



# NDIS FAQ

What is...



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

The National Disability Insurance Scheme (NDIS) is a new way of providing funding for support for Australians with disability, their families and carers. The NDIS takes a lifetime approach to care and support, investing in people with disability early, to improve their outcomes later in life.

## ***How will the NDIS affect me?***

The National Disability Insurance Scheme aims to:

1. Support your individual needs and choices around disability services, by offering reasonable and necessary support to help you reach your potential and achieve your goals.
2. Promote the provision of high quality and innovative support to maximise your independence, through full inclusion in mainstream social and economic communities.

## ***What if I'm not eligible for the NDIS?***

Don't worry. If you do not meet the access requirements for the NDIS, or it is not yet available where you live, you may be able to access other government funded programs for your support. We can help you identify all of the options you have for your individual needs and lifestyle.

If you're confused about your options, give us a call on (07) 3372 8632, or read about alternative funding.



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## ***What is the NDIA?***

The National Disability Insurance Agency (NDIA) is the independent agency responsible for implementing the National Disability Insurance Scheme (NDIS).

If you're eligible for the NDIS, the NDIA will work with you and your family to help you identify the supports you need to live your life and achieve your goals.

## ***What is Person Centred Care and Active Support?***

Person Centred Care and Active Support is the framework for the approach to all disability services. 'Person Centred' means you are at the centre of decisions about the care you want to receive based on what matters to you.

'Active Support' is aimed at helping you live the life you want, taking up opportunities you want to pursue, connecting with your community, family and friends.

## ***How much do services cost?***

We work with you to plan services that suit you and your situation. If you have government funding it will cover the cost of specified services. If you would like to purchase additional services or you don't have funding, we will clearly explain how much services cost, so you can make an informed decision about what you would like us to provide.



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## ***Can you assist children and adults with a disability?***

Yes. As a registered NDIS Provider, we have qualified staff who are experienced in providing services to people of all ages.

## ***Can you assist family carers?***

We can assist family and other care givers to take a break. They may want to return to work or study, enjoy some leisure time or catch up with friends. Many family members appreciate a chance to enjoy time with the person they care for, while we take over some of the chores.

## ***Do I need a doctor's referral?***

No. As long as you are or your loved one an Approved NDIS Participant, we can help anyone, anytime. Just contact us.

## ***How long does it take for services to start?***

If you need help in a hurry we can organise services to start the next day, however most services start within two to five days to make sure we can find the right staff members for you. Our team will be able to provide more information based on your particular situation and requirements.



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## ***Can I choose my own staff?***

Yes. We encourage you to participate actively in the selection of your team. We try to match your preferences in relation to your staff. We know some people prefer male or female staff, people with particular language abilities or other skills. We recommend you choose a small team rather than one worker, so you have more than one person who knows you and understands your preferences.

## ***Do all your staff have police checks?***

Yes. All staff have police checks. In addition to this, all staff must also hold a Disability Worker Screening Clearance Card, and staff working with people under 18 years also have a Working with Children Check.

## ***What happens if there is a medical emergency?***

Our In-home care team members are trained in First Aid and Basic Life Support / CPR to assist you until an ambulance arrives. We have an after hours service that can respond to any situation that may occur overnight or on weekends.

## ***Can you help me on the weekend or after hours?***

Yes. We visit in the evenings and can arrange overnight or 24 hour care, and provide services 7 days a week, 365 days a year.

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## ***Can you help with holidays and day trips?***

Yes. Just let us know what you are planning and we will work with you to make it happen. Each situation is different so we are flexible and will consider the welfare of you and our staff.

## ***Can you help me get to appointments or other places?***

Yes. Our team can provide transport to medical appointments, other appointments such as the hairdresser, social functions, community events and just about anywhere else you would like to go.

## ***Can you assist people living in shared supported accommodation?***

Yes. Sometimes some extra hours of dedicated care can be helpful, for short periods of time or on a more ongoing basis.

## ***Can your staff assist me with my hydrotherapy program?***

Yes. We will work with you through the risk assessment process to make sure the environment and the support you need is safe for you and the Open Hands Community Care staff.