

New Model for managing NDIS Plans

LAC FUNCTIONS

- Building Community Capacity/ILC
- Navigation Services
 - Provide expert phone assistance
 - Information
 - Practical assistance with access request
 - Preparation for planning meeting
 - Understanding and implementing plans
 - Sourcing and securing alternative support services for those ineligible for NDIS
- Review, Feedback and assist policy development

LAC DELIVERY MECHANISMS:

- Shop front Offices
- Drop-in service co-located with Centrelink/NDIA office
- Outreach to homes/cafes etc
- Workshops/presentations/resourcing support groups and service providers who are supporting participants/carers with disabilities

NDIA FUNCTIONS

Current functions but now

All Plan development functions managed and **delivered internally**

- Intake service
 - Conduct screening interviews & assign planner with experience to match disability type:
- Pre-Planning Meeting
- Develop draft
- Draft review meeting
- Liaise with delegate for approval
- Post-approval Plan implementation meeting
- Conduct annual review
- Point of contact for participant/carer

Proposed improvement to NDIS participant communication, accountability and quality

