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SERVICES MANAGEMENT



National Disability Insurance Scheme (NDIS) Related Services Training 2024

Module 1

Understanding the NDIS: Framework, Roles, NDIS Plan and Fund Management, and Invoice Processing.

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Module 1:
Understanding the NDIS: Framework, Roles, NDIS Plan and Fund Management, and Invoice Processing.

Objective:

This training module is designed to provide a comprehensive understanding of the National Disability Insurance Scheme (NDIS) and how the team contributes to the accurate processing of NDIS invoices. By the end of this training, team members will have a clear understanding of the NDIS framework, funding categories, and how to ensure compliance with NDIS guidelines during invoice processing.



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Topics Covered

1.1 Overview of the NDIS (National Disability Insurance Scheme)

1.2 Key NDIS Statistics

1.3 What is NDIS?

1.4 NDIS Participant and Service Provider

1.5 Roles and Responsibilities of NDIA/NDIS Commission

1.6 NDIS Plan and Fund Management

1.7 Steps to become an NDIS Participant

1.8 NDIS Fund Allocation Categories

1.9 NDIS Fund Management Partners/Partners in Community

1. 1 Overview of the NDIS (National Disability Insurance Scheme)

The NDIS is a support system designed to provide funding for Australians with a disability to achieve greater independence, participate more fully in society, and access necessary services. It is governed by specific laws and agencies that define its scope, rules, and operations.

1. NDIS Act 2013: This legislation sets the legal framework for the NDIS, outlining eligibility criteria, the rights of participants, and the responsibilities of service providers.

2. NDIA: The National Disability Insurance Agency (NDIA) is responsible for managing the NDIS. This includes the development and implementation of individual support plans for participants, as well as the allocation and management of funds.

3. NDIS Commission: The NDIS Quality and Safeguards Commission ensures the safety, quality, and integrity of services provided under the NDIS. It establishes compliance standards for service providers, including the accuracy of claims and invoices.

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1.2 Key NDIS Statistics

Nationwide Rollout: The NDIS was fully implemented across Australia on 1st July 2020.

There are approximately 4.3 million Australians with a disability.

Currently, 500,000 Australians, including 80,000 children, are supported by the NDIS.

Funding: The Australian Government allocated $28 billion for NDIS funding during the financial year 2022–2023

Active participants as of Q3 FY23/24: 649,623 including over ~80,000 children.

As of June 30, 2024, 661,267 participants have approved plans (+1.8% increase).

Active Service providers as of Q3 FY23/24: 231,736

Total expenditure on NDIS: $36.7B in 2022–23, expected to be $41.9B in 2023–24 (14.4% growth).

2024-25 Budget estimates NDIS costs at $44.3B for 2023-24, up from $41.9B

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1.3 What is NDIS?

- The NDIS provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life.
- The NDIS also connects anyone with disability to services in their community.
- This includes connections to doctors, community groups, sporting clubs, support groups, libraries and schools, as well as providing information about what support is provided by each state and territory government.
- The NDIS now supports over 500,000 Australians with disability to access the services and supports they need.



1.4 NDIS Participant and Service Provider

NDIS Participant

- Individual with a permanent and significant disability.
- Eligible to receive supports through the National Disability Insurance Scheme (NDIS)
- Works with the NDIS to develop a personalized support plan
- Aims to achieve greater independence, improved quality of life, and participation in daily activities

NDIS Service Provider

1. Individuals or organizations offering supports and services to NDIS participants
2. Services can include therapy, personal care, accommodation, equipment, etc.
3. Can be registered (meeting NDIS requirements) or non-registered
4. Paid directly by the NDIS, the participant, or a plan manager depending on the participant's plan

1.5 Roles of NDIA/NDIS Commission

1. **NDIS Pricing Arrangements and Price Limits**: Setting and updating price guidelines for NDIS supports and services.
2. **Criteria for Disability:** Defining what constitutes a permanent and significant disability.
3. **NDIS Plan Development**: Creating and adjusting individual plans to include reasonable and necessary supports and services.
4. **Plan Review Meetings:** Conducting reviews to maintain, adjust, or completely update a participant's plan.
5. **Claim Settlement Review:** Evaluating and resolving issues related to claims.
6. **Provider and Plan Manager Guidelines:** Establishing criteria and guidelines for support providers and plan managers.

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1.6 NDIS Plan and Fund Management

Participants' NDIS plans dictate how invoices are handled. Each participant can choose one of three ways to manage their NDIS plan:

Agency Managed (NDIA)	• NDIA directly manages the participant's funds and processes claims on behalf of the participant.
Self-Managed:	• The participant manages their own NDIS funding and processes invoices themselves. • Invoices in this case should be directed to the participant for payment.
Plan Managed:	• A plan manager (e.g., Maple Plan, CPM) is appointed to handle the participant's funds.

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1.7 Steps to become an NDIS participant

Check	Wait	Attend	Plan	Implement	Review
Check Eligibility • Under 65, Australian citizen/resident, permanent or significant disability • Submit Access Request Form with details of your disability	**Wait for Outcome** • If eligible, receive an Access Decision Letter • If rejected, you can request a review of the decision with NDIA	**Attend Planning Meeting** • Meet with fund management partners to develop a support plan that is reasonable and necessary for your disability	**Plan Approval** • Once approved, your NDIS plan will be accessible in the Myplace Portal	**Implement Plan** • Access services and manage your plan based on approved supports	**Review Plan** • Periodic plan reviews allow adjustments based on changing needs

1.8 NDIS Fund Allocation Categories

Participants' budgets are divided into three key support categories, each with distinct invoicing requirements:

1. CORE Supports:

These are supports that enable participants to complete daily living activities, such as personal care, household tasks, transport, and social participation.

Invoicing Tip : CORE support funding is often flexible, allowing participants to move funds between subcategories. Ensure that invoiced services align with daily living assistance.

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1.8 NDIS Fund Allocation Categories - Continued

2. CAPITAL Supports:

This includes investments in assistive technologies (e.g., wheelchairs, hearing aids), home modifications, or Specialist Disability Accommodation (SDA).

Invoicing Tip: CAPITAL supports are non-flexible. Invoices must be precise, with clear descriptions of the equipment or modifications, ensuring that these align with the approved budget.

3. CAPACITY BUILDING Supports:

These supports help participants build independence and skills, such as support coordination, employment assistance, and health programs.

Invoicing Tip: These funds are goal-oriented and allocated to specific programs. Ensure that invoices reflect the services contributing to the participant's capacity development.

Plan Period: NDIS plans are funded for a specific period, and invoices should only be processed for services rendered within that time frame. Be aware of plan renewal dates to ensure accurate invoicing.

1.9 NDIS Fund Management Partners/Partners in Community

Understanding the role of NDIS partners helps ensure accurate invoicing. These partners work closely with participants to manage their plans and supports:

Early Childhood Early Intervention (ECEI) Partners

Target Group: Children aged 0-7 years.

Purpose: ECEI partners provide early intervention support to young children with developmental delays or disabilities. Their primary role is to work with families and caregivers to identify the most appropriate supports to aid in a child's development.

Key Responsibilities:

- Helping families access early intervention services.
- Providing expert advice on therapies and supports available.
- Assisting with the development of NDIS plans tailored to the child's specific needs.

Local Area Coordination (LAC) Partners

Target Group: NDIS participants aged 7 years and above.

Purpose: Local Area Coordination partners are responsible for helping NDIS participants to understand and implement their NDIS plans. They provide ongoing support to help individuals access services, build community connections, and achieve their personal goals.

Key Responsibilities:

- Supporting participants in developing and reviewing NDIS plans.
- Connecting participants with community and mainstream supports.
- Educating participants on managing their NDIS funding and finding service providers.

1. 9 NDIS Fund Management Partners/Partners in Community

Understanding the role of NDIS partners helps ensure accurate invoicing. These partners work closely with participants to manage their plans and supports:

Support Coordinators

Target Group: Participants who need assistance coordinating their supports.

Purpose: Support coordinators help participants manage the complex mix of funded, mainstream, and community-based services. They play a critical role in ensuring that the participant's plan is actioned effectively and that supports are in place for optimal outcomes.

Key Responsibilities:

- Connecting participants with services and supports.
- Monitoring progress toward NDIS plan goals.
- Providing recommendations for plan reviews and necessary adjustments.

National Community Connectors Program

Target Group: Community groups facing social, cultural, or economic barriers in accessing the NDIS..

Purpose: The NCCP is designed to help individuals from marginalized or underrepresented groups, such as culturally and linguistically diverse (CALD) communities, Indigenous Australians, and people experiencing homelessness, access the NDIS.

Key Responsibilities:

- Facilitating access to NDIS services for individuals facing barriers.
- Providing culturally appropriate support and assistance to diverse communities.
- Helping participants understand their rights and access tailored supports

Conclusion

By understanding the structure and regulations of the NDIS, the team will be better equipped to process invoices accurately and efficiently. Always ensure compliance with NDIS guidelines, verify participant eligibility, and adapt to any changes in a participant's plan. Your work plays a crucial role in supporting NDIS participants and maintaining the integrity of the scheme.

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