

NDIS & INTERPRETERS  
A LIVESTREAM EVENT  
JUNE 2017



Welcome!

- General overview
- Client perspective
- Interpreter perspective
- Language issues
- Your questions

- ❖ The **National Disability Insurance Agency** (NDIA) is an independent statutory agency.
- ❖ The NDIA implements the NDIS – **National Disability Insurance Scheme**
- ❖ Individual states were previously responsible for Disability services, now each state has bilateral agreement with the NDIA.

**BRACE YOURSELF....**

**NDIS IS  
COMING...**





### **How will the plan begin?**

- The National Disability Scheme – NDIS commenced trials in July 2013 and a phased three year rollout began in July 2016.
- Full rollout will end July 2019.
- Rollout looks different in each state some by location, others by age

### **Who is eligible?**

Not all disabilities qualify – there is a process and an access checklist

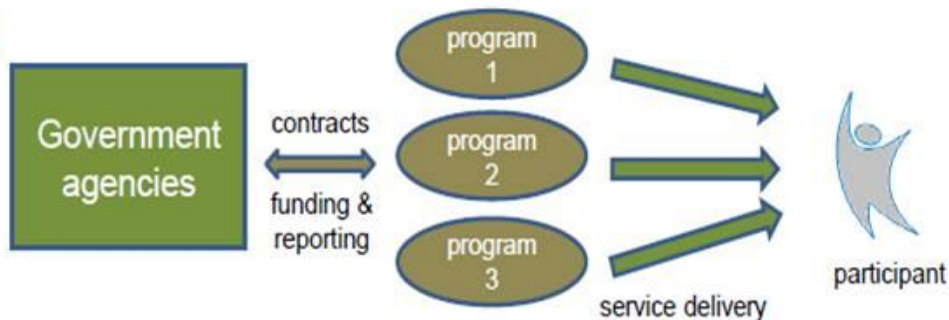
<https://www.ndis.gov.au/ndis-access-checklist.htm>

### How is it funded?

- The states contribute their designated funding to the NDIA who then funds the NDIS
- The NDIS in each state contracts **Local Area Coordinators** in geographical areas. The LAC's are a critical partner and are responsible for information, pre-planning, planning meetings and some Support Coordination.

## Service model comparison

Old

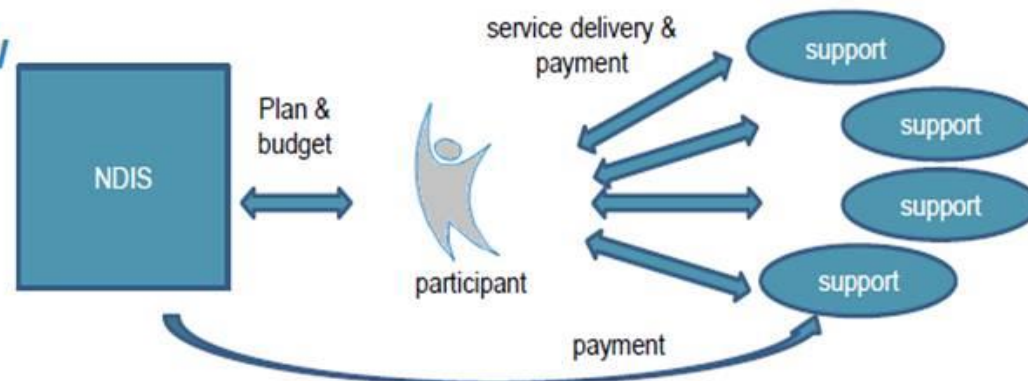


Capped funding

Limited choice

Limited control

New



Individualised funding

Choice and control

Supports not programs

### What does it do for individuals?

- Access mainstream services and supports
- Access community services and supports
- Maintain informal support arrangements
- Receive reasonable and necessary funded supports

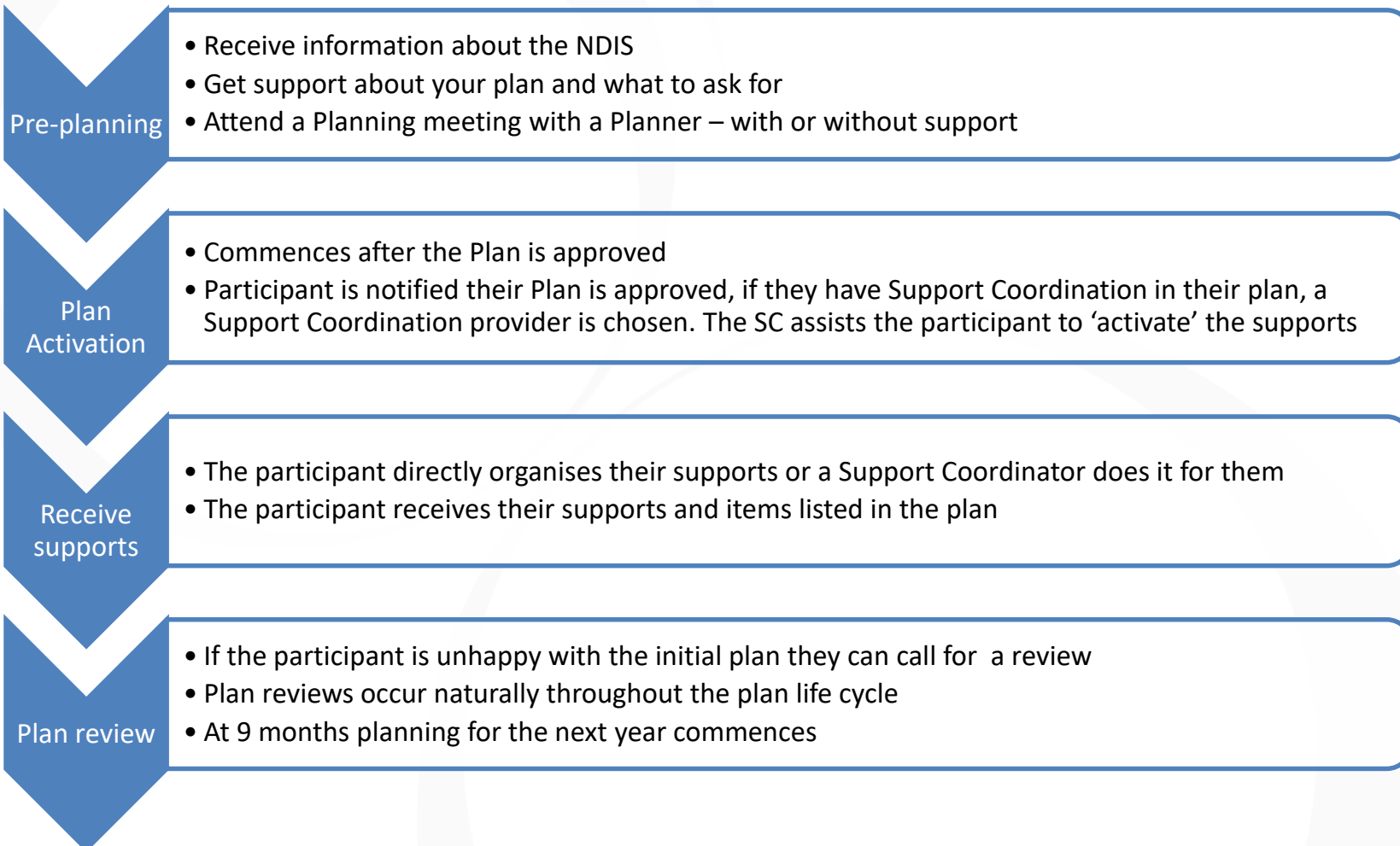


### In a nutshell how do I describe it?

*“A yearly plan that considers your whole life, what you want to achieve and what support you need to meet your goals and remove barriers. Supports (and funds) are allocated to remove*



# NDIS - PARTICIPANT JOURNEY



- Majority of people
- NDIS registered providers claim for services directly on the portal

NDIA held –  
Portal managed



- Independent fund managers
- Able to procure items from non-NDIS registered providers
- Charge a fee

Fund managed



- Participant becomes a small business; engages services directly and is responsible for billing, insurances etc

Self-managed



**Pre-Planners:** People from any organisation that provide information and support for participants to access the NDIS

**Support Coordinators:** Support Coordination may be provided by Service Provider or the LAC. Their role is impartial and provide non-biased support to a participant to choose any service to provide the supports in the plan. They assist to activate the plan.

**Planners:** LAC or NDIA Planners meet with the participant to determine the plan

<https://ndis.gov.au>

Each Deaf Society website:

<http://www.vicdeaf.com.au/ndis>

<http://www.deafservicesqld.org.au/NDIS>

<https://deafsocietynsw.org.au/ndis>



I ♥  
ndis



Reference: 00000001

## EXAMPLE



Mr. Jimmy Jones  
123 Fake Street,  
Pretendville, VIC 3000

10 March 2017

Dear Mr. Jones

I am writing to let you know that your National Disability Insurance Scheme (NDIS) plan has been approved. I have attached a copy of the plan to this letter, which starts on 10 March 2017 and will be reviewed on 12 March 2018.

To make this decision, I have considered the information you supplied to the National Disability Insurance Agency (NDIA) and the information that we discussed during our conversations. I am satisfied that the supports specified in the plan are reasonable and necessary in accordance with section 34 of the *National Disability Insurance Scheme Act 2013* (NDIS Act).

If you think a decision made by the NDIA about you is wrong, you can submit an application for internal review within three months of receiving this notice. A request for internal review can be made by:

- submitting a written request to:  
National Disability Insurance Agency  
GPO Box 700  
Canberra ACT 2601
- talking to someone at an NDIA office
- calling 1800 800 110
- sending an email to: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

When asking for a review, you should explain why you think the decision is incorrect. The staff member who works on the internal review will not have been involved in the earlier decision. They may want to talk to you directly as part of this process.

Following an internal review, if you still think the decision made about you is wrong you can seek further review by making an application to the Administrative Appeals Tribunal.

It is important to tell the NDIA about any event or change in circumstance that may affect your NDIS plan. This includes, but is not limited to, compensation that has been received, or any compensation that you are applying for.

If you have any questions in relation to this letter, you can contact the NDIS in any of the following ways:

- Contact us on 1800 800 110
- If you are a TTY user, phone 1800 555 677 and ask for 1800 800 110
- If you are a Speak and Listen (speech-to-speech relay) user – phone 1800 555 727 and ask for 1800 800 110
- If you are an internet relay user, visit the National Relay Service website and ask for 1800 800 110
- Send an email to [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

For more information, go to [www.ndis.gov.au](http://www.ndis.gov.au)

Yours sincerely

Melanie Anne Head  
Delegate of the Chief Executive Officer  
National Disability Insurance Agency

**EXAMPLE**

## Jimmy Jones' National Disability Insurance Scheme (NDIS) plan

**EXAMPLE**

**Name:** Jimmy Jones  
**NDIS number:** 0000001  
**NDIS plan starts:** 10 March 2017  
**NDIS plan will be reviewed by:** 12 March 2018

The National Disability Insurance Agency (NDIA) will contact me about my plan review before the review date.

**I will tell the NDIA when something important changes (or is going to change), like moving house, starting work or school, or if my goals change.**

**If I have any questions, or if my circumstances change, I can contact the NDIA in any of the following ways:**

- Telephone NDIA on 1800 800 110
- If I use a TTY, phone 1800 555 677 and ask for 1800 800 110
- If I use Speak and Listen (speech-to-speech relay), phone 1800 555 727 and ask for 1800 800 110
- If I use the National Relay Service, visit their website at <http://relayservice.gov.au> and ask for 1800 800 110.





Delivered by the  
National Disability  
Insurance Agency

## EXAMPLE



### Part 1: About me

This part of my Participant Statement is about me, my daily life and the people in my life.

#### Where I live and the people who support me

I live alone in rented housing, where I have lived now for the past 5 years. I am quite independent, and do my own cooking, cleaning and daily duties. My mother, who is hearing but can sign, assists me at times with appointments and communication.

#### My daily life

I work part time in a factory and I am also studying my Cert IV in Administration to hopefully work full time in an office one day. If I am working I will usually wake around 6am. I work 8am - 5pm. My class time tables vary depending on what units I am doing. I enjoy attending the Deaf club and playing cricket in my spare time. Also catching up with family and friends.

## Part 2: My goals

This part of my Participant Statement lists the goals I want to work towards during this plan.

### **My First Goal is:**

To not have to rely on my mother for communication support when I go to appointments like the bank or the tax accountant. This will help me to be more independent in my day to day life.

### **My Second Goal is:**

I would like to join the local football club, hopefully to make some new friends and meet some new people who also enjoy football.

### **My longer term goals and aspirations are:**

Goal: To finish my Cert IV in Administration and get an office job.

Relates to: Daily life and Employment.

## Part 3: My supports

These are the supports that will help me work towards my goals.

### Family and friends

These are who the NDIS calls 'informal' supports.

#### My informal supports

- My mother - Barbara
- My friend - Susan

### Services and community groups

These supports might include things like health or mental health services, schools or education services, community groups, sporting or hobby clubs, or other government services. These are what the NDIS calls 'community and mainstream' supports.

#### My community and mainstream supports

- Vicdeaf Support Worker
- Monthly sessions with Counsellor
- Physiotherapist Dr. Martin
- The Deaf Cricket Club

### NDIS reasonable and necessary supports budgets

I can choose how I spend the amount in each budget listed below by checking the NDIS price list and the matching supports on the NDIS website at [ndis.gov.au/participants](https://www.ndis.gov.au/participants)

Where a support is listed in my plan as 'stated', I must purchase this support as it is described in my plan. I cannot swap 'stated' supports for any other supports.

<b>Support Area:</b>	<b>Improved daily living</b>
<b>Budget:</b>	\$5,000
<b>Details:</b>	<p>To assist Jimmy in his day to day life both at home and in social situations and environments. Primarily for assistive listening devices and technology.</p> <p>Budget includes \$1000 for assessment by suitably qualified allied health professional, including either an Occupational Therapist or Audiologist.</p>
<b>How will the supports be paid:</b>	NDIS will pay my support provider directly for these supports



Delivered by the  
National Disability  
Insurance Agency

## EXAMPLE



<b>Support Area:</b>	<b>Support coordination</b>
<b>Budget:</b>	\$3,108
<b>Details:</b>	Assistance to strengthen ability to coordinate and implement supports, strengthen their informal network and coordinate a range of both funded and mainstream supports.
<b>How will the supports be paid:</b>	NDIS will pay my support provider directly for these supports

<b>Support Area:</b>	<b>Transport</b>
<b>Budget:</b>	\$1,904
<b>Details:</b>	This funding is a contribution towards any transport related costs you incur during the plan period. This amount will be paid fortnightly into your nominated bank account on a pro-rata basis.
<b>How will the supports be paid:</b>	NDIS will pay me directly for these supports.

<b>Support Area:</b>	<b>Core supports</b>
<b>Budget:</b>	\$19,307
<b>Details:</b>	<p>Funding for interpreting &amp; translating.</p> <p>Interpreting support to assist in daily activities and appointments such as going to the bank and seeing an accountant. Interpreting support also provided for social events.</p> <p>Assistance to aid in community participation and to join, and be involved with, local community groups, such as the football club.</p>
<b>How will the supports be paid:</b>	NDIS will pay my support provider directly for these supports



nabs

National Auslan Interpreter  
Booking & Payment Service



Disability<sup>TM</sup>  
Employment  
Services

## NDIS in Tasmania

- TAS – age related roll out, different from VIC's postcode roll out.
- At the moment only between 4 -28 years old can access NDIS.
- 2 LAC – Baptistcare and Mission Australia
- Auslan Interpreters – in Hobart/Launceston and VRI in regional areas.
- Challenging for clients to get concept of new NDIS world as they are so used to old welfare model of support
- NDIS hubs happening in Hobart, Launceston and Devonport this year

### **NDIS Planner/LAC in VIC and TAS**

- Meeting can take up to 2 hours, depending client's situations.
- Clients usually have list what they need to be included in NDIS package.
- NDIS Planner/LAC are keen to put client's storytelling into their online program.
- Questions can be tricky – need to unpack questions to get right answers.
- NDIS Planner/LAC follow questions from their online application step by step and sometimes repeat questions in different sections.

### **NDIS Glossary**

- It will be good if you can be familiar with NDIS glossary words – there is many words – for example:
  - Best Fit Providers
  - myplace Dashboard
  - Participant Portal
  - Price Guide
  - PRODA
  - Support Item reference Numbers



### **NDIA Risk Assessment for NDIS Participants:**

- Are there times when you do not feel safe? Yes or No
- What do you do when you don't feel safe? Call someone/manage it myself
- Does that usually solve the problem? Yes or No
- Do you have any concerns about my area in your life about disability?  
Yes or No

### **What areas of your life do you have concerns about:**

- Health – Yes or No
- Home or where I live – Yes or No
- Do you make your own decisions – Yes or No
- If you need help in an emergency, do you have anyone you can depend on for help – Yes or No

### **Choice and Control:**

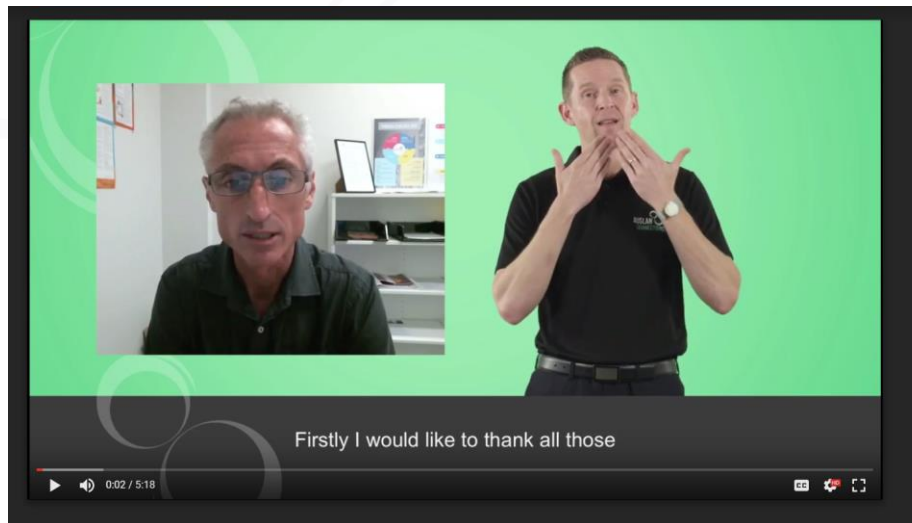
- Who makes most decisions in my life?
- Have you ever participated in a self-advocacy group meeting, conference, or events? Yes or No – Comment....
- Does the support you currently receive allow you to manage your finance/money wherever possible? Yes or No – Comment...
- Do you get support with reading and/or writing? Yes or No – Comment...

**There have many questions under different categories such as:**

- Relationships
- Home
- Health and Wellbeing
- Lifelong Learning
- Work
- Social, Community and Civic Participation

**Gary Moran's presentation:**

<https://drive.google.com/file/d/0BzhHNwLpKKBrM0lBaWwzeEkycFE/view?invite=CN7zgugN&ts=59757130>



### **Stephen/Cina with actual NDIS Planning meeting experience:**

- Positive/Negative
- Clients – diversity background, education, families, cultures
- Locations of meetings
- Time length of meetings
- Questions/Answer

## YOUR QUESTIONS

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