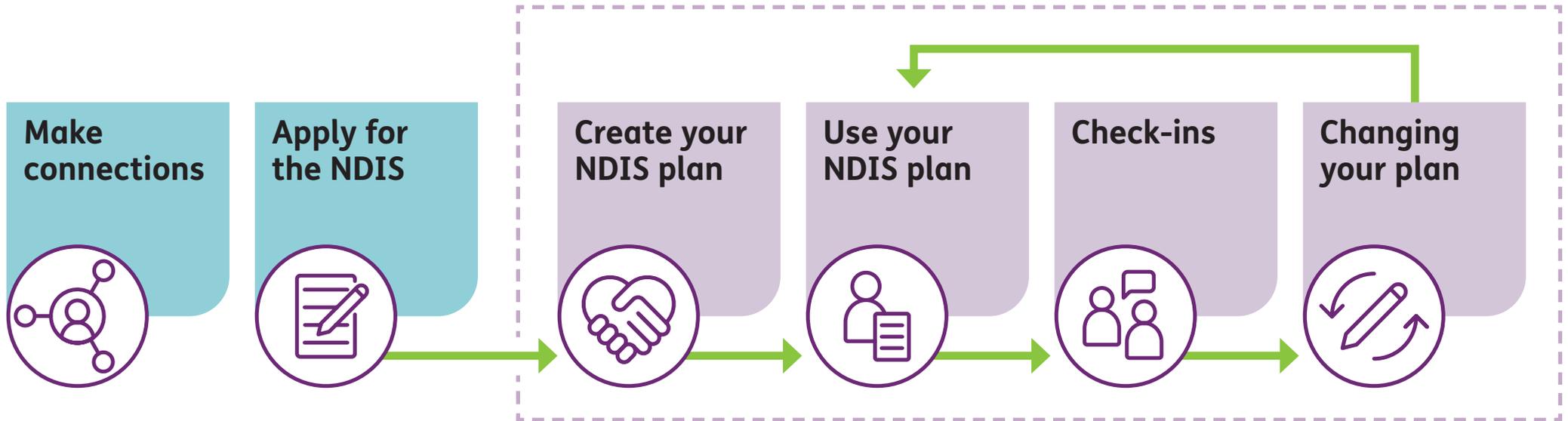


How the NDIS will work in Tasmania

Information for providers



We're improving how we deliver the NDIS so that people who use it are better supported every step of the way. This information relates to the testing of improved NDIS systems and processes in Tasmania in late 2022 and early 2023.

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Key improvements for participants

- Participants will meet with the NDIA Planner who approves their plan.
- A new participant portal gives participants greater control of their plan and their funds.
- Participants will have a dedicated myNDIS contact who can help them get the most from their plan.
- NDIS plans will be longer, up to 3 years, except for children younger than 7.
- NDIS plans will be in place until a participant's situation changes. Participants can tell us about changes in their life that mean they need more, less or different supports.
- There will be more options to change participant plans. Smaller changes can be made in a participant's plan without the need for a whole new plan. Bigger changes may mean a new plan needs to be built.
- Participants will be supported by their myNDIS contact to gather the information and evidence needed to make a decision about a change to their plan.
- Each participant's record contains all the information they provide in one place, including NDIA interactions, and important information that shows their relationships to others like child representatives and nominees. Only people with the right skills and permissions can access this information.

Key improvements for providers

- No changes to the claiming process or support items or codes a provider uses to claim for payment.
- Additional tools in a new provider portal will make it easier to interact with the NDIA.
- Accessible online resources and tools will help support coordinator and plan managers with fund management and budget forecasting.
- Better management of payment enquiries, and the ability to create reports for claims paid/pending.
- Accessing funds has been improved with more robust controls in the product catalogue settings, this along with an increased focus on implementation and monitoring means service bookings will no longer be needed.
- Better visibility of the status of claims.
- When a participant provides consent:
 - registered providers will be able view a participant's goals and nominee details,
 - plan managers will be able to view a participant's goals, plan managed budgets and funded supports, and
 - support coordinators and psychosocial recovery coaches will be able to see all elements of a participant's plan.

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Participant	Participants are people who apply and meet the access criteria for the NDIS.
NDIS partners	NDIS partners are community-based organisations funded by the NDIA to help deliver the NDIS in some parts of Australia. Early childhood partners work with children younger than 7 with disability and children younger than 6 where there are concerns about their development. Local area coordinators work with people between the ages of 7-64.
myNDIS contact	A person or family's point of contact in the NDIS who will provide them with information, help them to understand what supports are available in the community, how to navigate the NDIS and help to use their NDIS plan if they become a participant. A myNDIS contact may be an NDIS partner or an NDIA staff member.
NDIA planner	An NDIA staff member with the appropriate authority to make decisions about NDIS plans.
Access assessor	An NDIA staff member with the appropriate authority to make decisions about a person's eligibility for the NDIS.

Community Connections	<p>NDIS partners can provide support to help people who are not NDIS participants make connections to community and government services, to meet their needs. NDIS partners can support people to make connections:</p> <ul style="list-style-type: none">• to practical information relevant to their situation• with mainstream and community services• with other people like them for peer support• to apply to the NDIS. <p>For people aged 7-64, NDIS partners can provide support to develop a community connections plan where appropriate.</p>
Early connections	<p>Early connections are for children younger than 7 with delays in their development or with disability. You can get early connections through our early childhood partners. For children younger than 6 with developmental concerns, early childhood partners may offer 'early supports' to the child and their family. In this case the family will be supported to develop an early supports plan.</p>
PACE	<p>A new NDIS computer system that will replace the current system and will include new online portals for participants and providers.</p>

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Participant-endorsed providers	Participants can identify participant-endorsed providers to streamline the payment process. Providers of Specialist Disability Accommodation and Behaviour Supports will need to be identified by participants as participant-endorsed providers and recorded in their plan.
Mainstream supports	Mainstream and community supports are supports and services that are outside the NDIS and generally available to everyone. Mainstream supports are the supports from other government funded services, like health, mental health and education.
Community supports	Community services are services people can access through community organisations, like peer-to-peer and community-based groups, religious groups, and services from local councils.

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Make connections



Apply for the NDIS



Get help applying

Participant experience

When a person with disability, or a family with a child where there are concerns about their development, seeks support, one of their first connections will be with an NDIS Partner in the Community.

Their NDIS partner will work with them to understand what support they need and create a plan that will include information about the kinds of community programs and other government services available, and how they can access them. The NDIS call this plan a Community Connections plan.

For people aged 7-64, local area coordinator partners can provide a Community Connections plan if the person requests one. For children younger than 7, early childhood partners will deliver a program of early supports and develop an early supports plan. For some children aged 6, early childhood partners may provide a Community Connections plan.

As the NDIS partner understands more about a person's disability and the supports required, they may introduce them to the NDIS. People or families applying to the NDIS will have a myNDIS contact to assist them with their access request. The myNDIS contact can be a person at the NDIA, a local area coordinator or an early childhood partner.

If the person thinks they might be eligible, their myNDIS contact will work with them to complete the access request form, identify the kinds of information and evidence they need to provide, and submit their application. They will keep the person updated about their application and tell them if more information or evidence is needed by the NDIA to decide if they are eligible for the NDIS.

How the NDIS will work in Tasmania

Information for providers



Apply for the NDIS



Access decision

Create your NDIS plan



Planning

<p>Participant experience</p>	<p>If the person is found eligible for the NDIS they will be contacted to let them know they are now an NDIS participant. The information the participant provided in their application about the functional impact of their disability, their informal supports, and other government services will be used to prepare their NDIS plan and budget.</p> <p>For people who are not eligible for the NDIS, an NDIS partner can work with them to make the most of their Community Connections plan.</p>	<p>The NDIA (the agency that runs the NDIS), will prepare the participant's NDIS plan and budget. Planners will invite participants to a plan meeting. Participants will talk to the person who approves their plan. The planner will talk with the participant about their living situation, goals and day-to-day supports. Planners will check they have a good understanding of the participant's situation to make sure the supports in the plan fit together and explain the decisions they've made. If a plan needs changes, planners will work with participants on the best way to do this.</p> <p>The NDIS plan may remain in place for up to 3 years, or until circumstances or support needs change. After the plan is approved, it will be available in the participant portal. New plans for existing participants will be based on their current plan budget.</p>
<p>Provider role</p>		<p>NDIS plans will be built by support categories. There will still be stated and flexible supports, but these will be listed at the support category level, rather than line-by-line items, providing more flexibility for participants in how they use their plan. The name of the support catalogue item in the plan will be the same name in the participant and provider portals.</p>
<p>What's changing?</p>		<p>Once a participant has a new plan and provides consent, registered providers will be able view a participant's goals and nominee details, plan managers will be able to view a participant's goals, plan managed budgets and funded supports, and support coordinators and psychosocial recovery coaches will be able to see all elements of a participant's plan in the my NDIS provider portal.</p>

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Create your NDIS plan



Approving your plan

Participant experience	<p>Starting with a plan matched to the evidence and information provided, means participants do not need to justify or negotiate every support need. Each year of an NDIS plan will have the same budget. Funding will be released to the plan every 12 months, giving participants an annual amount to manage and regularly spend on the services and supports needed to pursue their goals.</p> <p>At the plan meeting, participants can choose the providers they want to work with, who will be recorded in their plan as participant-endorsed providers. The participant's myNDIS contact will help make the most of their NDIS plan and their Community Connections plan, if they have one. If a participant's myNDIS contact is a person at the NDIA, they may also spend time at the plan meeting talking about how they can use their plan to pursue their goals.</p>
Provider role	<p>Participants with support coordination or recovery coach services in their plan can continue to use the same provider.</p> <p>Participants with these services in their plan who don't have a provider, or want to change the provider they have, will be offered a choice from 5 providers. The NDIA planner will place requests for these services in the new my NDIS provider portal.</p>
What's changing?	<p>Support coordinators and recovery coaches will have 4 days to accept or reject the request in the new my NDIS provider portal.</p>

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Use your NDIS plan



Implement your plan

Participant experience	Participants will be supported by their myNDIS contact to understand how to use their plan, navigate the my NDIS participant portal, and to find and use NDIS website tools and resources to help them work towards their goals.
Provider role	<p>Participants can nominate endorsed providers for their plan. These providers are called participant-endorsed providers. Participants can update their endorsed providers at any time.</p> <p>Participants will generally select participant-endorsed providers for their core, capital and capacity building supports at their planning meeting, they can also be selected at the implementation meeting, check-in, or at any time by calling the National Contact Centre.</p> <p>Providers of Specialist Disability Accommodation and Behaviour Supports will need to be identified by participants as participant-endorsed providers and recorded in their plan.</p>
What's changing?	<p>Claims for payments from participant-endorsed providers do not need to be validated by the participant or their nominee, they will automatically be referred for payment in the test.</p> <p>If the service has been delivered by a provider that is not participant-endorsed, a participant will have the opportunity to review the claim. Like organisations who confirm an online purchase or transaction, we'll send an SMS to participants or their nominee, to advise them that a claim has been made on their NDIS plan.</p> <p>A participant has 7 days to review the claim. If this does not occur, the claim will begin payment processing after 7 days. Claims for Specialist Disability Accommodation and Behaviour Supports will not progress without a participant-endorsed provider.</p>

How the NDIS will work in Tasmania

Information for providers



Use your NDIS plan



Making the most of NDIS plans

Check-ins



<p>Participant experience</p>	<p>Participants can use the new my NDIS participant portal to monitor their plan. More tools and resources on the NDIS website, together with increased plan implementation support, will help participants make the most of their plan.</p> <p>Providers will use the existing myplace provider portal to make claims for services and supports. Providers continue to use the same service and support details when submitting claims.</p>	<p>When an NDIA planner approves a participant’s plan, they will set a time for the next check-in. Check-ins will occur at least every 12 months to make sure the plan is still meeting the participant’s support needs.</p> <p>If a participant’s plan is working for them, no changes will be needed. This is a good outcome because it means they have the right services and supports in place to pursue their goals. Recovery coaches or support coordinators will support a participant prepare for their check and submit reports.</p> <p>Participants can choose to bring a support person to their check-in, like a family member, friend, recovery coach or support coordinator.</p>
<p>Provider role</p>	<p>Providers will use the existing portal to make claims for services and supports. Claims should include the same service and support details used now.</p>	<p>Support coordinators and recovery coaches use the new my NDIS provider portal to view participant details and submit reports as part of the check-in.</p>
<p>What’s changing?</p>	<p>Single line-item claims will no longer be available. Claims from participant-endorsed providers are automatically referred for payment. Claims from other providers are checked and validated with the participant.</p>	<p>Once a participant has a new plan and provides consent, registered providers will be able view a participant’s goals and nominee details, plan managers will be able to view a participant’s goals, plan managed budgets and funded supports, and support coordinators and recovery coaches will be able to see all elements of a participant’s plan in the my NDIS provider portal.</p> <p>All providers will continue to use the existing provider portal to view participant plans that have not transitioned.</p>

How the NDIS will work in Tasmania

Information for providers

Change your plan



Participant experience	<p>Plans can be adjusted without a new plan being created. This may include things like changes to the plan management type.</p> <p>If a new plan is created, providers help participants transition to their new plan. Participant-endorsed providers will carry over to the changed or new plan. If a participant changes their endorsed providers, the provider has 30 days to submit invoices or claims. In Tasmania, new participant plans will be created in our new computer system. Existing participants will change to the new computer system if they have a plan reassessment.</p>
Provider role	<p>If a participant receives a new plan, details about their support coordinator, recovery coach and endorsed providers will carry over to the new plan.</p>
What's changing?	<p>Providers will spend less time in the system updating service bookings when a participant's plan changes and more time to invest where it matters, working with participants and delivering services.</p>