

Information for mental health clinicians

Supporting access to the NDIS for consumers, families and carers of area mental health services

The National Disability Insurance Scheme is a completely new way of getting psychosocial support. It creates some more work for clinicians to set it up but a lot more choice for consumers. If eligible, consumers will be able to choose the services they want. Consumers, families & carers will require help to apply, so it's important to understand the process. Once eligible, the NDIS will be available for life & has potential to make a huge change in the lives of consumers, families & carers.

Please note: This overview is a start but as NDIS is constantly evolving this advice will change and be updated as we learn more.

Introducing the NDIS



KEY POINTS

- ✓ Check if any other service providers have already begun supporting access to the NDIS. If yes, liaise.

Language to support eligibility - 'impairment which is likely to be permanent'.

How long will the process take?
From Access to Service Delivery can take 3 - 12 months.

What will the NDIS fund?
Reasonable and necessary supports.

- ✓ Support families & carers to understand and have input into the process.

Most of the NDIS Access & Planning process is conducted over the phone – discuss communication preferences & supports needed including written consent to share information with NDIA.

Assisting access



KEY POINTS

For registered MHCSS consumers
- NDIA will contact the consumer by phone about a month before transition in May 2017 (& in some instances earlier) to complete the access process. Liaise with MHCSS provider.

For consumers on MHCSS waitlist
- MHCSS Intake will contact the consumer to offer assistance via phone and commence Access process. Consumer can nominate clinician to be their preferred contact. Liaise with local MHCSS Intake assessment Service.

All other consumers
Check eligibility using the *NDIS Access checklist for consumers* below, print as a prompt. Discuss preferred contact details & methods with consumer, family & carers. Consider a Plan or Correspondence Nominee. Access Request Forms can be collected from some Centrelink offices (check with you local office) or call 1800 800 110 for a form to be sent to address provided by consumer.

Collecting evidence



KEY POINTS

The key items:

- **Letter from psychiatrist:** confirmation of diagnosis & likely to be permanent
- **Clinician report:** functional impact of disability - Part F of Access Request Form
- **Any other relevant reports** (incl. HoNOS, LSP-16 and DSP applications)

The NDIA is required to make a decision or request further information within 21 days of receiving an Access Request Form.

Supporting the planning process



KEY POINTS

Most consumers' first plans will be completed over the phone, through a planning conversation with an NDIA representative about the consumer's existing supports, needs and main goals. Consider a prompt/script to assist this phone conversation.

If phone planning isn't suitable, consumers will need to request a face-to-face meeting when NDIA calls them.

- ✓ **Assist consumer, family and carers to prepare** for the planning meeting. Be creative - together imagine how life could be better. Build on recovery plans & functional report.

- ✓ **Discuss option of support coordination** to implement plan.

Clinicians can attend meetings and assist with planning conversations with consumer consent.

Sharing information



KEY POINTS

Examples when interface may occur

- Significant/rapid change of health needs
- Discharge/transition planning
- Unable to remain living in community without additional support
- NDIS access, planning or review of NDIS plan
- Recovery or health plan being developed or reviewed