

Transition to the National Disability Insurance Scheme (NDIS) in South Australia

Information for Clients

This information is for people with disability who currently receive specialist disability services from the State Government.

The National Disability Insurance Scheme is called the NDIS. The NDIS is the new way of providing support for Australians with disability, their families and carers.

The NDIS is a big change and it will be progressively rolled out in South Australia. The National Disability Insurance Agency (NDIA) is the government agency that is responsible for the roll out of NDIS.

People with disability will gradually enter the NDIS at different times depending on their age and where they live. Current specialist disability services will continue to be provided until they move to the NDIS and the South Australian Government is working with the NDIA to help make this a smooth process.

When will I move to the NDIS?

Children up to 14 years of age have been transitioning to the Scheme since July 2013. Young people 15 to 17 years of age started entering the Scheme from January 2017.

From **1 July 2017** eligible people with disability, aged 18 to 64 years and currently receiving specialist disability services from the State Government will begin to enter the NDIS based on where they live.

From 1 July 2017	Barossa, Light and Lower North and the Local Government Areas of Playford, Salisbury and Port Adelaide Enfield (East)
From 1 October 2017	The Local Government Area of Tea Tree Gully, Limestone Coast and Murray and Mallee
From 1 January 2018	Fleurieu and Kangaroo Island, Southern Adelaide, Eyre and Western, Far North and Yorke and Mid North
From 1 April 2018	Adelaide Hills, Eastern Adelaide and Western Adelaide



I live in a group home so when will I move to the NDIS?

If you live in a group home (supported accommodation) provided by a State Government or a non-government organisation you will start to enter the NDIS from **1 November 2017** and the timing of when you will enter the NDIS will depend on the location of the group home in the following State Government Regions:

From 1 November 2017	City of Salisbury, City of Playford, City of Port Adelaide Enfield East, City of Barossa, Light and Lower North
From 1 December 2017	Limestone Coast and Murray Mallee, City of Tea Tree Gully
From 1 March 2018	Far North and Yorke Mid North, Fleurieu and Kangaroo Island , Southern Adelaide, Eyre and Western
From 1 June 2018	Western Adelaide, Eastern Adelaide, Adelaide Hills

How will I move to the NDIS?

Because you are currently receiving specialist disability services from the State Government, we have been working with NDIA to make the process easier for you.

To do this we have provided your contact details to the NDIA and the Minister for Disabilities will be writing to you to confirm that you are transitioning to the NDIS. Up to six months before you move to the NDIS, the NDIA's National Access Team will contact you or your family or guardian by phone and will ask you questions to confirm your access to the NDIS.

NDIA refer to people who are eligible for the NDIS as Participants.

Once you have been made a Participant of the NDIS, you and /or your family or guardian will be contacted by a representative of the NDIA to book a planning conversation. This can be over the phone or in person, depending on what works for you. Your current services will continue while you wait to be contacted for your planning appointment.

Is the process different if I live in a group home?

If you live in a group home, the NDIS will still contact you or your family or guardian by phone and will ask you questions to confirm your access to the NDIS.

Once the NDIA has confirmed that you are eligible for the NDIS they will contact your service provider to arrange a time to come out to your group home to explain how the NDIS works and what it means for you.

After this the NDIS will arrange to come back to have a first planning conversation with you. This can be over the phone or in person, depending on what works for you.

Developing your first NDIS plan

Your first plan is the start of your relationship with the NDIS.

Your first plan will identify the reasonable and necessary supports you require to meet your immediate needs and start to identify and achieve your goals

In some cases your first plan may be completed over the phone, through a planning conversation between you (and/or your family or guardian) and the NDIA about your existing supports needs and main goals.

To help prepare you for your first planning meeting with the NDIA, your current support staff will gather information about your current services and seek your consent to provide this information to the NDIA.

To get ready for your first NDIS planning conversation, start thinking about what your current and immediate necessary supports are.

On the “First Plan” page (<https://www.ndis.gov.au/participants/firstplan.html>) you can download more information including:

- Developing your first NDIS plan
<https://www.ndis.gov.au/medias/documents/h1f/h54/8800549568542/Developing-your-NDIS-plan.pdf>
- A Planning Conversation Checklist to help you get ready for your first planning conversation.
<https://www.ndis.gov.au/medias/documents/h1e/h67/8800549863454/Checklist-planning-conversation.pdf>

You can watch the video about getting ready for your first planning conversation with the NDIS: https://www.youtube.com/watch?v=w-Jt9XGa_sA&feature=youtu.be

Your first NDIS plan will provide you with individualised funding and will generally be for 12 months. If your circumstances or needs change you can talk to the NDIA about having your plan reviewed at any stage.

Who can attend the first plan meeting?

Participants are able to have a support person with them during their discussions with their NDIA representative. This could be a family member, friend, carer or support worker. The needs, strengths and capacities of carers are also considered as part of the planning and assessment process.

What if I can't participate in a conversation over the phone?

If you are not able to complete your planning conversation over the phone or are not in a position to do so, the NDIS will make alternative planning arrangements. This may be a face to face conversation.

Everyone will have the same access to supports and services irrespective of how their planning conversation takes place.

What happens once I have an approved plan?

Once your first plan is finalised you will be contacted by an NDIA representative to discuss how to put it into action.

The NDIA will work with you to implement your plan. This support could be provided by a Local Area Coordinator, a Plan Support Coordinator or another party who will help you to connect with community and mainstream or funded supports.

It will be important that you tell your current provider that you have met with a NDIA representative and have an approved plan in place. It will also be important to tell them whether you want to continue getting services from them or choose another provider.

Your first plan will give you time to think about how the supports in your NDIS plan are working for you and what else you might need to achieve your longer-term goals before your scheduled plan review in 12 months.

You can find more information and factsheets at the "Starting your NDIS Plan" page on the NDIS website. <https://www.ndis.gov.au/participants/startingmyplan.html>

Community Information sessions and Expos

The South Australian Government is hosting a series of community expos across the state over the next 12 months to help people find out more about the NDIS.

For more information about the NDIS Community Expos, including registrations to attend, visit www.mysupportmychoice.sa.gov.au

NDIS Events

You can check the NDIS events page for South Australia to see when they will be holding information events in your area at www.ndis.gov.au/news/events/sa. If you cannot attend, or have difficulty using the internet, you can phone NDIA on 1800 800 110 and ask for additional assistance.

I am having a problem with my disability services, how do I make a complaint?

If you have any queries regarding your current supports talk with your Service Provider, Service Coordinator in your local office or Supported Accommodation Staff.

If it is not resolved, you can contact the Department for Communities and Social Inclusion who may be able to help you or refer you to someone who can. Visit www.dcsi.sa.gov.au/feedback or call 1300 786 117.

You can also contact the Health and Community Services Complaints Commissioner for assistance – call (08) 8226 8666 or 1800 232 007 or go to www.hcscs.sa.gov.au.

Information about and feedback on the NDIS

If you want information about NDIS or you are unsure about something, you can call on 1800 800 110 or send an email to feedback@ndis.gov.au.

We encourage you to visit the website www.ndis.gov.au to find more information.