



# Preparing for your NDIS Planning Conversation

**Epilepsy Queensland is here to help  
you at every step of your NDIS journey.**



**This is a planning workbook for:**

The following people have contributed to the information in this workbook:

**Date workbook was completed:**

**Acknowledgement:** Information contained in this workbook has been adapted from the NDIA  
“Getting ready for your planning conversation” publication



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The National Disability Insurance Scheme (NDIS) is a new way of providing support to Australians with disability or a functional impairment.

The NDIS gives you choice and control in how and when supports and services are received. With the NDIS, you will receive an individual funding allocation to choose the supports you need to live your life well.

All Australians who meet the eligibility criteria are legally entitled to NDIS funding for reasonable and necessary support. The NDIS gives all Australians peace of mind that if they, or their child or loved one is born with or acquires a permanent and significant disability they will get the support they need across their lifetime.

Some people with epilepsy do not identify as having a disability, and therefore, believe they are not eligible for supports under the NDIS.

**However, epilepsy is a neurological condition and recognised as a disability under the National Disability Insurance Act (2013), both on its own and as part of other disability types.**

Feedback from people already accessing the NDIS suggests that considered pre-planning is key to a successful transition to the scheme. This will assist with the planning meeting and ultimately maximise supports to meet your needs, achieve your goals and enhance your quality of life.

Epilepsy Queensland have listened to this feedback from participants, and stayed abreast of information and updates from the National Disability Insurance Agency (NDIA) and have developed this planning tool as a way to support you through this pre-planning stage.

## How to use the Workbook?

The Workbook is structured to support you to think about and record relevant information about you and your support networks; how you live your life; your routines; what is and isn't working for you and ultimately to help you to identify the supports required to meet your needs and achieve your goals and ambitions.

We understand that life changes. We encourage you to review and update this information as needed, to ensure that it remains accurate to your circumstances and can assist you with your NDIS journey.



The National Disability Insurance Agency (NDIA), who is responsible for the administration of the NDIS, have announced that they are currently undertaking a Participant and Provider Pathway Review, due to be released by the end of 2018. In the mean-time, you can find various resources describing the current Participant Pathway on the NDIS website at: <https://www.ndis.gov.au/participants/planning-process.html>.

To further aid in preparing you for your planning conversation, the following outlines – What is the NDIS Plan? What is involved in the planning process? What must be included in the NDIS Plan? And what evidence of disability or impairment is required? This information has been sourced from the Operational Guideline – Planning, which can be found at: <https://www.ndis.gov.au/operational-guideline/planning/planning-general-matters.html#5.2>

### What is a NDIS Plan?

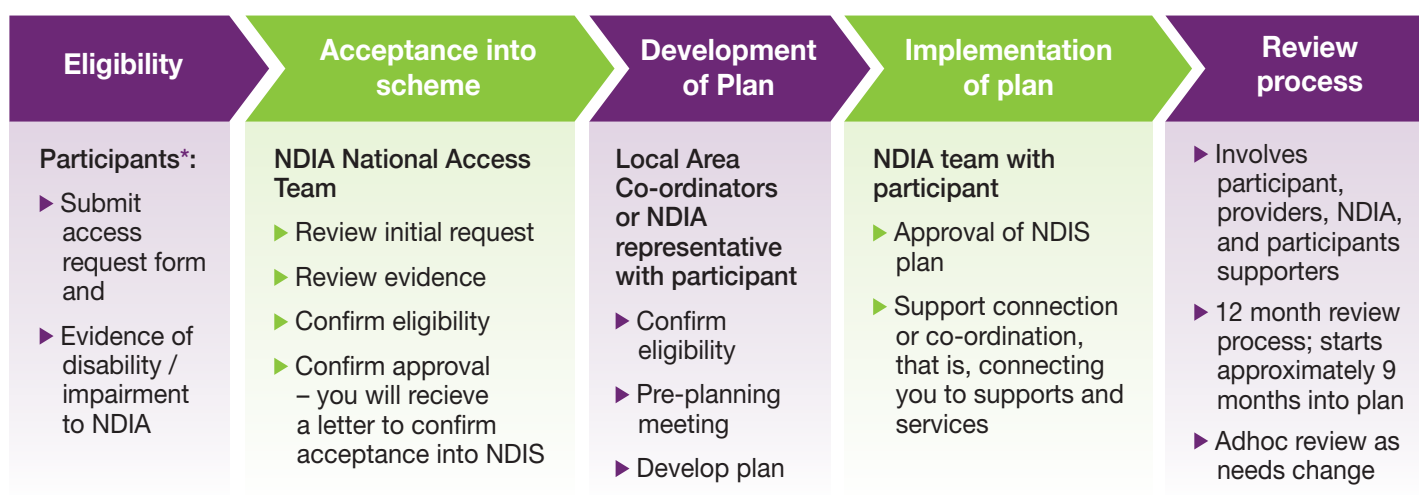
*“A plan is a document which outlines the environmental and personal context of the participant, along with the specific support/s which will be provided to, or funded for the participant to enable them to effectively move towards their personal goals, objectives and aspirations.”*

The plan will identify supports from a range of sources – such as informal-typically from family and friends; mainstream – such as from the health, education, employment & other sectors; community supports or ‘reasonable and necessary’ supports funded or provided by the NDIA.

### What is involved in the planning process?

Once you have been accepted into the scheme, you will be invited to meet with the NDIA or Local Area Coordinator (LAC are delegates of the NDIA), as part of your planning process. You can invite others to your planning meeting – such as family, friends, carers or significant others. This meeting is all about YOU – and the planner’s focus is to use goal-based planning and strengths-based approaches to gain a rich understanding of you, your lifestyle, your goals and support needs. The planning process leads to the preparation of your individualised plan.

Below is an overview of the steps involved from initial registration to selecting your supports and services – and who fulfils the main duties of each step.



## Evidence of disability / impairment – what to provide with your Access Request Form?

To identify your eligibility for the NDIS, you will be required to provide the NDIA with evidence of your disability/impairment. This includes information on what your disability/impairment is, how long it will last and its impact on your life.

Some people find this part of the process uncomfortable, as they don't like naming their disability or impairment or don't see themselves as having disability, and for others, this deficit model is not aligned to their personal beliefs. Unfortunately, this is a necessary step in providing evidence of the support you need in your life. Once you are deemed eligible, you will have greater control over decisions that impact positively on your life.

A few tips in providing the evidence as per below is to:

- Describe your worst day – that is, what areas of your life do you need help with at this time;
- When you are asked questions at your planning meeting with the NDIA about functional abilities, think about whether you/your child are genuinely independent in the areas asked, or whether there are additional supports needed to assist – for example, if your child is able to dress themselves by putting on their clothes – but is unable to identify appropriate clothes for the weather, unable to identify if it is on the right way etc. – then it is best to describe what can be done independently, and identify the supports that are required to enable this; and
- Think about what would be reasonable for a parent to do as part of their parental role, such as kids sport travel, bathing a child – however, it would not be appropriate for parents to be bathing a young adult

To become a participant, you (or your parent, legal guardian or representative) will need to complete the Access Request Form. **You will need to phone the NDIA on 1800 800 110 to request your Access Request Form.** The Access Request form includes a section for health providers to complete.

The health professional may provide the same information as required in the Access Request Form in another format, such as copies of existing assessments or reports. You may be able to request copies of your diagnosis or assessments from Centrelink or your current service provider.

As a person's functional impairment can change quite frequently, it is best to have a report identifying the details of impairment, as above, that is no more than 12 months old.

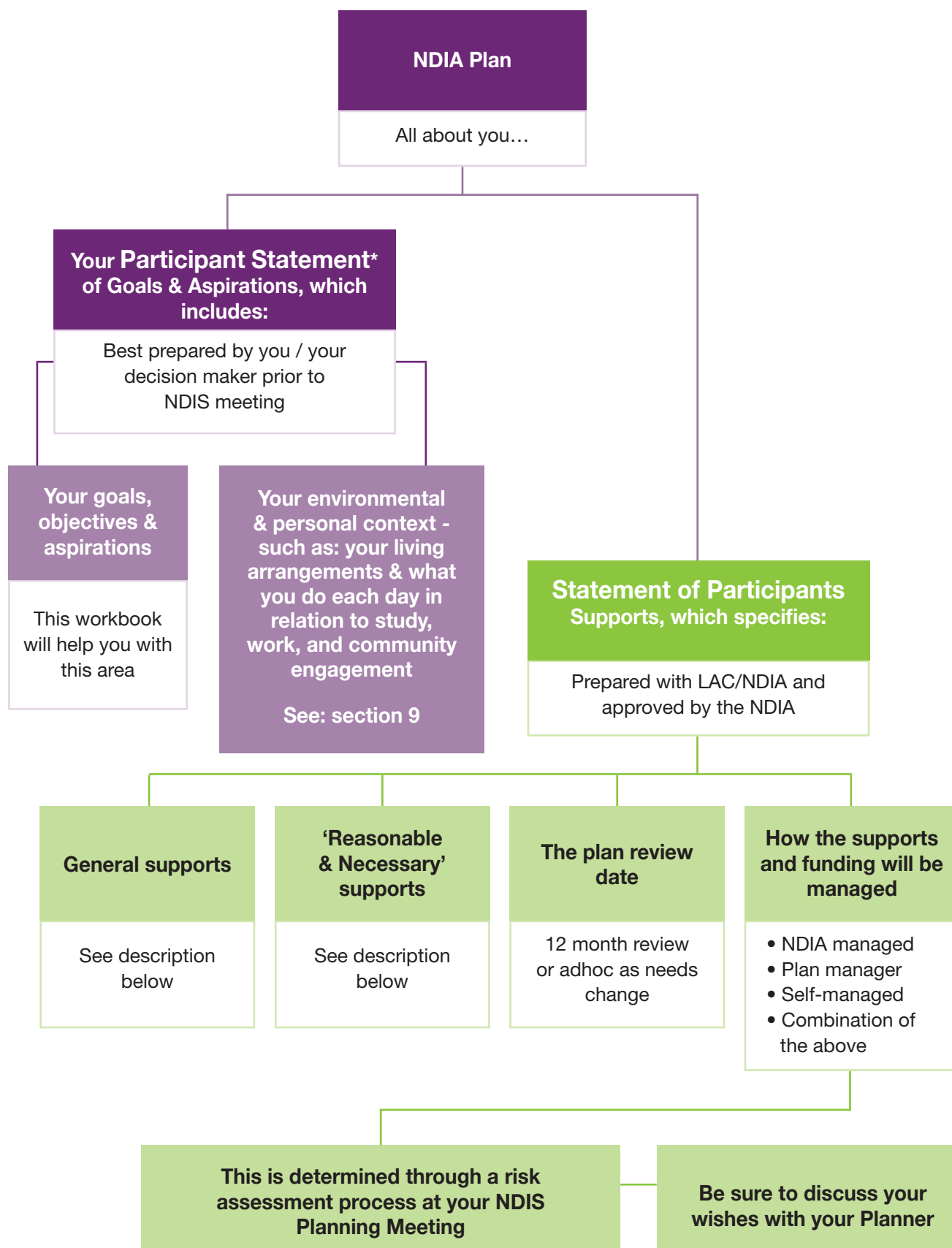
### \* Accessing the scheme if you are already receiving supports and services from the Department of Communities – Child Safety and Disability Services (DCCSDS).

For people currently receiving supports through DCCSDS, these supports will transition to the NDIS. You will receive a call from the NDIA when the NDIS is rolling out in your region, and they will organize a time for the planning meeting. We recommend you phone your local DCCSDS office prior to this to ensure your details are correct. This will help streamline the process for you and ensure that you are not disadvantaged by this transition.

**Comprehensive disability/impairment evidence must be submitted with the access request to the NDIA. The access request will not be considered complete unless this information is received.**

## What must be included in the NDIA Plan?

Below is a summary diagram demonstrating what information is required to be included as part of the NDIA Plan.



**General Supports** refer to supports and services, generally in relation to coordination and referral services that are provided by the NDIA. All people with disability can access the general supports, including those who are not NDIS participants. The General supports are administered by the NDIA through the Information, Linkages and Capacity (ILC) Building program, and associated activities, but are not funded through your NDIS plan. These are not individualised supports.

**Reasonable & Necessary Supports** - Reasonable and necessary supports are funded by the NDIS in a range of areas, which may include education, employment, social participation, independence, living arrangements and health and wellbeing. These supports will help participants to:

- pursue goals, objectives and aspirations;
- increase independence;
- increase social and economic participation, and
- develop their capacity to actively take part in the community.

These supports form part of your individual package.

### How does the NDIA decide what is “reasonable and necessary”?

Source: <https://www.ndis.gov.au/participants/reasonable-and-necessary-supports.html>  
(See helpful tip on page 7)

The NDIA makes decisions based on the **National Disability Insurance Scheme Act 2013 (NDIS Act)** and the rules made under the NDIS Act. The **operational guidelines** also provide practical guidance for decision makers.

When the NDIA makes decisions about which supports would be reasonable and necessary for a particular participant, the NDIA refer to the particular operational guideline that relates to each specific support. In order to be considered reasonable and necessary, a support must:

- be related to the participant’s disability;
- not include day-to-day living costs that are not related to a participant’s disability support needs; (eg. rent, electricity etc.);
- represent value for money;
- be likely to be effective and beneficial to the participant, and
- take into account informal supports given to participants by families, carers, networks, and the community.



### NDIA Act Section 34

#### Reasonable and necessary supports

For the purposes of specifying, in a statement of participant supports, the general supports that will be provided, and the reasonable and necessary supports that will be funded, the CEO must be satisfied of all of the following in relation to the funding or provision of each such support:

- |   |     |    |
|---|-----|----|
| (a) the support <b>will assist the participant to pursue the goals, objectives and aspirations</b> included in the participant's statement of goals and aspirations   | Yes | No |
| (b) the support will assist the participant to undertake activities, so as to <b>facilitate the participant's social and economic participation</b>   | Yes | No |
| (c) the support <b>represents value for money</b> in that the costs of the support are reasonable, relative to both the benefits achieved and the cost of alternative support   | Yes | No |
| (d) the support will be, or is likely to be, <b>effective and beneficial for the participant</b> , having regard to <b>current good practice</b>  | Yes | No |
| (e) the funding or provision of the support <b>takes account of what it is reasonable to expect families, carers, informal networks and the community to provide</b>  | Yes | No |
| (f) the support is most <b>appropriately funded or provided through the National Disability Insurance Scheme</b> , and is not more appropriately funded or provided through other general systems of service delivery or support services offered by a person, agency or body, or systems of service delivery or support services offered | Yes | No |

*This checklist is adapted from the NDIS Act (2013), Section 34 (a) – (f). Section 34(f) can be found in the legislation at <https://www.legislation.gov.au/Details/C2013A00020>.*



### Helpful Tips

#### **Continence Aids Subsidy Scheme (CASS):**

- CASS will be rolled into the NDIS, therefore you will need to identify what continence items you require.

#### **Medical Aids Subsidy Scheme (MASS)**

- Some items from medical aids subsidy scheme will transition to NDIS. Contact us for more information.

#### **Transport:**

- If you were receiving Mobility Allowance, this will now be rolled into the NDIS, so you need to articulate your transport needs during your planning meeting with the NDIA.



### Helpful Tips

#### **Using the WHODAS 2.0 as an assessment instrument for health and disability**

The NDIS Planners use various methods and assessment tools during your planning meeting to help better understand you, your lifestyle, your goals and support needs. The specific tool used will depend on your individual circumstances. However experience from service providers in areas where the NDIS has rolled out, identify the world Health Organisation Disability Assessment Schedule 2.0 (WHODAS 2.0), is a common tool used by Planners.

The WHODAS 2.0 is a generic assessment instrument for health and disability and provides a good starting point to identify key areas to consider when preparing for your planning meeting.

#### **WHODAS 2.0 covers 6 Domains of Functioning, including:**

- Cognition – understanding & communicating
- Mobility– moving and getting around
- Self-care– hygiene, dressing, eating & staying alone
- Getting along– interacting with other people
- Life activities– domestic responsibilities, leisure, work & school
- Participation– joining in community activities

To familiarise yourself with this tool, please refer to:




[http://www.who.int/classifications/icf/more\\_whodas/en/](http://www.who.int/classifications/icf/more_whodas/en/)

## 4



## Your weekly routine

Use the table below to record what a “typical” week looks like for you. This information will assist you to write your ‘Statement of Goals & Aspirations’ as per p.18 of this workbook.

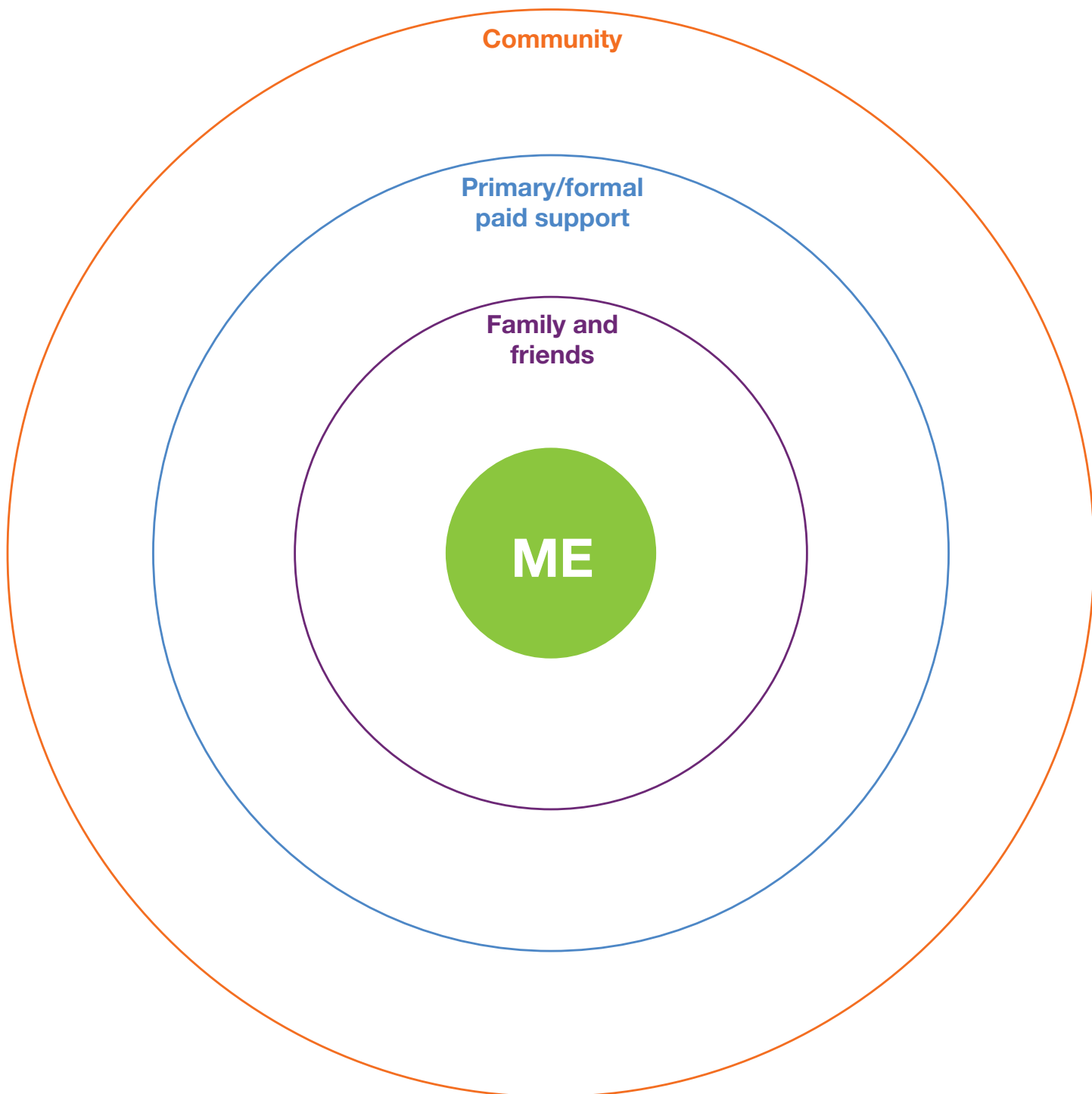
	Morning 	Afternoon 	Night 
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

	What I do?	How often?
Occasional Activities		



## Your community & mainstream supports

You will be asked about what support you currently receive from people in your life and in your local community. This can include things like health services, or help at school and sporting groups, as well as friends and family who help you. Record your supports in the relevant circles below.





## How you manage everyday activities

You will be asked questions about how you currently manage your every-day activities. Your answers will help identify the supports you receive or may require into the future to complete daily activities, including equipment, accommodation or help to take care of yourself or your home. Be sure to include activities you are currently struggling to complete independently.

### Helpful Tips

When completing this tool, think about and record the information on what a bad day looks like.

Don't forget to include your therapy supports, any equipment used and transport needs.

What supports do you need?	Who provides the support now?	Is the support informal, from a paid provider or a volunteer?	How often do you receive this support?		How often do you believe you need this support?		Comments re the sustainability of the support?
			Mon	Daily	Mon	Daily	
			Tue	Weekly	Tue	Weekly	
			Wed	Fortnightly	Wed	Fortnightly	
			Thu	Monthly	Thu	Monthly	
			Fri	Quarterly	Fri	Quarterly	
			Sat	6 Monthly	Sat	6 Monthly	
			Sun	Yearly	Sun	Yearly	
			Mon	Daily	Mon	Daily	
			Tue	Weekly	Tue	Weekly	
			Wed	Fortnightly	Wed	Fortnightly	
			Thu	Monthly	Thu	Monthly	
			Fri	Quarterly	Fri	Quarterly	
			Sat	6 Monthly	Sat	6 Monthly	
			Sun	Yearly	Sun	Yearly	
			Mon	Daily	Mon	Daily	
			Tue	Weekly	Tue	Weekly	
			Wed	Fortnightly	Wed	Fortnightly	
			Thu	Monthly	Thu	Monthly	
			Fri	Quarterly	Fri	Quarterly	
			Sat	6 Monthly	Sat	6 Monthly	
			Sun	Yearly	Sun	Yearly	
			Mon	Daily	Mon	Daily	
			Tue	Weekly	Tue	Weekly	
			Wed	Fortnightly	Wed	Fortnightly	
			Thu	Monthly	Thu	Monthly	
			Fri	Quarterly	Fri	Quarterly	
			Sat	6 Monthly	Sat	6 Monthly	
			Sun	Yearly	Sun	Yearly	

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			Fri	Quarterly	Fri	Quarterly	
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			Mon	Daily	Mon	Daily	
			Tue	Weekly	Tue	Weekly	
			Wed	Fortnightly	Wed	Fortnightly	
			Thu	Monthly	Thu	Monthly	
			Fri	Quarterly	Fri	Quarterly	
			Sat	6 Monthly	Sat	6 Monthly	
			Sun	Yearly	Sun	Yearly	
			Mon	Daily	Mon	Daily	
			Tue	Weekly	Tue	Weekly	
			Wed	Fortnightly	Wed	Fortnightly	
			Thu	Monthly	Thu	Monthly	
			Fri	Quarterly	Fri	Quarterly	
			Sat	6 Monthly	Sat	6 Monthly	
			Sun	Yearly	Sun	Yearly	
			Mon	Daily	Mon	Daily	
			Tue	Weekly	Tue	Weekly	
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			Fri	Quarterly	Fri	Quarterly	
			Sat	6 Monthly	Sat	6 Monthly	
			Sun	Yearly	Sun	Yearly	
			Mon	Daily	Mon	Daily	
			Tue	Weekly	Tue	Weekly	
			Wed	Fortnightly	Wed	Fortnightly	
			Thu	Monthly	Thu	Monthly	
			Fri	Quarterly	Fri	Quarterly	
			Sat	6 Monthly	Sat	6 Monthly	
			Sun	Yearly	Sun	Yearly	

Tip: If you need more space, just write it down on another piece of paper. The main thing is to get it down.



## What's working and what's not working?

To develop actions that lead to positive change and outcomes for you, it is important to reflect on your current situation and identify what you are happy with, and what you would change if you could.

**From your perspective, what is**

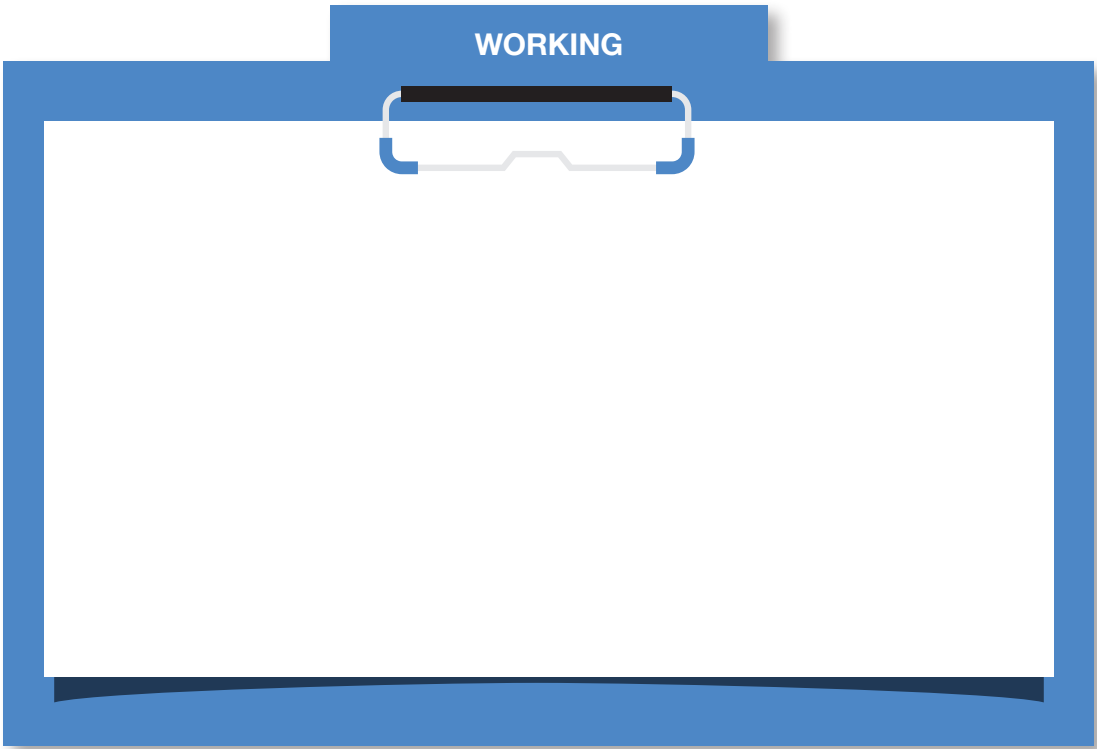
WORKING

or

NOT WORKING

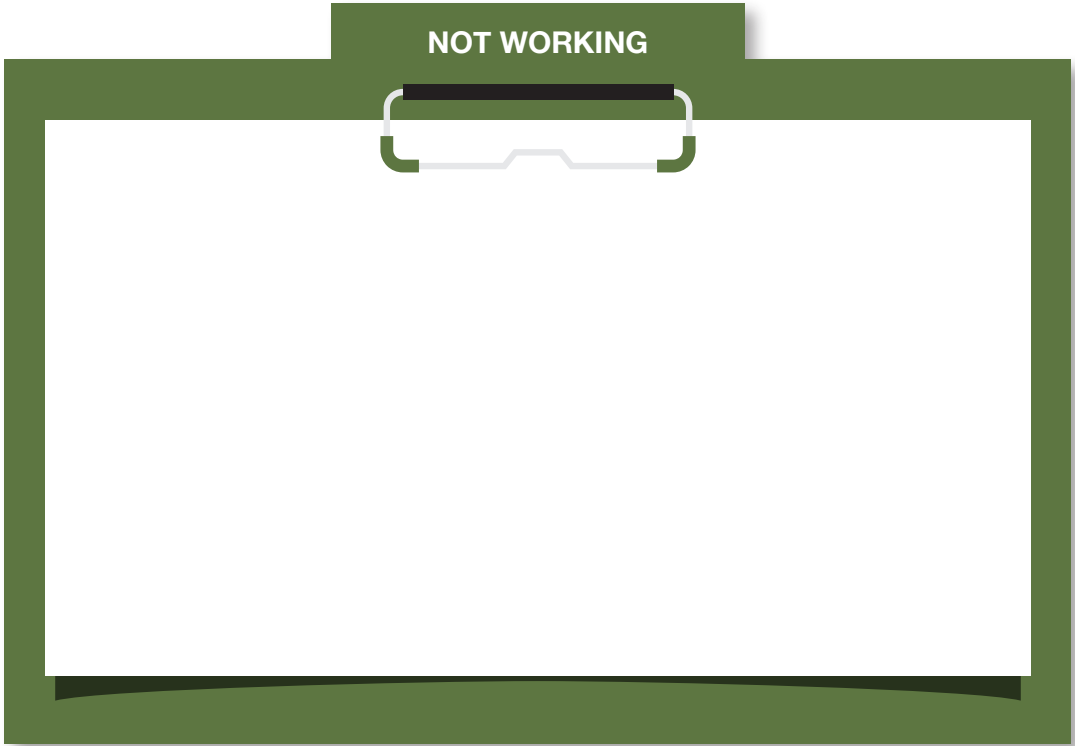
From my family/others perspective, what is

WORKING



or

NOT WORKING

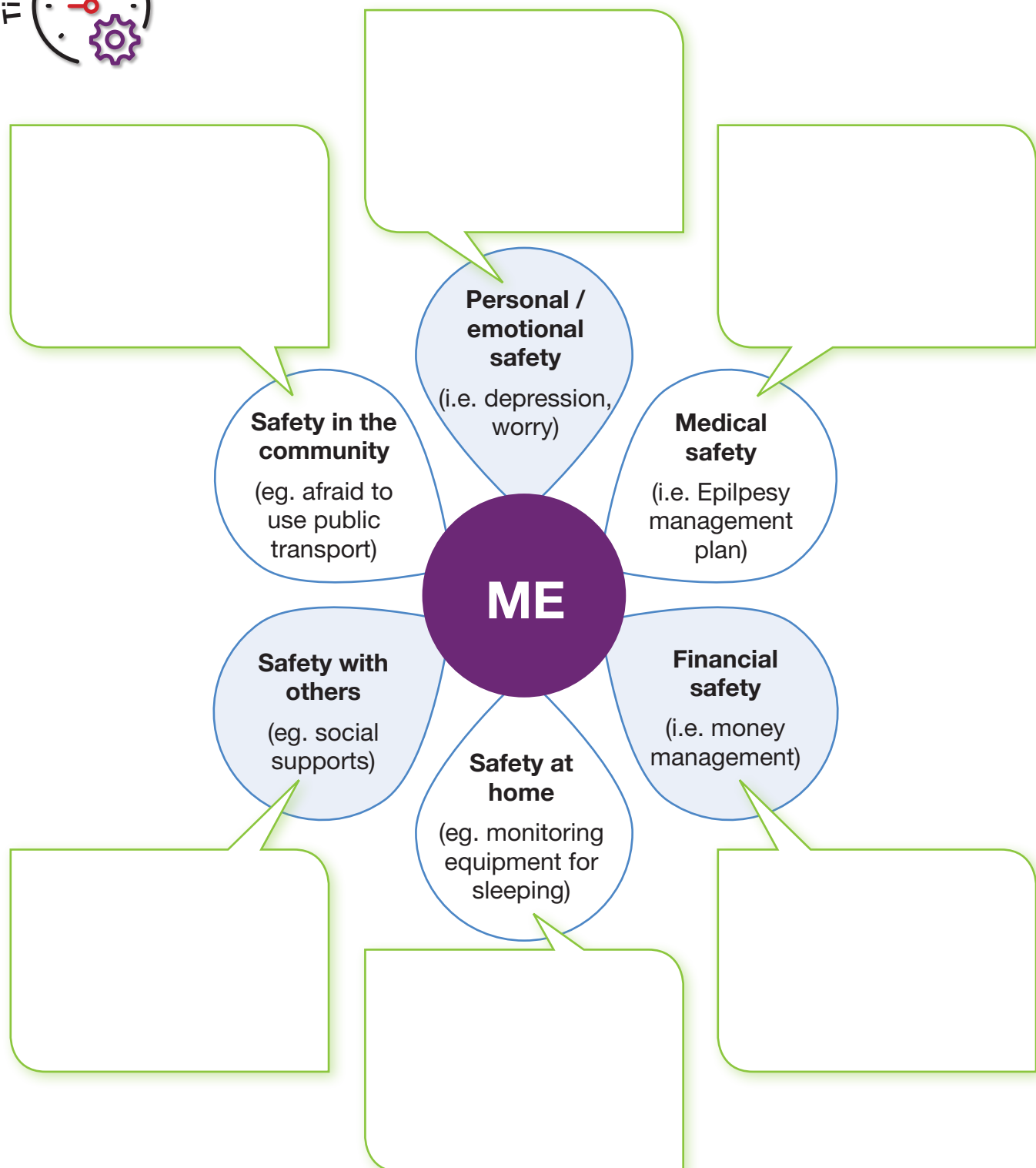




You will be asked questions about any areas in your life where you may feel unsafe or where you might need extra help. The aim is to support people to learn how to do things safely.



Write down what you would like to discuss.





Identifying and setting goals is an important part of the NDIS. Your goals are unique to you and will be recorded in a person-centred and positive manner and should strive to enhance your quality of life.

A tip with your goal planning is to keep the goals quite broadly worded, for example, “to increase my independence by engaging with a variety of therapies.” Depending on the goal, and how it is funded, this may allow greater flexibility in how you can use your funding to achieve your goal.

In setting your goals – think holistically about all aspects of your life, and what you would like to achieve.

Your goals may be in relation to:

- Health and wellbeing;
- Your identity, culture and values;
- Doing things and going places that you enjoy, including how you get around;
- Trying new things;
- Meeting new people and making new friends;
- Having a valued status in the community – e.g. work, volunteer, study, friendships, connections with others;
- Developing and maintaining your independence and safety;
- Use of assistive technology that will enhance your independence and lifestyle.



Below is a list of examples of goals that may be relevant to a child with epilepsy. This is not an exhaustive list – but will give you some pointers to think about in relation to your unique circumstances

Goal	Support category	Where this fits into NDIS funding	Examples of types of supports that may achieve this goal ...
To increase my independence, safety and inclusion by engaging with a variety of therapies, this may be in relation to: - Memory - Cognitive impairment - Occupational therapy - Speech therapy - Behaviour management	Capacity building supports	Improved daily living Improved relationships	Therapy services from an Occupational therapist, Speech therapist, Psychologist  Behaviour support; social skills development
To access mainstream & other community services, knowing that people around me know how to manage epilepsy and keep me safe	Capacity building	Improved daily living Therapeutic supports	Development of Epilepsy Management Plan or Emergency Management Plan (Administration of Midazolam)
To attend school/social/sporting activities independently  To attend sleep overs (independently and safely) with friends and family	Capacity building supports	Improved daily living Improved relationships Improved daily living (Therapy)	Therapy services from an Occupational therapist, Speech therapist, Psychologist  Behaviour support; social skills development  Development of Epilepsy Management Plan;  Aids or equipment in relation to safety and independence
To improve the knowledge, skills and confidence of people providing informal and formal supports to me in order to understand the type of seizures that I have, my triggers, what it looks like before, during and after seizures and how to keep me safe	Capacity building	Improved daily living	Training for family, carers and other roles supporting the person with epilepsy
To play safely in the playground with other kids	Capacity building supports	Improved daily living Improved relationships Improved daily living (Therapy)	Therapy Services from an Occupational therapist  Behaviour Support; Social Skills Development  Development of Epilepsy Management Plan;  Aids or equipment in relation to safety and independence
Support to maintain the capacity of family/carers to provide informal supports.  This was previously referred to as respite.	Capacity building supports	Assistance with daily living  Improved daily living	Short stay accommodation and assistance (in price guide)  Holiday for NDIS participant  Therapy sources for Psychologist

## Examples of goals that may be relevant to an adult with epilepsy:

Goal	Support category	Where this fits into NDIS funding	Examples of types of supports that may achieve this goal ...
To maintain my home and garden	Core Supports	Assistance with Daily Life	Support with household and gardening tasks
To increase my independence, safety and inclusion by engaging with a variety of therapies,  This may be in relation to: - Memory - Cognitive impairment - Managing stress/anxiety - Occupational therapy - Speech therapy etc.	Capacity Building Supports	Improved Daily Living Improved Relationships	Therapy Services from an Occupational therapist, Speech Therapist, Counselling  Behaviour Support; Social Skills Development
To have suitable equipment and aids to live safely and independently and enhance inclusion in accessing services and the community	Capacity Building Supports	Improved Daily Living	Assessment from OT, e.g. - Custom Prosthetics; - Monitoring equipment; - Home modifications; - Assistive technology for the home, community and work
To find and maintain a job or volunteer work	Capacity Building Supports	Improved Learning Finding and Keeping a Job	Transition from school to further education • Development of an Epilepsy Management Plan • Employment support and preparations; employment related supports
To move out of home, or to live independently	Capacity Building Supports	Improved Living Arrangements  Improved Daily Living Improved Daily Living (Therapy)	Assistance with accommodation & tenancy obligations  Individual skills development and training Development of an Epilepsy Management Plan
To access social opportunities or try a new hobby	Capacity Building Supports	Increased Social and Community	Skills development – either individually or in a group
To improve my health and wellbeing and engage in activities that reduce seizure triggers, injury, and stress and improve my overall wellbeing	Capacity Building Supports	Improved Daily Living Therapeutic supports	Assessment and Support by a Nurse  Development of an Epilepsy Management Plan  Therapy support – Counselling Occupational Therapist
To develop my skills in managing my lifestyle e.g. completing various forms, organising appointments / events etc.	Capacity Building Supports	Improved Daily Living	Assistance with decision making, daily planning and budgeting
Meet and socialise with other people who have epilepsy	Core Supports or Capacity Building Supports	Assistance with Social & Community Participation  Increased Social & Community	Assistance to access community, social and recreational activities, either as individual or group activities  Skills development – either individually or in a group

## What are your goals and aspirations?

For the purpose of your first planning meeting with the NDIA, having 2-3 short term goals and usually 2 longer term goals documented is recommended.

Think about different areas of your life, such as:

- **Short Term Goals** - employment, education, social participation, independence; health & wellbeing; living arrangements etc.

- **Longer term goal** (12 months or further)



The tools above have provided a good foundation for you to now write out your environmental and personal context, including information about your living arrangements and, formal, informal and other community supports. This information describes how you live your life, and may inform your goals & aspirations. This should be no more than one page.

### Helpful Tips

You do not need to do this in one sitting – you may wish to start and come back to it later. Similarly, having family, friends or other significant people in your life help you – will ensure that all areas are thoroughly considered in the planning process.

## Environmental and Personal Context - prompts for writing your statement

### My Living Arrangements

- Who do I live with?
- Are there any risks or safety issues?
- What are my housing needs and goals?

### Community Supports – formal and informal

- Are you currently receiving any supports or services from any providers?
- How/how often do family / friends support you?

### Your Social & Economic Participation

- Do you work? Study? Volunteer?
- How do you spend your days?
- Are you involved in any social or community groups/activities?



Continue next page →

## Environmental and Personal Context

Your notes:



### How can EQI help?

Epilepsy Queensland is here to help you every step of your NDIS journey.

**As of August 2017, Service Providers who have transitioned to the NDIS have identified that it takes approximately 4-6 weeks** from having your planning meeting, to be contacted via phone to advise that your plan has been approved and is ready to access on the MyPlace Portal. This timeframe is dependent on many factors, including the complexity of your plan, and for some people, the timeframes may vary.

You will need to contact the NDIA on **1800 800 110** to get your pin code for accessing the MyPlace Portal. You will also receive a copy of your NDIS plan in the post. If you have responsibility for your child's NDIS funding, you will need to link your child's MyGov account to your own.

Once your plan is approved, it is time to put it into action.

Some people may be funded for Support Coordination Services within their plan. In regions where the LACs were not in place during the roll out, most people had an allocation for Support Coordination. However, with the introduction of the Local Area Coordinators (LACs) into each region, only people with high and complex needs will generally be allocated a Support Coordinator.

**However, it is still recommended that you request support from a Support Coordinator and Plan Manager – if you feel you need assistance seeking and engaging with providers and support to manage the financial component of your plan.**

Instead, the LACs' role is to help you find community activities and the mainstream services that help you achieve your goals. Local Area Coordination is designed to support people to explore and build an ordinary life within their communities. You can then make contact with the relevant service providers seeking information to inform your decision to purchase their services. If you wish to purchase services from a provider, you will enter into a **Service Agreement** with the provider.

There is a sample Service Agreement on the NDIS website. This can be accessed at: <https://www.ndis.gov.au/document/service-agreements-providers.html>. The Service Agreement will set out the terms and conditions of the Agreement, the roles and responsibilities of all parties as well as the details of the supports to be delivered – such as cost, frequency, payment and reporting requirements. All Service Agreements must have complaint processes and exit / cancellation clauses.



Helpful  
Tips

*Write a list of things you would like to discuss at your planning meeting.  
Some suggestions:*

When will the plan be approved?

Who approves the plan?

Can I see the draft plan before it is approved?

When I receive the plan – what do I need to do?

What do I do if I am not satisfied with the outcome of the planning meeting or the approved plan?

## Notes

## *Notes*



“

The more detailed reports and evidence you can gather to demonstrate how your impairment impacts on your life, the more likely you will be eligible for the NDIS. ”

Epilepsy Queensland is here to help you every step of your NDIS Journey. Our contact details are below.



### What is the NDIS?

The NDIS is a new way of providing disability support that takes a lifetime approach.

### Can I access the NDIS?

You can access the NDIS depending on your age, residency and disability.

**Phone NDIS on  
1800 800 110**



### My first plan

Your first plan is the start of a lifelong relationship with the NDIS.

### Starting my Plan

You can choose the providers you want. Your existing provider may need to continue to deliver some support initially.



### Reviewing my plan

NDIA will review your plan with you every 12 months to make sure you're getting the support you need.

📞 07 3435 5000 or 1300 852 853 (outside brisbane)

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