



## Carers SA

### Any Place for Carers in the NDIS Forum?

#### FEEDBACK

**From Forum 17 October 2013**

*Carers SA hosted a forum during Carers Week to explore the issues around the topic Any Place for Carers in the NDIS? A particular focus was on what would good practice look like in the NDIS. All participants were invited to generate questions to ask the NDIA and this consolidated list of answers has been provided by Nick Hartland, Group Manager, NDIA, Design and Engagement Group, Department of Social Services.*

	<b>Consolidated Questions</b>	<b>Response</b>
1	What are the objectives of the NDIS?	<p>The objects of the National Disability Insurance Scheme (NDIS) are to:</p> <ul style="list-style-type: none"> <li>(a) support the independence and social and economic participation of people with disability;</li> <li>(b) provide reasonable and necessary supports, including early intervention supports, for participants in the NDIS launch;</li> <li>(c) enable people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports;</li> <li>(d) facilitate the development of a nationally consistent approach to the access to, and the planning and funding of, supports for people with disability;</li> <li>(e) promote the provision of high quality and innovative supports that enable people with disability to maximise independent lifestyles and full inclusion in the mainstream community; and</li> <li>(f) raise community awareness of the issues that affect the social and economic participation of people with disability, and</li> </ul>

		<p>facilitate greater community inclusion of people with disability.</p>
2	<p>How will the NDIS support families and carers?</p>	<p>One of the core aims of the NDIS is to better support families and carers in their roles. The scheme has been designed with families and carers in mind, however the National Disability Insurance Agency (NDIA) does not fund individual supports specifically for carers.</p> <p>The NDIA can however fund reasonable and necessary supports for participants that will also support families and carers in their roles. How this is applied is set out in the scheme rules (refer to the Supports for Participants Rule). There are a range of factors that must be taken into account by the NDIA when deciding a support is reasonable and necessary. The NDIA can fund supports for participants that will also support carers in their roles.</p> <p>Each participant will have an individualised plan that is tailored to their goals, personal circumstances and disability support needs. The type of supports that the scheme would fund could include personal paid care for an individual, or supports that will enable unpaid carers to enhance their ability to provide care, such as specific training.</p> <p>The NDIA will consider the assistance provided by families and carers when working with participants to develop individual plans and support packages. This process will consider the role of a person's carer, the nature of the support they provide, the circumstances in which it is provided and the sustainability of that support. It will allow forward planning to ensure a gradual move toward greater levels of formal care in instances where a carer's capacity to provide help is likely to decline or a person's need for formal support grows.</p> <p>The NDIA knows that families and carers are partners in the support of people with disability. Carers provide help and support that cannot be provided by formal services or paid support workers.</p> <p>Carers will play a vital role at various points when the person they care for enters the scheme;</p>

		<p>including playing a role at the request of the person they care for, in goal setting, assessment and the planning process. The NDIA will work with families, carers and the participant in planning, decision making and support coordination. NDIA will be able to assist families and carers with information about supports that are available to them under other government funded programs including courses and peer support programs.</p> <p>The NDIS represents a very significant change to the way we support people with disability. We are making the transition to the scheme gradually to ensure we get it right for people with disability, their families and carers, and for communities around the country.</p> <p>The NDIA is working closely with state and territory governments, service providers, the public and people with disability, their families and carers in launch sites to make sure they are well supported during the transition process.</p> <p>The Sector Development Fund has been established to, in part, help people with disability, their carers and families to make positive choices for their needs. A number of projects already funded deal with this issue. The Department will consider if and how further initiatives are required to empower people with disability and their families.</p>
3	<p>What supports are available to participants?</p>	<p>Participants in the NDIS will have access to an individualised planning process that helps them identify the reasonable and necessary supports that enable them to achieve their goals, such as personal care or assistance with transport to and from school / work. The supports provided in the participant's plan are usually a combination of informal, mainstream and funded supports which take into account what the participant's family, carers and community are willing and able to provide, given the various circumstances and contexts of the participant's life.</p> <p>The reasonable and necessary supports for people with disability will:</p> <ul style="list-style-type: none"> <li>• support people with disability to pursue their goals and maximise their independence;</li> </ul>

		<ul style="list-style-type: none"> <li>• support people with disability to live independently and to be included in the community as fully participating citizens; and</li> <li>• develop and support the capacity of people with disability to undertake activities that enable them to participate in employment and in the mainstream community.</li> </ul> <p>The types of supports that the NDIS may fund that may have direct or indirect benefits for carers include:</p> <ul style="list-style-type: none"> <li>• assistance with tasks of daily living including to help improve a person’s ability to do things;</li> <li>• personal care to support an individual in their home or the community;</li> <li>• supports to assist people with disability to enjoy some social and community interaction without relying solely on their family or informal care;</li> <li>• supported employment services and help for people to move to work programs that prepare people with disability to work; and</li> <li>• training related to the caring role that may enhance their ability to provide that care.</li> </ul>
4	How will the NDIS support people in rural and remote areas?	In three of the current launch sites the NDIS is being delivered in rural areas (in South Australia this includes remote areas). The NDIS will also be delivered in rural and remote locations. For supports provided to participants in remote and very remote regions of Australia, the Independent Hospital Pricing Authority loading (remote 15 per cent, very remote 24 per cent) is applied to the unit price of the support.
5	How will the NDIS attract and train carers and develop the workforce for the NDIS?	<p>Carers will play a vital role when the person they care for enters the schemes. Carers may, at the request of the person they care for, be involved in goal setting, assessment and the planning process. The NDIA will work with carers and the person they care for in planning, decision making and support coordination. The NDIA will be able to assist carers with information about supports that are available to them under other government funded programs including courses and peer support programs.</p> <p>The NDIA is working to ensure that all participants</p>

		<p>are able to access high quality services that will enable them to achieve their goals. The NDIA is working with Commonwealth, State and Territory governments to utilise existing community, individual and service level safeguards and state-based arrangements for formal quality and safeguard mechanisms. These arrangements involve providers of disability supports meeting the existing relevant jurisdictional requirements for quality assurance.</p> <p>The NDIA is also developing internal quality management processes based on the new National Standards for Disability Services to guide the way we operate. In the longer term, the NDIA will work with Commonwealth, State and Territory governments to develop a nationally consistent risk-based quality management framework.</p> <p>This will be underpinned by the National Standards for Disability Services. It is anticipated that the revised National Standards for Disability Services will be introduced shortly and that State and Territory governments will be mapping their systems and standards back to the National Standards.</p> <p>In the 2012-13 Budget the Government committed \$122.6 million, and with budget variations there is a total of around \$119 million, to a Sector Development Fund over four years to assist the disability sector to transition to the NDIS, focusing on launch locations. The Sector Development Fund will be used for various purposes, including to:</p> <ul style="list-style-type: none"><li>• support people with disability to exercise choice and control;</li><li>• assist service providers to transition to the new scheme; and</li><li>• strengthen the disability workforce.</li></ul> <p>As an immediate priority, the Department has engaged a consultant to develop a National Disability Workforce Strategy. Resources from the Sector Development Fund will be allocated to address workforce issues arising from the rollout of the NDIS. The Government is also looking at how the disability sector can work with other related sectors, such as aged care, to address shared</p>
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		<p>workforce issues.</p> <p>The Government has committed to establishing an industry advisory council for the disability and care sector. This commitment is for an Industry Advisory Council to provide advice and recommendations to Government on proposed legislation or policies affecting the disability and carer sector.</p> <p>The Council would also fulfil the Government's commitment to informed, consultative decision-making and greater industry advice and consultation. At a local level the NDIA has established workforce forums in launch sites, bringing together key stakeholders, including employment and training providers.</p>
6	<p>What safeguards and supports are there for families who hire workers not trained in child safety or who require other training?</p>	<p>This depends on whether a family wants the NDIA to take responsibility for paying the worker or they want to do it themselves. Providers must be registered with the NDIA where supports are being purchased by the Agency (when a participant has elected to have their funding managed by the NDIA). Criteria used in determining whether a provider should be registered includes whether the applicant is a suitable person or entity to provide the kinds of supports they propose to provide and their capacity to provide the kinds of supports they intend and their experience and relevant qualifications, licenses or registrations. Where an NDIS participant chooses to manage their own funding, they will need to take their own steps to ensure that any supports they purchase are provided by trained staff.</p> <p>The issue of training for paid carers will be considered in the development of the National Disability Workforce Strategy. Commonwealth, state and territory governments have existing formal safeguard and quality assurance systems, including standards, registration, complaints handling mechanisms and contracts. During the launch period of the NDIS, these existing quality and safeguard frameworks will continue to apply in NDIS launch areas and will be there to guide individuals and families who manage their own funding.</p>
7	<p>How will the NDIS assist families who need respite in caring for their child?</p>	<p>South Australia and Tasmania will have cohort specific launches that focus on the needs of children and young people with disability and their families</p>

		<p>and carers. The South Australian launch will provide valuable information about how best to support children with disability and their families through early intervention services and childhood supports.</p> <p>The Government funds a range of programs to support the wellbeing of families and carers of people with disability. The Government is aware that parents of young children with disability are at significant risk of isolation and are often socially disconnected from family and friends due to the intensity of their caring role.</p> <p>Respite is not a term that is preferred in the NDIS as it is expected that a participant’s plan will take into account the ongoing needs of a participant and their informal carers. Nevertheless a plan may include some funded support that assist the carer in their role and allow for times when the carer is not available to provide that care. For example where the participant is required to stay overnight in accommodation for a short period.</p> <p>The Respite Support for Carers of Young People with Severe or Profound Disability (RSCYP) programme provides immediate and short-term respite to carers of young people with severe or profound disabilities whose needs are not being met through existing state, territory or Australian Government initiatives. RSCYP principally benefits carers of young people with severe or profound disabilities under 30 years of age.</p> <p>The RSCYP programme is delivered through the national network of Commonwealth Respite and Carelink Centres (CRCCs).</p> <p>The programme facilitates access to information, respite care and other support or assistance appropriate to the individual needs and circumstances of both carers and care recipients. It has a positive impact on the wellbeing of families who have a younger family member with severe or profound disability as it contributes to the support and maintenance of caring relationships.</p>
8	What are the eligibility criteria for the NDIS?	Access to the scheme is not based on a pre-determined list of diagnostic categories. There isn’t a list of who is in and who is out because the scheme is designed to be about what each

		<p>individual can do and what they need to function. That's because one person with a particular condition might have very different support needs from another even though they have been diagnosed with the same kind of condition.</p> <p>Rather, access is based on the degree to which a person's significant and permanent disability impacts on their ability to participate in everyday life. This includes economic and social participation, communication, mobility and self-care. There is also a separate early intervention requirement that means the scheme can provide support to people with a permanent impairment who would benefit from early intervention to reduce their future needs for support.</p> <p>Once the scheme is fully operational in their region, people under 65 years of age with a permanent disability that significantly affects their communication, mobility, self-care or self-management will be eligible to become a participant in the scheme.</p> <p>The legislation sets out how people are eligible for support in the NDIS. It specifies that a person is eligible if they meet age, residence and disability requirements. The disability requirements state that a person must have a permanent impairment which results in them having a substantially reduced capacity to undertake activities of daily living. That means if a person has a permanent disability and they can't fully function without help – like getting around, or communicating, for example – it's likely that they will get support from the NDIS.</p> <p>People with disability who are currently receiving supports, but who do not meet the access requirements for the scheme, will not be disadvantaged by the introduction of the NDIS. Where a person is currently receiving support and the program from which this support is received ceases, that person's supports will continue.</p>
9	How will children with behaviour that do not fit a diagnosis of disability be treated under the NDIS?	Access to the scheme is not based on a diagnosis. It is based on the permanence of the disability, the level of a person's functioning and the need for lifetime support, or need for early intervention. It is anticipated that most people with Autism Spectrum

		<p>Disorder will be able to access the scheme.</p> <p>Reflecting the approach and current supports of the Commonwealth Helping Children with Autism (HCWA) and Better Start for Children with Disability (“Better Start”) programs, the scheme recognises that some conditions are likely to benefit from early intervention in the ways required by the early intervention access requirements. These conditions relate to children under the age of six, and include Asperger’s Disorder/Syndrome, Autistic Disorder and Pervasive Developmental Disorder – Not Otherwise Specified.</p>
10	<p>How does the assessment process work - especially taking into account complexity and decision support that might be needed and build on the expertise of the carers, and ensure that people don’t have to tell their stories over and over again?</p>	<p>The NDIS planning and assessment process enables the participant to develop an individual support plan that is based on their goals and aspirations for the future as well as support needs.</p> <p>If the participant consents, important people in their lives, such as family members or carers, will be involved in the planning and assessment conversations. During the planning process, participants will be encouraged to make decisions about their plan. A participant may request or a planner may offer support to assist in the decision making process.</p> <p>The planning and assessment process uses the specially developed NDIS planning and assessment toolkit (one for adults and one for children) to guide the conversation with the participant and identify the supports they need. These toolkits provide for a flexible and individualised approach and enable the use of existing assessment information.</p> <p>The key components of the planning and assessment process are:</p> <ul style="list-style-type: none"> <li>• the participant’s statement of their goals and aspirations;</li> <li>• the planning and assessment conversation ;</li> <li>• assessment of support and risks ; and</li> <li>• development of the statement of supports.</li> </ul> <p>The planning and assessment conversation also considers the participant’s current circumstances and how these circumstances contribute to or limit the person’s ability to achieve their goals. This includes discussions about key life areas including</p>

		<p>daily life, the home and community environment and understanding the person's goals and aspirations.</p> <p>The planning conversation has a clear focus on the participant's goals, the best ways to achieve those goals and the associated supports required. These supports and resources may be informal or formal, funded or unfunded.</p> <p>Information from the planning and assessment conversation is used to assist in preparing the individual's NDIS plan, including reasonable and necessary supports to be funded by the NDIS.</p> <p>The NDIA is keen that the participant only has to tell their story once therefore, with the consent of the participant, it will encourage service providers to share information and assessments that they have about the participant.</p>
11	<p>How will we help them (participants, families and carers?) get ready for the process?</p>	<p>Information for prospective participants, families and carers on the National Disability Insurance Scheme (NDIS) is available on the website <a href="http://www.ndis.gov.au">www.ndis.gov.au</a>.</p> <p>The intake process for the NDIS includes mechanisms for a participant (and their family, carers and other supports) to undertake goal based planning with an NDIA planner. If a participant and their supports are not adequately prepared to undertake goal based planning assistance will be offered to prepare them for the process. This training can be funded in the Plan.</p> <p>Families and carers will have the opportunity to discuss the planning process and ask questions of the NDIA planner. The planner will meet with the family several times to build trust and gather information.</p> <p>The NDIA is currently developing a number of strategies to provide more information on the NDIS to participants, their families and carers.</p> <p>For example, in South Australia, the NDIA has held coffee mornings where participants who have been through the planning process can explain their</p>

		<p>perspective of the process and mentor new participants. This includes NDIA staff explaining the planning and assessment process and seeking views from these participants on issues that worked well and what they would like to change or would like more information about.</p>
12	How will the NDIS support those with mental illness?	<p>The Productivity Commission recommended very clearly that the NDIS include people with mental illness. Section 24 of The NDIS Act 2013 specifies that people with impairment or impairments attributable to a psychiatric condition may meet the disability requirements to become a participant of the scheme.</p> <p>The impairment must be permanent (or likely to be permanent), result in substantially reduced functional capacity or psychosocial functioning in undertaking activities of daily living, affect the person's capacity for social and economic participation, and mean that the person is likely to require support for their entire lifetime. NDIS funded supports will complement the clinical supports provided through the mental health system, and address the functional impact of a person's psychosocial disability. Funded supports might include help with planning and decision making, accommodation, or assistance to participate in the community.</p> <p>People under the age of 65 years with dementia will be covered by the scheme if they meet the disability requirements.</p>
13	How will the NDIS affect service providers?	<p>The rollout of the NDIS means that disability service providers will need to adapt to new ways of working that are centred on the individual. This includes developing ways of working cooperatively with other providers to meet the needs of each individual. The Sector Development Fund has been established to help providers and other stakeholders get ready for the changes expected. A number of projects already funded deal with this issue. The Department will consider if and how further initiatives are required to support providers through the transition to the full implementation of the NDIS.</p> <p>The NDIA is undertaking an intensive engagement program with service providers to help them</p>

		<p>understand the scheme and prepare for the new business environment, including how to do business with the NDIA. Providers have received detailed information about how the programs they are currently delivering will be affected by the transition to the NDIS, from the Agency and through their existing program managers. We are also partnering with peak bodies such as the Disability and Carer Alliance, the First People’s Disability Network, and the Mental Health Council of Australia to help us reach providers, improve readiness and build capacity to make transition a success.</p>
14	<p>How will the NDIS affect a person’s disability pension and carer pensions?</p>	<p>The introduction of the NDIS will have no impact on the Disability Support Pension. Similarly, receipt of the Disability Support Pension will not affect access to supports under the NDIS. The Disability Support Pension is a different program to the NDIS, with different eligibility criteria and different goals. The Disability Support Pension provides an income support safety net for those who have a physical, intellectual or psychiatric condition that stops them from working, or for those who are permanently blind. The NDIS is designed to remove barriers to economic and social participation for people with disability through the provision of appropriate care and support.</p> <p>Carer Payment provides income support to carers as it recognises that the constant care they are providing to another individual prevents them from substantially participating in employment and earning an income. It is income and assets tested and paid at the same rate as other social security pensions. If carers continue to supply constant care and meet the income and assets test their eligibility will not be affected.</p>
15	<p>How does the NDIA link to Centrelink?</p>	<p>The support a person receives through the Disability Support Pension (DSP) is not taken into account when determining eligibility for the National Disability Insurance Scheme (NDIS). Similarly, eligibility for the NDIS does not affect a person’s ability to receive the DSP.</p> <p>Where a person is receiving a caring payment, support from the NDIS may affect that person’s circumstances. If a carer experiences a change of circumstances due to additional support from the NDIS they should notify Centrelink.</p>

		<p>If a person is receiving Mobility Allowance and becomes a participant with a funded plan in the scheme, the Mobility Allowance will cease. Instead, the participant's plan will include supports to address reasonable and necessary transport requirements.</p>
16	<p>Why don't current Centrelink payments encourage and support carers to work and care part-time?</p>	<p>Carer payment and Carer allowance do encourage and support carers to work part-time and care part-time. Carer Payment provides income support to people who provide constant care. This is in recognition that the demands of their caring are so great that they are unable to be away from the caring role for a substantial amount of time.</p> <p>Some carers may wish to participate in the workforce or undertake training while still in the caring role. Carer Payment provisions allow a carer to cease caring for up to 25 hours a week in order to participate in paid or voluntary work or study without affecting their eligibility for Carer Payment. The 25-hour rule allows carers to do the equivalent of around three days of full-time paid or voluntary work, study or training each week. The 25 hours includes the time it takes to travel to and from work, study and/or training.</p> <p>There is nothing to prevent carers receiving Carer Allowance from combining part-time care with part-time work. To qualify for Carer Allowance, the carer must either live with the care receiver in the same house or provide at least 20 hours personal care per week. The 20 hours personal care must provide assistance with special care needs of the care receiver, as assessed under the Adult Disability Assessment Tool (ADAT). Carer Allowance is not income and assets tested.</p>
17	<p>What are the options for financial management of the plan?</p>	<p>Participants have three options for financial management of their plan.</p> <ul style="list-style-type: none"> <li>• National Disability Insurance Agency managed</li> <li>• self-managed</li> <li>• plan management provider managed</li> </ul> <p>The planner will be able to provide more information on each of these options during the planning and assessment process.</p>
18	<p>How will the NDIS determine the level of funding for recipients?</p>	<p>The range of services and supports that an individual will receive from the NDIS is based on an</p>

		<p>assessment of what is reasonable and necessary.</p> <p>The NDIA will work with people with disability, their families and their carers to consider participants' immediate and future goals, to work out how these might be best achieved, and to design a plan for the supports needed. Supports available under the scheme will vary from person to person.</p>
19	Will the NDIS be capped?	<p>There are no fixed monetary caps on the supports to be funded under the scheme and supports will not be subject to income or assets means tests. Instead, the supports will be subject to the reasonable and necessary test outlined below.</p> <p>To be reasonable and necessary, the support must represent value for money and be (or be likely to be) effective and beneficial for the person. The NDIA must also be satisfied that the support takes into account what is reasonable to expect families, carers, information networks and the community to provide, and that it is most appropriately provided or funded by the scheme and not another service system, such as the education or health system.</p>
20	How are crisis/emergencies managed?	<p>Participants in the National Disability Insurance Scheme will have access to an individualised planning process that helps identify their reasonable and necessary supports that enable them to achieve their goals.</p> <p>The supports provided in the participant's plan are usually a combination of informal, mainstream and funded supports which take into account what the participant's family, carers and community are willing and able to provide, given the various circumstances and contexts of the participant's life.</p> <p>The suite of supports in the plan must ensure that they meet all of (not just part of) the participant's needs and are, collectively, sustainable, and are sufficiently flexible and comprehensive to prevent crisis.</p>
21	Will the NDIA pay for housing?	<p>The National Disability Insurance Agency (NDIA) is aware of the high level of unmet demand for accommodation currently experienced by people with disability.</p> <p>Over the coming months, the NDIA will be</p>

		<p>developing its approach to housing. This will include working with housing providers and disability services to develop more housing options for participants in the launch sites. This will also include developing the NDIS' approach to how safeguards and principles on choice and control apply to housing.</p>
22	<p>Will the NDIS funding impact on an individual's tax?</p>	<p>The Australian Government has legislated that funding for the scheme, will be provided through an increase to the Medicare levy of half a percentage point from 1 July 2014. The increase in the Medicare levy will raise approximately \$20.4 billion by 2019, when the full scheme comes into place. Every dollar raised by the levy increase will go directly to fund the scheme. From the revenue raised, the Australian Government will make funding of up to \$9.7 billion available to the states and territories over the next decade.</p> <p>If an NDIS participant manages some or all of their package costs themselves (ie they take the cash and purchase their supports), the NDIS amounts are non-taxable, and will not count in income or assets tests for social security payments or family assistance.</p>
23	<p>Can the NDIS cross over borders and be applied to those already in care?</p>	<p>Governments have agreed that people who are eligible for the scheme will not be disadvantaged in the transition to the NDIS. As part of the planning process, people may choose to continue in their current support arrangements, or change their arrangements to better suit their goals and aspirations, and support needs. When fully operational, the scheme will allow for portability of funding across state and territory borders.</p>
24	<p>What is the planned ongoing carer / consumer engagement?</p>	<p>The NDIA's local engagement teams and local area coordinators are in contact and establishing links with relevant groups and organisation in launch site. Assistance with language or other diversity issues is provided by the NDIA whenever needed.</p>
25	<p>How will the NDIS be evaluated, and the experience of participants incorporated?</p>	<p>The NDIS will be regularly monitored and the NDIS Act 2013 requires a review of the scheme's operation to be conducted two years after launch. The monitoring and review points will ensure we learn from the experience of rolling out the scheme.</p> <p>The full rollout of the scheme will build on the lessons learned from the launch in relation to costs,</p>

		<p>liabilities, and service interventions, service delivery models including decision support and local area coordination and implementation strategies. This first stage will enable us to understand how to roll out the scheme across the country. The launch sites will ensure there is a proper test of the individualised support arrangements and the process of transition to the new system.</p> <p>As part of this testing, an independent expert evaluation of the launch will be conducted by the National Institute of Labour Studies at Flinders University of South Australia.</p>
26	What kind of safeguards are in place?	<p>Commonwealth, state and territory governments have existing formal safeguard and quality assurance systems, including standards, registration, complaints handling mechanisms and contracts. During the launch period of the NDIS, these existing quality and safeguard frameworks will continue to apply in NDIS launch areas.</p> <p>The NDIA also currently plays a role in safeguarding participants through the registration of providers. Providers must be registered with the NDIA where supports are being purchased by the Agency (when a participant has elected to have their funding managed by the NDIA).</p> <p>Criteria used in determining whether a provider should be registered includes whether the applicant is a suitable person or entity to provide the kinds of supports they propose to provide and their capacity to provide the kinds of supports they intend and their experience and relevant qualifications, licenses or registrations.</p>
27	How will financial abuse be governed?	<p>The <i>National Disability Insurance Scheme Act 2013</i> (NDIS Act) and related rules govern the payment, expenditure, management and acquittal of funds. The NDIS Act also provides power to obtain information to ensure the integrity of the Scheme and debt recovery provisions.</p> <p>A fraud control function has been established to actively prevent, detect and respond to fraud against the NDIS. This includes specialised analytical programs to assist with identifying potential fraudulent activity. Fraud is taken seriously and all</p>

		<p>allegations of fraud undergo an assessment and where appropriate are investigated.</p> <p>Further, the <i>Social Services Legislation Amendment Bill 2013</i> aims to amend the NDIS Act to ensure that amounts paid for supports are inalienable. It also seeks to prevent third parties from seeking to recover debts by garnisheeing bank accounts kept for the purpose of managing funding for supports under the Scheme.</p>
28	How often will participants' plans be reviewed?	<p>Under the NDIS Act a review of a plan can be triggered in one of three ways:</p> <ul style="list-style-type: none"> <li>• when a participant requests a review and the delegate agrees to that review;</li> <li>• as part of the planning cycle – the review occurs before the review date in the plan or because the circumstances for a review set out in a plan have occurred; and</li> <li>• when a delegate decides to conduct a review on their own initiative.</li> </ul>
29	How can participants appeal decisions if they don't agree with the supports provided in their plan?	<p>People with permanent and significant disability, supported by their families and carers as appropriate, will work with the NDIA to develop their own personal plan for support, based on their goals and aspirations, and individual needs. The scheme will empower people with disability to engage as equal partners in decisions that will affect their lives. This includes having choice over the types of support they want and how these are delivered.</p> <p>If a person or their representative does not agree with the supports provided in the plan they can ask for a review of that plan.</p> <p>The NDIS legislation provides for internal review of decisions. A request for review can be made in writing or in person or by telephone. An oral request is noted by a NDIA staff member who receives the request and the review process commences. Reviewing officers in the NDIA who are located in the launch areas but have not been involved in the original decision can confirm or vary the original decision or make a new decision. They communicate with the person requesting the review to get the full story and try to provide the result in</p>

		<p>person and in writing with a statement of reasons. The person can proceed to seek review by the Administrative Appeals Tribunal (AAT) if still dissatisfied.</p>
30	<p>Where will the NDIS be in five years?</p>	<p>The NDIS has been introduced permanently. The NDIS is expected to be at full scheme nationally by the end of 2018-19. In five years' time, the NDIS will be jointly funded by Commonwealth, State and Territory governments from their general revenue, along with funds generated by the increase to the Medicare Levy.</p> <p>The Australian Government is committed to ensuring people with disability have access to a range of supports that will allow them, their families and carers to participate as valued members of their communities. In the 2013-14 Budget, the Government invested \$19.3 billion over seven years from 2012-13 to roll out the NDIS across the whole of Australia by July 2019. This is an extra \$14.3 billion in additional funding on top of the Government's current funding commitments for disability services over the period.</p> <p>All participating governments have committed to the implementation of the NDIS. There are currently six launch sites being established over the next three years. We have now reached agreement to full scheme across all states and territories except Western Australia. This means that around 90 per cent of Australians will be covered by the NDIS by July 2019. This will provide participants and their families with more support, and more choice and control over how they receive it.</p>