

UPDATE ON NDIS and CCSP

Regional Development Officer (Aged and Disability) – Louise Sutcliffe
Update No. 8 - March 2017



Please find below some highlights from the latest round of NDIS provider readiness forums and other recent information releases, with a focus on information relevant to Community Care Supports Program (CCSP) providers. Please note this summary is based on the Regional Development Officer's interpretation of presented material and with the rollout taking place quickly, some information may no longer be current.

General NDIS Information – full Roll out from July 2016 for Nepean and Western Sydney

➤ NDIS rollout data and information

- At the end of 2nd Quarter 2016-17, over 61,000 people had transitioned across to NDIS with plans in place, of which 28,777 are from NSW.
- In NSW 86.5% of access requests were deemed eligible and 89% of people's experiences were good or very good.
- People who have transitioned to NDIS are largely people with high support needs. If providers are aware of people with high support needs that haven't yet transitioned to NDIS and wish to do so, please email NDIA on NSWCentralengagement@ndis.gov.au
- Most current clients from the Community Care Supports Program (CCSP) will be contacted in 4th Quarter, 2017 regarding eligibility and transitioning to NDIS. A full screening process will be conducted. CCSP Providers are encouraged to provide support to clients in gathering information and support documentation regarding disability status and support needs. NB: It is important that providers notify their FACS contract manager as soon as possible if they have any new CCSP clients on their books, particularly since the last FACS Client Data Validation process conducted in May 2016.
- There are 2,365 registered service providers of which 36% are individuals or sole traders.
- Providers are diversifying with 48% entering new markets and 41% having discussed merger activity.
- Providers report that currently there is high demand for services, with demand growing by 71%, and 38% of providers unable to keep up with demand.
- Participants are exercising choice with 58% of providers operating in the NDIS space reporting that participants are leaving them for another provider.

➤ Supporting NDIS participants

- **Local Area Coordinators (LAC)** – due to the huge workload during the NDIS full rollout, LACs current role is limited to supporting people with access requests, running information workshops, supporting people gathering information for their planning process and following up on plans. If providers are aware of participants who have not followed up with plan implementation, it is suggested they contact NDIA on NSWCentralengagement@ndis.gov.au NB: It is likely the NDIA will be 'going to the market' regarding contracts for Local Area Coordination beyond June 2018.
- **Support Coordinators** – the NDIA reported at the Nepean Provider Forum that it is up-to-date with people accessing support coordination who require it. Feedback was provided that some participants have not been allocated support coordination within their plan, even though they need it. If providers are aware of any participants needing support coordination but who have missed out, contact NDIA on

NSWCentralengagement@ndis.gov.au. In addition to providing options to participants on available supports and implementing and monitoring participants plans to ensure they align with their outcomes, support coordinators will focus on building the capacity of participants to manage their plan.

- **Plan Managers** – While the majority of plans are managed by NDIA, some people are opting to use external Plan Managers. Plan Managers can be used to organize payment for supports, monitor budgets and develop participants' financial literacy and plan management skills.
- **Service providers** – can assist participants identify what supports they want and collect relevant information. If engaged in providing a service it is important that they discuss service agreements with the participant. It is preferable that they also complete the service booking with the participant to ensure consent.
- **Plan Reviews** – these are coming up in March for participants involved in the early rollout (under 18s) in the Nepean/Blue Mountains. Previously plans had been rolled over, but this will not continue after March. It was noted that providers need to know when a plan review has been completed so they can claim against the new plan. Providers should ask the participant to advise of the new plan date.
- **Continuity of support for people who are not eligible for NDIS**
 - **People over 65** currently in receipt of ADHC-funded programs will receive Continuity of Support (CoS) administered by the Commonwealth. The Commonwealth is responsible for the full cost of state specialist disability services and will be responsible for funding and administering specialized disability services for older people alongside the roll out of NDIS. Once the Department of Health has received client data and verified this client information with service providers, it will issue CoS funding agreements to relevant providers. Three regions (Nepean/Blue Mountains, Southern and Hunter) were transitioned from 1 December 2016 with Western Sydney and South West Sydney transitioning from May 2017. A Program Manual and Guidelines were released in Sept 2016. Further information can be obtained by emailing CommonwealthCoS@health.gov.au or visit <https://agedcare.health.gov.au/programs-services/commonwealth-continuity-of-support-programme>
 - **For people under 65**, FACS have advised us of the following:
 - CoS Working Arrangements are still being negotiated with the Commonwealth and the NDIA.
 - A CoS model / framework for the under 65s is being developed.
 - CCSP services to ineligible clients will continue to be funded until the CoS Framework is operational and clients are able to transition to CoS pathways and alternative supports.
 - There is no timeframe for funding variations except transition of clients needs to be completed by 30 June 2018. A timeframe may be developed once the CoS Framework is finalised.
 - There aren't any public information documents on CoS for under 65s at present. These will be developed once the Working Arrangements and Framework are finalised.

Support and information for Providers

- **New Grants**
 - **Transition Assistance for Providers (TAP 2)** - Providers can apply for up to \$15,000 in grant funding to be used for service conversion or expansion activities for the NDIS. Grants are available to providers who have less than \$5 million in annual turnover statewide. You must have achieved Third Party Verification, and must be registered with the NDIA or intending to provide services under the NDIS. Applications close Friday 21st April. For more information [click here](#).
 - **Aboriginal Disability Provider Grants** – this involves grants accompanied by capacity building and grant writing support and is targeted at Aboriginal Disability Support providers. More details soon.

- **Transition assistance for local councils** – directed at local councils providing direct service delivery. Program offers grants for capacity building and transition activities in readiness for NDIS.
- **Provider issues / points of clarification / feedback**
 - When building services from individual plan budgets, service providers are reminded to check participants' goals and services to meet plan outcomes and not to add additional services that aren't included in the plan. Core (Daily Activity) budgets can be used flexibly.
 - When making service bookings, ensure that 'agreed with participant' box checked, and booking is current. Use calendar icon when selecting dates.
 - With quotes, upload quote (with GST included) onto the participant portal and send email to local office, advising quote submitted. Email Enquiries.NSWCentral@ndis.gov.au
 - Payment requests – ensure separate request for successive plans is in bulk uploads.
 - Feedback provided indicated that there appears to be some inconsistency with plans, with people with similar needs getting very different levels of support.
 - Whilst many Local Area Coordinators are collecting a large amount of participant information on needs and support requirements, some providers report these are not included in participants' plans.
 - Hard copies of plans do not show sub-budgets. This information can be found via the participant portal.
 - It was recommended for providers to use the email address NSWCentralengagement@ndis.gov.au to raise concerns or issues rather than ringing the NDIS 1800 number. For financial support email FinanceNSWCentral@NDIS.gov.au
- **Provider payments**

NSW Government (FACS) will maintain provider payments until the participant's plan has been approved. "Once plan approved, timely plan activation will assist provider cash flows

 - Providers can claim for supports aligned to a participants plan from the date the plan is approved
 - Service bookings can be created that are backdated to the plan approval
 - Supported Independent Living will be included in plans at benchmark levels (number of residents and complexity) – service booking generated by NDIA
 - If above benchmark pricing sought – need evidence of level of support required and detailed costing" (from NDIS presentation at Nepean Provider Readiness forum).
- **Funding Variations** – ADHC receives data updates fortnightly from the NDIA on clients with plan approval. Monthly service provider payments are then varied based on information provided by NDIA and transition plan. Payments are made and funding variation letter transmitted. The Client Statistical Linkage Key (SLK) can be used by providers to identify who has transitioned to NDIS. For FACS support, phone 1300 136 067 or email funding.administration@facs.nsw.gov.au
- **Quality Assurance and verification activities** – The National Quality and Safeguards Framework was released in February 2017. The NSW Transitional Quality and Safeguards Working Arrangements will continue to apply until July 2018 during the NDIS rollout transition period. The NDIA is undertaking quarterly quality assurance activities with the next activity due to roll out in March with 500 randomly selected providers.
- **Upcoming information**
 - NDIA Pricing Review – planning for this review has commenced with consultations and the release of a discussion paper due in March. Price controls are in place to ensure value for the participant while being sustainable for providers. It should be noted that transporting people to social participation

activities does not involve a per kilometre allowance, just staff time. The issue of transport will be further explored in the NDIA Pricing Review.

- A roadshow on Specialist Disability Accommodation for providers and potential consumers should be coming out soon.
- Local workshops for Occupational Therapists regarding home modifications and NDIA requirements are being planned. Home Modifications providers must be registered OT providers and all modifications must meet the 'reasonable and necessary' test.
- Future NDIS Provider Readiness Forums – details will be provided when available. John Carrigan is the NDS Sector Support Consultant for Western Sydney and Nepean/Blue Mountains. Email John.Carrigan@nds.org.au