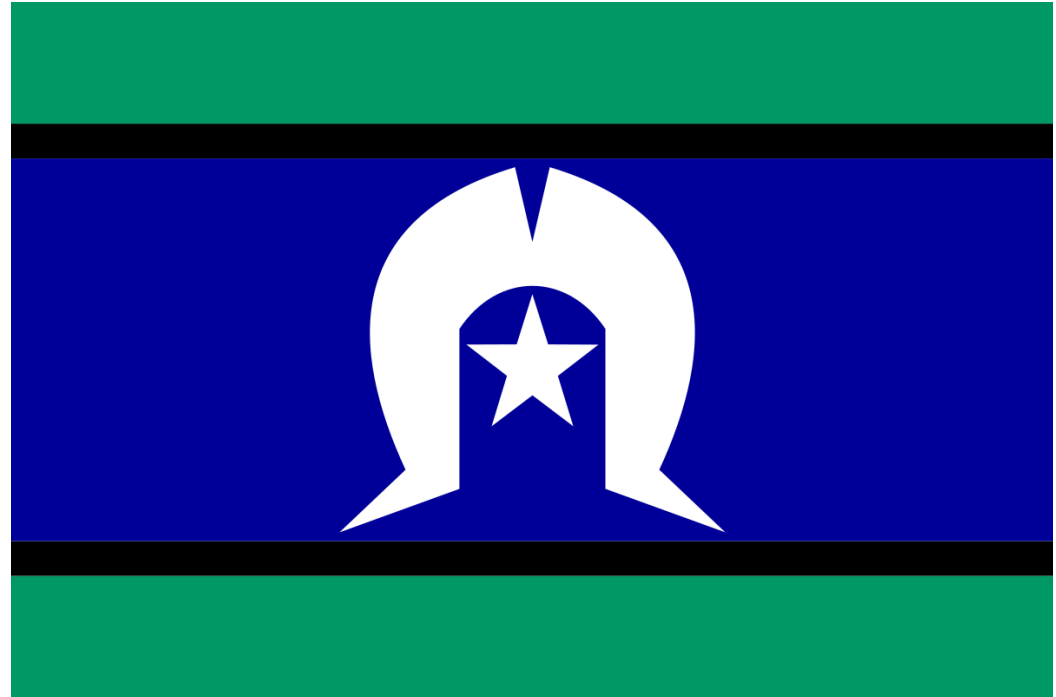


# Success in the NDIS

NDIS Success Roadmap – webinar one

# Acknowledgement of Country



# Welcome to NDIS Success

**365,000**  
benefiting from NDIS

**154,000**  
receiving disability support for  
the first time

**\$22 billion**  
in funding per year

**460,000**  
people receiving funding

**90,000**  
jobs in the disability sector in SA

# The NDIS Success Roadmap



# The NDIS Success Roadmap



- ▶ Six webinars followed by Q&A
- ▶ Join the NDIS Success Facebook group
- ▶ Complete activity worksheets
- ▶ Fill in questions in the workbook

# Success in the NDIS

- ▶ Today's webinar
  - Brief history of the NDIS
  - THE NDIS – who gets access?
  - The NDIS plan – what is funded?
  - The NDIS business model
  - The registered and unregistered NDIS provider
  - What's the future?

# Brief history of the NDIS

# UN Convention on the Rights of Persons with Disability

To promote, protect and ensure the full and equal enjoyment of **all human rights and fundamental freedoms** by **all persons with disabilities**, and to promote respect for their inherent dignity.



# National Disability Strategy 2010-2020

An inclusive society that enables **people with disability** to fulfil their potential as **equal citizens**.

This is the problem



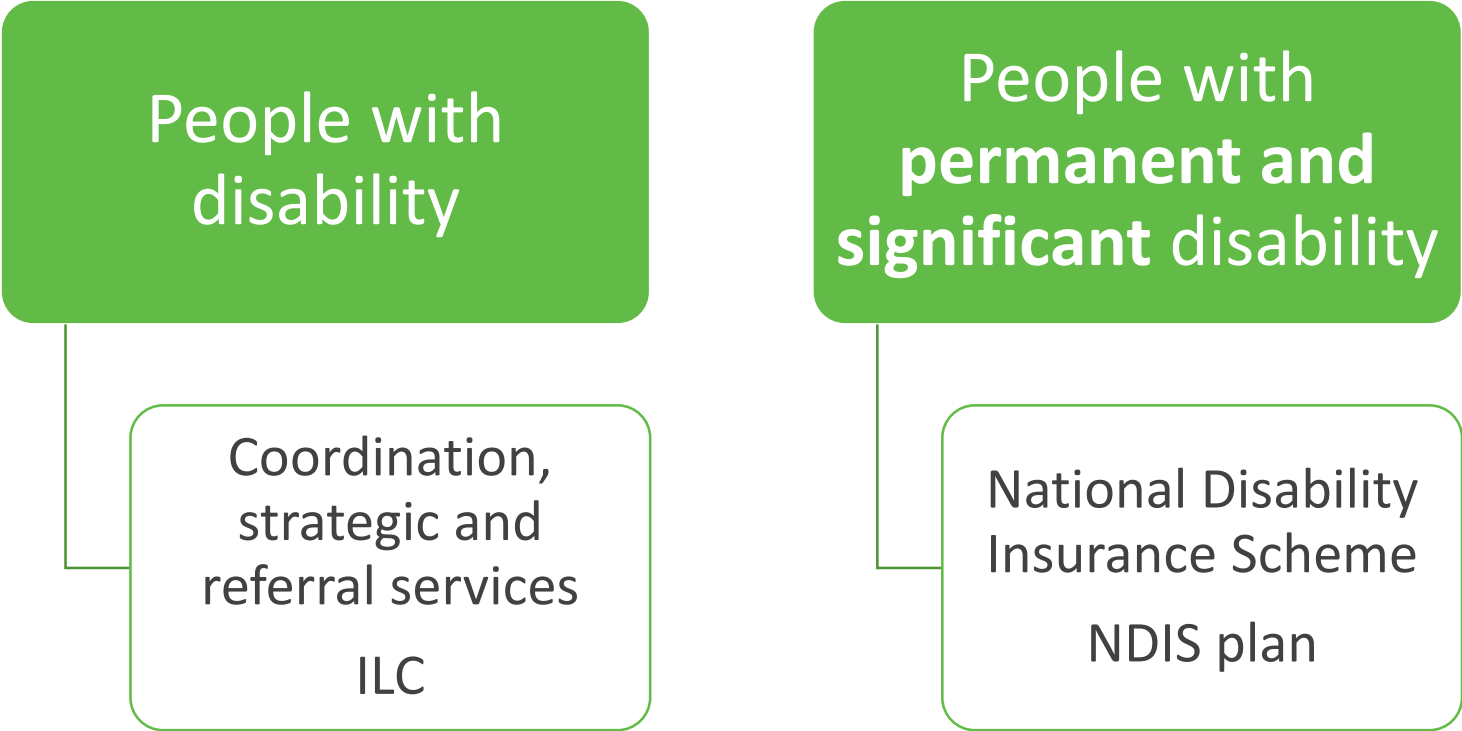
This is not the problem

# Productivity Commission 2011

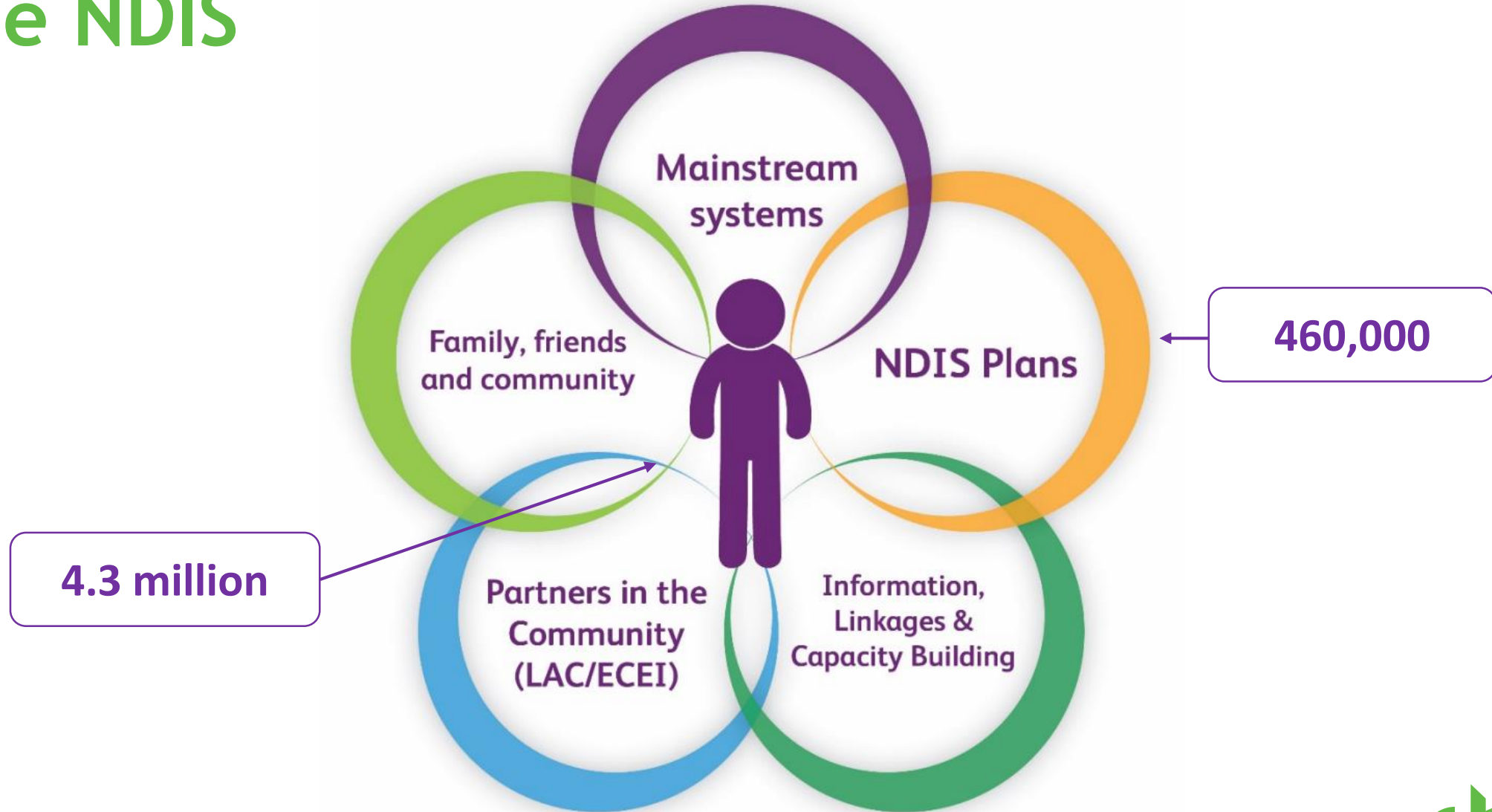


# The National Disability Insurance Scheme Act 2013

## National Disability Insurance Agency (NDIA)



# The NDIS



# The NDIS

- ▶ Reasonable and necessary support
- ▶ Choice and control
- ▶ Community inclusion



# The NDIS - Who gets access?

# Who gets NDIS access?

- ▶ Meet residency requirements
  - Australian citizen
  - Permanent resident
  - Protected Special Category Visa
  
- ▶ Under the age of 65 years
  - Permanent and significant disability
  
- ▶ Under the age of seven years
  - Early intervention requirements

# Evidence

Substantially reduced **functional capacity** to undertake

- ▶ Communication
- ▶ Social interaction
- ▶ Learning
- ▶ Mobility
- ▶ Self care
- ▶ Self management
- ▶ The diagnosis does **not** determine the funding amount



# Evidence cont.

- ▶ NDIS Operational Guideline 8.3 - Access to the NDIS
- ▶ Completed by a treating health professional who is relevant to the primary disability
  - Confirms primary disability
  - Impact the disability has on the different areas of life
  - Previous treatment and outcomes
  - Future treatment option and expected outcomes
  - Recent reports

# NDIS Access Path



- Gather evidence



- Apply for NDIS access



- NDIS access approved – Participant



- Prepare for NDIS planning meeting



- NDIS planning meeting



- NDIA delegate develops plan



- NDIS plan sent in mail

# The NDIS plan - What is funded?

# Reasonable and Necessary Supports

## ▶ NDIS Act Section 34

- 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**
- will assist to **pursue goals**



# Reasonable and Necessary Supports cont.

## ▶ NDIS Act Section 34

- will assist with social and economic participation
- effective and beneficial
- takes **informal supports** given to participants by families, carers, networks, and the community into account
- NDIS must be the most **appropriate funding body**

# What determines the funding?

- ▶ Age and stage of participant's life
- ▶ Primary disability
- ▶ Functional impairment (e.g. World Health Organization Disability Assessment Schedule Whodas 2.0)
- ▶ Living situation
- ▶ Goals

# Same same but different



# The NDIS business model



# Person centred supports

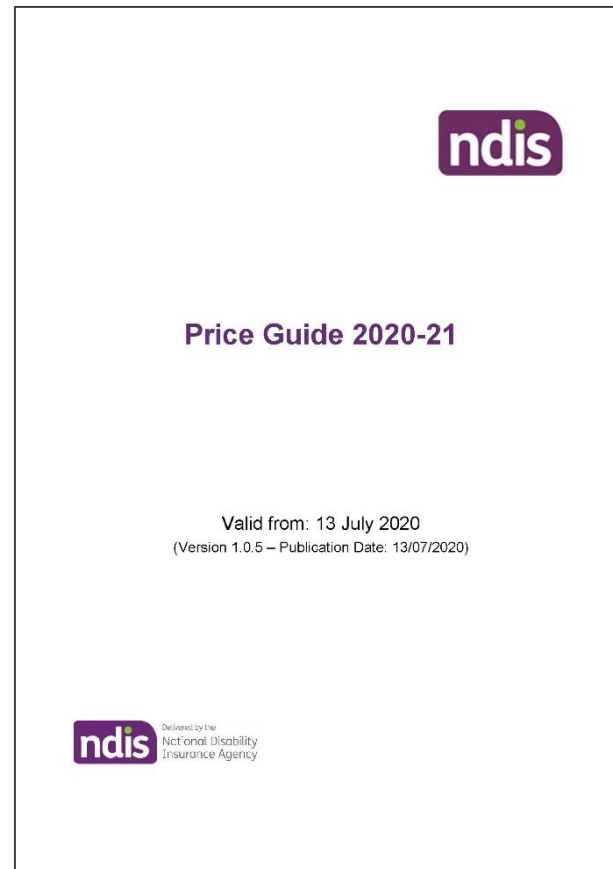
The person is at the centre of decision making

| Person-centred   | Service/system centred   |
|--|--|
| Talking with the person  | Talking about the person   |
| Planning with the person   | Planning for the person  |
| Focus on strengths, abilities, skills                                    | Focus on labels, diagnosis, deficits                                 |
| Finding solutions that could work for anyone, preferably community based | Creating supports based on what works for people with that diagnosis |
| Things are done that way because they work for the person                | Things are done that way because they work for staff or the service  |
| Family and community members are seen as true partners                   | Family members and community are seen as peripheral                  |

# NDIS business model

- ▶ Individual funding in NDIS plan
- ▶ Person with NDIS plan is the purchaser
- ▶ Variable volume of services
- ▶ Service provider quotes for the cost of service in advance
- ▶ Terms and conditions should be agreed in advance
- ▶ Person pays for service on hourly basis in arrears

# NDIS Price Guide and Support Catalogue



# State of the Disability Sector Report 2019

Table: Organisational strategy of NDIS providers (NDS 2019)

| Organisation Strategy  |      |
|--|------|
| We are considering getting out of the disability sector  | 11 % |
| We will stay in the sector but are not focused on growth   | 25 % |
| We are actively growing our organisation   | 65 % |
| We are worried about our ability to adjust to changes resulting from changes in the policy environment | 53%  |

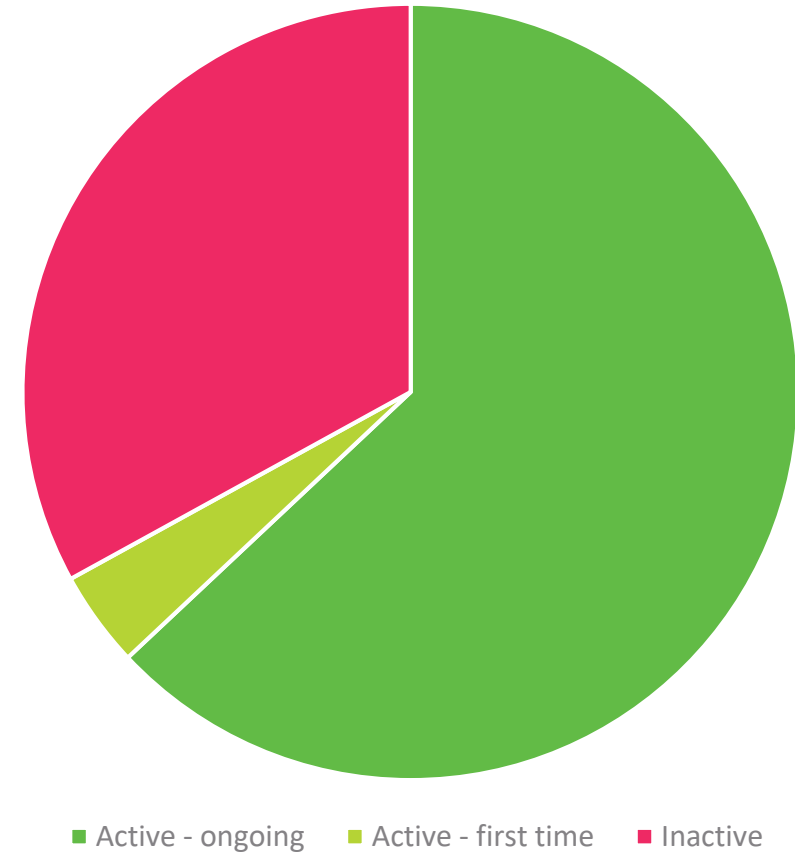
# Active NDIS providers

Since the start of the NDIS, 14,534 providers have supported participants, of these:

63% were active in Q3 2019/20 and in previous quarters

4% were active for the first time in Q3 2019/20

33% were inactive in Q3 2019/20



# Plan utilisation

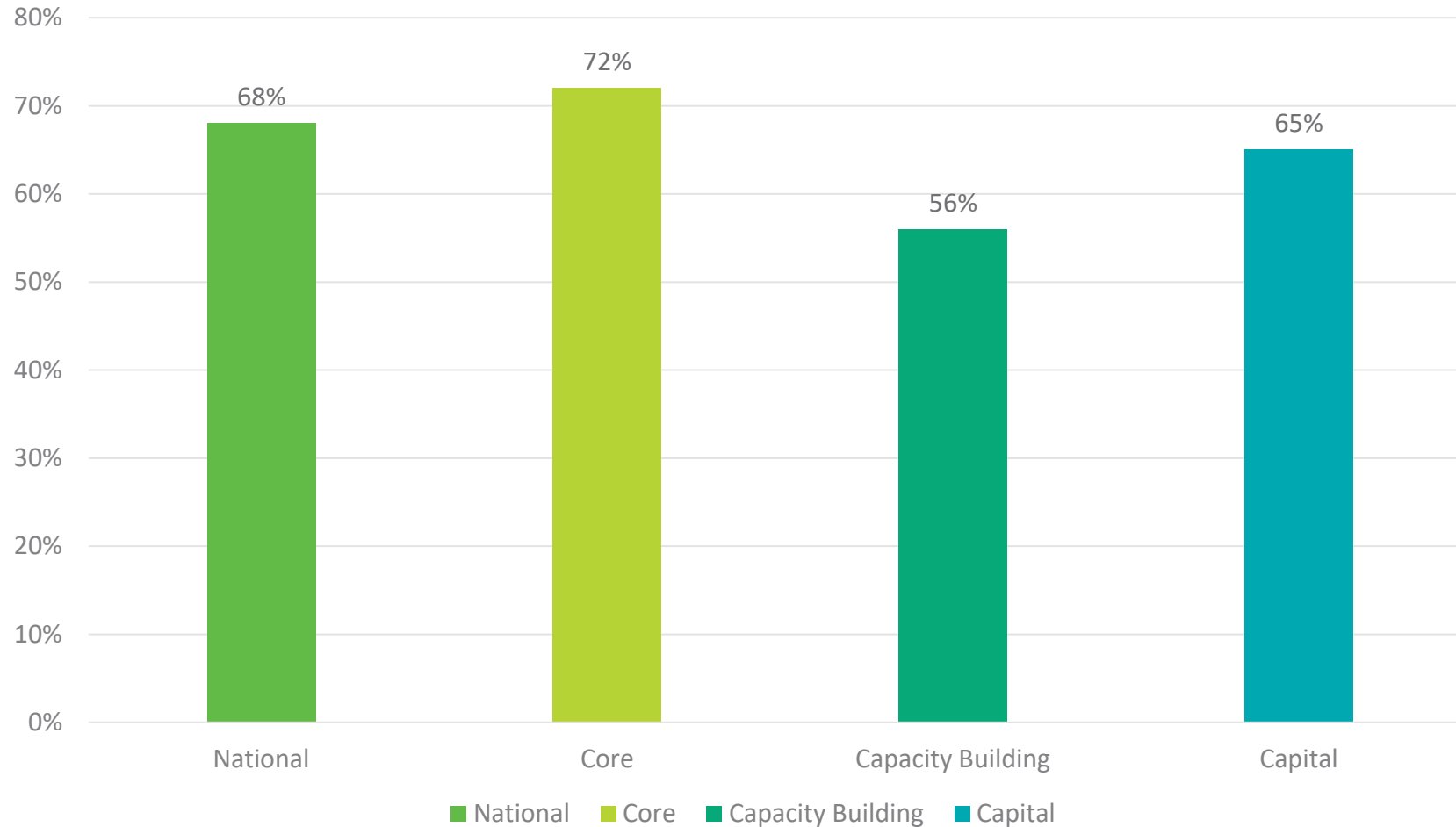


Figure: Utilisation of committed supports by support class from 1 July 2019 to 31 December 2019, as at 31 March 2020

# Plan utilisation

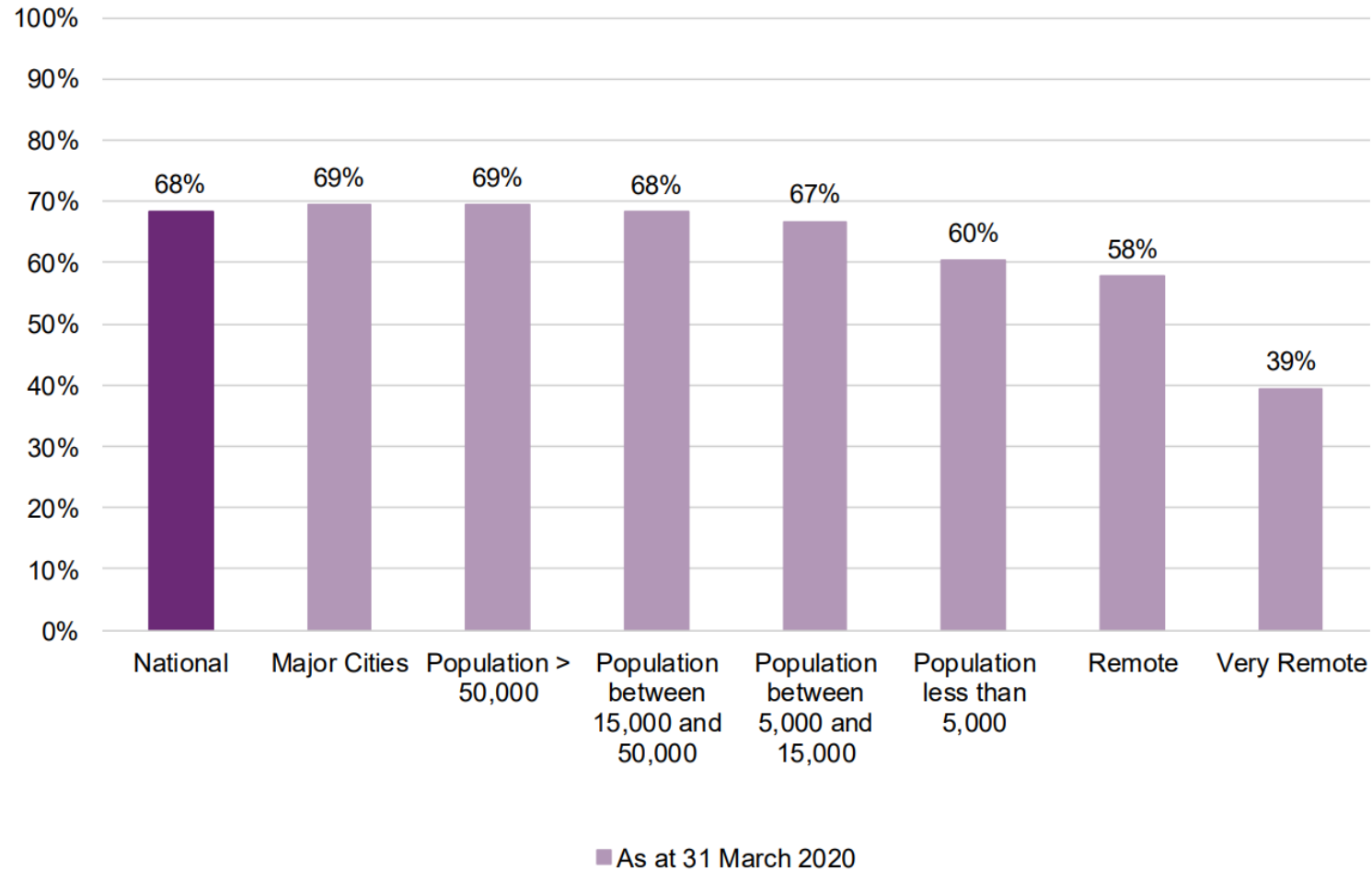


Figure: Utilisation of committed supports by remoteness from 1 July 2019 to 31 December 2019

# Reasons for low utilisation

- ▶ Services not available, thin markets
- ▶ System is difficult to navigate
- ▶ Providers do no charge what they could



# The registered and unregistered NDIS provider

# Funding of supports

**NDIA /  
Agency  
Managed**

**Plan  
Managed**

**Self  
Managed**

# How is the provider paid?

- ▶ **NDIA-managed / Agency-managed**

The provider claims the funding directly from the NDIA. Prices are set by the NDIS Price Guide

- ▶ **Plan-management**

Plan Manager pays the provider on behalf of the participant. The NDIS will provide separate funding in the plan to pay for the Plan Manager

- ▶ **Self-management**

The participant pays the provider directly and claims the money from the NDIA. Prices are negotiable. Not approved in cases of personal or financial risk

# Who can provide services?

| NDIA-managed             | Plan managed<br>Self managed |
|--------------------------|------------------------------|
| Registered NDIS provider | Registered NDIS provider     |
|                          | Unregistered NDIS provider   |

- ▶ Plans can have a combination of these

# How is the money managed

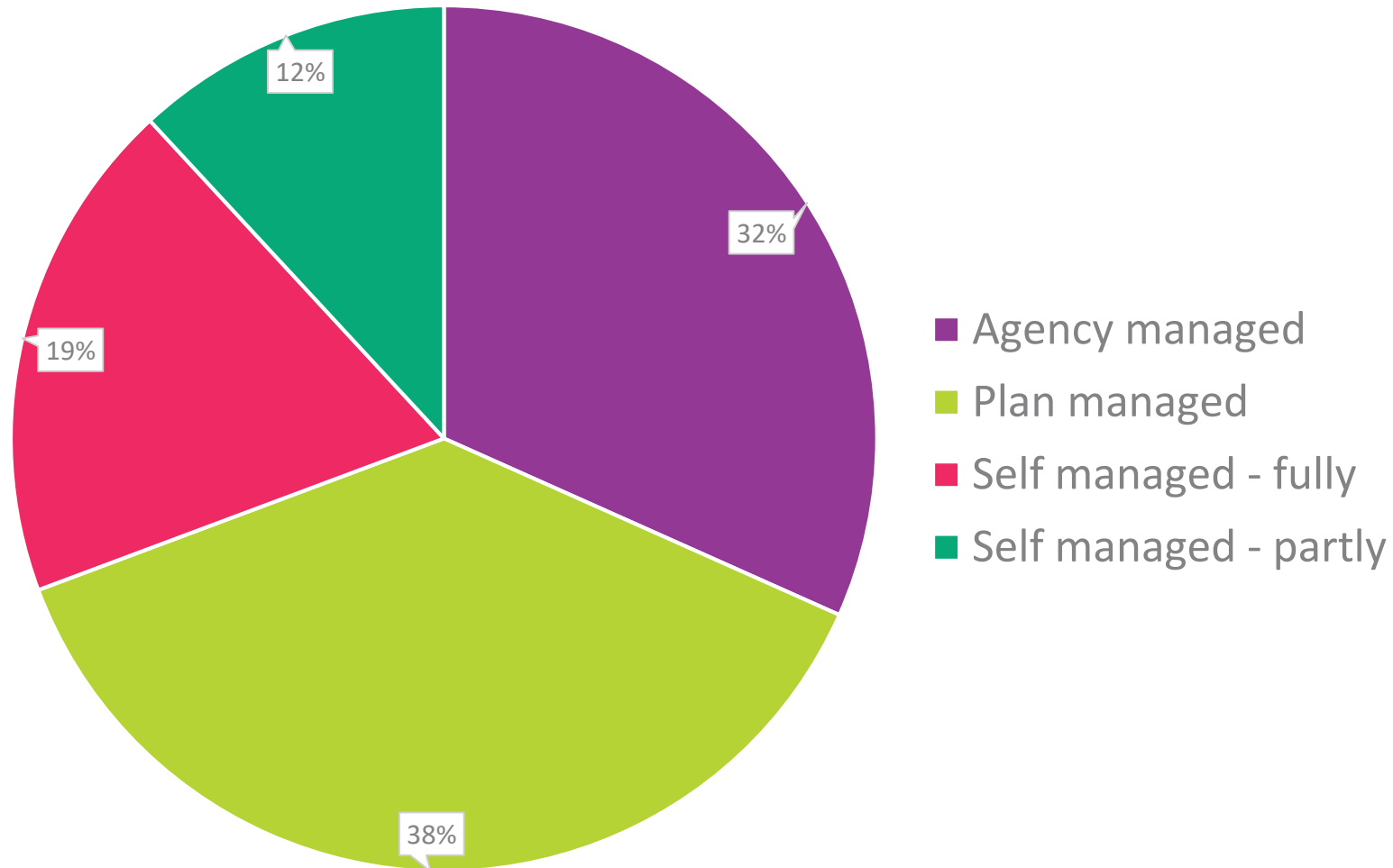


Figure: Active plans by plan management type (COAG 2020)

# How is the money managed

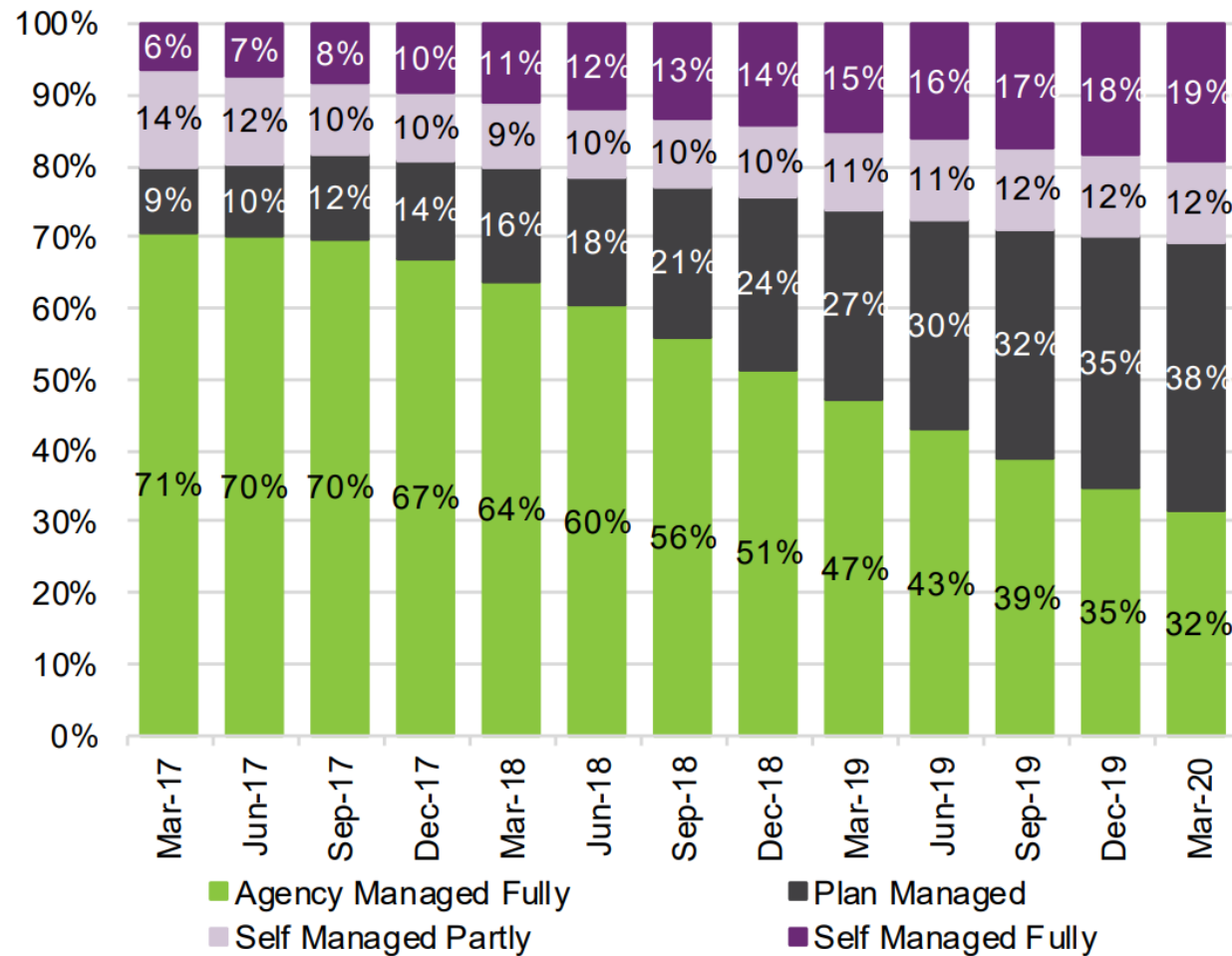


Figure: Distribution of active participants by method of financial plan management (COAG March 2020)

# To register or not to register?

| Registered Provider   | Unregistered Provider                    |
|---|--|
| All NDIS plans  | Only plan managed and self managed funds |
| Plan Management, Specialist Disability Accommodation, Behaviour Support, or if using regulated restrictive practices. |  |
| NDIS Code of Conduct  | NDIS Code of Conduct                     |
| Worker screening  | Worker screening                         |
| Complaints management   | Complaints management                    |
| Registration and compliance requirements  |  |
| Regular audits  |  |
| Established quality system and procedures   |  |

# What's the future?



# What can we expect in the future of NDIS service provision?

- ▶ Amendments to the NDIS Act
- ▶ Planning improvements
- ▶ Changes to improve NDIS access – Community Connectors Program (NCCCP)
- ▶ Thin markets project
- ▶ COVID 19 response



# Next steps

# We need to understand more about...

- ▶ Do we understand what is funded in NDIS plans?
- ▶ Do we understand the responsibility of mainstream services versus the NDIS?
- ▶ Do we understand the role of the NDIA and NDIS Commission?
- ▶ Do we understand how to provide person centred supports?
- ▶ Have we read the NDIS price guide and support catalogue?

# We need to discuss and decide...

## New to NDIS

- ▶ Can any of our existing services be provided to people with NDIS plans?
- ▶ Should we provide NDIS services?
- ▶ Would this align with our mission, vision and the people we support?

# We need to discuss and decide...

## Already NDIS provider

- ▶ Should we grow our NDIS services?
- ▶ What other services would fit into our mission and vision?
- ▶ Do we charge according to the NDIS price guide?
- ▶ Are the people we support getting the NDIS funded services they are entitled to? Do they have access to services they need?

# We need to do...

- ▶ Review the questions in the activity worksheet and the business plan template
- ▶ Visit the website for resources
- ▶ Visit the Facebook group
- ▶ The Q&A will available on 11 August

# Next time



- ▶ Understanding the market: 18 August

# Thank you



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