



Whittlesea Disability Network



Acknowledgement of Country

Before we begin, I would like to acknowledge the Traditional Owners and Custodians of the Country on which we meet today, and their continuing connection to land, sea, and community. I pay my respects to their Elders, past present and emerging.

I would like to extend that acknowledgement and respect to any Aboriginal and Torres Strait Islander peoples here today.

Transition and Information Sharing



NDIS Supports - definition

NDIS supports

- NDIS supports are services and items that participants can use their NDIS funding for to help with their disability related needs.
- You can only spend your NDIS funding on things that are NDIS supports.
- The change affects **all** participants.
- We have published a list of what are and aren't NDIS supports on the NDIS website.



NDIS supports – How we got here

The definition of NDIS supports has been developed based on:

- current guidance and practices
- consultation with the community.

This rule is temporary. The final rule will be decided after consultation with the disability community and agreement by state and territory governments. This is expected by July 2025.

NDIS support lists

Changes to NDIS supports

We have published lists that make it clear what you can buy with your NDIS funding. These lists show:

- what is an NDIS support
- what is not an NDIS support
- what is a replacement support.



Visit the NDIS website for the
[NDIS support lists](#)

Types of NDIS supports we fund

Types of NDIS supports we fund

We fund NDIS services, items, and equipment that relate to your disability.

Some examples include:

- Assistance with daily personal activities - eating and drinking, dressing and toileting.
- Evidence-based early childhood intervention supports for children 0-9 years - speech pathologists and occupational therapists.
- Supports to help prepare for, find or keep employment.



Visit the NDIS website for
[what the NDIS fund](#)

Types of NDIS supports we don't fund

What is not an NDIS support

- Under the new law, there are things we can't fund or provide.
- There are 15 categories of goods and services that are not NDIS supports.
- We can't fund services, items and equipment that are not NDIS supports.



You can download a copy of
[supports that are not NDIS supports](#)

Types of NDIS supports we don't fund

The NDIS cannot fund a support that:

- is the responsibility of the state or local government or a community service
- is not related to your disability
- is not evidence-based
- relates to day-to-day living costs rather than your support needs, or
- is likely to cause harm to you or pose a risk to others.

We also **cannot** fund sexual services, alcohol or drugs.

What is a replacement support?

Replacement supports

- In some cases, we can fund supports that are not on the NDIS supports list.
- You can ask for an NDIS support to be replaced with non-NDIS supports. These are called **replacement supports**.
- A replacement support isn't an extra support. It replaces an existing NDIS support or supports on your plan.
- Only some supports can be replaced. Replacement supports must be from the pre-approved **replacement supports list**.



You can find the [replacement support list](#) on the NDIS website

Replacement support items

Replacement supports are available for:

- standard commercially available household items
- smart watches, tablets, smart phones, apps for accessibility or communication purposes.

We will consider these supports if they:

- provide better outcomes
- cost the same or less than a NDIS support.

Applying for a replacement support

If you want a replacement support, you must apply in one of three ways:

- Fill out an application form, available at the bottom of the page titled '[What does the NDIS fund?](#)' on the NDIS website.
- Scan the QR code on this slide.
- Contact the [National Contact Centre](#) on 1800 800 110.

If your application is approved, you can buy the NDIS support.

If your application for a replacement support is not approved, you can't apply for the same replacement support again for 12 months.



You can find the form on the
[NDIS Our Guidelines website](#)



What if you buy a non-NDIS support?

What if you buy a non-NDIS support (slide 1 of 2)

To give people time to adjust and understand the NDIS supports list, there is a 12-month transition period. The transition period is 30 days for providers.

For the next 12 months, we won't raise a debt if you make a mistake and buy a non-NDIS support:

- for the first or second mistakes
- if the support is worth less than \$1,500.

We will work with participants who make mistakes to make sure that they understand the NDIS supports lists.

What to do if you buy a non-NDIS support (slide 2 of 2)

If you accidentally spend your NDIS funding on something that is not a NDIS support:

- call us on **1800 800 110**; or
- email enquiries@ndis.gov.au.

We will work with you to understand the new rules and access supports.

Transition and Information Sharing

How will effective communication channels be kept open between participants and the NDIA over transition period?



**For more information
visit the**

Transition and Information Sharing

Will current barriers to confidential and accountable communication be addressed i.e. use of private call centres?



Eligibility Funding & Navigator Role



Overview: Access and eligibility

From 3 October 2024

Overview of changes – Access and eligibility (slide

When you apply to access the NDIS, we will consider, decide and tell you if you meet the:

- disability requirements
- early intervention requirements
- or both.

This impacts:

- people applying to access the NDIS.

Overview of changes – Access and eligibility (slide

Disability requirements and early intervention requirements are updated:

- A person should only access the NDIS if they require supports which are NDIS supports.
- This makes it clearer when a mainstream system is responsible for providing support or early intervention support.

This impacts:

- people applying to access the NDIS and existing participants, if they need to go through an eligibility reassessment.

Overview of changes – Access and eligibility (slide 4 of 4)

We can request specific information or reports if we are considering your status as a participant.

This impacts:

- Participants, if we are considering their status as a participant.

Impairment notices

What is an impairment notice?

From 1 January 2025, all new participants will receive an impairment notice when they access the NDIS.

An impairment notice is a document that says the participant has a permanent disability or significant impairment.

This change recognises people with disability who have the same 'diagnoses' may have different impairments and support needs.

Support needs assessment

What is a support needs assessment

- A support needs assessment is a new process being introduced to evaluate a participant's disability-related support needs.
- The assessment process will be co-designed with the disability community to ensure it meets participants' needs.
- The specific methods and tools for assessments will evolve based on feedback from participants and stakeholders.
- This change won't come into effect until the process has been co-designed.

Market Sustainability



Market Sustainability

Are changes going to improve clarity information provided about pricing?



**For more information
visit the**

Market Sustainability

Will there be support for smaller businesses to remain viable i.e., absorption of costs associated with new compliance requirements, practitioner training and capacity building et al and what is the benefit to service providers of being registered with NDIS?



**For more information
visit the**

Contact us

If you:

- have any questions about the information today

please email us at:

community.engagement.east@ndis.gov.au



For general enquiries please contact: **1800 800 110**

or email: enquiries@ndis.gov.au

More information

Our website is regularly updated with information including:

- [latest news and advice](#)
- [upcoming events](#)
- [subscribing to our newsletters](#)
- [have your say](#)
- [Participant First: Help improve the NDIS](#)
- [join Participant First today.](#)