



THE PLANNING CONVERSATION

Helping you understand the NDIS

WHAT IS THE NDIS

The National Disability Insurance Scheme (NDIS) is a major social reform offering a new way of providing support and services for people living with a disability or significant impairment under the age of 65. As a registered NDIS provider we have a wide range of support services to help navigate and get the most out of the scheme, enabling people to achieve their goals

YOUR FIRST PLANNING CONVERSATION

Once a decision has been made that you are eligible for funded supports through the NDIS, a time will be made for your first planning conversation with either an NDIA Planner or a Local Area Coordinator (LAC). You can choose the time and place for the meeting.

We know that people who are well prepared for this conversation are more likely to get an appropriately funded plan. If you need help to prepare for this planning meeting call MS Connect on 1800 042 138 and ask to speak with one of our NDIS Engagement team members.

THE CONVERSATION

1. Your goals

The funded supports you receive in your plan are there to help you achieve your goals. The NDIA planner or LAC will usually ask you what your goals are so it's important to have put some thought into this before your meeting.

2. About you

The NDIA Planner or LAC will want to get a summary of you, your interests, your day to day life and the people who support you.

3. Your current supports

The NDIA Planner or LAC will talk with you about the formal and informal supports you already have in place. This is an opportunity for you to talk about any unmet needs you may have.

4. Your MS

The NDIA Planner or LAC will talk with you about your MS symptoms and how they impact on your ability to complete everyday tasks and activities. It's very important for you to explain how you are affected on a 'bad MS day' and to talk about your hidden symptoms.

5. Your plan

Your plan will be developed based on the information gathered at the planning meeting. Plans are not static, they should be an accurate reflection of your needs and your life, so generally every year a review of your plan will take place.



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ANNUAL PLAN REVIEW CONVERSATIONS

Your annual planning review conversation usually occurs at least a couple of weeks before your plan is due to expire, your NDIA Planner or LAC will be in touch with you to make a time to meet. You can choose where and when this conversation takes place. This is an opportunity to look over your goals, review outcomes and discuss the funds you need to continue to achieve your goals. As with your first plan, being well prepared for your annual review will help to ensure a better outcome.

WHAT IF THE FUNDS IN YOUR PLAN DON'T MEET YOUR NEEDS

You have the right to ask for a review of your plan if you think the supports that are funded in it are not right for you. You must do this within three months of the date you receive your plan. You can complete the 'Review of a Reviewable Decision' form which can be downloaded from the NDIS website at www.ndis.gov.au or call 1800 800110 and ask for the form to be sent to you.

WHAT INFORMATION DO YOU NEED TO PROVIDE?

- information about you
 - what your request for a review is about
 - why you want the decision reviewed
 - when the decision made
 - how it has affected you
 - the outcomes are you seeking
 - supporting information (reports/assessments)
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WHAT HAPPENS IF YOUR CIRCUMSTANCES CHANGE

The NDIS is there to provide you with the right supports at the right time so that you can achieve your goals. If your circumstances change you may need a change to the funded supports you are receiving. You can request a review of your funding by completing the 'Change of Circumstances' form which can be downloaded from the NDIS website at www.ndis.gov.au or call 1800 800 110 and ask for a form to be sent to you.

Your circumstances may have changed because

- you've had a relapse
 - your MS has progressed
 - you've moved to a new house
 - your informal supports have changed
 - your employment has changed
 - you are going overseas
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HOW TO GET THE BEST OUTCOME FROM ANY REVIEW

- ensure your requests relate to your goals
 - explain how you will be impacted if your requests are rejected especially if there is a risk to your; health, ability to remain at home or relationship with family members
 - provide as much supporting evidence as you can about the benefit of the funding you are asking for – include any recent health reports/assessments or letters of support
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