# Purple cover with white lettering: Disabulity related health supports - Informatoin for providers. June 2020Disability related health supports **Information for providers**

### Version 2 – June 2020

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**Please note:** this information pack does not include changes to the Scheme made as part of the NDIA’s response to the Coronavirus (COVID-19) pandemic.

## Introduction

The Commonwealth, State and Territory Governments – as the funders of the NDIS – are working hard to deliver on the promise that every Australian with a significant and permanent disability and their families are supported to participate fully in their communities.

There is a commitment from all governments to deliver a Scheme that gets it right for participants today, while ensuring its ability to keep meeting the needs of all Australians into the future.

The Disability Reform Council (DRC) in June 2019 endorsed a policy about the roles and responsibilities of the NDIS and health system for funding disability-related health supports.

This policy focuses on delivering a high quality experience to eligible NDIS participants to ensure they receive the disability-related health supports they need as a regular part of their daily life. The policy was introduced to remove uncertainty and delays, increase confidence and provide clarity for participants needing disability-related health supports.

## What has changed?

Since 1 October 2019, additional disability-related health supports have been available for participants to purchase using NDIS funding. The NDIS will fund specific disability-related health supports where the supports are a regular part of the participant’s daily life, and the need for the supports results from the participant’s disability.

The health system will continue to be responsible for the diagnosis, early intervention and clinical treatment of health conditions, ongoing and chronic health conditions not related to a participant’s disability, time-limited (non-ongoing) and palliative conditions, rehabilitation, convalescent care or acute/post-acute care (e.g. hospital and Hospital in the Home).

Where a participant’s disability prevents them from being able to self-manage certain health conditions that a person without disability would be expected to do themselves, the NDIS will provide funding for the care to be delivered by a support worker.

To approve funding for disability-related health supports, the National Disability Insurance Agency (NDIA) must be satisfied that the funded supports in the participant’s NDIS plan meet each of the reasonable and necessary criteria outlined in section 34(1) of the *National Disability Insurance Agency Act 2013* and the *National Disability Insurance Scheme (Supports for Participants) Rules 2013*.

Disability-related health supports can be delivered by a suitably qualified and competent worker, which may include nurses and/or allied health practitioners.

## Support types

The typical types of support available can be grouped into eight ‘support type’ categories.

The following list of fundable supports is not exhaustive, and supports may be delivered in a range of ways. Note: this list was updated in June 2020.

#### Continence supports

* + An NDIS-funded suitably qualified and competent worker to undertake insertion, removal or change of indwelling urethral catheter, suprapubic catheter and/or clean intermittent catheter.
  + Training of an NDIS-funded suitably qualified and competent worker to provide catheter maintenance and care.
  + Provision of daily catheter maintenance and care by an NDIS-funded suitably qualified and competent worker.
  + All continence consumables (for example catheter, bags, pads, bottles, straps).
  + Training of an NDIS-funded suitably qualified and competent worker to provide assistance to manage bowel care where needed.
  + An NDIS-funded suitably qualified and competent worker to provide stoma management and care.

#### Diabetic management supports

* + Development of a specific diabetes management plan where the participant’s disability complicates the management and care of their diabetes. This would build on the clinical plan developed by the General Practitioner.
  + Implementation of a diabetic management plan and daily maintenance and care by an NDIS-funded suitably qualified and competent worker.
  + Training of an NDIS-funded suitably qualified and competent worker to implement a diabetic management plan.

#### Dysphagia supports

* + Development and periodic review of a meal time management plan by an NDIS-funded suitably qualified and competent clinician.
  + Implementation of a meal time management plan by an NDIS-funded suitably qualified and competent worker.
  + Development, implementation and periodic review of an oral eating and drinking care plan (OEDCP) by an NDIS-funded suitably qualified and competent clinician.
  + Implementation of an OEDCP by an NDIS-funded suitably qualified and competent worker.
  + Training of an NDIS-funded suitably qualified and competent worker to implement the meal time management plan and OEDCP.
  + Swallowing therapy associated with dysphagia provided by an NDIS-funded suitably qualified and competent worker.
  + Consumables such as thickeners to enable a participant to swallow more easily and reduce their risk of aspiration/choking, if not available through the Pharmaceutical Benefits Scheme (PBS).

#### Epilepsy supports

* + Training of an NDIS-funded suitably qualified and competent worker to implement the participant’s Epilepsy Management Plan (EMP) and/or Emergency Medication Management Plan (EMMP).
  + Epilepsy seizure monitoring by an NDIS-funded suitably qualified and competent worker including the application of assistive technology.

#### Nutrition supports

* + Dietetic consultations and the development and periodic review of a nutritional meal plan by an NDIS-funded suitably qualified and competent clinician.
  + Implementation of a nutritional meal plan by an NDIS-funded suitably qualified and competent worker.
  + Training of an NDIS-funded suitably qualified and competent worker to implement the nutritional meal plan.
  + Percutaneous Endoscopic Gastrostomy (PEG) Stoma Changes (to assist feeding) by a suitably qualified and competent clinician.
  + Provision of PEG maintenance and care by a suitably qualified and competent worker.
  + Training of an NDIS-funded suitably qualified and competent worker to provide PEG maintenance and care.
  + Home Enteral Nutrition (HEN) and (PEG) and equipment and consumables excluding food.
  + HEN formula/nutritional supplements (to meet participant’s nutritional needs) if cost is in excess of PBS funding.

#### Podiatry supports

* + Assessment, development, implementation and periodic review of a podiatry care plan by an NDIS-funded suitably qualified and competent clinician.
  + Training of an NDIS-funded suitably qualified and competent worker to implement the podiatry care plan and perform any required daily maintenance and care related to the plan.

#### Respiratory supports

* + Development and periodic review of a care plan for the daily maintenance of tracheostomy (insertion, removal and change) by an NDIS-funded suitably qualified and competent clinician.
  + Implementation of daily maintenance of tracheostomy (insertion, removal and change) by an NDIS-funded suitably qualified and competent worker.
  + Training of an NDIS-funded suitably qualified and competent worker to provide tracheostomy maintenance and care.
  + Provision of tracheostomy equipment and consumables.
  + Provision of a Constant Positive Airway Pressure machine (CPAP) machine and consumables.
  + Provision of a Bi-level Positive Airway Pressure (BIPAP) machine and consumables.
  + Provision of a ventilator, air humidifier, portable suction machine and/or cough assist machine and consumables.
  + Assistance with the use of all respiratory medical equipment as well as the training of a suitably qualified and competent worker to use the equipment.

**Note:** the necessary standards and safeguards for provision of respiratory supports is the subject of consideration by the Intergovernmental Clinical Governance Working group. Any requests to the NDIS are being considered on a case-by-case basis in discussion with local health services.

#### Wound and pressure care supports

* + Development of a care plan by a suitably qualified and competent clinician.
  + Wound care and pressure care (including pressure injury management) by an NDIS-funded suitably qualified and competent worker.
  + Training of support workers/families in prevention of pressure areas and wounds.
  + Wound care and pressure care consumables (e.g. dressings, gauze, bandages, tape, lymphoedema garments and pressure wraps).
  + Provision of Assistive Technology as required due to a participant’s disability, to prevent pressure areas/wounds occurring.
  + Lymphoedema machines as well as assistance with the use of the equipment and the training of an NDIS-funded suitably qualified and competent worker to use the machine.

## What is a reasonable and necessary support?

The NDIS funds a range of supports and services. In order to be considered reasonable and necessary, a support or service:

* + must be related to a participant’s disability
  + must not include day-to-day living costs not related to a participant’s disability support needs
  + should represent value for money
  + must be likely to be effective and work for the participant
  + should take into account support given to a participant by other government services, family, carers, networks and the community
  + is most appropriately funded by the NDIS.

A participant’s reasonable and necessary supports take into account any informal supports already available (informal arrangements that are part of family life or natural connections with friends and community services) as well as other formal supports, such as health.

These supports will help participants to:

* pursue their goals, objectives and aspirations,
* increase their independence,
* increase community and workplace participation, and
* develop their capacity to actively take part in the community.

## How do people access disability-related health supports?

If a participant already has disability-related health supports included in their NDIS plan, there is no change – they will continue to purchase theses supports as usual.

If a participant has recently become eligible for the NDIS, or if their plan is being reviewed, additional disability-related health supports can be included during the planning stage. Once they have these supports included in their plan, they will be able to purchase these supports like any other item in an NDIS plan.

Existing NDIS participants who need to add these supports into their plan do not need to request an unscheduled plan review to begin accessing disability-related health supports.

Participants have two ways to access these supports immediately:

1. They can use the unspent core supports budget in their NDIS plan flexibly to purchase disability-related health supports with the exception of Assistive Technology valued over $1500. Supports can be purchased this way until a participant’s next plan review. At the plan review, participants can discuss their need for these supports and, if reasonable and necessary, funds for disability-related health supports will be included in their plan.
2. They can continue to receive support from their State or Territory health service, and contact the NDIA to discuss their disability-related health supports needs. They can do this either themselves or with support from their State or Territory health service. Participants are being encouraged to inform health services they are an NDIS participant. This will help a participant get supports included in their plan more quickly, and allow them to choose the providers they want to deliver these services.

Access to disability-related health supports will not stop during this transition period.

The Commonwealth, State and Territory governments have committed to ensuring NDIS participants will continue to receive disability-related health supports while the funding arrangements transfer to the NDIS.

Many State and Territory health services are already registered NDIS providers and some are considering becoming registered providers. This means a participant may be able to purchase supports from their existing provider from their NDIS plan.

Remember:

People with disability must meet the NDIS eligibility requirements to access disability-health related supports through the NDIS. If someone is not an NDIS participant, they can find out if they are likely to be eligible by using the [eligibility checklist](https://www.ndis.gov.au/applying-access-ndis/am-i-eligible) or calling 1800 800 110.

* If someone is self-managing their NDIS plan, they will continue to have the flexibility to use their funds to meet their NDIS goals, and engage registered and/or non-registered providers.

## Updated Price Guide

The Price Guide is a key reference to help participants, providers and intermediaries discuss and prepare for including disability-related health supports in eligible NDIS plans.

The disability-related health supports pricing structure and support levels are included in the [2020-21 Price Guide and Support Catalogue](https://www.ndis.gov.au/providers/price-guides-and-pricing), which also contains helpful policy information and guidance for providers, such as:

* + line item numbers for each support and how to identify what’s claimable against each line item – there are specific items for when a participant is using their funds flexibly and when they are included in an NDIS plan
  + maximum price limits
  + conditions to deliver supports
  + clarification about NDIA’s billing policies.

Providers and participants must develop service agreements and service bookings, and be aware they can be paid through the NDIS myplace portal. Updated step-by-step guides on processing payments are available on the NDIS website.

For information and updates about pricing:

* download the updated [Price Guide and Support Catalogue](https://www.ndis.gov.au/providers/price-guides-and-pricing)
* find out how to [register as a Provider](https://www.ndiscommission.gov.au/)
* read more about [disability-related health supports](https://www.ndis.gov.au/providers/price-guides-and-pricing/delivering-disability-related-health-supports-guide-providers).

## Funding categories

The disability-related health supports funded by the NDIS can be can be grouped into three main categories:

1. Consumables

* Consumables consist of supports that are meant to be consumed through eating, drinking or using. Examples of consumable disability-related health supports are items such as thickeners, wound care dressings, and catheter bags.
* Consumables for disability-related health supports can immediately be paid for out of any unspent funds from existing core supports category in an NDIS plan, without the need for a plan review. Funding for these supports will be included at the next scheduled plan review if reasonable and necessary.
* In most instances, there is no need for a participant to ask for an unscheduled review to purchase disability-related health supports consumables. However if they do not have enough unspent funds in their core supports, they will need to request a plan review through the NDIS contact centre, Local Area Coordinator or NDIA planner.

1. Assistance

* Assistance consists of supports provided by another human being.
* Assistance is when a suitably qualified and competent worker, nurse or allied health professional is required to assist in the provision of a support that the participant is unable to administer themselves. For example, when a participant requires a suitably qualified and competent worker to operate a ventilator.
* If a support worker, nurse or allied health professional is needed, their services can be paid for out of any unspent funds from existing core supports budget in an NDIS plan, without the need for a plan review.
* When it is time for a participants next plan review, they can then discuss the need for disability-related health supports and they will be included in the plan if they are reasonable and necessary.
* Participants using their plan flexibly prior to a plan review, need to initially pay for a registered nurse through the core support budget until their next plan review. After a plan review, these assistance supports will be funded through the capacity building budget in a plan.
* In most instances, there’s no need for a participant to ask for an unscheduled plan review. However if they don’t have enough unspent funds in their core supports category, they will need a plan review.

1. Assistive Technology

* Assistive Technology (AT) is 'any device or system that allows individuals to perform tasks they would otherwise be unable to do or increases the ease and safety with which tasks can be performed'. Examples of AT includes equipment such as a ventilator, and epilepsy monitoring devices such as seizure monitoring alarm systems.
* The NDIA has made changes to deliver better AT experiences and outcomes for participants and providers, including improvements to the planning process and quoting requirements.
* For AT purchases over $1500, participants will need to have a plan review to add funding to the capital supports budget in their NDIS plan.
* For further information on Assistive Technology, visit the [NDIS website](https://www.ndis.gov.au/participants/home-equipment-and-supports/assistive-technology-explained).

## Registering as an NDIS provider

The number of participants funded for disability-related health supports is expected to grow significantly in the next 12 months. As demand increases, opportunities will also grow for individuals and organisations – including health sector and community health services – to provide these supports as a registered NDIS provider.

Individuals and organisations in all states and territories except WA can get more information about how to register as an NDIS provider by visiting the [NDIS Quality and Safeguards Commission](https://www.ndiscommission.gov.au/) website. For WA providers, they can register through the [NDIS Provider Toolkit](https://providertoolkit.ndis.gov.au/).

## Clinical governance

The Commonwealth, State and Territory governments, together with the NDIA, are committed to ensuring disability-related health supports required on a regular and ongoing basis are delivered in a safe and responsible way nationwide.

The NDIA is working hard to ensure the process of funding disability-related health supports is guided by the best available evidence and by a robust understanding of what health professionals and disability supports workers can safely deliver.

The NDIS Clinical Governance Working Group is informing this work. The group has representatives from the Commonwealth, State and Territory governments, NDIS Quality and Safeguards Commission, relevant experts and industry representatives.

This group will help guide the clinical governance for the delivery of disability-related health supports through the NDIS.

## How does the transition period work?

During the transition to additional disability-related health supports being funded by the NDIS, some supports may continue to be delivered by the State and Territory health services until a participant has a plan review.

[Specific pricing arrangements and service levels](https://www.ndis.gov.au/providers/price-guides-and-pricing/) have been developed to guide how disability-related health supports will be funded.

A participant or their nominee will be able to work with the provider and explain what supports are funded and at what level. The provider should then create a service agreement and service booking in the NDIS myplace portal so they can start delivering services.

## How do providers of disability-related health supports get paid?

NDIS participants are able to pay for disability-related health supports through their plan budget.

This means they can choose when and who provides these supports. Many State and Territory health services are already NDIS registered providers. In some situations, participants may be able to use their existing provider to deliver these supports.

To claim payment for services delivered, providers and participants must develop service bookings to ensure they can be paid through the NDIS myplace portal.

A list of registered providers is available on the [NDIS website](https://www.ndis.gov.au/participants/working-providers/find-registered-provider) or through the Provider Finder on the myplace portal.

## For more information

* Visit the [NDIS website](https://www.ndis.gov.au/understanding/supports-funded-ndis/disability-related-health-supports) for disability-related health supports information, including:
* [health sector pack](https://www.ndis.gov.au/understanding/supports-funded-ndis/disability-related-health-supports/disability-related-health-supports-health-sector)
* [participant information pack](https://www.ndis.gov.au/understanding/supports-funded-ndis/disability-related-health-supports/disability-related-health-supports-participants)
* [provider information pack](https://www.ndis.gov.au/understanding/supports-funded-ndis/disability-related-health-supports/disability-related-health-supports-providers)
* [case studies](https://www.ndis.gov.au/media/1669/download)
* [pricing information for providers](https://www.ndis.gov.au/providers/price-guides-and-pricing/delivering-disability-related-health-supports-guide-providers)
* Phone the NDIS National Contact Centre on **1800 800 110**
* Email [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)
* For provider registration (except in Western Australia), contact the [NDIS Quality and Safeguards Commission](file:///C:\Users\PDP212\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\T0NZF1OK\•%09The%20disability-related%20health%20supports%20policy%20announcement%20via%20the%20Disability%20Reform%20Council%20Communiqué%20dated%2028%20June%202019,%20and%20associated%20fact%20sheet), phone 1800 035 544. For WA, visit the [NDIS website](https://www.ndis.gov.au/providers/becoming-ndis-provider/how-register/registering-provider-wa) for more details.