

# GETTING PLAN READY



A guide for planning  
your future under  
the National Disability  
Insurance Scheme  
**(NDIS)**

This guide is designed to provide information about the scheme, as well as being a tool to assist you to prepare for your initial NDIS Plan.

Our aim is to give you the best possible opportunity to commence a constructive dialogue with your NDIA Planner; this will help you to prepare and clearly explain to your planner the services that are essential to you, now and in the future.

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## *What is the NDIS?*

# Introduction

The National Disability Insurance Scheme (NDIS) commenced fully on 1 July 2016 and will be introduced in stages across Australia over the next three years. The NDIS will provide insurance cover for all Australians in the event of significant and/or lifelong disability. This national system of disability support focuses on the individual needs and choices of people with disability.

This guide is designed to provide information about the scheme, as well as being a tool to assist you to prepare for your initial NDIS Plan. Our aim is to give you the best possible opportunity to commence a constructive dialogue with your NDIA Planner; this will help you to prepare and clearly explain to your planner the services that are essential to you, now and in the future.

### **The process of entering the NDIS will involve the following steps:**

- 1 Determining your access and eligibility
- 2 Planning and documenting your support needs and future goals
- 3 Initial planning meeting
- 4 Options for managing your plan
- 5 Actioning your plan and
- 6 Reviewing your plan

## NDIS ACCESS/ELIGIBILITY

If you already receive supports from a State or Territory government disability program, your details will be automatically provided to the National Disability Insurance Agency (NDIA – the authority that administers the scheme) as agreed between the State and Commonwealth governments. You will then be contacted by a representative of the NDIA when it is time to transition to the NDIS.

For some people already receiving supports from State and Territory disability programs, evidence of their disability may not be needed. This is because some of these programs have the same eligibility criteria as the NDIS.

If a person does not currently receive disability supports and the NDIS is available in their area, they can request access by contacting the NDIA. Once your access request is reviewed, you or your nominee will receive a letter from the NDIA advising if you meet the requirements to become a participant under the NDIS. You will find their contact details at the end of this booklet (see page 39).

### Eligibility Criteria

Along with reviewing relevant medical assessments and reports, you must meet the following criteria:

- 1 Have a permanent and significant disability that affects your ability to take part in everyday activities
- 2 Be an Australian citizen, a permanent resident or a New Zealand citizen who holds a Protected Special Category Visa, and
- 3 Be aged less than 65 when you first access the scheme. You will then be able to continue accessing the scheme after age 65.

# *When does the NDIS begin?*

## NDIS ROLLOUT TIMEFRAMES

### Regional South Australia

The NDIS is being introduced in stages because it is a big change and it's important to make it sustainable. The NDIS is expected to cover all of South Australia and all age groups by July 2018, providing support to approximately 32,000 people living with disability.

#### **1 July 2017**

Barossa, Light and Lower North

#### **1 October 2017**

Limestone Coast, Murray and Mallee

#### **1 January 2018**

Fleurieu, Kangaroo Island, Eyre, Western, Far North, Yorke and Mid North



Source: NDIS South Australian Market Position Statement June 2016

## NDIS ROLLOUT TIMEFRAMES

### Metropolitan Adelaide

A table at the back of this booklet provides a breakdown of council and district areas by rollout timeframes (see page 37).

#### **1 July 2017**

Northern Adelaide

#### **1 October 2017**

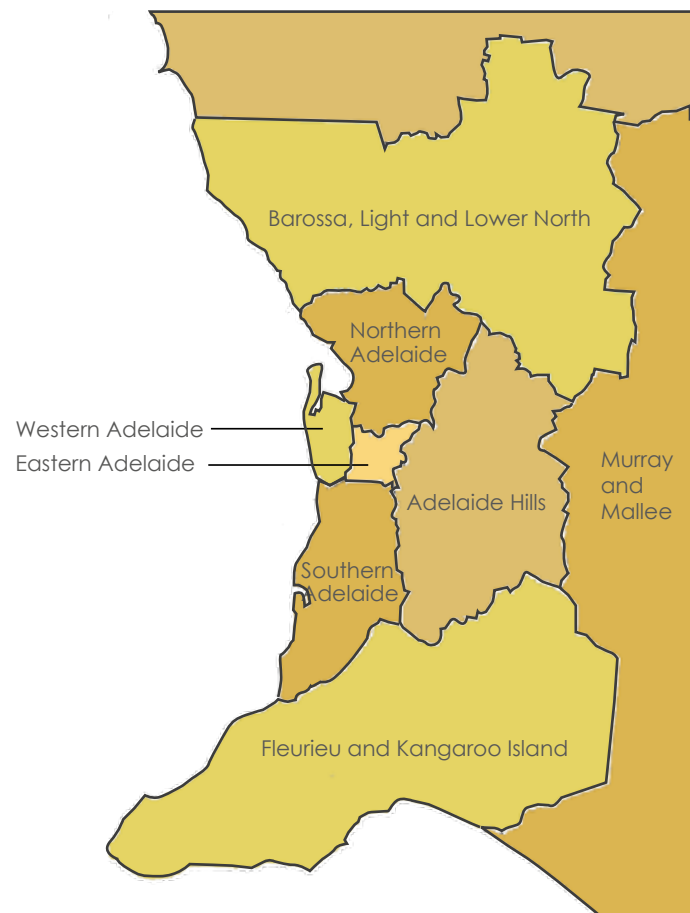
Northern Adelaide (City of TTG)

#### **1 January 2018**

Southern Adelaide

#### **1 April 2018**

Eastern Adelaide, Western Adelaide and Adelaide Hills



Source: NDIS Website/South Australia

# How do I start?

## The Participant Plan

In preparing for your plan, the NDIS will want to have a clear understanding of your needs based on the range of supports you require as well as the intensity of supports you require. These will be particularly important for you to understand as this will determine the funding you receive.

### THE PLANNING PROCESS

Once your access to the NDIS is confirmed, you and/or your nominee will be contacted by a representative of the NDIA to have a planning conversation. The very large majority of people's first plans will be completed over the telephone and this conversation between you (and/or your nominee) and the NDIA representative will be about planning your existing supports, needs and main goals.

Don't assume that you will be able to have a face to face planning meeting, however, if you feel you have compelling reasons as to why this is required, contact the NDIA to discuss your request.



#### TIP

If you do not have a pre-arranged time scheduled for your planning conversation, and you are contacted by a NDIA representative, please clarify the purpose of the phone call. Statements from the NDIA representative such as 'I just have a few quick questions' or 'I'm just wanting to gather some information' may in fact be your planning conversation! Remember, this is an extremely important conversation and it is best not to be 'caught on the fly'!



#### TIP

If you have missed several phone calls from the NDIA, it is imperative that you contact them back as soon as possible.



#### TIP

Make sure you contact your existing provider (e.g. PQSA or HomeCare+) to let them know as soon as your plan is approved.

The NDIS is not intended to replace the supports or services provided by other mainstream systems.

Wherever possible, the NDIS:

- Will assist you to access mainstream systems
- Determine whether the NDIS or another system is more appropriate to fund particular supports, and
- Your NDIS participant's plan may include a range of supports provided by informal, mainstream and community networks. Some of these may be funded by the NDIS.



## RANGE OF SUPPORTS

NDIA Planners undertake your planning meeting and assess needs according to eight 'Life Domain' classifications (see table overleaf) and, in order to develop a tailored plan for you, will consider the following:

- Your current supports;
- Any gaps in supports to achieve your goals. Gaps could include therapies, equipment (including mobility equipment), home modifications, taking part in community activities and/or assistance with employment.



### TIP

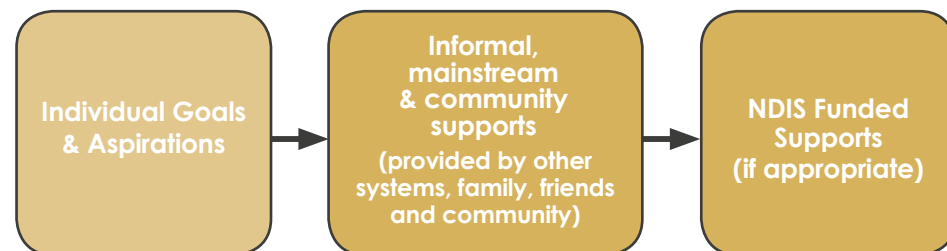
Consider all your daily activities and the aids, equipment, training and/or support that would make your life easier, whether currently provided or not.

The NDIS will assess your needs based on what it deems as 'reasonable and necessary' for provision of equipment, care and support services. These supports and services need to assist you to:

- Achieve your goals
- Become as independent as possible
- Develop skills for day to day living
- Participate in the community, and
- Work and earn money.

To be considered 'reasonable and necessary' a support must:

- Be related to your disability and support needs
- Represent value for money
- Be likely to be effective and beneficial to you, and
- Take into account informal supports given to you by families, carers, networks and community.



Source: NDIS Provider Introductory Information Session

## INTENSITY OF NEED

The NDIS funds different supports based on three levels of need: lower, standard and higher intensity. It is important that you recognise your level of need, particularly if you have complex needs, as this is essential to ensuring the correct level of funding is included in your funding package.

**Lower needs** include occasional to intermittent support to undertake household tasks or self-care activities through a mix of paid and informal supports.

A **standard level of need** includes active assistance to undertake most personal care and daily living tasks. This may also include the provision of basic home and yard maintenance. Formal shared living arrangements (Group Homes) that provide 24/7 support and passive sleep over support also fall under the standard level of needs category.

Examples of **complex and higher need** supports include the provision of stoma care, bowel therapy, home enteral meals (PEG), assistance with diabetes management and active management of complex medical needs such as ventilation.

Formal shared living arrangements (Group Homes) that provides 24/7 support and active overnight support also falls within the complex and higher needs category.



### TIP

Ensure you consider your current and future needs as if your informal supports (e.g. family and friends) are not available to assist you or you are in an unfamiliar environment, such as interstate for work/holiday. This will maximise the reasonable and necessary support you receive under the NDIS without having to rely on others.



**There are eight Life Domains under the NDIS and the purpose of funding falls under three Support Purpose categories:**

EIGHT DOMAINS	Domains include	Flexibility of Funding
	<ul style="list-style-type: none"> <li>• Daily Living</li> <li>• Home</li> <li>• Relationships</li> <li>• Health and Wellbeing</li> <li>• Work</li> <li>• Lifelong Learning</li> <li>• Social and Community Participation</li> <li>• Choice and Control</li> </ul>	Depends on whether the purpose of the funding falls under Core, Capital or Capacity
SUPPORT PURPOSE	Includes	
<b>Core</b>	Personal tasks of daily life at home; training to increase independence and participation in community; transport; everyday equipment and aids (includes translating and interpreting)	Can be used across Support Categories
<b>Capital</b>	Home modifications, vehicle modifications, equipment and aids that require a formal assessment	Restricted to specific items
<b>Capacity</b>	Strengthens and improves your ability to participate and achieve identified goals	Allocated at Support Category levels

At the end of this booklet, we have developed worksheets for each of the eight domains so that you can prepare for your planning conversation.

Each of the domains prompt you to think about:

- Your current situation
- Your current supports and resources
- Your goals
- The supports and resources that are missing that would allow you to reach your goals.



**TIP**

Make sure you consider and document your supports that are essential to your daily living, particularly if your informal supports were to become or are unavailable.

## FUNDED ITEMS

If you use or require or are likely to require any of the following items to be provided under the NDIS, write these down on the Worksheets at the end of this book, to discuss with the NDIS Planner. Please note that this list is not exhaustive.

- Assistive products for hearing
- Assistive products for household tasks
- Assistive products for personal care and safety
- Assistive products for vision
- Bathroom and toilet equipment
- Communication and information equipment
- Continence related equipment
- Equipment for eating or drinking
- Equipment for recreation
- Equipment or aids for dressing or specialised clothing
- Equipment related to walking
- Everyday use items such as continence and home enteral nutrition products (also includes translation/interpreter services)
- Home modifications
- Personal mobility equipment
- Prosthetics and orthotics
- Specialised household furniture
- Specialised seating for wheelchairs and other wheeled mobility equipment
- Specialised strollers, wheelchairs and scooters
- Vehicle modifications

### Items NOT funded include those that are:

- Likely to cause harm to the participant or pose a risk to others
- Unrelated to the participant's disability
- Duplicating other supports already funded or are part of a mainstream service (e.g. health service program)
- Part of day-to-day living expenses incurred by the general public and not related to disability support needs (e.g. rent, groceries, household bills)
- Related in any way to income replacement

## CHOICE AND CONTROL

A key principle underpinning the design of the NDIS is to give Australians with disability far greater choice and control over the supports and services they receive. Each individualised funding package allows participants the right to choose the service agency or agencies they wish to provide the supports identified in their package, and participants are entitled to change service providers should they wish.

## OPTIONS FOR MANAGING YOUR PLAN

There are a number of options available to managing your plan and it essentially comes down to the intensity of involvement and coordination of items within your plan. It is also possible to change how your plan is managed within the life of the plan or at a plan review meeting, which will be held 12 months after it is approved.

# Plan management options

## Self-Managing

The responsibilities are inclusive of all functions from initiation to conclusion, such as selection of agencies, scheduling and coordinating supports, the management and payment of providers and staff, as well as the reconciliation of invoices and all reporting arrangements back to the NDIA and any other legal requirements (e.g. employing staff).

## Self-Directed (Nominee)

This is similar to Self Managing, but it is where another person (intermediary) assists with some aspects (often financial) of management of the support, but where you and/or your family make all the decisions about the what, when, where and who delivers the support.

## Plan Management

You may also request to use a Plan Management Provider, meaning you engage a business/organisation to undertake all financial and administrative processes involved on your behalf. However, if you choose this option, these costs will be included in your plan and funding allocation.



Source: NDIS Presentation 'Provider Introductory Session'

Plan management functions include:

- Finding, negotiating and coordinating the types of supports from a range of providers
- Paying the invoices related to the supports you have received
- Managing all plan expenditure and keeping records of all purchases
- Submitting acquittals for all your expenditure for the year
- Completing and submitting My Plan Purchases forms back to the government each month so you are reimbursed for the expenses incurred
- Complying with legal industrial requirements if choosing to employ support workers, e.g. paying staff award rates, managing the deduction, payment and reconciliation of taxation and superannuation (as required).

## Agency Management

If you choose to nominate the NDIA for this role, the agency will make all the payments necessary to any registered care and/or support providers chosen.

## REVIEW OF PLANS/APEALING YOUR PLAN

Your NDIS Plan will be reviewed every 12 months to see how you are progressing with your goals and to make sure you're getting the support you need.

If you are unhappy with a decision about the support budget(s) in your plan, you can request a review of the plan decision as follows:

- By requesting an 'Internal review of your plan' within three months of the plan being received
- After three months, your plan can only be reviewed if your personal circumstances change significantly and this affects the supports you need from the NDIS. This can be initiated by completing a 'Change of circumstances' form
- If you still believe that your review is wrong, you can apply for an external review by an Appeals Officer. A list of who to contact is available through the Department of Human Services website is at the end of this book. They can assist you with appealing your plan, though this may need to be escalated to the Commonwealth Administrative Appeals Tribunal.

**If you wish to provide feedback and/or complaints to the NDIS you can complete the 'Online Complaint Form' or by calling 1800 800 110.**





## REVIEWING YOUR PLAN PATHWAY



Source: NDIS Presentation 'Starting My Plan'

## *Your toolkit*

# PQSA and HomeCare+ Planning Tool

The services provided by PQSA and HomeCare+ support you to live your life through the provision of essential personal care and functional supports and also those that may add quality and enjoyment to your life. It is very important that you have a clear understanding of all of the services you receive or have previously received from PQSA and HomeCare+.

This will also help you to gain a very clear understanding of any gaps in your services currently and plan for any future goals and aspirations you may have. The more knowledgeable you are about the services you receive, the better prepared you will be in your discussions and request for supports at your first NDIS planning meeting.

### NDIS PRICE GUIDE

The NDIS Price Guide provides a summary of the types of supports that may be funded as part of your plan, and is a useful reference for service providers and participants alike. PQSA has matched its services to the “Support Item and Description” details in the Price Guide. PQSA’s services offered either by HomeCare+ and Support Services are outlined in the next few pages.



Where you see this icon, this indicates the NDIS Price Guide’s (NDIS PG) Support Item that your service relates to and is to be specifically mentioned to your planner.

### WHAT YOU CAN DO NOW TO PREPARE

There are some key things that can be done now in preparing for your first NDIS planning meeting. This meeting will be your chance to clearly communicate your needs and to have a well-defined vision of where you want to be with the support of the Scheme. The NDIS provides you with the opportunity to think about your life as it is now as well as in the future.

**The worksheets contained in this resource on pages 26-35** can be used as a guide to prepare for your planning conversation.





**Therefore, we encourage you to:**

- Not limit your future based on your past experiences
- Be specific about your goals
- Know the types of supports and how often you need support to achieve your goals
- List aids and equipment - for instance, think about the continence aids that you will need for the year including types and quantities, based on appropriate use (e.g. catheters that are designed for 'single use' used once, not re-used and cleaned over and over).  
You can use the Equipment and Aids list at the end of the worksheet to help you work out what you need
- Gather your information together (reports, previous medical and health assessments) in readiness for your planning meeting
- Discuss your needs with your HomeCare+/PQSA contact person to ensure you are clear about your services now and in the future
- Consider documenting a 'typical' day or week in your life, the challenges you encounter and the supports you need if this helps you to clarify your situation
- Remember to also make a note of any annual supports or "ad hoc" (as needed) services you receive.

## EXISTING HOMECARE+ CLIENTS

A good starting place is to review any contracts and funding you have with HomeCare+ that supports you in your daily life. It may also be important to consider any funding that you may have had in the past and no longer do, as well as previous requests that were not approved. This should provide you with a good starting point to review your needs overall.

Many of the services provided by HomeCare+ fall in the NDIS core support category – essential supports that enable you to live your life as autonomously as possible.

**Here is a brief rundown of the core services provided by HomeCare+ and how we believe each may relate to the NDIS support categories.**

### Registered Nurses

Competency based assessment of support workers for health-related procedures is conducted by HomeCare+ Registered Nurses in accordance with relevant legislation, guidelines and policies.

The registered nurses are also involved in the development of Health Care Plans and participate in an on call after hours service.



#### NDIS PG = Individual assessment and support by a nurse

It is really important to use language consistent with the NDIS in your meetings to ensure there is no ambiguity or doubt around your support requirements.

Suggested language when speaking with your planner includes:

‘The registered nurses provide training and supervision of support workers to ensure they can meet my complex care needs.’

## Personal Care and Daily Living

The NDIS considers assistance/supervision with personal tasks of daily life at home (or any other environmental support that is required), training to increase independence and your ability to participate in community, as activities that fall under the Daily Living domain. Everyday equipment and aids, for example continence aids and products, must be documented within this domain. A table of equipment and aids is available at the end of this book to assist with identifying your needs.

When considering your supports, document the length of time required for each self-care activity, the number of Support Workers required, the amount of time that support is required and if any overnight support such as passive or active support, medical overnight support and/or emergency support hours are required. Be mindful to consider any activities that may occur on a monthly, annual, biannual or adhoc basis. Together, these hours must make up your total requested hours.

Please note that the NDIA also considers ‘translating and interpreting’ as a consumable item, therefore if you need these services, this must be included in the hours needed each week.



#### NDIS PG = Assistance with self care activities

It is really important to use language consistent with the NDIS in your meetings to ensure there is no ambiguity or doubt around your support requirements.

Suggested language when speaking with your planner includes:

**Personal care** = ‘assistance with activities of my daily life’

## Domestic assistance, shopping, meals and medical assistance

This area includes any cleaning and meal support, bill paying, grocery/shopping assistance, support to arrange and/or attend medical appointments and also any essential tasks that support you to maintain living in your home such as gardening and home maintenance support.

When considering these supports, document the length of time required for each activity, the number of Support Workers required and the amount of time that support is required that would improve your ability to live as autonomously as possible. Be mindful to consider any activities that may occur on a monthly, annual, biannual or adhoc basis.

### NDIS PG = Assistance with personal domestic activities/house cleaning/house and/or yard maintenance

Suggested language when speaking with your planner includes:

**Domestic Assistance, shopping, meals and medical assistance** =

'assistance with activities of my daily life'

**Home maintenance and gardening** =

'assistance with performing my essential household tasks that I am not able to undertake'

## Social supports and community participation

The NDIS will consider funding the provision of supports to enable a person to engage in community/social or recreational activities within the community, either in a Centre or in the open community; however, we encourage you to discuss your needs with the NDIA Planner, as this area will be very much dependent on your personal circumstances, e.g. level of disability and other contributing factors, such as the level of informal family support and impacts of isolation.

### NDIS PG = Assistance to access community, social and recreational activities

Suggested language when speaking with your planner includes:

**Social and recreational support** = 'increasing opportunities' or 'expanding opportunities to participate'

## Transport

NDIS also includes transport assistance for community, educational, recreational or vocational purposes and if approved within your plan, an amount of funding will be available for your use. The NDIS has created three levels of support for transport assistance and will assess your needs against these. This may also include Mobility Allowance.

Funding for transport assistance is limited to those who cannot use public transport due to their disability.

### NDIS PG = Transport allowance

If you receive Mobility Allowance and/or Access Cab vouchers, we recommend that you ask for clarity as to how this will translate to your plan.

Suggested language when speaking with your planner includes:

**Transport** = 'unable to use public transport' = 'assistance with specialised transport'

The worksheets that relate to all of HomeCare+ services are 'Daily Living' on page 26 and 'Social and Community Participation' on page 32.

## EXISTING SUPPORT SERVICES (PQSA) Clients

The services provided by Support Services are not included in state-funded/existing service contracts and are provided at no cost to you. If you currently receive these services or have in the past and may need them in the future, regardless of the frequency, it is very important that you document and discuss these as part of your NDIS Planning meeting.

This is because these services may be instrumental in meeting some of your additional supports that are not provided or available through other systems such as the health sector.

Another way to look at it is to consider the gaps in your life if you were unable to have these services in the future, and the impact of this. If you receive any of the services listed below, please check the descriptions at the top of each sheet to see where they may be included.

**Here is a brief rundown of the Support Services programs, what they offer and how we believe each may relate to the NDIS support categories.**

## Community Lifestyle Advisory Service

Provides a specialist consultation, referral and education nursing service to clients with a physical or neurological disability living in the community, with a focus on specialist neurogenic bladder and bowel management and continence assessments, functional skills education and re-education including new adaptive equipment.

The Community Lifestyle Advisory Service provides supports that are not currently available in the broader health care sector; therefore, it is vital that any services you receive are clearly discussed and outlined as being essential to maintaining your independence and wellbeing.

The Advisors assist with continence assessments and reviews, skin reviews, posture reviews, chair reviews, lifestyle and transfer reviews, annually, biannually or as required. Also included is the referral and liaison with specialists and other allied health professionals as required.

**The Worksheets that may relate to this service include 'Daily Living' on page 26, 'Health and Wellbeing' on page 29 and 'Choice and Control' (Coordination of Supports) on page 33.**



### NDIS PG = Community nursing care

Suggested language when speaking to your planner:

**Specialist continence assessments =**

'responding to my complex care needs not provided by the health system when living in the community'

**Functional skills education and re-education =**

'provision of care and training to strengthen my ability to live and participate in the community'

**Referral and problem solving support =**

'coordination of supports to increase/strengthen my ability to participate in the community'.

## Peer Support

Provides a specialist peer support advocacy service to clients with a spinal cord injury and/or family members whilst they are undergoing rehabilitation through to six months post discharge community support.

**The worksheet relevant to this service is 'Social and Community Participation' on page 32.**

### NDIS PG = Life transition planning including mentoring, peer support and individual skill development

Suggested language when speaking to your planner:

**Adjusting to living back at home and accessing the community =**  
'life transition support and planning, including mentoring and peer support and skills development'

**Functional skills education and re-education =** 'provision of care and training to strengthen my ability to live and participate in the community'

**Assisting life transition with Peer support =** 'increased social and community participation through skills re-training/development'.

## Recreation Program

Adults with a physical or neurological condition and who use a wheelchair meet on a fortnightly basis and are involved in a range of activities including outings and tours of various venues and events.

**The Worksheet relevant to this service is 'Social and Community Participation' on page 32.**

### NDIS PG = Assistance to access community, social and recreational activities

Suggested language when speaking to your planner:

**Participating in social and recreational activities =**  
'group based community, social and recreational activities'.

## Volunteer Program - Home Handyman Service

Provides a range of services to adults with physical or neurological conditions that include an informal home visiting service, telephone support, a home handyperson and gardening service, dog walking and assistance at our technology hub QWERTY (Hampstead Rehabilitation Centre).

### NDIS PG = House and/or yard maintenance

Suggested language when speaking to your planner:

**Home maintenance and gardening =**  
'assistance with performing my essential household tasks that I am not able to undertake'

## Volunteer Program - Social Support Service

Provides a range of services to adults with physical or neurological conditions that include an informal home visiting service, telephone support and dog walking.

### NDIS PG = Assistance to access community, social and recreational activities

Suggested language when speaking to your planner:

**Assistance to access the community, social and recreational support =**  
'increasing opportunities' or 'expanding opportunities for me to participate in social activities and maintain contact with others'.

**The worksheets relevant to this area include 'Daily Living' (essential tasks to maintain your home, e.g. gardening/handyperson) on page 26 and 'Social and Community Participation' on page 32.**

## Discovering the Power in Me (DPM)

DPM is a two-day workshop aimed at assisting people develop inner strength and resilience to reassert control of one's life, increase engagement within community and improve wellbeing, mental health and optimism.

The Worksheets that may relate to this service include 'Daily Living (improved skills and self-knowledge, personal growth) on page 26, 'Health and Wellbeing' on page 29, 'Social and Community Participation' (skills development) on page 32.

### NDIS PG = Life transition planning including mentoring, peer support and individual skill development

Suggested language when speaking to your planner:

The program supports me to 'improve interactions with my social networks'

And/or 'engage effectively in the community and helps me to achieve my goals'

And/or 'empowers me to gain insight into my life and make informed decisions'

And/or 'participate in life transition planning including mentoring, peer support, and individual skill development'.

## Accommodation Advisory Service

Provides information, referral and an advocacy service for people with a physical disability to discuss and potentially source accessible accommodation.

The Worksheet relevant to this service is 'Home' on page 27.

### NDIS PG = Assistance with accommodation and tenancy obligations

Suggested language when speaking to your planner:

This service provides me with 'assistance to improve my living arrangements'

And/or 'assistance with accommodation and tenancy obligations such as assisting to apply for rental tenancy and other obligations'.

## Home Based Counselling Service

Provides assistance in adapting to living in the community after sustaining a spinal cord injury including providing information and establishing links to services and resources available within the community.

The Worksheet relevant to this service is 'Daily Living' (improved daily living - individual counselling) on page 26.

### NDIS PG = Individual counselling

Suggested language when speaking to your planner:

This service assists with 'improving my daily living situation through individual counselling sessions'

And/or 'improves my self-knowledge, emotional acceptance and growth'

And/or 'assists me to work towards my personal goals and gain greater insight into my life'.



## Take a Break

Family and friends have the opportunity to come together to share a meal at a metropolitan hotel, providing an opportunity to enjoy friendship and conversation in a caring, supportive and nonjudgmental environment. It provides the opportunity for carers to discuss matters related to the caring role.

**The Worksheet relevant to this service is ‘Daily Living’ (improved daily living- training for parents/carers) on page 26.**



### NDIS PG = Training for carers/parents

Suggested language when speaking to your planner:

**As a Carer, this service provides support, information and education to =**

‘Improve my knowledge in my caring role in areas such as daily living skills and education’.

## Qwerty Technology Hub

Based at Hampstead Rehabilitation Centre, QWERTY reduces the isolation experienced by those in long term rehabilitation, ensuring people have options to access information and connect with family and friends.

**The Worksheet relevant to this service is ‘Social and Community Participation’ on page 32.**



### NDIS PG = Individual skill development and training

Suggested language when speaking to your planner:

QWERTY ‘empowers me to improve my interactions with my social networks using technology’

And/or ‘provides me with opportunities to increase my skills using adaptive equipment for social purposes’.

## *Some final points*

### GOALS

During your conversation with the NDIA Planner, there will be a focus on identifying goals in your life across the eight domains. It is really important to consider your current and future circumstances in terms of goals to support your requests. Goals can relate to any aspect of your life; here are some generic examples:

“I would like to do my own shopping and bill paying so that I have more choice and control over this aspect of my life”

“I would like to find a hobby that I enjoy.”

“I would like to enrol in TAFE to complete a Certificate IV in Workplace Training and Assessment.  
Before I can do this I will need to get an electric wheelchair so that I can access TAFE independently.”

“I would like to have access to training in planning and plan management to allow me to eventually manage my plan independently.”

### PLAN ESTABLISHMENT FEE

If you are likely to receive more than 20 hours per month of Personal Care or Community Access support (in your core supports budget), and you intend to request assistance from PQSA/HomeCare+ to assist you in establishing and implementing your services in your plan, please ask for the establishment fee to be included in your plan.

### THE NDIS PLAN CONVERSATION

Many of the planning conversations undertaken by NDIS will occur by telephone. If you do not have a pre-arranged time scheduled for your planning discussion, and you are contacted by a NDIS representative, please check to see if this call is in place of your ‘planning meeting’. If it is, and you are not prepared or do not have enough time, you have the choice to have it rescheduled to a more suitable time.

Remember, this is an extremely important conversation and it is best not to be ‘caught on the fly’!





## SUPPORT COORDINATION

If you need assistance to coordinate your supports and services and/or resolving points of crisis, ask your NDIA Planner to have support coordination in your plan.

## WORKSHEETS AND ROSTER GUIDES

The worksheets and roster on the following pages have been developed to assist you in clearly documenting your immediate support needs, short term and future goals and aspirations you receive from HomeCare+ and/or PQSA Support Services.

**Reinforce your needs by using statements such as ‘these assist me to live as autonomously/ independently as possible’ or ‘the social supports and activities I receive reduce my isolation’.**

**Make sure you consider and document the supports that are essential to your daily living and as if your informal supports are unavailable.**

# Planning Resource - Worksheets



## Daily Living

CONSIDER: Assistance/supervision with personal tasks of daily life at home; Training to increase independence and participation in community; Transport assistance for community, educational, recreational or vocational purposes; Everyday equipment and aids are to be included in this section (see table at the end of this book). Note that the NDIA also considers 'translating and interpreting' as a consumable item.

<b>MY CURRENT SITUATION</b>	
<b>MY CURRENT SUPPORTS AND RESOURCES</b>	
<b>MY GOALS</b>	
<b>WHAT SUPPORTS AND RESOURCES ARE MISSING THAT WOULD ALLOW ME TO REACH MY GOALS</b>	

# Home

CONSIDER: Assistance sourcing accessible accommodation; Home modifications to enable independent living and living safely at home; assistive technologies, aids and equipment that support daily living, e.g. communication devices or switches (also includes assessments and training); Vehicle modifications either for a driver or passenger.

## MY CURRENT SITUATION

## MY CURRENT SUPPORTS AND RESOURCES

## MY GOALS

## WHAT SUPPORTS AND RESOURCES ARE MISSING THAT WOULD ALLOW ME TO REACH MY GOALS

# Planning Resource - Worksheets

## Relationships

The NDIA makes note that this domain specifically relates to people who have significant difficulties relating with people in all settings and need individualised social skills development and or the need for specialist assessments and training to address significant harmful behaviours of concern. This section may be of more relevance for people on the Autism Spectrum, Intellectual Disability and/or Brain Injury.

<b>MY CURRENT SITUATION</b>	
<b>MY CURRENT SUPPORTS AND RESOURCES</b>	
<b>MY GOALS</b>	
<b>WHAT SUPPORTS AND RESOURCES ARE MISSING THAT WOULD ALLOW ME TO REACH MY GOALS</b>	

## + Health & Wellbeing

CONSIDER: Activities to support and maintain wellbeing such as personal training, exercise to maintain or increase physical mobility and advice from a Dietician to maintain health due to impact of disability.

**MY CURRENT SITUATION**

**MY CURRENT SUPPORTS  
AND RESOURCES**

**MY GOALS**

**WHAT SUPPORTS AND  
RESOURCES ARE MISSING  
THAT WOULD ALLOW ME  
TO REACH MY GOALS**

# Planning Resource - Worksheets



CONSIDER: Assistance with transition from school into employment; employment related assessment and counselling; support and assistance to find and keep a job in the open or supported employment.

<b>MY CURRENT SITUATION</b>	
<b>MY CURRENT SUPPORTS AND RESOURCES</b>	
<b>MY GOALS</b>	
<b>WHAT SUPPORTS AND RESOURCES ARE MISSING THAT WOULD ALLOW ME TO REACH MY GOALS</b>	

## Lifelong Learning

CONSIDER: Provision of skills, training, advice and assistance to allow someone to move from school into further education and may include orientation support and assistance.

**MY CURRENT SITUATION**

**MY CURRENT SUPPORTS AND RESOURCES**

**MY GOALS**

**WHAT SUPPORTS AND RESOURCES ARE MISSING THAT WOULD ALLOW ME TO REACH MY GOALS**

# Planning Resource - Worksheets

## Social and Community Participation

CONSIDER: Participation in skills-based learning to develop independence in accessing community, including supports to access community programs and opportunities.

<b>MY CURRENT SITUATION</b>	
<b>MY CURRENT SUPPORTS AND RESOURCES</b>	
<b>MY GOALS</b>	
<b>WHAT SUPPORTS AND RESOURCES ARE MISSING THAT WOULD ALLOW ME TO REACH MY GOALS</b>	





## Choice and Control

CONSIDER: Coordination of supports and assistance to build plan management skills, e.g. engaging providers for services, payment of accounts, financial reconciliation skills and supports to identify preferred options and strengthen decision making skills.

<b>MY CURRENT SITUATION</b>	
<b>MY CURRENT SUPPORTS AND RESOURCES</b>	
<b>MY GOALS</b>	
<b>WHAT SUPPORTS AND RESOURCES ARE MISSING THAT WOULD ALLOW ME TO REACH MY GOALS</b>	

# Planning Resource - Roster Guide



## Roster of Current Supports

	Mornings	Afternoons	Evenings	Overnight
MONDAY				
TUESDAY				
WEDNESDAY				
THURSDAY				



## Roster of Current Supports

	Mornings	Afternoons	Evenings	Overnight
FRIDAY				
SATURDAY				
SUNDAY				
PUBLIC HOLIDAYS				

## EQUIPMENT AND AIDS

This non exhaustive list can help you identify the types of equipment and aids you can include in your NDIS Plan. Some brands/varieties may be needed more often than others, so be sure to consider how many and how often items are required per annum/bi annually.

Any items prescribed by a Doctor/Specialist and/or Allied Health Specialist (OT, Speech, Dietician, Physio), such as home enteral nutrition (PEG) products, are also recommended to be discussed at your planning conversation.

Daily Living	Quantity	Continance	Quantity	Mobility	Quantity	Driving	Quantity
Bed		Catheters		<b>Wheelchairs</b>		Hand controls	
Bed ladder		Change pack		Manual chair		Key safe	
Bed ring		Leg bag emptier		Power chair		Portable ramps	
Cooking utensils		Leg bags		shower chair		Slide board	
Cutlery		Lubricants		Sport chair		Slide sheets	
Hoist		Mattress protectors / Kylies		Beach chair		Steering knob	
Hydration bottles		Night bags / bottles		Batteries		Car Wheelchair hoist	
Palm pockets		Underpads (Blueys)		<b>Chair Accessories</b>		Car / person transfer hoist	
Push mits		External Sheaths (Uridomes)		Calf strap		Custom transfer wedge	
Sling		Gloves		Chest strap			
Splints		Sterilising solution		Cushion cover		<b>Miscellaneous</b>	
Stable table		Urinal bottles		Leg strap		Emergency call system	
Typing splint		Peristeen		Posture cushion and backrest		Chin control and technology	
Foam surround				Tyres / wheels		Dragon dictation software	
Elbow protectors				<b>Seating / Pressure devices</b>		Environmental controls	
Heel protectors				Pressure redistributing cushion		Travel support (after taxi subsidies exhausted)	
Gripper sticks				Car / Travel cushion		Health and exercise advice	
Plastic floor mat				Cushion replacement annually		Allied Health equipment prescription	
Shower aids				<b>General Support</b>		Medical sheepskin	
Pressure redistribution mattress				Pressure redistributing devices		Assistance Dog	
				Slide board / sheets			

# NDIS rollout timeframes

## NDIS Rollout Adults 18-64 years

### 1 JULY 2017

#### Northern Adelaide

- City of Playford
- City of Salisbury
- City of Port Adelaide Enfield (East)

#### Barossa Light and Lower North

- Barossa Council
- Town of Gawler
- Light Regional Council
- District Council of Mallala

### 1 OCTOBER 2017

#### Northern Adelaide

- City of Tea Tree Gully

#### Limestone Coast

- District Council of Grant
- Kingston District Council
- Naracoorte Lucindale Council
- City of Mt Gambier
- District Council of Robe
- Tatiara District Council
- Wattle Range Council

#### Murray and Mallee

- Berri Barmera Council
- The Coorong District Council
- District Council of Loxton Waikerie
- Southern Mallee District Council
- District Council of Karoonda East Murray
- Mid Murray Council
- The Rural City of Murray Bridge
- District Council of Renmark Paringa

## NDIS Rollout Adults 18-64 years

### 1 JANUARY 2018

#### Southern Adelaide

- City of Holdfast Bay
- City of Marion
- City of Mitcham
- City of Onkaparinga

#### Fleurieu and Kangaroo Island

- Alexandrina Council
- Kangaroo Island Council
- City of Victor Harbor
- District Council of Yankalilla

#### Eyre Western

- District Council Ceduna
- District Council of Cleve
- District Council of Elliston
- District Council of Franklin Harbour
- District Council of Kimba
- District Council of Lower Eyre Peninsula
- City of Pt Lincoln
- District Council of Streaky Bay
- District Council of Tumby Bay

#### Eyre Western cont.

- The Corporation of the City of Whyalla
- Wudinna District Council Far North
- District Council of Coober Pedy
- The Flinders Ranges Council
- Port Augusta City Council
- Municipal Council of Roxby Downs
- Anangu Pitjantjatjara Yankunytjatjara

#### Yorke and Mid North

- District Council of Barunga West
- Clare & Gilbert Valleys Council
- District Council of the Copper Coast
- Regional Council of Goyder
- District Council of Mt Remarkable
- District Council of Orroroo Carrieton
- Northern Areas Council
- District Council of Peterborough
- Port Pirie Regional Council
- Wakefield Regional Council
- Yorke Peninsula Council

## NDIS Rollout Adults 18-64 years

### 1 APRIL 2018

#### Eastern Adelaide

- City of Adelaide
- City of Burnside
- City of Campbelltown
- The City of Norwood, Payneham & St Peters
- City of Prospect
- City of Unley
- Corporation of the Town of Walkerville

#### Western Adelaide

- City of Charles Sturt
- City of West Torrens
- City of Port Adelaide Enfield (West)

#### Adelaide Hills

- Adelaide Hills Council
- District Council of Mount Barker



# Useful Contacts

## VISIT THE NDIS WEBSITE

[www.ndis.gov.au](http://www.ndis.gov.au)

Phone **1800 800 110**  
between 8am – 11pm local time  
Monday to Friday

## VISIT AN NDIS OFFICE

### Broken Hill

180 Beryl Street  
[brokenhill@ndis.gov.au](mailto:brokenhill@ndis.gov.au)

### Elizabeth

47-49 Elizabeth Way  
[elizabeth@ndis.gov.au](mailto:elizabeth@ndis.gov.au)

### Enfield

298-302 Main North Road  
[enfield@ndis.gov.au](mailto:enfield@ndis.gov.au)

### Marion

8 Warracowie Way  
[marion@ndis.gov.au](mailto:marion@ndis.gov.au)

### Modbury

96 Reservoir Road  
[modbury@ndis.gov.au](mailto:modbury@ndis.gov.au)

### Mount Gambier

5 Percy Street  
[mountgambier@ndis.gov.au](mailto:mountgambier@ndis.gov.au)

### Murray Bridge

2 Sturt Reserve Road  
[murraybridge@ndis.gov.au](mailto:murraybridge@ndis.gov.au)

### Noarlunga

9 Alexander Kelly Drive  
[noarlunga@ndis.gov.au](mailto:noarlunga@ndis.gov.au)

### Norwood

49 Edward Street  
[norwood@ndis.gov.au](mailto:norwood@ndis.gov.au)

### Port Adelaide

72 Lipson Street  
[portadelaide@ndis.gov.au](mailto:portadelaide@ndis.gov.au)

### Port Augusta

34 Stirling Road  
[portaugusta@ndis.gov.au](mailto:portaugusta@ndis.gov.au)

### St Marys

15-31 Ayliffes Road  
[stmarys@ndis.gov.au](mailto:stmarys@ndis.gov.au)

Translator or other assistance

**1800 800 110**

Text telephone (TTY) user

**1800 555 677** then ask for 1800 800 110

Speak and Listen (speech-to-speech relay)

**1800 555 727** and ask for 1800 800 110

National Relay Service website for various options

**[www.relayservice.gov.au](http://www.relayservice.gov.au)** or telephone Speak & Listen **1800 800 110**

NDIS Appeals Officers

For the most up to date information on who to contact go to  
**[www.dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/ndis-appeals](http://www.dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/ndis-appeals)**

### **Linda Macmillan - Projects Coordinator, PQSA**

[lindam@pqsa.asn.au](mailto:lindam@pqsa.asn.au)

(08) 8355 3500

1800 063 419 (country callers)

VERSION 2

Disclaimer: Every effort has been made to ensure the information in this Guide is accurate at the time of production, however it may change in the future. Information contained in this document has been sourced from NDIS resources. February 2018.



## PQSA/HomeCare+ Locations

### HomeCare+ Adelaide

Ground Floor  
225 Greenhill Road  
Dulwich SA 5065  
T: 08 8355 3500  
1800 063 419 (toll free)  
F: 08 8355 3511  
[info@homecareplus.asn.au](mailto:info@homecareplus.asn.au)

### HomeCare+ South East

Shop 5-6 Ripley Arcade  
27 Commercial Street  
Mount Gambier SA 5290  
T: 08 8723 3788  
F: 08 8723 1660  
[info@homecareplus.asn.au](mailto:info@homecareplus.asn.au)

### HomeCare+ Riverland

7 Riverview Drive  
PO BOX 210  
Berri SA 5343  
T: 08 8582 4654  
F: 08 8582 4491  
[info@homecareplus.asn.au](mailto:info@homecareplus.asn.au)

### HomeCare+ Mid North

92 Main Road  
PO Box 1639  
Port Pirie SA 5540  
T: 08 8632 2122  
F: 08 8632 2122  
[info@homecareplus.asn.au](mailto:info@homecareplus.asn.au)

### HomeCare+ Eyre Peninsula

25 Napoleon Street  
(by appointment only)  
PO Box 623  
Port Lincoln SA 5606  
T: 08 8683 3188  
F: 08 8682 1267  
[info@homecareplus.asn.au](mailto:info@homecareplus.asn.au)

### HomeCare+ Yorke Peninsula

Shop 5, Forster Street  
PO Box 249  
Kadina SA 5554  
T: 08 8821 1279  
F: 08 8821 2608  
[info@homecareplus.asn.au](mailto:info@homecareplus.asn.au)