

# Your guide to the National Disability Insurance Scheme in South Australia



[www.mysupportmychoice.sa.gov.au](http://www.mysupportmychoice.sa.gov.au)



Government of  
South Australia



# A snapshot of the National Disability Insurance Scheme (NDIS) in South Australia:

The introduction of the NDIS in SA is part of the national rollout of the Scheme, with all Australians covered by June 2020.

People under the age of 18 are already entering the scheme.

The NDIS will provide support to people living with disability who have received services in the past as well as people who have not.

More than 32,000 people in SA will receive support from the NDIS.

South Australians aged between 18-64 transition to the new scheme from 1 July 2017 and this will be largely complete by the end of 2018.

The workforce in the disability sector will increase by up to 6,000 new jobs in the state.

The South Australian Government is investing \$723 million into the NDIS when it's fully rolled out in 2018-19. The total cost is \$1.5 billion.

# A message from the Minister

The introduction of the National Disability Insurance Scheme (NDIS) in South Australia will dramatically change the lives of 32,000 people with a disability, their carers and their families.

For the first time, people with a disability will have real choice and control over the supports they receive to lead the life they want to lead.

The South Australian Government has a proud history of supporting people with disability.

Now, we're undertaking the biggest social reform since the introduction of Medicare.

South Australia was one of the first states to sign up to the NDIS and, at full rollout, the State Government will be investing \$723 million into the Scheme.

We're putting people with disability at the centre of decision-making while, at the same time, bringing economic benefits through the creation of 6,000 new jobs.

There's never been a better time to consider working in the disability sector, with the South Australian Government supporting a range of skills and training programs to prepare people for a broad variety of roles.

While the Commonwealth Government is responsible for the rollout of the NDIS through the National Disability Insurance Agency (NDIA), the South Australian Government remains committed to supporting and advocating for our citizens.

Already we are seeing the great change the NDIS has made in the lives of many South Australian children.

I'm excited about what it will mean for people right across our state over the coming years.



**Leesa Vlahos MP**  
**Minister for Disabilities**

"The NDIS  
means I can get  
support to pursue  
my passions."

– Mikayla



To find out more about Mikayla's story, visit [www.mysupportmychoice.sa.gov.au](http://www.mysupportmychoice.sa.gov.au)

# About the NDIS

The NDIS is a new way of delivering services and support for people with permanent disability in Australia.

With the NDIS, people with disability can choose supports and services to meet their individual needs, rather than have to fit into a one-size-fits-all system.

The National Disability Insurance Agency (NDIA) is the agency responsible for implementing the NDIS.



## Why do we need the NDIS?

People with disability have the same rights as other Australians to choice and control over their lives.

The NDIS recognises that everyone's needs and goals are different.

The Scheme provides people with individualised support and the flexibility to manage their supports so that they can live the life they choose.

Australians will now have peace of mind that if their child or loved one is born with or acquires a disability they will get the support they need, when they need it.

# Step 1

## Eligibility

### Who can access the NDIS?

You can access the NDIS depending on your age, residency and disability.

- Age - if you are under 65 years of age.
- Residency - if you live in Australia and are an Australian citizen, or you have permission to live here permanently.
- Disability - if your disability is life-long and affects how you manage everyday activities. This means you need help from other people or special equipment to do certain things.

If you already receive disability support you will be contacted by an NDIS representative when it's time to transition to the NDIS.

If you don't currently receive disability services but think you could be eligible, call 1800 800 110 or go to [www.ndis.gov.au](http://www.ndis.gov.au) to request access to NDIS services.



# Step 2

## Plan

### How does the NDIS work?

When you enter the NDIS you become a participant. Participants work with an NDIA representative to develop an individual plan. The NDIS funds supports that will help you to achieve your goals.

Once you have your plan you can choose how you manage your funding and you can also choose the providers you want to deliver your supports.

Your plan will be reviewed regularly to see how you are progressing with your goals and to make sure you're getting the right support.

If your circumstances change in between reviews, plans can be adjusted in consultation with the NDIA.

### What kinds of services and support are available?

Each plan will set out your goals. Funding to support the goals is organised into three different budgets:

1 —

#### Core supports

day-to-day living support and activities so you can better participate in the community

2 —

#### Capital supports

resources or equipment, such as wheelchairs, assistive technology or home and car modifications

3 —

#### Capacity building supports

like building life skills, educational opportunities or helping you find a job.

For more information about the NDIS call 1800 800 110 or go to [www.ndis.gov.au](http://www.ndis.gov.au)

## Step 3 Services

### When will the NDIS be available?

The trial of the NDIS commenced in SA in July 2013 for children aged up to 14 years.

Young people aged between 15 and 17 years of age in South Australia began their transition to the Scheme on 1 January 2017.

The NDIS becomes available from 1 July 2017 for adults aged 18 to 64 years according to where you live.

If you are already receiving specialist disability support services you will continue with your existing supports until you transition to the NDIS.





## The NDIS will be available in these regions from these dates:

### from 1 July 2017 in:

- Northern Adelaide (Playford, Salisbury, Port Adelaide Enfield — East)
- Barossa, Light and Lower North

### from 1 October 2017 in:

- North Eastern Adelaide (Tea Tree Gully)
- Murray and Mallee
- Limestone Coast

### from 1 January 2018 in:

- Southern Adelaide
- Fleurieu and Kangaroo Island
- Yorke and Mid North
- Far North
- Eyre and Western

### from 1 April 2018 in:

- Western Adelaide  
(including Port Adelaide Enfield — West)
- Adelaide Hills
- Eastern Adelaide

To check which area you are in, and for details of information sessions about the transition in each region, go to [www.mysupportmychoice.sa.gov.au](http://www.mysupportmychoice.sa.gov.au)

# Jobs and skills in the disability sector

The workforce in the disability sector is expanding and job opportunities will increase over the next few years. Up to 6,000 new jobs will be created across the State to support the NDIS.

There will be a wide range of jobs in the sector – from disability support workers to IT workers, occupational therapists, physiotherapists, drivers, managers and more. You can get more information and assistance about jobs and training through these initiatives:

## The Skills and Employment Infoline

The Skills and Employment Infoline can help you find the information you need on careers, jobs and training in the disability sector. Call 1800 506 266 between 9:00am and 5:00pm, Monday to Friday

## Career Services

If you're looking for work, thinking about getting back into work or want to work more hours, career services have experienced and qualified people who can help.

Career advisers can show you practical steps to start, advance or change your career to work in the disability sector. They will provide one-on-one support to help you connect with the learning, training and work opportunities available to you.

To find out more call the Skills and Employment Infoline on 1800 506 266 or visit [www.skills.sa.gov.au/careeradvice](http://www.skills.sa.gov.au/careeradvice)

## Carecareers

Carecareers is a not-for-profit initiative that aims to attract talented people from all backgrounds to work in the disability, community and aged care sector.

Carecareers has all the information and job opportunities you'll need for a rewarding career in the disability, community and aged care sector.

Find out more at [www.carecareers.com.au](http://www.carecareers.com.au)

## The Disability Workforce Hub in Northern Adelaide

The Disability Workforce Hub connects jobseekers in Northern Adelaide with local employers, training providers and employment agencies to help fill local job opportunities in the growing disability sector. It's located with Northern Futures in Elizabeth.

For more information call 1800 619 933 or visit [www.skills.sa.gov.au/disability-workforce-hub](http://www.skills.sa.gov.au/disability-workforce-hub)

# Information for Service Providers

The NDIS is a significant change in the way in which people with disability will access support. As a result, it will change the way service providers do business and respond to the choices made by people with disability.

Over time, funding under the NDIS will change from traditional State Government grants to individual fee for service arrangements. It's important that service providers think about their business in the context of this reform.

Existing funding arrangements with disability service providers will continue in each area until the transition occurs.

The South Australian Government is working with the disability services sector to assist them in this transition.

## Preparing for the NDIS

To prepare for the NDIS, disability service providers can:

- Visit the providers page on the NDIS website to learn about registering as an NDIS provider.
- Start thinking about how to work with the NDIS - opportunities for your business and what you might have to change

To find out more about what the NDIS will mean for current and future providers, visit the NDIS website: [www.ndis.gov.au/providers](http://www.ndis.gov.au/providers).

# Frequently asked questions

## Why will it take so long to roll out the NDIS?

The NDIS will be rolled out in stages because it is such a significant change to the current system.

It will take time to make sure there are the right services in the right places.

A staged rollout will give new and current disability service providers time to expand and get ready for the new system. This will help to ensure a smooth transition for people with disability and their families and disability support workers.

## I currently receive disability support – what does the NDIS mean for me?

South Australians who currently receive state funded specialist disability support services will transition to the NDIS and will be contacted by the NDIA. You will continue with your existing supports until you transition to the NDIS.

## What if I'm not eligible for the NDIS?

If you are not eligible for funding, you may still be able to access mainstream supports through departments like Health and Education. You can find information about your options to build skills and capability and to link to these services on the NDIS website.

Both the South Australian and Commonwealth Governments have committed to ensuring people with disability who are currently receiving services are not disadvantaged in the transition to the NDIS.

This means that if you are currently receiving a disability service, but you are not eligible to become a participant in the NDIS, you will continue to receive support consistent with your current arrangements.

## What if I'm over 65?

The Commonwealth will provide continued support to older people with disability through the new Commonwealth Continuity of Support (CoS) Programme, starting on 1 October 2017.

The CoS Programme will support existing clients aged 65 years and over, who are receiving DCSI funded specialist disability services at the time the new arrangements are implemented in their region.

The continuity of support arrangements mean existing clients continue to receive services without significant disruption to their existing arrangements.

The Commonwealth Department of Health is responsible for the new CoS Programme and will be in contact with organisations with affected clients.

If you would like more information you can visit [www.health.gov.au](http://www.health.gov.au)

If you do not meet the eligibility criteria for the Commonwealth Continuity of Support Programme, please contact My Aged Care on 1800 200 422.

### **Can I get funding for transport to services?**

Transport can make up part of your individual plan. The NDIS funds transport as part of a plan if it's seen as 'reasonable and necessary'.

Transport assistance does not cover travel for disability support workers to transport family members with a disability for everyday commitments.

### **What safeguards are in place?**

State and Commonwealth governments have been working on a National Quality and Safeguarding Framework which will support the NDIS. Until this is in place, South Australia will maintain its current quality and safeguarding arrangements to ensure people are safe and have access to high quality supports.

### **I'm having a problem with my disability services, how do I make a complaint?**

If you have a complaint about your disability services, the first step is to raise this with your service provider.

If it's 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](http://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](http://www.hcscs.sa.gov.au)

### **Feedback to the NDIA**

If you want information about the NDIA or you are unsure about something, you can call the NDIA on 1800 800 110 or send an email to [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

# Where can I get more information?

## Online

You can find information about local events at the NDIS South Australia website: [www.mysupportmychoice.sa.gov.au](http://www.mysupportmychoice.sa.gov.au)

For more information about the NDIS including eligibility, participant information and services visit the national NDIS website: [www.ndis.gov.au](http://www.ndis.gov.au)

## On the phone

You can call the NDIA on 1800 800 110

The service is available from 8:00am to 11:00pm local times, Monday to Friday.

## In person

The NDIA has offices in the following locations:

- 2 Sturt Reserve Road, Murray Bridge
- 47- 49 Elizabeth Way, Elizabeth
- 15 - 31 Ayliffes Road, St Marys
- 96 Reservoir Road, Modbury
- 72 Lipson Street, Port Adelaide
- 9 Alexander Kelly Drive  
Noarlunga Centre, Noarlunga



"People don't  
realise the diversity  
of jobs in the  
disability sector."

– Mark



To find out more about Mark's story, visit [www.mysupportmychoice.sa.gov.au](http://www.mysupportmychoice.sa.gov.au)



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