



*Get your NDIS
future sorted.*

Frequently Asked Questions



What is the NDIS?

The National Disability Insurance Scheme (NDIS) is a new way of providing individualised support for eligible people with permanent and significant disability, their families and carers. The NDIS will provide greater choice and control over support and focus on early intervention to identify supports you need to achieve your life goals. The NDIS is an insurance that gives us all peace of mind. Disability can affect anyone – having the right support makes a big difference.

What does NDIS mean to me?

Flagstaff is a proud employer of people with a disability and is looking forward to opportunities the NDIS will bring, especially as the scheme is the perfect fit for our mission to support people with disabilities to gain independence, confidence and vocational skills to live the life they choose. The NDIS provides:

- Individual plans tailored to meet your needs
- Choice of how you would like to spend your funding
- Person centered funding
- Greater opportunity & support for community integration and participation

I don't know where to find all the information - where do I go?

The best one stop shop for information is via the NDIS website which is <http://ndis.nsw.gov.au/>

I'm really confused and I don't know where to even start?

We know that these changes and all the opportunities that come with it can be confusing. The best place to start is to visit the NDIS website, which has helpful information and videos to help you understand and start preparing for the NDIS and what you will need to do when it comes to your region - www.ndis.gov.au/ndis-ready.html.

NDIS also provide an interpreter phone service to help, which you access by calling **131 450**.

Of course you can also contact the Flagstaff Support Services team will be glad to chat to you to point you in the right direction of where to start.

How do I find out if I am eligible?

Numerous factors are being used to determine eligibility for NDIS support. Eligibility will be based on age, residency, NDIS availability, and type of support that you require.

Age – you must be aged under 65 years

Location – you must live in an area where the NDIS is available

Residency – you must currently live in Australia as a citizen, permanent resident, or hold a protected special category visa.

Disability Requirements – you must have a permanent disability which prevents you from doing everyday tasks for yourself and require assistance

Department of Social Services, Australian Government - www.dss.gov.au

Early Intervention Requirements – for early intervention access, the impairment or condition needs to be permanent or under 6 years of age, and the intervention needs to be able to reduce future support needs

The NDIS has provided a detailed checklist stating the access requirements for eligible individuals, which can be accessed here www.ndis.gov.au/ndis-access-checklist

I am over 65 - am I still eligible for the NDIS?

To access the NDIS you must be aged under 65 years.

The NDIA will refer you to mainstream and community support networks and organisations which are more suited to meeting your needs. Your NDIS Local Area

Coordinators can also provide information to link you to resources and help you access these in your area.

When does the NDIS start in my area?

The NDIS is already in place in some locations and commence in the Illawarra and Shoalhaven region from the 1st of July 2017. The Illawarra Shoalhaven district covers the local government areas of:

- Kiama
- Shellharbour
- Shoalhaven
- Wollongong

How do I access the NDIS?

The first step is to make a plan. Have a meeting with your NDIA Support Planner who will work with you to discuss your situation, goals for the future, and work out exactly what you need and the best plan to support you and your family and carers. There will also be a review of your plan after 12 months.

What does a plan look like?

Every plan will look different, because every plan is tailored to the individual and that is why the NDIS is such an exciting change. Everyone's situations and needs are very different so plans are not generalised or generic - Your plan will be catered directly to your own person needs and goals.

Will Flagstaff help me apply for the NDIS?

Yes, Flagstaff will be providing assistance during the transition and initial introduction of the NDIS. Flagstaff will answer any questions or concerns that we can and refer you to the best people to speak to at NDIS for more detail. You can also arrange a meeting with a Flagstaff team member who can sit down with you and discuss the transition and how this may impact you and your family.

For more information or to arrange a meeting with Flagstaff, email ndis@flagstaffgroup.com.au or (02) 4272 0214



What support will Flagstaff give me?

Flagstaff is an NDIS service provider offering assistance and support throughout the NDIS transition phase and when it is introduced. Service providers will work closely with the NDIS to assist participants by providing support services through your individual funding packages.

Under the NDIS you will have to choose your preferred service providers for your supports, including supported employment. In addition to supported employment, Flagstaff will offer assistance with your meeting with the NDIA Support Planner and help you to receive the support you are entitled to. You may need to make a Service Agreement with your service providers. This will detail how your support is delivered to you based on your individual NDIS plan.

Making A Service Agreement with Provider(s) PDF:
https://www.ndis.gov.au/html/sites/default/files/documents/making_a_service_agreement_o.pdf

Flagstaff can help you to understand the process of what you'll be required to do when the NDIS starts in July 2017. If you are a supported employee or family member we recommend you contact us now to discuss what things you will need to think about before your first planning meeting. Flagstaff can also highlight what things you need to consider to ensure supported employment and skills development are included in your plan.

Contact our HR team on (02) 4272 0214 or ndis@flagstaffgroup.com.au for more information or to make an appointment.

Will Flagstaff come with me when I go to see the planner?

Yes, Flagstaff is able to come with you when you have your planning meeting, but it is important for you to let us know in advance. You can contact the HR team to arrange.

What happens if I'm not eligible for NDIS?

People who meet the access requirements will, at a minimum, continue to receive support that enables them to achieve the same outcomes as their current support.



If you are not eligible for access to the NDIS before 2016, you can still engage with existing Australian and state and territory government disability services regarding your support needs, including:

- Family & Community Services – Ageing, Disability, & Home Care - www.adhc.nsw.gov.au
- Disability Services Australia - www.dsa.org.au/Pages/Home.aspx
- Disability Council NSW - www.disabilitycouncil.nsw.gov.au
- NSW Department of Education - www.schools.nsw.edu.au/studentsupport/programs/disability.php

I care for someone with a disability, will I lose my carers allowance?

There are no changes to Support payment such as the disability support pension, carers allowance, carer supplement and carer support payments and the NDIS is entirely separate from these.

What if I don't want the NDIS - Can I choose not to participate?

It is your choice whether to participate in NDIS once it rolls out in your area, however depending on what supports you are currently accessing, these services may be transitioning over to the NDIS once it is implemented. If your current support is one that rolls into the NDIS program, you will need to be part of the NDIS process to access this support. You should discuss any concerns about changes with your Support Planner, and they will provide the help to ensure the transition is as smooth as possible for you.

I have heard that the government is changing the rules - is there a chance it won't even go ahead?

At this stage, there has been no suggestion by the Government that the scheme will not go ahead; in fact it has already started in many areas across Australia.

The Government is currently rolling out the NDIS across Australia with the goal that all participants be assessed by 2018. The process of implementation of the funding requires a new way of supporting people with a disability, so as a result the funding is changing slightly as more and more people are registered. The underlying objective is that no one is worse off under the new funding scheme, and the NDIS is working with Disability providers and participants to get everyone on board the program.

Will I lose my Disability Support Pension?

No. There is no link between the Packages of Support that are provided as part of the NDIS and Centrelink entitlements. If you are currently receiving the DSP this will stay the same, however the NDIS covers additional packages of support. For further details on what Family Support the NDIS will fund visit www.ndis.gov.au/families-carers/family-supports.html

Does employment income impact NDIS payments?

No, there is no income or asset testing for NDIS services.

Will it cost me to make a change over to NDIS?

Changing over to the NDIS does not incur a charge or any cost.

I don't currently get any other support aside from my DSP - will the NDIS still affect me?

For people who are not accessing supports but are on the DSP, the NDIA will contact you to let you know if you are able to access the NDIS, and will also tell you what the next steps are. If you do not currently access supports or find you are not eligible for access to the NDIS, you can still engage with existing Australian and State and Territory government disability services around your support needs – www.ndis.gov.au/people-disability/other-services.html

Will I be able to get new services as part of the NDIS?

The NDIS pays for different supports for different people who are eligible.

The supports must help you:

- Be more independent. For example learning how to do things for yourself for example, get public transport or cook a meal.
- Join in the community. For example
 - get a job
 - join a group.
- Get the help you need. For example
 - transport
 - a support worker to help you at home
 - therapy like speech pathology.
- Get equipment and aids such as wheelchairs
- The NDIS will decline things that will not help with your disability.
- The NDIS will not pay for things that everyone has to pay for like
 - food
 - electricity
 - movie tickets.

NDIS > FREQUENTLY ASKED QUESTIONS

- The NDIS will not provide supports that someone else already pays for, for example, Medicare.
- Nor will the NDIS provide things that might hurt you or other people.

I go to Flagstaff supported employment - what other things do Flagstaff offer under the NDIS?

Flagstaff is excited about the opportunities for Providers under the NDIS, and has commissioned some research to examine what other services we should offer. Further details will be available in the near future, once the research is complete. In the meantime we will continue with the excellent employment opportunities and training we currently provide to people with a disability.

How do I make sure I can still work at Flagstaff or find supported employment?

If you would like supported employment to be a part of your individualised plan, be sure to hold a meeting with us and talk to us about this. Flagstaff can help you to gain supported employment under the NDIS and provide guidance on your role during these changes. If

supported employment is your goal, you need to ensure that you tell your NDIA Support Planner in your meeting so that they are aware that this is a goal of yours, and can provide the appropriate support to help you achieve these aspirations.

Will I still be able to use the Flagstaff bus?

If you use the Flagstaff bus for transport to and from work, you will also need to make sure that you get Transport included in your plan to ensure that you can still use this service.

Will Flagstaff close down as a result of the NDIS?

Flagstaff has provided supported employment in the Illawarra for 50 years. We expect the demand for employment to increase; the NDIS has more job opportunities as one of its key outcomes.

All our businesses operate on a commercial basis and are subject to the same ups and downs as others. We have a broad range of employment opportunities in varied industries. This portfolio of businesses on one site gives Flagstaff a unique position and allows us to overcome the cyclical nature of business conditions, i.e. if one business is struggling due to a downturn, the others are generally performing well enough to compensate.

The dedicated and professional leadership team are confident about the future of Flagstaff, and are currently expanding our operations and building new space to accommodate it.

How can I get the most benefit from the NDIS?

To be sure that you are getting the most out of the NDIS, you should first make sure you are familiar with the changes and the policies regarding this. You can find out this information by visiting the NDIS website (<http://ndis.nsw.gov.au/>) or contacting us to ask your questions or arrange a meeting.

After this, you will need to meet with an NDIA Support Planner who will assess your situation and work with you to create your NDIS planned package. Your personal NDIS package will be based on your own goals and aspirations and will provide you with the support you need.





Do I have to contact the government about getting NDIS or will they contact me?

If you already receive supports from a State or Territory government disability program, you will receive a letter and a phone call from an NDIS representative when it is time to transition to the NDIS. Until you have transitioned to the NDIS and have an NDIS plan, your existing supports and services will continue.

If you are not currently receiving disability supports or funding from a state or territory disability program, you can apply to access the NDIS from July 2018.

What is a local area coordinator?

Local area coordination (LAC) will be delivered by NDIS partners in the community. The coordinators will help you through the NDIS more quickly.

Local area coordinators have 3 key roles:

1. to link you to the NDIS
2. to link you to information and support in the community
3. to work to provide a more welcoming and inclusive community for people with a disability

Who is local area coordinator in the Illawarra region?

Uniting and St Vincent de Paul Society NSW have been selected to deliver the NSW LAC functions for the NSW transition period. These providers are responsible for the provision of Local Area Coordination services until June 2018.

St Vincent de Paul Society NSW:

P: 1800 794 934

Email: LAC@vinnies.org.au

Uniting:

P: 1800 864 846

Email: lacinfo@uniting.org

What am I entitled to on my plan?

Your individual plan will entitle you to:

- Choice of how you would like to spend your funding
- Person centered funding
- Greater opportunity & support for community integration and participation

What happens if a service I already have is not included on my plan?

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. Visit the NDIA website for further information on how to access a review www.ndis.gov.au/participants/reasonable-and-necessary-supports/decision-review.html

When I have my NDIS planning meeting - what should I tell the planner?

You will need to tell your planner your current situation, support services you receive, and anything that you think you need. You should go through your future goals and aspirations too, so that your support planner can offer you the services and support that will help you reach these. If supported employment is a goal of yours, you need to tell the planner this so they can make sure this is included in their decisions for your individual package.

I'm happy with what support I get now and don't want to change. Do I still have to do NDIS?

Your current support arrangements will continue until the NDIS is introduced, at that point you will meet with an NDIA Support Planner to decide your ongoing needs and the best ways to meet these. All participants receiving the Disability Support Pension and those receiving funding for activities and support will be required to confirm they are eligible for the NDIS and if so they will need to transition to this new funding scheme. Participants who are not eligible for the NDIS but who still receive a disability support pension may also be able to access other State and Federal Government supports.



What do I need to do to prepare for my first NDIS plan meeting?

To prepare for your first NDIS plan meeting, you should:

- Talk to Flagstaff.
- Think about your life now, including which supports you are accessing on a regular basis and are helping you and which are not.
- Identify your strengths, interests, opportunities and challenges.
- Consider the type of availability you will want to have to training or employment (supported or open).
- Consider your current informal, mainstream, funded and community supports.
- Think about your goals and what you want to achieve.
- Keep a diary of the types of activities you participate on a regular basis.
- Write this information in a down so that you are prepared for the questions you will be asked in your planning review. You will need to make sure you mention this to your planner at your first meeting.

To create your first plan you will have a conversation with an NDIS representative about your current situation and supports. The NDIS representative will ask you how you do everyday things like having a shower or cooking food. This information will form the basis of your first plan. You will keep receiving your current supports until you have an NDIS plan in place.

To find out more about the planning process check out the NDIA website for a helpful guide on the planning process. www.ndis.gov.au/participants/planning-process.html

I've tried getting support for other things before and it was a hassle - how is this going to be different?

The NDIS is a new program which encompasses all the support and assistance available. You will work with the NDIA Support Planners in creating a plan specifically tailored to you to ensure that you are getting the correct support and everything you are entitled to.

I am a parent or carer of a person with a disability. Will NDIS help my son / daughter to get a job in open employment?

If your dependant's goal is to access open employment it is important that they advise the planner in their first NDIS meeting that they want to achieve this goal. They should also discuss what types of training or supported employment they may like to participate in to help you access this open employment. It is also important to advise the planner what support may be needed in trying to access this, such as transport and other requirements, so that they can provide the best help possible.

I like the people I am dealing with now - will I have to change the service providers I use when I get the NDIS?

Under the NDIS you will have the ability to choose your preferred service provider for your supports including supported employment and other services.

Most service providers will be working closely with the NDIS to introduce this and help you with the transition. You can contact your service providers to confirm their role in the NDIS and how they will continue to help you into the future.

You may need to make a Service Agreement with your preferred service provider – this is different from your NDIS plan. A model service agreement can be found at https://www.ndis.gov.au/html/sites/default/files/documents/making_a_service_agreement_o.pdf. Your Service Agreement is about how your supports will be delivered. You should take your NDIS plan with you to your meeting making a Service Agreement so that your provider can ensure they can deliver the right support to you.



You have complete choice in controlling who and how your support is delivered.

You can visit the NDIS Service Agreement Page www.ndis.gov.au/document/service-agreements-providers.html and download the "Guide to Service Agreements".

I already have my family member do most things for me - I don't think I really need to ask for anything else.

The NDIS can provide you and your families with the additional support and assistance that you are entitled to. That's what is exciting about the NDIS – it is created to ensure everyone gets all the support and assistance they need.

You will work all the details out of your NDIS package out with your support planner who will tell you what you are entitled to and should consider your family and carers needs too.



I am a family member or carer of someone with a disability. They are quite independent and will probably look after themselves – how can I get involved to make sure they get what they need?

Family and carers play a very important support role, and will continue to do so under the NDIS. The NDIS will consider families and carers roles when developing the personal plans including the support you provide, your own life goals, and other responsibilities.

While the NDIS is only for people with disabilities, it will make sure your needs as a family member or carer are heard. The Support Planner will consider your support role as a family member or carer and factor this in to the plan to make things easier for you. You will be required to make a Carer Statement about the support you provide, what you would like to happen in the future, and your responsibilities.

Talking to your family member to prepare for the NDIS will help them to know what things should be prepared in advance for their first interview. Having a conversation about the types of support they currently receive and will need in the future will help when having the first plan interview. Keeping a diary for a few weeks on the type of support needed, like getting ready in the morning, food preparation, transport, getting to work, learning new skills, going out and participating in activities are all things that should be considered. Speak to the NDIS to find out about participating in your family members first NDIS planning meeting.

TOOLS FOR NDIS INFORMATION

- NDIS homepage: www.ndis.gov.au/index.html
- NDIS NSW homepage: <https://ndis.nsw.gov.au/>
- NDIS Fact Sheets and Publications: www.ndis.gov.au/people-disability/fact-sheets-and-publications.html
- NDIS information in other languages: www.ndis.gov.au/lote.html
- The NDIS has a YouTube channel with clear and informative videos to help you gain a clearer understanding of the exciting changes and the opportunities which are available to you www.youtube.com/channel/UCnqSZIZY2GTDi_UesB62ecQ
- To check your eligibility, you will need to visit the NDIS Access Checklist www.ndis.gov.au/ndis-access-checklist.html

GLOSSARY

NDIS – National Disability Insurance Scheme

NDIA – National Disability Insurance Agency, who will deliver and administer the Scheme

DSP – Disability Support Pension

Supported Employment – provides opportunities and support for people with disabilities to obtain employment in a real work environment

LAC – Local Area Coordination, delivered by NDIS partners in the community to link you to the NDIS and information and support. The NSW coordinators are Uniting and St Vincent de Paul Society NSW.

ADHC – Ageing, Disability and Home Care, a NSW Government Family and Community Services department

Please feel free to contact the Flagstaff HR Team on ndis@flagstaffgroup.com.au or (02) 4272 0214 to answer any of your questions or make an appointment