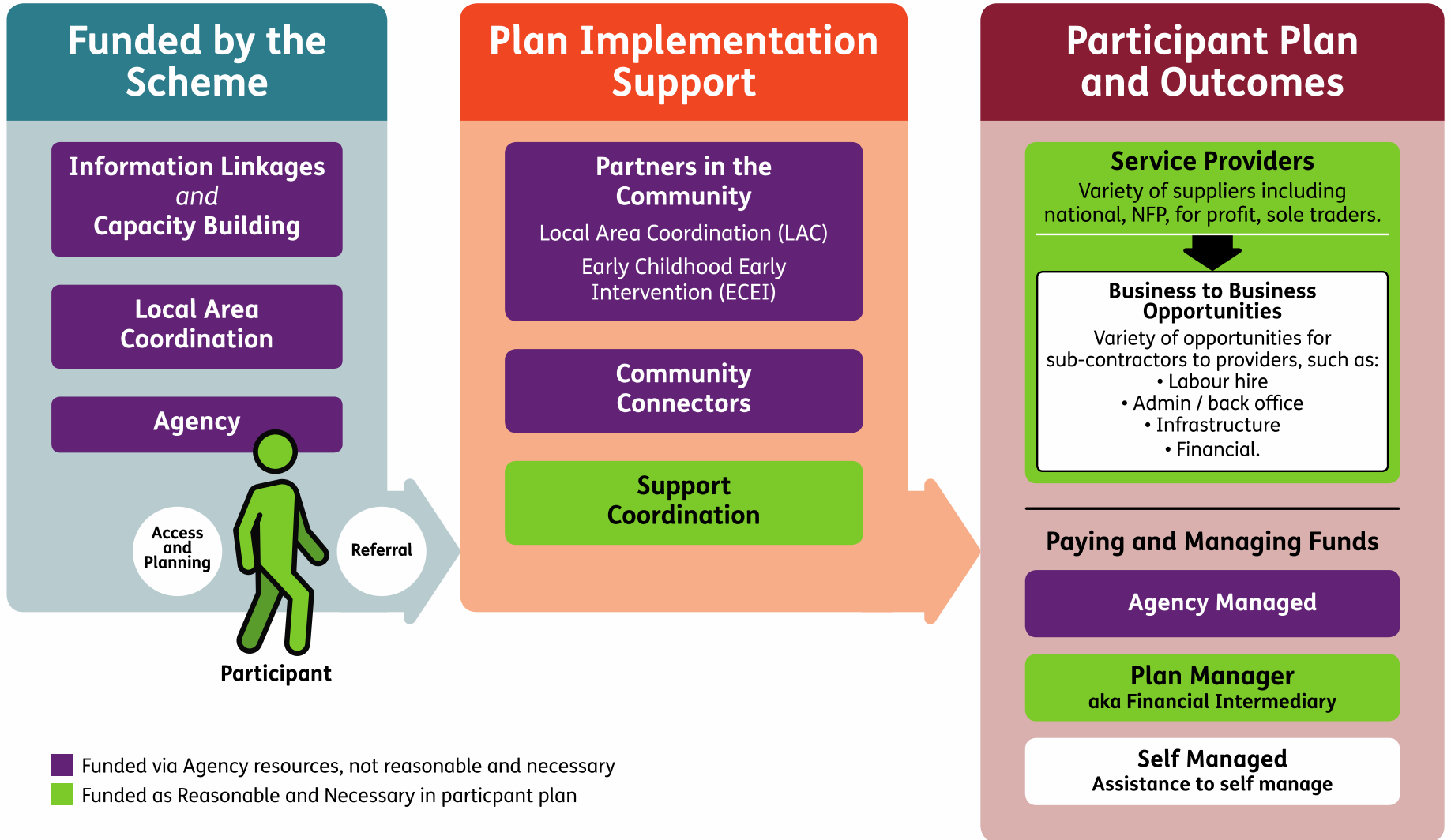
- Supports determined as reasonable and necessary
- Wherever possible we assist participants to access mainstream systems
- Key principles determine whether the NDIS or another system is more appropriate to fund particular supports.



Community and mainstream

- Health system (Hospital / Clinical)
 - Mental health system
- Family support (i.e. care by the participant's family members)
 - Employment system
 - Education system
 - Housing system
 - Transport

Establishing the service approach



Planning and Coordination



Local Area Coordinator

- ✓ Contracted by the NDIA. Uniting, St Vincent de Paul Society NSW and Social Futures until 30 June 2018.
- ✓ Conduct First Plan conversations to gather information for 70-80% of participants
- ✗ Does not make reasonable and necessary decisions or approve plans
- ✓ Support approximately 70-80% of participants to implement, monitor and review their plans.

Planner

- ✓ NDIA Staff
- ✓ Conduct information gathering for 20-30% of participants, including participants in large residential centres
- ✓ Makes reasonable and necessary decisions in accordance with the NDIS Act 2013, and approves plans
- ✗ Do not support participants to implement their plans

Support Coordinator

- ✓ NDIA Registered Service Providers
- ✗ Does not conduct Information gathering
- ✗ Does not come into contact with NDIS participants until they have an approved plan
- ✓ Support 20-30% of participants to implement their plans.

Steps to get #NDISready

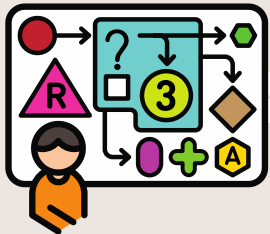


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Steps to get #ndisready



1 Understand the big picture



2 Understand the customers



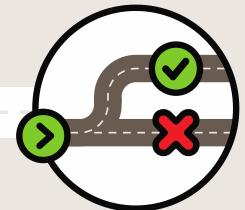
3 Take stock of your business



4 Know the rules and systems



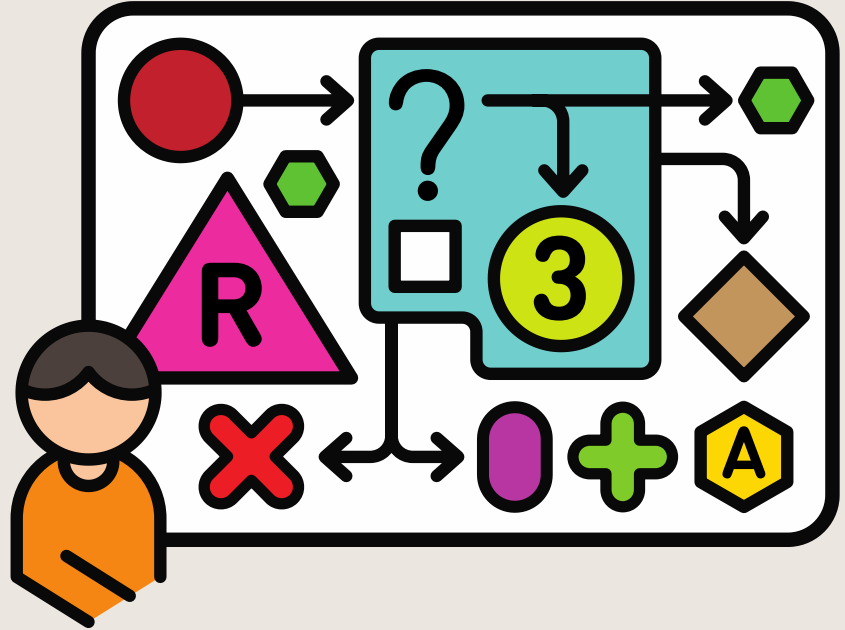
5 Build your roadmap



Step 1

Understand the big picture

- Universal insurance Scheme
- Built on human rights and person centered
- Underpinned by 3 pillars
- Delivering outcomes in terms of:
 - Social inclusion
 - Economic participation
 - Achievement of goals.

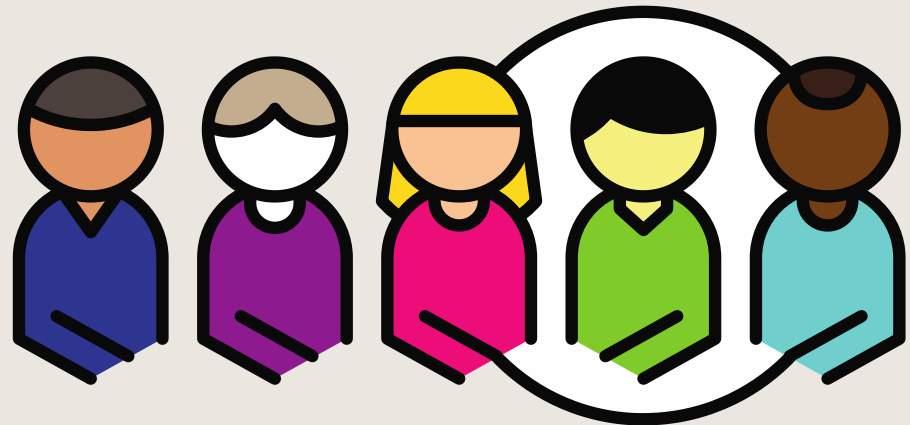


Step 2

Understand your customers



- What do you think you do well?
- Is this the same as what your customers think?
- What do you value most in providing service?
- Who are the people you service (customer segments)?
- How do you find them and what are their needs?



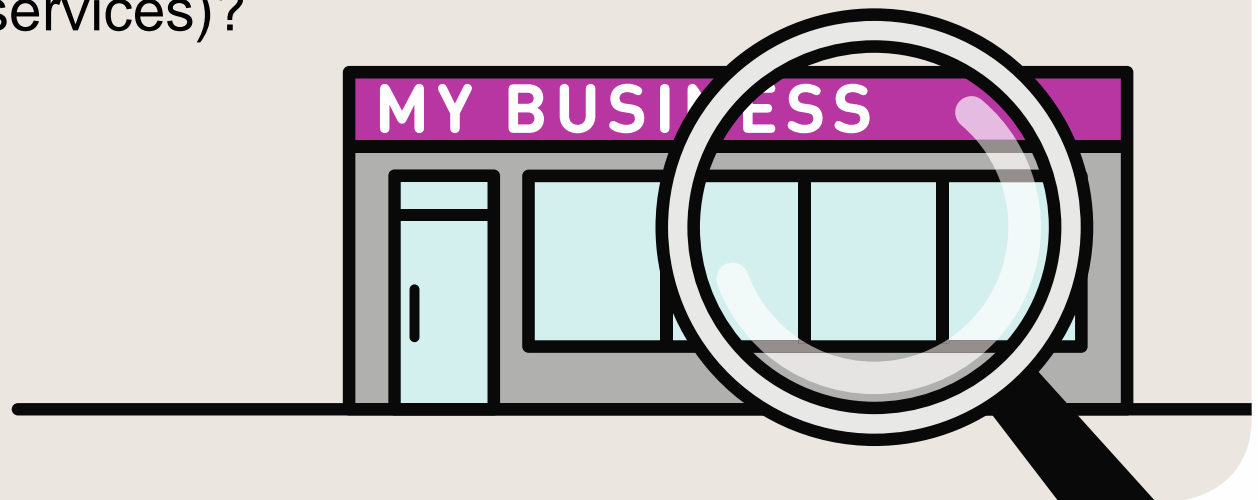
Step 3

Take stock of your business



Assessing the range of opportunities

- What is my best strategy to be sustainable?
- Where am I competitive?
- What are my service costs and what price can I achieve?
- What is the NDIA pricing approach and future direction?
- What are the peripheral opportunities (not participant services)?



Step 4

Understand the rules and systems



Understanding the “rules of engagement”

- What are the compliance and reporting requirements?
- How can we track and report on participant outcomes?
- Are we confident in processes to manage Conflicts of Interest?
- What systems and processes do I need to access with the agency?



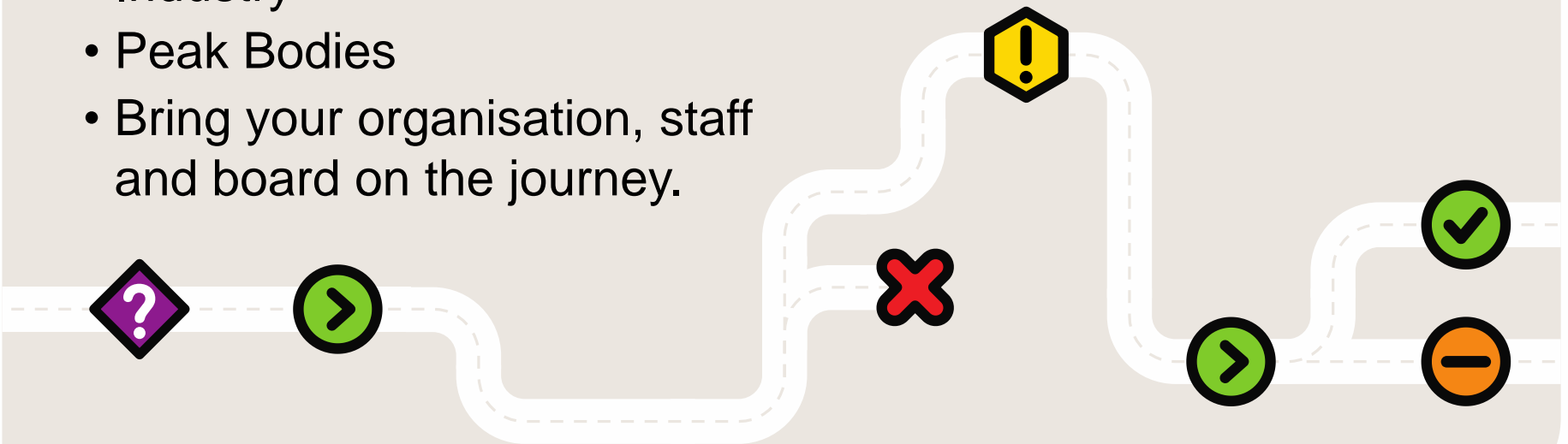
Step 5

Build your roadmap



Think laterally about supports to help your business prepare:

- Business councils
- Universities – student placement, international students, MBA grads
- Work placements
- Industry
- Peak Bodies
- Bring your organisation, staff and board on the journey.



It is never too early or too late to start



1

Find out when the NDIS will be available in your area.



2

Visit the providers page www.ndis.gov.au/providers to learn about registering as an NDIS provider.



3

Start thinking about how to work with the NDIS. Consider the opportunities for your business and what you might have to change.



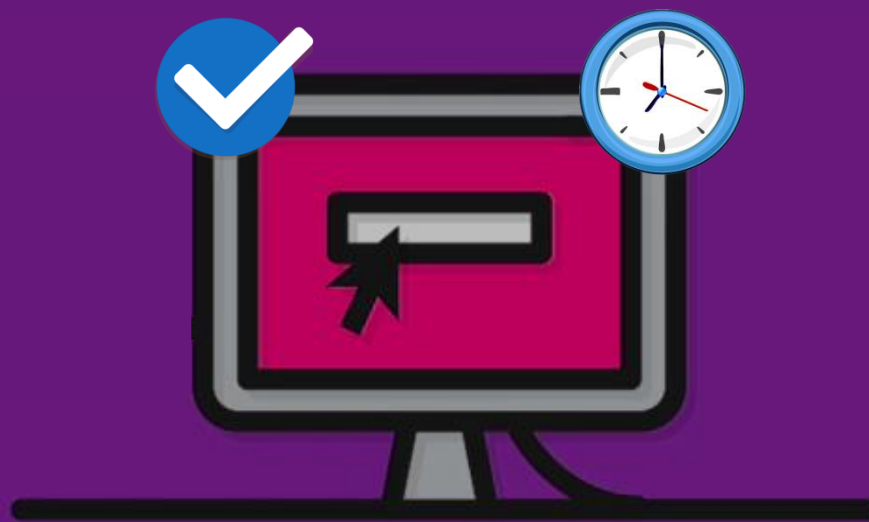
For more information visit www.ndis.gov.au

Interested in working with the NDIS?



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How do I become a registered provider?



Registered Provider

www.ndis.gov.au/providers

Provider Issues



Common issue	Resolution
Community Participation	<ul style="list-style-type: none">• Ensure service bookings reflect true cost of service (1-1, 1-2 , 1-3 etc)• Must link to goals and plan outcomes• Keep accurate service records
OT and Home Modifications	<ul style="list-style-type: none">• Must be registered OT provider• Reasonable & Necessary test
Building service from the plan budget	<ul style="list-style-type: none">• Check what are the goals and services to meet the plan outcomes• Don't build service booking from what provider wants to deliver• Don't add additional services not included in the plan• Core (Daily Activity) budgets can be used flexibly

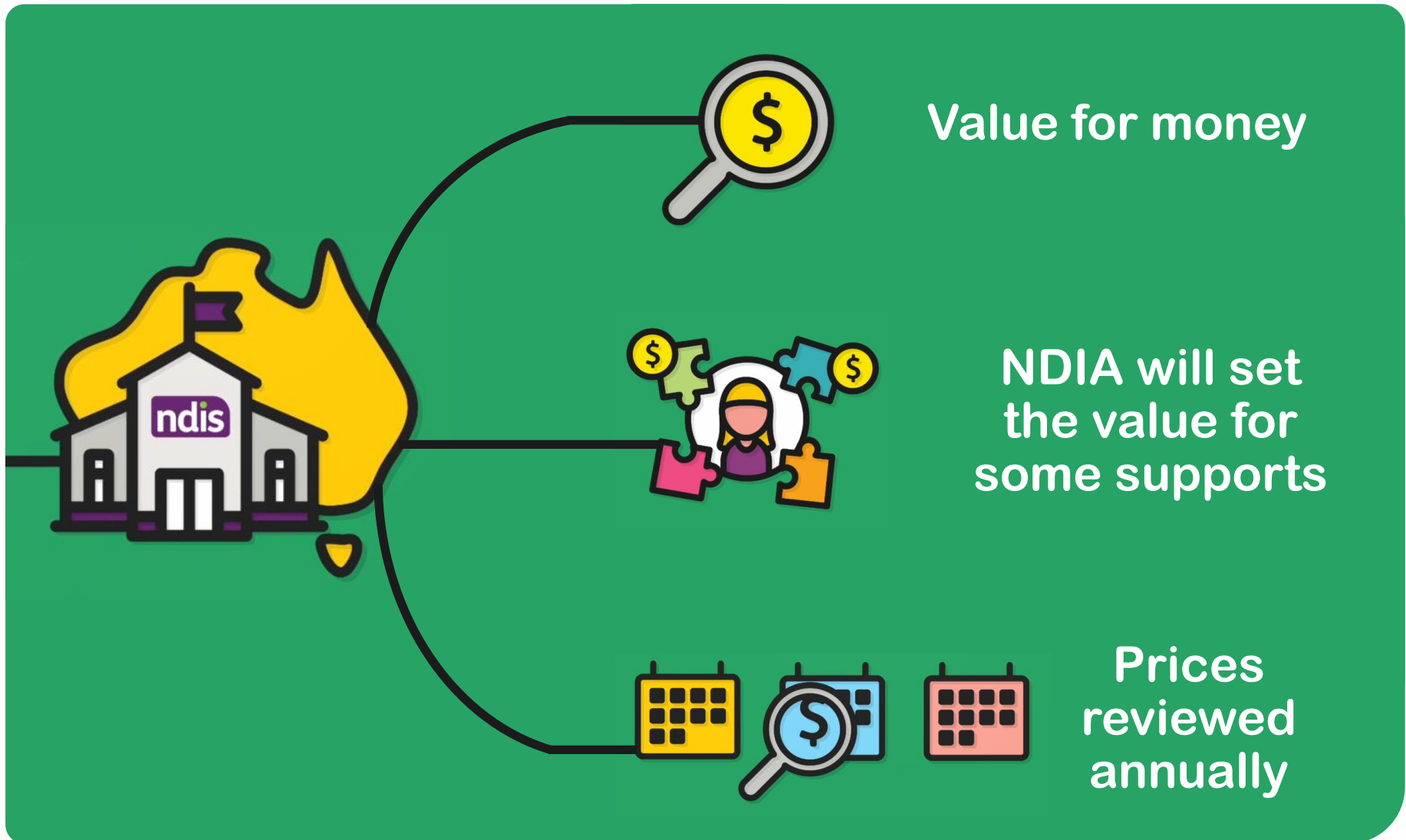
Provider Issues (cont'd)

Common issue	Resolution
Problems with Service Booking	<ul style="list-style-type: none"> • Service Agreement is first step • Ensure “agreed with participant” box checked • Ensure booking current • Ensure amount claimed is in line with booking • Dates – use calendar icon to select dates • No Service bookings for self-managed participants
Quotes not approved	<ul style="list-style-type: none"> • Upload quote onto the participant portal • Send email to local office advising quote submitted • Include GST in quote
Payment Requests	<ul style="list-style-type: none"> • Separate requests for successive plans in bulk uploads • Check data and formatting for bulk uploads • Payment requests after services delivered, not as up-front claim

Provider Issues (cont'd)

Common issue	Resolution
Plan Reviews	<ul style="list-style-type: none"> • Service Agreement is first step • Ensure “agreed with participant” box checked • Ensure booking current • Ensure amount claimed is in line with booking • Dates – use calendar icon to select dates
Transport Payments	<ul style="list-style-type: none"> • Price guide information • Social Participation - not a km basis • Reasonable contribution by participant
Plan Management	<ul style="list-style-type: none"> • Plan Manager service bookings • Establishment Fee and Monthly processing Assurance • They create service bookings for the providers to deliver services based on plan

NDIA approach to pricing



Quality and safeguards



High quality
service



Existing systems
will apply



Developing a
national approach

NDIS ready



NDIA resources available at : www.ndis.gov.au/providers

- Provider toolkit :
 - Registration information
 - Terms of Business
 - Guide to suitability
- Price guide and support lists
- Specialist Disability Accommodation Decision Paper
- Updated Operational Guidelines (incl. supports that can be funded)
- Market information incl. provider and participant dashboards; quarterly reports

Stay informed through our online resources :

- www.ndis.gov.au/ndis-ready
- Sign up for Provider Newsletter
- Webinars
- Social media
- Check state information

Participate in local engagement events :

www.ndis.gov.au/news/events/all

#ndisready

Questions?



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BREAK

NDIS Transition FaCS

The rollout of the National Disability Insurance Scheme in NSW
Provider information sessions March - May 2017

**34,000 participants in NSW
with approved NDIS plans**

**340 Service Providers with
clients transitioned to the NDIS**

**NDIS – *Take Charge of Your
Future* information**

**64,000 client records collected
and provided to the NDIA**



South Eastern Sydney

Sydney

Western NSW

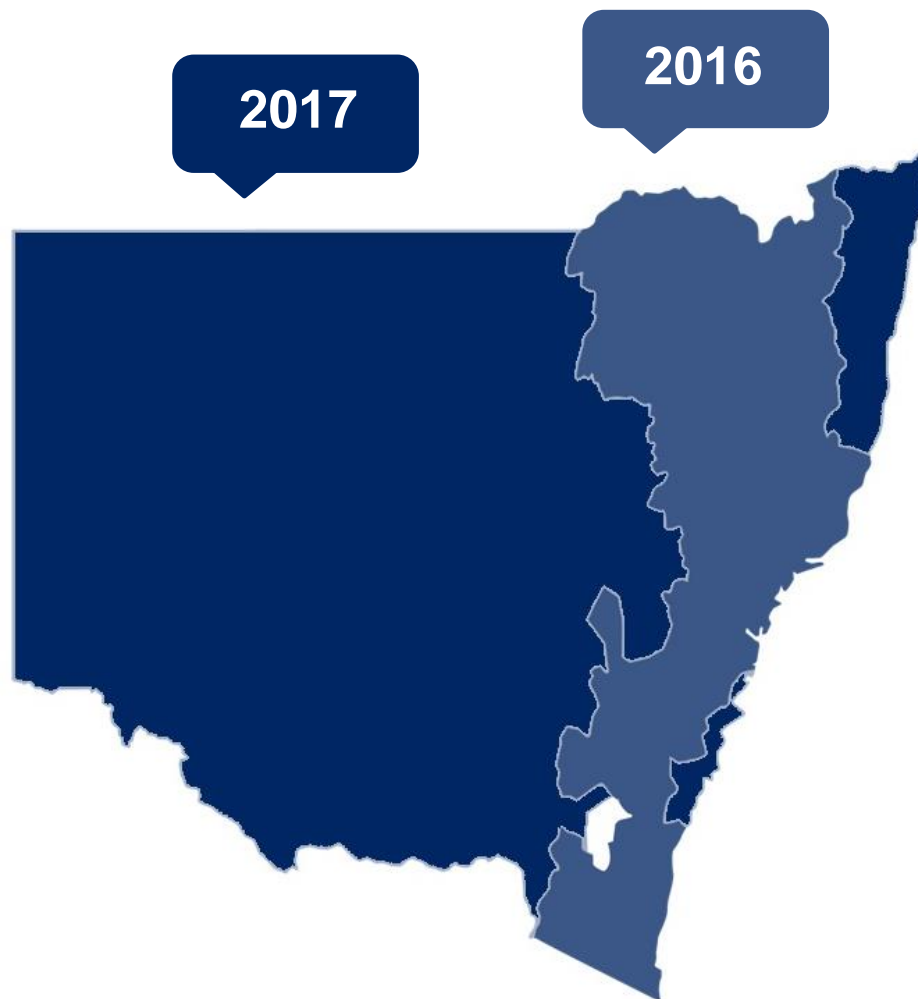
Far West

Illawarra Shoalhaven

Mid North Coast

Murrumbidgee

Northern NSW



FACS collects client data and provides it to the NDIA under the Public Interest Direction.

NDIA confirms eligibility requirements are met and contacts client.

Client meets with Local Area Coordinator (LAC) or an NDIA Planner to begin planning process.

Plan is finalised and approved by NDIA.

Client is notified and plan implementation can commence.

Cohort 1

Large Residential Centres

LRC residents

Group Homes

Group home and small residential centre residents

Community High

Hostels, attendant care, in-home support, alternative family placement

Cohort 2

Community Access

Learning & life skills, recreation or holiday programs, other community access

Community Support

Therapy, early intervention, behaviour intervention, case management

Cohort 3

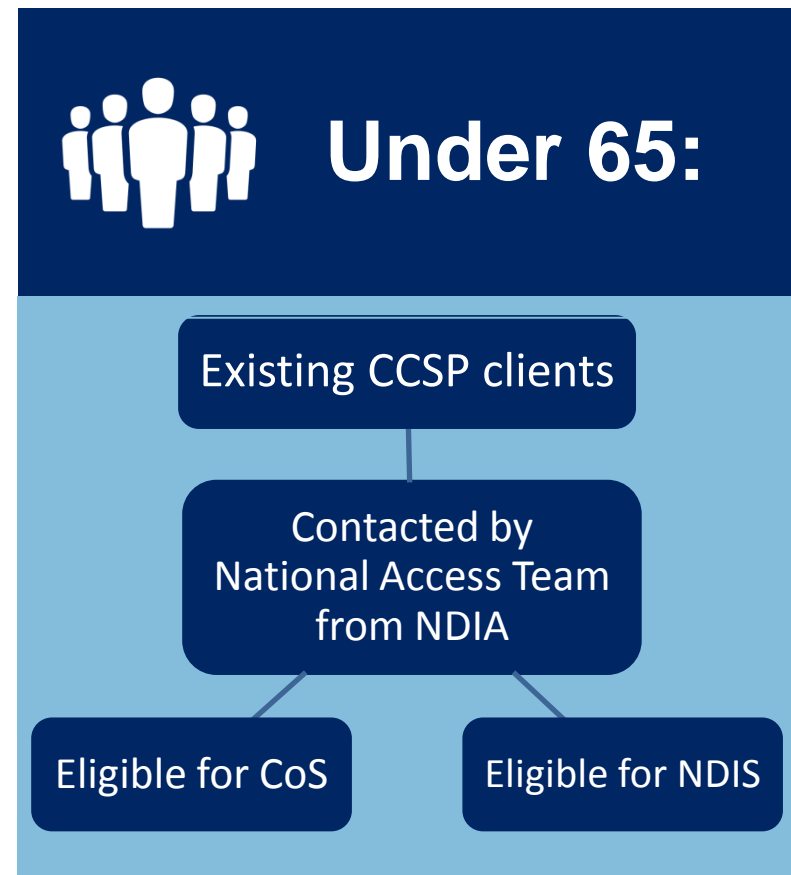
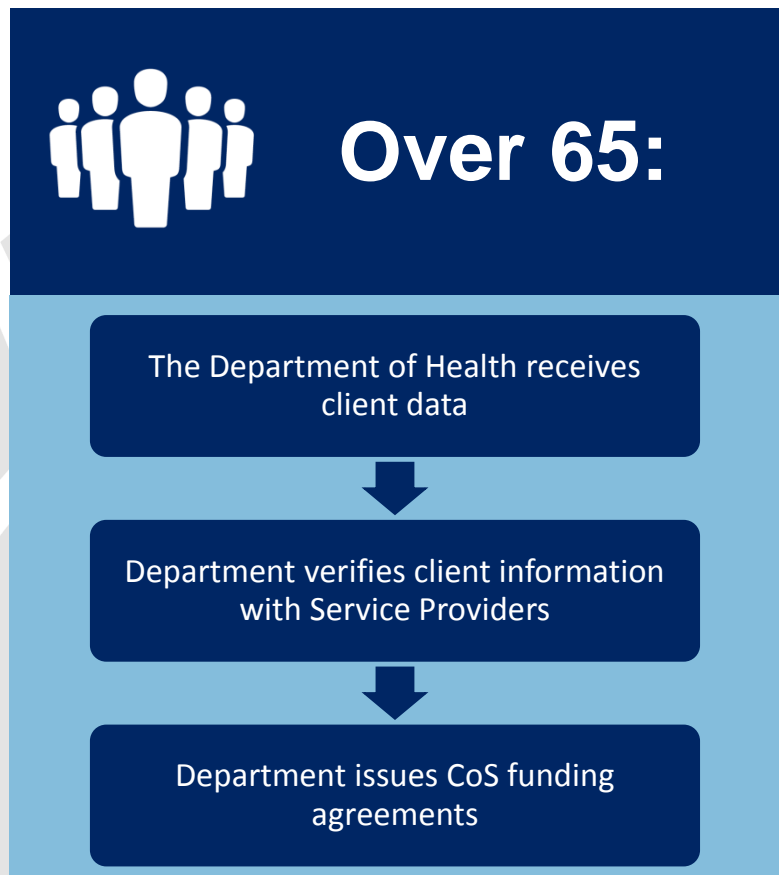
Respite

Centre-based respite, flexible respite

Community Care

Domestic assistance, personal care, meals service, home modifications, transport, case management
(excludes assessment)

Continuity of Support (CoS)



Where to watch the CoS Webinar?

<http://livestream.education.gov.au/health/20march2017>

Funding variation timeline



Providers advised about 2017/18 funding transition arrangements

Year 2 rollout begins

2017

2018

APR MAY JUN JUL AUG SEP OCT NOV DEC

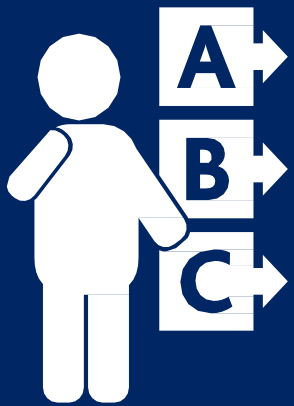
JAN APR MAY FEB MAR JUN

Monitoring of client transitions, funding variations and simplified 2017/18 acquittal process

2016/17 early acquittal process

NDIS funding variations start for year 2

NDIS funding variations finish for year 2



- FACS anticipates funding will transition in line with bilateral client cohorts.
- Providers must manage changes to their cash flows as FACS block funding is reduced.
- Providers must continue to comply with the terms of their funding agreement throughout the transition period.



NDS Sector Support Consultants



NDS Quality Assessment Workbook



ADHC Unit Costing Toolkit



Career Planner and Capability Framework



Social Impact Measurement Tool



Industry Development Tools www.idfnsw.org.au

New Initiatives:



Building Capacity for Aboriginal People

- Administered by FACS- ADHC Sector Capacity Unit
- Targeted at increasing the capacity of the Aboriginal Disability Sector
- Four projects led by Birrang Enterprise Development Co, First Peoples Disability Network, Carers NSW in partnership with Mirri Mirri and the New England Sector Support Team were funded for a total of \$485,000



Transition Assistance for Providers (TAP)

- Administered by Aged and Community Service NSW
- Targeted at providers in regional and remote areas receiving less than \$3 M in total income
- More than 130 providers received grants for capacity building

Current or coming up:



Transition Assistance for Local Councils

- Administered by FACS- ADHC Sector Capacity Unit
- Targeted at Local Councils providing direct service delivery.
- Program offers grants for capacity building and transition activities in readiness for the NDIS



Transition Assistance for Providers (TAP) - 2

- Administered by Aged and Community Service NSW
- Targeted at Providers across NSW receiving less than \$5 M in total income
- Program offers grants for service conversion and expansion



Aboriginal Disability Provider Grants

- Targeted at Aboriginal Disability Support Providers
- Program offers grants accompanied by capacity building and grant writing support

For more information about the **NDIS rollout** across NSW visit www.ndis.nsw.gov.au.

For more information regarding the **Continuity of Support (CoS) Programme**

Email CommonwealthCoS@health.gov.au

or visit www.health.gov.au

For specific funding variation information contact the ADHC funding administration helpdesk:

1300 136 067

funding.administration@facs.nsw.gov.au

Summary of NSW Quality and Safeguarding Requirements



Support cluster	Registration requirements	What you need to do	
		Existing Provider	New Provider
<p>Part A - NDIS Support Clusters including:</p> <ul style="list-style-type: none"> Household tasks Therapy Home modifications Equipment 	<p>NDIA terms of business Other specific industry or professional qualifications</p>	<ul style="list-style-type: none"> NDIS registration process <ul style="list-style-type: none"> myplace account intent to register declaration of suitability additional documentation (if required) 	<p>NDIS registration process</p>
<p>Part B – Specialist Disability Support Clusters including:</p> <ul style="list-style-type: none"> Assistance with daily life tasks in a group or shared living arrangement Personal care Community participation 	<ul style="list-style-type: none"> NDIA terms of business Other specific industry or professional qualifications Third Party Verification against: <ul style="list-style-type: none"> NSW Disability Services Standards National Standards for Disability Services Other relevant standards 	<ul style="list-style-type: none"> NDIS registration process Continue to comply with existing quality and safeguards under funding agreement, including Third Party Verification 	<ul style="list-style-type: none"> Obtain Third Party Verification <i>prior</i> to registering with the NDIS. NDIS registration process



ECIA Update



Early Childhood Intervention Australia NSW/ACT

NDIS Provider Readiness Sessions
Round 1 - 2017

NDIS ECEI Approach (0-6yrs)

- ECEI - 7 Functions

1. Information Gathering and Profile Development
2. Community Connections
3. Initial Supports & responses
4. NDIS Access Recommendations
5. NDIS Plan development
6. NDIS Plan handover
7. NDIS Plan review



- Some children may only access 1 of the first 3 functions, others will need ongoing NDIS support (functions 4 -7)
- NDIA tender for ECEI community partners in ACT, SA, parts of Qld & Vic – to be in place from March 2017 (depending on area)

NSW ECEI Approach Update

- Year 1 NDIS location ECEI providers are all in operation (20+ providers)
- Currently Transitioning 'defined' children to the NDIS, through development of IFPs
- Year 2 NDIS location ECEI providers currently being appointed by ADHC
- NDIA has released several factsheets for families, including ['Accessing supports for my child'](#), which outlines the ECEI Approach and ['Starting your plan'](#)

Pathway for Children in NDIS rollout areas

Children aged 0-6 years:

- Referred to local Early Childhood Early Intervention (ECEI) provider
- List available (by location) on the NDIS website at <https://www.ndis.gov.au/ecei/eceinsw.html>

Children aged 7 years plus:

- Referred to Local Area Coordination (LAC) service



Working Together Agreement

- Promotes a coordinated approach to early childhood inclusion for children with disability and/or developmental delay in recognition that effective collaborative practice leads to best outcomes for children participating in ECEC settings
- Has been designed for use by ECI practitioners, ECEC educators and families
- Includes a writable PDF agreement for all involved to individualise and sign, a wall poster, sample letter and meeting templates
- Free to download from www.ecia-nsw.org.au



ECIA Supports/Projects

- Leap Pad Learning/PD:
 - NDIS Change Management
 - ECI Practice & Skills
 - Does This Child Need Help?
 - Positive Approaches to managing challenging behaviour



- ECIA NSW/ACT State Conference (Sydney 25/26 May 2017)
- SPRC State-wide NDIS Research – family and service provider experiences of the NDIS roll out and what (if any) issues need to be addressed for full scheme roll out
- Results Based Accountability (RBA) Case Study – recently released includes An Implementation Process and Toolkit and a Case Study outlining the application of the RBA Framework within an organisation (including a sample scorecard)

Resources to Support Families

- Raising Children Network (via a project funded by the NDIA):
 - Early intervention and the NDIS
 - What is early intervention?
 - The NDIS approach to early intervention
 - NDIS early intervention support: children aged 0-6 years & over 7 years
 - Choosing NDIS service providers: what to look for - links to ECI Best Practice Guidelines
- New NDIS Ready & NDIS Ready Communications Toolkit – NDIA
- My NDIS Pathway Brochure - now available in: Arabic, Chinese (Simplified), Chinese (Traditional), Filipino, Greek, Hindi, Italian, Macedonian, Samoan and Vietnamese.

Thank you

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www.ecia-nsw.org.au



www.facebook.com/ecia.nsw

NDS Update

NDIS Quality and Safeguarding Framework

- An NDIS complaints commissioner to facilitate the resolution of complaints investigate both serious incident reports and potential breaches of NDIS Code of Conduct.
- An NDIS registrar to register providers, oversee compliance, establish policy settings for nationally-consistent worker screening and take the lead in monitoring the effectiveness of the NDIS market.
- Quality Assurance required for providers of higher intensity or higher risk supports.

NDIS Quality and

Safeguarding Framework (cont.)

- A senior practitioner to oversee approved behaviour support practitioners and providers, review the use of restrictive practices and follow up on serious incidents.
- States and territories will still oversee and manage worker screening checks and authorise restrictive practice
- Transitional arrangements remain in place.

<https://www.dss.gov.au/ndisqualitysafeguards>

Top 5 Watching Briefs

1. Communication and codesign
2. Pricing
3. Plans and quality of plans
4. Clarity around processes
5. Workforce

HOW TO GET THE NDIS ON TRACK



<https://www.nds.org.au/how-to-get-the-ndis-on-track-nds-paper-released>

- Affirms that the NDIS is the right reform but that the road to implementing this reform is more difficult than it needs to be.
- NDS proposes 24 pragmatic and practical recommendations to reduce four key areas of pressure and risk for the NDIS.

Recent Reports/Papers

- **NDS 2017 Federal Budget Submission**
[https://www.nds.org.au/images/news/NDS Federal Budget Submission 2017.pdf](https://www.nds.org.au/images/news/NDS_Federal_Budget_Submission_2017.pdf)
(accessible version available)
- **NDS State of the Sector Report 2016** <https://www.nds.org.au/news/sods-report-2016>
- **National Disability Insurance Scheme My Place Portal Implementation Review PWC**
https://www.dss.gov.au/sites/default/files/documents/09_2016/pwc_review_of_the_ndia_myplace_portal_implementation_-_final_report.pdf
- **National Disability Insurance Scheme – Management of the Transition of the Disability Services Market** Australian National Audit Office
<https://www.anao.gov.au/work/performance-audit/national-disability-insurance-scheme-transition-disability-services>
- **Feb – Sep 2017 Productivity Commission National Disability Insurance Scheme Cost (**
<http://www.pc.gov.au/inquiries/current/ndis-costs>

Future Events

Brisbane Convention and Exhibition Centre

Date: 15/05/2017 to 16/05/2017

<https://www.nds.org.au/events-and-training/conferences/disability-at-work-2017>

Office of Public Guardian
Supported Decision Making Workshops
informationsupport@opg.nsw.gov.au



**DISABILITY
AT WORK**
Unleashing Potential 2017

15-16 May
Brisbane Convention
and Exhibition Centre



- Business Operations and Management
- Leadership Development
- Sector Induction and Compliance
- Corporate Governance
- Direct Support Skills Development
- NDS Learning Portal - Content Hosting



Having a skilled and adaptive workforce is vital to success in a competitive NDIS environment.

NDS Learn and Develop offers the disability sector access quality, flexible and cost effective learning solutions from recognised providers.

We offer a national curriculum of programs that can be delivered as public programs or in-house delivery. In addition to we have a growing library of online learning including free sector training that can be accessed via the NDS Learning Portal.

[Watch our video](#)

Catalogue

 Download PDF
(553KB)

 Accessible Word
(277KB)

<https://www.nds.org.au/learn-and-develop>
<https://www.nds.org.au/events-and-training>

NDS Contacts

NDS Sector Support Consultants	Phone number and e-mail	Where they work
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Alan Hough	0407 132 848 Alan.hough@nds.org.au	Illawarra Shoalhaven, Southern NSW, South Eastern Sydney
Jenny Klause	0425202643 jenny.klause@nds.org.au	Sydney, Northern Sydney, South Western Sydney

Thank You