

# Frequently Asked Questions

## Current clients and families

Our NDIS experience in Barwon and North East Metro has been incredibly valuable for us and our clients. Here are some of the frequently asked questions that clients and families have asked. We'd like to thank NDIS and VALID for their input in these FAQ's.

### What is the National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme is the new way of providing individualised support for eligible people with permanent and significant disability, their families and carers. The NDIS is the insurance that gives us all peace of mind. Disability could affect anyone – having the right support makes a big difference.

### What is the NDIA?

The National Disability Insurance Agency is an independent agency responsible for implementing the scheme. They provide information, referrals, links to services and activities. Let's know if you'd like to sign up to their email updates [www.ndis.gov.au/news/subscribe](http://www.ndis.gov.au/news/subscribe)

### Can I keep my ISP/Futures package and not transfer to the NDIS?

No, the Victorian government has agreed to transfer all ISP and other disability specific funded supports and services to the NDIS as it rolls out across the State.

### Do I have to contact the NDIS so I don't get missed?

As a client of ours whether in the community or in our houses, we will keep you up to date with when the transition to NDIS will start.

### When should I start planning?

You should begin to prepare now so you are ready for your transition to NDIS. We can help you through the steps. The NDIS has prepared a Planning Workbook. It can be found on their website [www.ndis.gov.au/participants/planning-process](http://www.ndis.gov.au/participants/planning-process), or we can give you a copy.

### What is an NDIS plan?

Your NDIS plan will be all about your personal goals, needs and aspirations. You should think about:

- What support you have and what activities you do now
- Whether these are meeting your needs and support the things you want to achieve
- What is important to you
- How all these things will be reflected in your plan

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A Bill Tipping legacy working together with Vista

## Are ISP's the same as NDIS packages?

No, however there are many similarities to the NDIS packages.

Both packages are attached to the 'individual'. The intention across both is to provide flexible and individualised support based on a person-centred approach. The differences include the items/services that can be purchased and the NDIS has three levels of funding management and the Victorian ISP's have four levels of management.

## Does an NDIS package have a case manager attached to them?

No not automatically. You will have a contact at the NDIA but their job is not as broad as a Case Coordinator/ Manager. If you feel you need case management or support to coordinate your package then it would be best to talk with your NDIS planner about whether you need to build into your NDIS plan budget, funding for 'case coordination' and /or 'plan management'.

## At what age can an individual receive support from the NDIS?

The person with the disability needs to be under 65 years, that is between 0 – 64 years to apply for NDIS support. Those over 65 can seek support from Aged Care services.

## Does an individual lose their NDIS package when they turn 65?

Clients who receive an NDIS package prior to turning 65 will not lose their NDIS package. They can choose to continue to receive supports from the NDIS.

## What does the NDIS fund?

This is different for everyone, as it depends on what types of services and supports are required. It might include, but isn't limited to categories of supports: Personal care, Aids, equipment, home and vehicle modifications, Day Services including community inclusion, Respite, Specialist housing support, Domestic assistance, Transport assistance, Therapies, Case management and coordination, Specialist employment services, Mobility assistance including Guide and assistance dogs, emergency support

## Will NDIS funded 'plan management services' incur GST?

Yes. However, the cost of Plan Management including the GST will be funded by the NDIA

## More questions?

If you have any other questions, please let us know. There are a lot of resources and information available and we'd like to ensure all your questions are addressed so the transfer to NDIS is as informed and results in the best outcome for all our clients and families.

If you would like regular updates from NDIS why don't you let us know and we'll ensure we provide the updates to you.

The Tipping team are available at any time during business hours to answer your questions.

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