

# NDIS

## The Client Perspective

Plan Management & Case  
Study

# Introduction

- Before the NDIS many people had to slot into an existing service – limited by time and options
- NDIS offers individual choice, control, flexibility
- NDIS is consumer-centric; the needs determine the \$
- NDIS has increased the competition between service providers (driving strategies and reform for continuation)
- There has been a lot of negativity in the media about the NDIS
- Good theoretical model (new/evolving) – problems with planning and translating into practice
- The following case study represents a good news story

# Case Study: The Captain (20 years old)



## Diagnoses:

- Autism
- Intellectual Disability
- Anxiety Disorder
- Language delay
- Sensory Processing Disorder

## Support Needs:

- Safety
- Communication
- Mental Health
- Participation
- Quality of Life
- Capacity Building
- Transport

# Planning is Everything

- Preparation – meeting with a planner
- State long and short term goals
- Describe daily needs
- Identify the kind of supports - Justify
- Obtain quotes from service providers prior to the meeting (eg. transport needs)
- Understand the price guide and categories (core, capital, CB)
- Plan review process: Just as critical
- Transport providers should actively develop and promote service options



# Plan Management

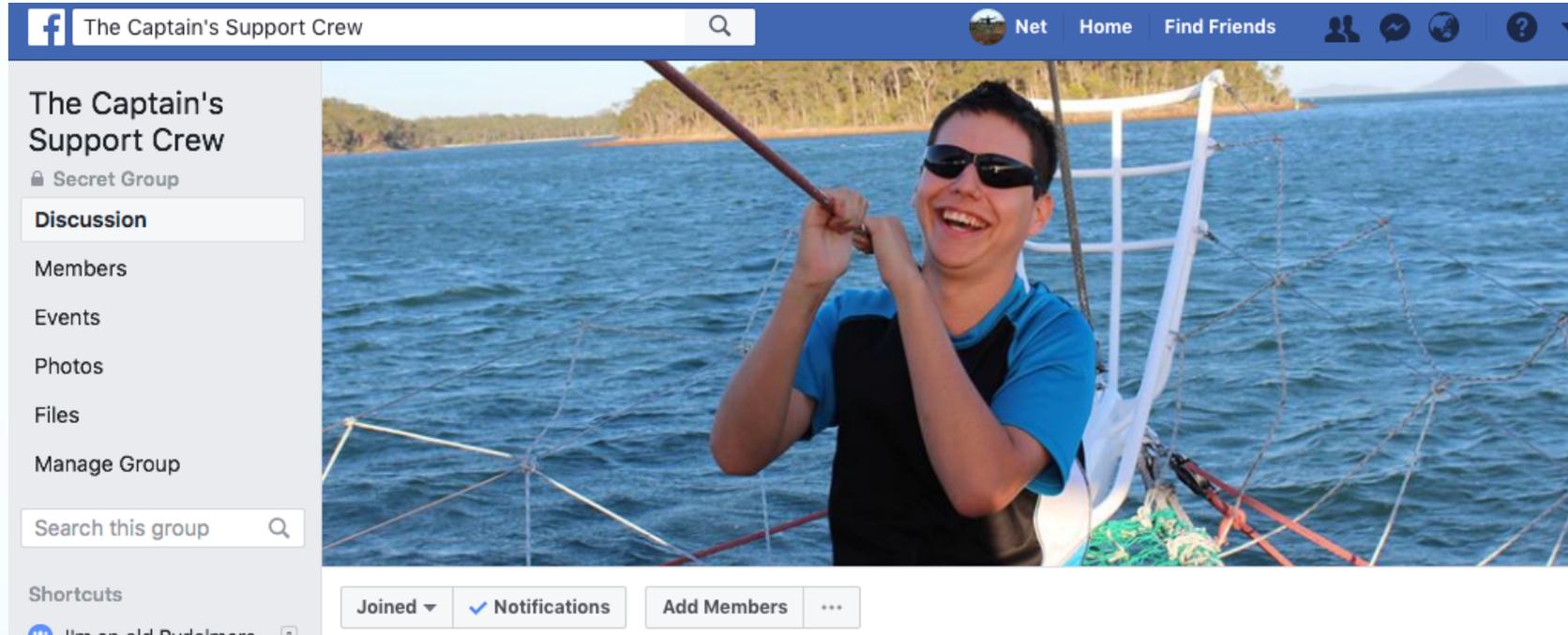
- Fully Self-Managed (Nominee), this saves the government money in plan management fees
- Self-managing is not for everyone, but is the best option for some (it's not difficult)
- Invoices from providers (start date, finish date, category, number of hours, hourly rate, invoice total)
- Log into the portal for payment requests
- 1 group service provider / 5 individuals
- Individuals bring different strengths
- peer group representation (typically developing peers)



# Documentation / Communication Channels

- Weekly timetables
- Excel spreadsheet for tracking (example next slide)
- Check hours and services charged
- Secret group on facebook (discussion after next slide)
- Budget book (personal spending tracking)
- Communication log book (for individual support workers)

# The Role of Social Media



## Functions of the closed facebook group:

- Keeps support workers connected
- Upload relevant documents such as timetables
- Upload photographs of interest
- Post reminders, questions, etc
- Evidence / record keeping

# Outcomes (The Captain)

- Plan started late November 2016 / due for review
- Improvements in road crossing judgment
- Improved mental health
- Dramatic reduction in anxiety and meltdowns
- Skills development
- Increased engagement / participation in the general community
- Improved confidence / pride
- Improved QoL for The Captain and his carer
- Evidence – unsolicited comments from people

# Transport Providers

## (Consider the following points)

- Differences in client costs with NDIS participants
- Clients who self-manage are more likely to have funds available in the fortnightly transport allowance, which is not price controlled
- Discuss transport services with NDIS clients prior to planning meetings
- Actively engage with other service providers. eg. promoting day trips, negotiating client deliveries to day groups
- Consider activity support suitable for younger age groups (not just for shopping, bingo, club lunches etc.)
- Consider the social role and importance of peer representation for clients who are younger and are restricted in terms of social and recreational access (see next slide)

- From the 2017/18 price guide:

### **Participant Transport**

#### Accompanying participants for community access

Providing community access supports may also involve a worker accompanying a participant on a community outing and/or transporting a participant from their home to the community. In these situations, the worker's time can be claimed at the hourly rate for the relevant support item for the total time the worker provides support to a participant(s), including time spent accompanying and/or transporting the participant. Where a provider is transporting two or more participants on the same trip, the worker's time should be claimed at the appropriate group rate for the relevant support.

Community access support may mean that a worker is employed in direct service delivery and not simply transporting from A to B.

This is where transport providers may consider individual needs in terms of community access goals, and providing appropriate support workers.

# Thank You

