

NDS Update

August 2018

NDIS rollout

- 9 regions now in the NDIS: Barwon, NEMA, Central Highlands, Loddon; Wimmera SW; Ovens Murray; Inner Gippsland; Inner & Outer East Melbourne
- Implementation activities: Hume Moreland; Bayside Peninsula
- Readiness activities: Southern Melbourne; Brimbank Melton; Western Melbourne; Goulbourn; Mallee; Outer Gippsland

Melbourne NDIS Essentials Briefing

Over 280 Victorian service providers asked to prioritise 'most pressing issues':

1. **Inadequate prices**
2. **Participant transport**
3. **Communications/engagement with NDIA**
4. Workforce
5. Pathway and portal issues
6. Risk of market failure
7. Disability employment
8. SDA
9. Rural/remote supports
10. Demarcation disputes (interface issues)

New structure for group-based supports

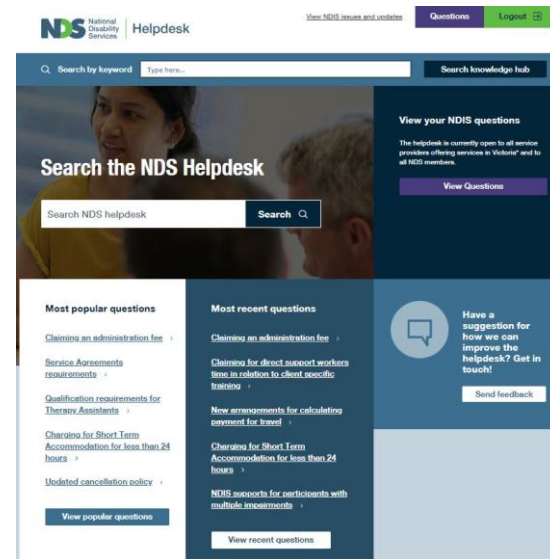
- Ratios have been introduced to centre-based group supports
- Providers will need to consider where they are delivering supports, in understanding whether the supports are centre or community-based (see page 36 of the Price Guide)
- \$2 capital component included in the centre-based price

Feedback from NDS members re day services and community access

- NDIS prices unrealistic in regard to capital, labour and complexity
- Moving to larger groups of participants
- Several providers ceased providing 1:1 supports
- Participants are being urged to self-manage
- Ratios are an administrative burden for quoting and claiming
- Community access versus centre-based – implications for claiming and cancellations
- Difficulties in recruiting adequate numbers of staff

NDS Helpdesk upgrade

- Your go-to destination for asking NDIS and disability employment-related questions.
- You can search a bank of over 100 common questions and answers
- We have responded to over 70 questions since it was launched on 17 July,
 - 38 questions within 1 business day
 - 15 questions within 2 business days



Registration & Accreditation Bill

- Bill introduced to Parliament in July 2018
- Voluntary scheme, 'positive' worker accreditation
- Protection of title
- NDS seeking clarity on the basis for accreditation to be awarded
- Victorian Disability Worker Commission will be established at the same time as the NDIS Quality and Safeguards Commission
- Amends the Residential Tenancies Act 1997 to cover rights in SDA

Offering Residency in SDA policy – changes in May 2018

- Updates reflect compliance requirements under the Disability Act
- Imposes further vacancy management associated tasks on SIL providers
- NDS is seeking feedback from providers as to the administrative and financial impact of the transitional quality and safeguarding requirements

Price Guide

The NDIA has provided feedback on some pricing queries but NDS continues to seek clarification and propose solutions on issues impacting members.

Personal care and community participation

- If a participant in a group of 1:3 cancels at short notice and the provider cannot find a replacement, the provider can claim at the 1:2 ratio if this is stated in the Service Agreement, or if the remaining participants otherwise explicitly consent to this arrangement.
- While price limits stop at the 1:5 ratio, providers can reduce the individual cost for participants in larger groups, if appropriate. Providers should ensure their service is in line with best practice and delivering value for participants.

Price Guide

Supported Independent Living (SIL)

- Any SIL service bookings in place prior to 1 July have not , as yet, had indexation applied. The NDIA will advise when indexation will be applied to these once a date is determined.

Employment

- The NDIA is aware that many participants and ADEs are not aware of the current funding values used by DSS. The NDIA is working towards releasing information in the near future. This will include a fact sheet explaining the funding arrangements for supported employment for 2018/19.

Price Guide

Employment

- NDS has provided a range of solutions to the NDIA about how ADEs claim for supports. The proposed 53-week cycle, similar to SIL, results in ADEs incurring a payment shortfall over the year.
- SLES funding has been updated to reflect wage growth and inflation. Existing plans and service bookings have also been adjusted to reflect these changes.

Transport

- NDS has asked NDIA to clarify whether the three levels of participant transport funding has been indexed.

Portal

- NDS welcomes the introduction for providers to edit all service bookings, except when it is created or changed by the NDIA, such as the recent indexation changes to service bookings.
- The two week waiting period after a change to a service booking no longer applies so this means you can now end date a service booking and be able start a new booking or move funds straight away.
- Before choosing to end a service booking, you should claim for all outstanding payments, this will ensure that any remaining funds are released back into the plan and leaves the service booking with an accrual amount of \$0.00 as nothing is owed.

Payments

- Providers are encouraged to implement the new NDIS payment requirements as soon as possible, but in the interim the old template will be accepted by the portal. The [Bulk Payment Request Step by step guide](#) has been updated to reflect this - the 'claim type' is now optional.
- The [Provider Portal step by step guide](#) has been updated to align with the latest version of the portal.
- NDIA also released a [Self-Help Guide: myplace Provider Portal System Messages and Error Codes](#) to provide guidance on what to do when a system message or error code is displayed.

Provider travel

- Worker travel time must be specified in the Service Agreement
- Providers delivering personal care and community access supports, and therapy supports can claim:
 - Up to 20 minutes of worker travel time in metro areas
 - Up to 45 minutes of worker travel time in regional areas (classified as MMM4 or 5)
- Providers delivering therapy supports can claim for return travel

Cancellations

- Short-notice cancellations are defined as cancelling after 3pm the day before services
- Providers delivering personal care and community access supports may claim up to 90% of the cost of supports up to 12 times a year
- Therapy providers are able to charge up to 6 hours within the period of any Service Booking at 90% of the agreed price