

FREQUENTLY ASKED QUESTIONS (FAQs) on the NDIS

What is the NDIS?

The National Disability Insurance Scheme (NDIS) is the new way of providing individualised support for eligible people with permanent and significant disability, their families and carers.

What is the NDIA?

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

What is a Participant?

A participant is a person who would like, and is assessed as being eligible, to participate in the NDIS.

What is a Planner or Local Area Coordinator (LAC)?

A Planner or LAC is someone who will work with NDIS Participants to confirm or assess eligibility, undertake planning, and review supports in Plans when they require updating.

A Planner or LAC might be a direct employee of the NDIA or employed by an organisation contracted by the NDIA to deliver LAC services. Your first contact about the NDIS might be from an LAC.

Do I need to register with the NDIA to access the NDIS?

No. The NDIA has a list of everyone who currently accesses services from Nadrasca.

When does the NDIS come to Nadrasca?

Nadrasca is located in the Eastern Region of Melbourne, which is scheduled for transition to the NDIS from 1 November 2017. However, people who are on the Disability Services Register (DSR) through the Department of Health and Human Services (DHHS) are currently being approached either by letter or a phone call by Planners or LACs.

How will I know when I will be transitioning to the NDIS?

You will receive either a phone call or a letter in the mail from the NDIA. When you do, please contact your site Manager/Coordinator, your Training & Support Coordinator or Raeoni Turner as soon as you can. (Their contact details are provided on the last page of this FAQ).

I have received my first letter, what should I do?

Your first letter "Joining the National Disability Insurance Scheme" will simply let you know that a representative will be calling you shortly to ask you some questions about meeting the requirements to become an NDIS participant. They will also explain the next steps.

When I receive a phone call from the NDIA, what should I do?

The NDIA representative will ring you to assess your eligibility to become a Participant. They may ask you for consent to get further information from your current service providers (i.e. Nadrasca), Centrelink and doctors. We recommend that you seek independent advice from someone that you trust, before giving this permission.

Can someone at Nadrasca help me to prepare for the Planning meeting?

Yes, we can. Nadrasca welcomes the opportunity to support you during your transition to the NDIS. Please contact your site Manager/Coordinator, your Training & Support Coordinator or Raeoni Turner, who will be able to provide you with more information.

Nadrasca will shortly be running information forums for participants and their families/carers to provide current information to help you.

What if I need an interpreter/assistance with communication?

If you need someone to help translate/communicate information for you, then please contact your site Manager/Coordinator, your Training & Support Coordinator or Raeoni Turner.

I have received my second letter, what should I do?

Your second letter will confirm your eligibility to access the NDIS. The next step will involve a phone call from a Planner or LAC to organise a planning meeting. They may encourage you to undertake this planning over the phone, but you can request to have this done face-to-face. **Nadrasca highly recommends you have your Plan done face-to-face, not over-the-phone.**

When you receive this letter, it is very important that you start thinking about your current and future goals, consider what supports are best for you and consider how your supports are best managed. If you need assistance, Nadrasca has a number of pre-planning templates which can help you.

Can Nadrasca help me with my Plan?

Yes. Please contact your site Manager/Coordinator, your Training & Support Coordinator or Raeoni Turner.

What should I plan for?

You should think about what is important to you. You could start by thinking about:

- what supports you currently have and whether these meet your needs
- your transport needs (e.g. the Mobility Allowance is cancelled as soon as a Plan is finalised.)
- what you want to learn
- where you want to live
- what sort of employment or community activity you want to do
- whether you require home/vehicle/other equipment modifications for your support
- what aids/equipment you need (e.g. incontinence pads, etc.)

Think about ways that you can gather information about the things you want you do. Make lists, gather flyers and pamphlets or perhaps take photos with your phone or tablet so you can prioritise what is important to you.

Can I access Nadrasca after I have my Plan?

Yes, if you have chosen Nadrasca as your service provider.

Who can support me to implement my plan?

Nadrasca has registered to provide support coordination in the implementation of your Plan. Please contact Raeoni Turner for more information.

Do I need to let Nadrasca know when I have received my Plan?

Yes. If you have listed Nadrasca as a service provider in your Plan, it is important that we know so we can continue to support you to achieve your goals.

Where can I get more information?

The Nadrasca webpage will be updated constantly or please speak to your site Manager/Coordinator, your Training & Support Coordinator or Raeoni Turner.

NDIS.gov.au also has lots of useful information.

Contact Details of Nadrasca staff who can help you

Name	Location/Programme	Phone Number	Email
Damian Cox	Accommodation	0400 815 584	dcox@nadrasca.com.au
Susan Dobbie	Outreach	0409 411 323	sdobbie@nadrasca.com.au
Rodney Kayne	Farm	0400 615 869	rkayne@nadrasca.com.au
Hema Kumble	High Street (Day)	9877 4444	hkumble@nadrasca.com.au
Nicole Berry	Witt Street	9872 3922	nberry@nadrasca.com.au
Maryanne Weir	My Life, My Future	9877 9700	mweir@nadrasca.com.au
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