



Government of **Western Australia**
Department of **Health**

NDIS Community of Practice: Panel Discussion



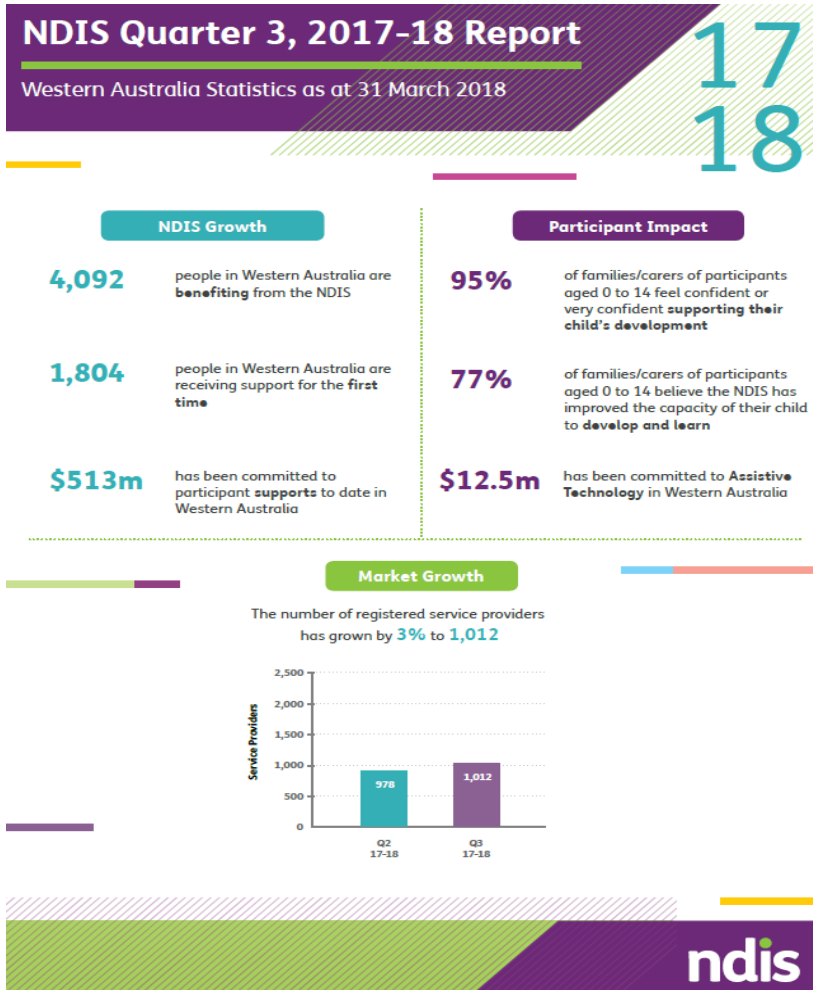
Welcome & Panel Introductions

Fiona Payne, Co-Lead
Disability Health Network

Setting the scene: What is different about the NDIS?

Current Approach	NDIS
<ul style="list-style-type: none"> Multiple programs within and across government 	<ul style="list-style-type: none"> Single funding pool One individual support package for participants
<ul style="list-style-type: none"> Varying access criteria 	<ul style="list-style-type: none"> Nationally consistent access criteria
<ul style="list-style-type: none"> Funding is provided to service organisations – government or non-government (block funding) 	<ul style="list-style-type: none"> Funding goes to the individual Individuals buy/contracts services directly from a providers
<ul style="list-style-type: none"> Supports are based on available services/resources (rationed and capped) 	<ul style="list-style-type: none"> Needs driven - supports are provided so long as reasonable and necessary People with disability have choice and control over services they access and who provides them

WA Statistics – NDIS



- 4,092 people in WA are benefiting from the NDIS
- 1,084 people are receiving support for the first time
- 1,012 registered providers

Key Question Areas

Area	Panel Member
1. Access & Planning	Kerry Stopher, National Disability Insurance Agency (NDIA)
2. Health Disability Interface	Jenny Campbell, DoHWA
3. Lessons to date: <ul style="list-style-type: none">• Rural & Remote• Paediatric Services	Suzanne Spitz, WACHS Rae Robinson, PCH
4. Consumer Perspective <ul style="list-style-type: none">• Advocacy and Appeals	Samantha Jenkinson, People With disabilities WA (PWdWA)

Access and Planning

Kerry Stopher
Director Stakeholder Engagement
NDIA

Who is eligible for NDIS?

Questions:

- Registration age
- Diagnosis specific questions
- Be aged less than 65 when they first access the scheme
- Have a permanent and significant disability that affects their ability to take part in everyday activities
- Be an Australian citizen, a permanent resident or a New Zealand citizen who holds a Protected Special Category Visa
- Live in an area where NDIS has commenced.

How is NDIS Accessed?

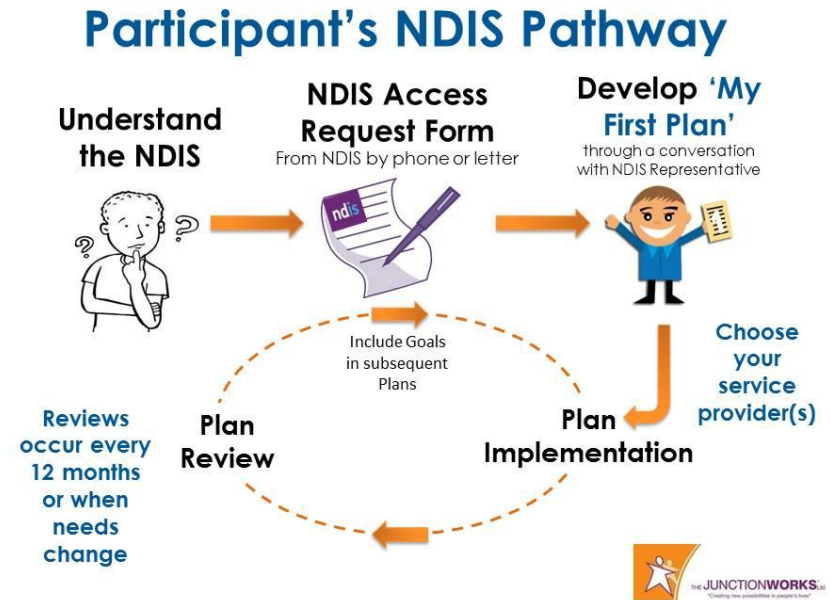
Questions:

- Access for patients with reduced capacity
 - What is an access request?
 - People unable to engage with NDIS i.e. call 1800 #
 - NDIA Local contact points
 - Is there a referral form for Health Providers?
 - Does NDIA have a 'shop front'?
- Access will be undertaken in two ways:
 - People accessing a existing disability program will be contacted directly by NDIS.
 - For everyone else, the person (or someone acting on their behalf) must contact NDIS.
 - Access requests include:
 - Access Request Form
 - Supporting evidence of the disability and functional impact.

How does the NDIS Planning work?

Questions:

- NDIS 12 monthly plans and ability to review and be responsive to changing need.
- Pathways for specific cohorts i.e. MND,
- NDIA application timeline and KPIs (i.e. waitlist?)
- NDIA – tracking progress of applications
- How to identify if a person has an NDIS plan?



What Supports will NDIS Fund?

Questions:

Can a plan include:

- Contenance aids and equipment?
- Meal and nutrition supplements?
- Assistive Technology and Home Modifications?

If equipment is not included in the plan – what happens next?

Early Intervention – what does this look like in a plan?

- NDIS funded support must be reasonable and necessary, focus on the goals and aspirations of the participant and:
 - foster independence, social and economic participation
 - be evidence based
 - represent value for money
- NDIS funded supports coordinate with, but do not replace or duplicate, informal, community or mainstream supports.

What if a person is not eligible or the plan does not meet their needs?

Questions:

- NDIA contacts and resources for planning and reviews.
- NDIA complaints and appeals process.
- NDIA and emergency support in the community pathways and processes.
- Escalation processes for issues.
- LCs, providers and NDIA can give updates.
- NDIS website (WA page) provides:
 - Information re: bilateral, transition and transfer.
 - Information sessions (general, tailored, provider sessions) as areas transfer and transition to the NDIS.

Questions, Complaints, Appeals

- FAQs (send your queries to engagementwa@ndis.gov.au)
- Feedback and complaints: feedback@ndis.gov.au or 1800 800 110 or online complaint form at www.ndis.gov.au
- Appeals process

Health Interface Questions Raised

Jenny Campbell, Co-Lead
Disability Health Network

NDIS & the Health System

NDIS Responsibility	Health Responsibility
<ul style="list-style-type: none">• The NDIS will be responsible for supports required due to the impact of a person's impairment/s on their functional capacity and their ability to undertake activities of daily living.• This includes “maintenance” supports delivered or supervised by clinically trained or qualified health professionals (where the person has reached a point of stability in regard to functional capacity)	<ul style="list-style-type: none">• Care while admitted in hospital, as an out-patient and in residential care• Diagnosis and clinical treatment of health conditions (including ongoing or chronic)• Supports directly related to maintaining or improving health status• Rehabilitation and support after a medical or surgical event• Medications and pharmaceuticals

NDIS & the Mental Health System

* A dedicated CoP event is being planned.

NDIS Responsibility	Mental Health Responsibility
<ul style="list-style-type: none">• Psychosocial supports such as community reintegration• Programs intended to develop day-to-day living skills• Programs aimed at reducing the impact of impairment/s attributable to a psychiatric condition• Activities aimed at capacity-building• Coordination of NDIS supports with those offered by other service systems.	<ul style="list-style-type: none">• Services in which the primary function is to provide treatment of mental illness (IP, ambulatory, rehab/recover)• Early intervention designed to impact on the progression of mental illness• Intensive case coordination related to the mental illness.• Care while admitted in hospital, as an outpatient and in residential care

Support NDIS will not fund

Questions:

- CAEP
- Health equipment and NDIS interface i.e. maintenance, repairs and equipment handover.
- Palliative care – barriers to NDIS.
- People not NDIS eligible for funding and supports i.e. over 65 years (CHSP), under 65 (COPD, Lymphoedema etc.)

NDIS will not fund:

- Supports not related to a person's disability.
- Supports funded by another mechanism or mainstream system (Health, Education, Aged Care etc.)
- Day-to-day living costs.
- CAEP cohort needs post 2020.

What is Health vs NDIS responsibilities?

Questions:

- Funding for allied health/Drs completing supporting documents
- Health registration (NDIS provider)
- Responsibility for determining medical vs disability impact
- Team care arrangements – (therapy) double dipping?
- Interim Hospital Packages (beyond 12 weeks)
- State responsibility and commitment
- WA Health - provider of last resort in some areas
- Transition plans are developing
- Collaborative approach
- Concurrent supports

Health support NDIS transition?

Questions:

- Education and training for health staff
 - Who can complete supporting evidence?
 - Are pathways for patients being developed?
- WA NDIS Health Reference Group Chaired by Jenny Campbell, key contact people from HSPs:
 - EMHS, John Buchanan
 - NMHS, Kirsty MacDonald
 - SMHS, Belinda Whitworth
 - CAHS, Rae Robinson
 - WACHS, Suzanne Spitz

Lessons to date Rural and Remote Paediatric Services

Suzanne Spitz

Program Manager (Allied Health)

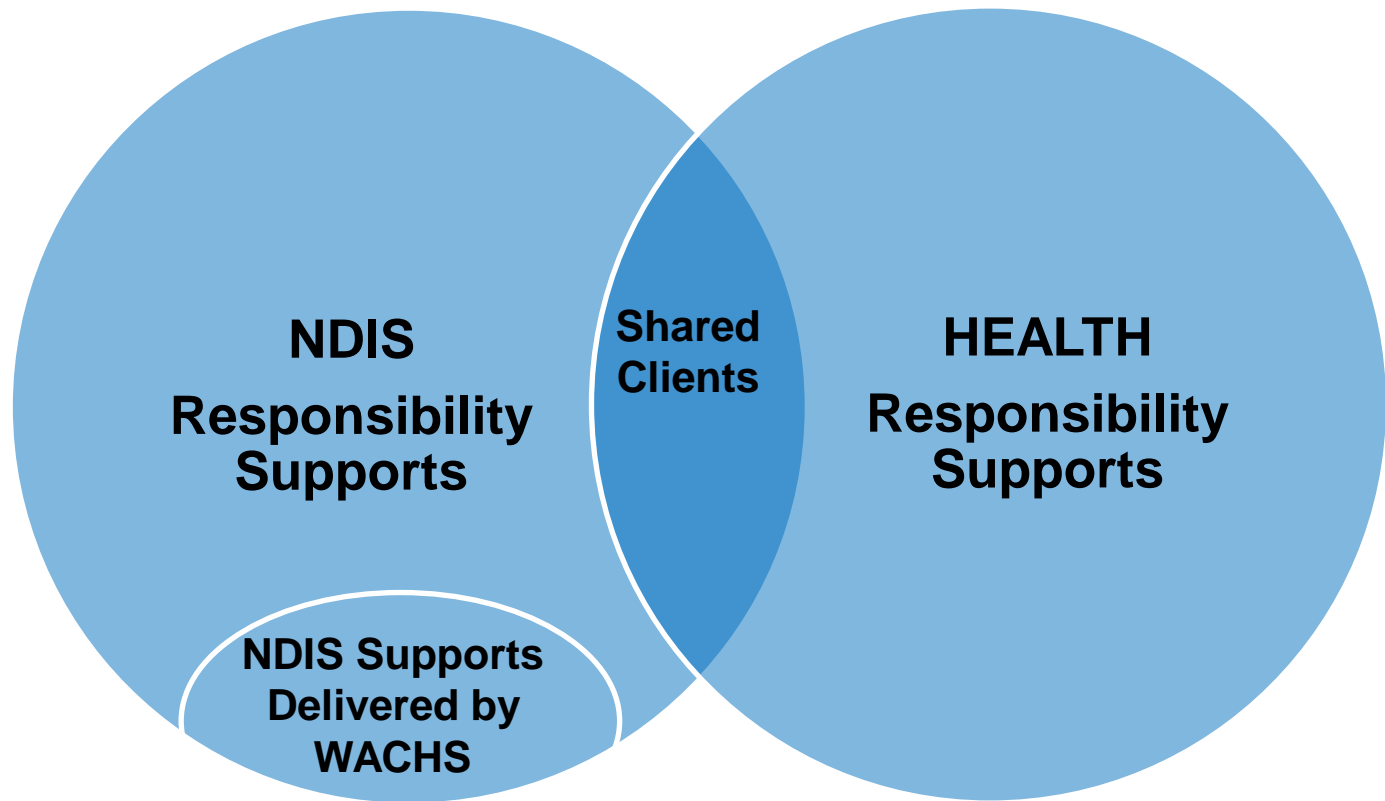
Rae Robinson

Senior NDIS Project Officer (PCH)

Rural and Remote



NDIS & WACHS Interface



Why is the WACHS able to continue to provide services?

Questions:

- How is the roll out working in areas like the SW where all services are cashed out?
- How will the roll out work remotely where there are not services?
- WACHS will support the NDIS transition & NDIS participants by:
 - Supporting NDIS access and planning
 - Sharing Information
 - Coordinating services, including discharge planning and clinical handover
 - Transitioning in-kind or contractual NDIS services

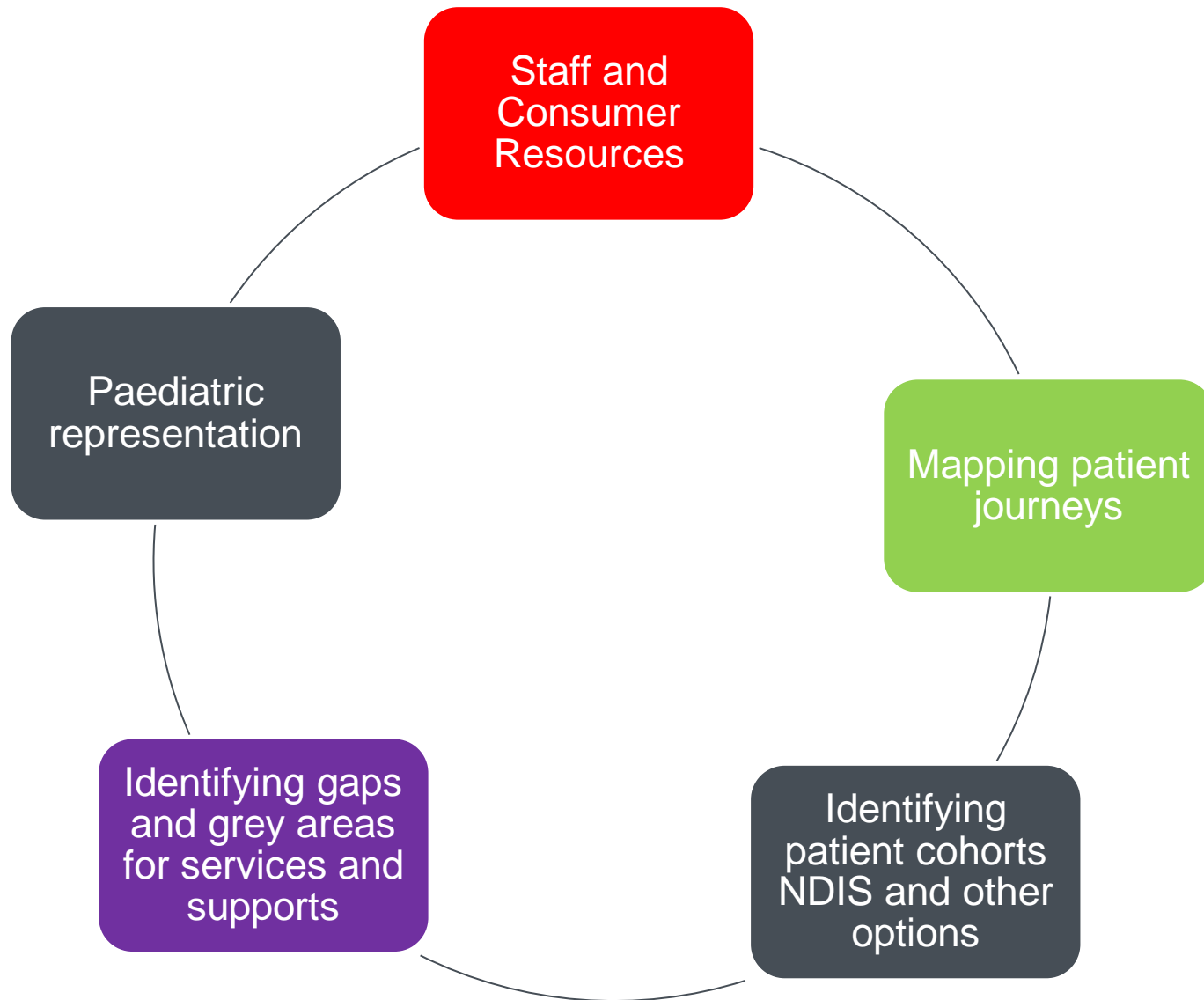


Government of **Western Australia**
Child and Adolescent Health Service



Paediatrics – The journey so far.....





Supporting timely planning

Develop templates

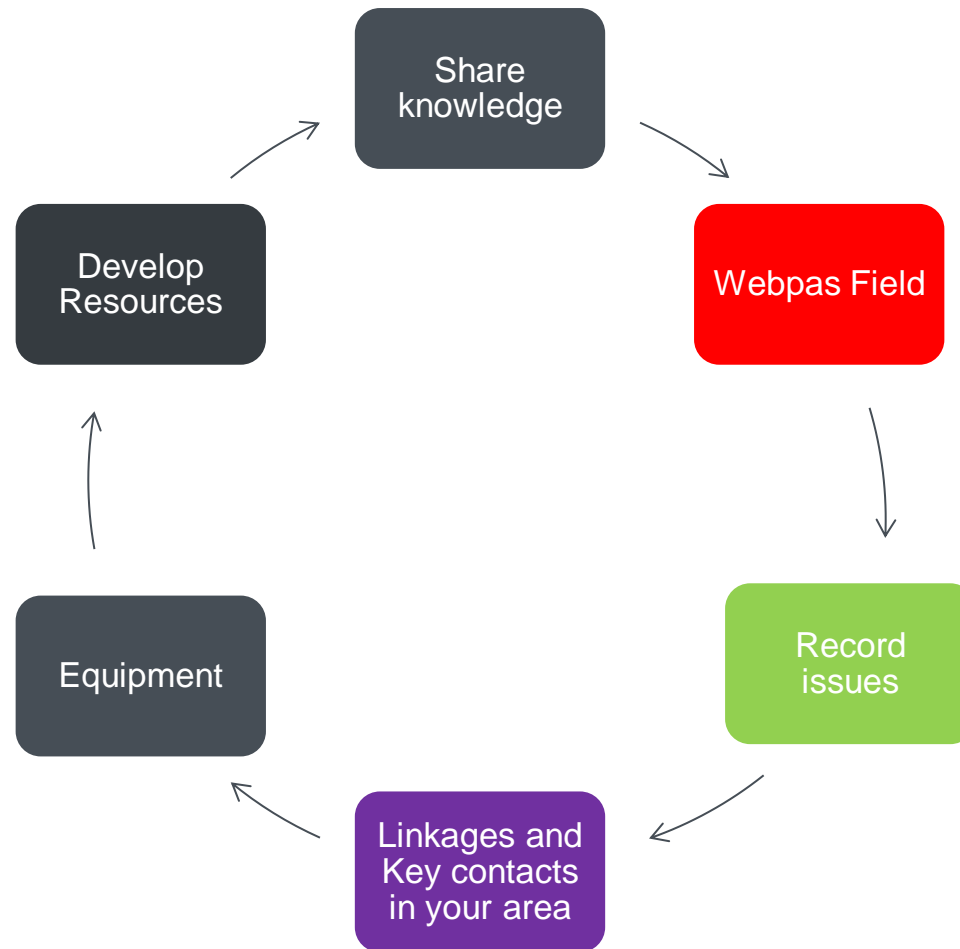
Provide evidence of diagnosis

Describe the functional impact of the health condition or disability

What will your health service provide for this participant

Likely supports for the next 12 months, consider growth, development or deterioration

Communication



Consumer Perspective

Samantha Jenkinson

People With disabilities WA Inc
(PWdWA)



Review and Appeals

Decisions that can be reviewed/ appealed:

- Eligibility
- Reasonable and Necessary Supports (in a plan)
- Self-management of funds
- Extension of a grace period
- Review of a NDIS plan
- Application of compensation reduction amounts

Reviews of Access/ eligibility

- Three month timeframe for asking for an internal review.
- Complete a 'Request for a review of a reviewable decision' form.
- Access reviews go to the National office.
- Questions about access and the status of requests can be asked of access team:
1800 800 110.

internal.access.reviews@ndis.gov.au

NDIS Appeals (External Review)

- Facilitated through Administrative Appeal Tribunal (AAT)
- NDIS Appeals need to be requested within 28 days of the decision.
- Can access a 'Support Person' through PWdWA to assist with process.
- **Conciliation meeting** – try to reach agreement.
- **Tribunal Hearing** – if no agreement reached.

What can an advocate do in an NDIS appeal process?

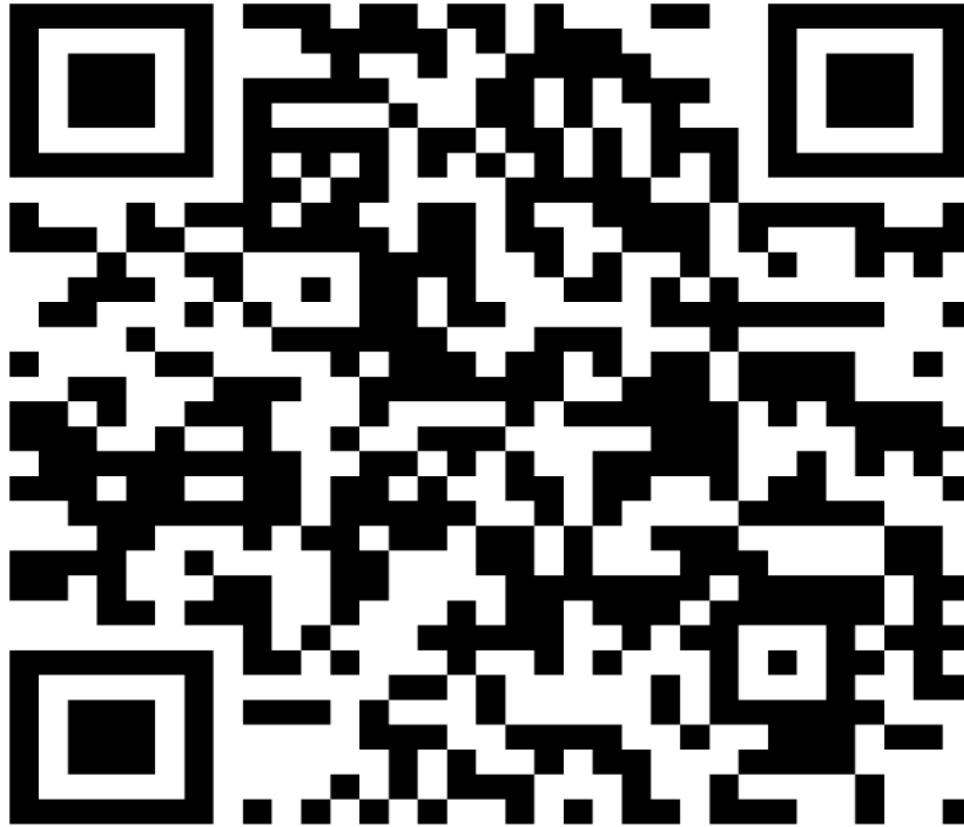
- Assist people to:
 - Understand the review process
 - Prepare documents needed for appeal
 - Apply for legal assistance
- Provide advice and skills - people can represent themselves at the AAT.
- Attend conferences/hearings and help people to put their case forward.

PWdWA

- Phone: (08) 9485 8900
Fax: (08) 9386 1011
Country Callers: 1800 193 331
Via the National Relay Service on: 133 677
- Email: info@pwdwa.org
Website: www.pwdwa.org
- Head Office Address: Oasis Lotteries House
1/37 Hampden Road, Nedlands

Where to from here?

Fiona Payne, Co-lead
Disability Health Network



NDIS 13th August 2018