

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2017-2018 Budget Estimates Hearings

Outcome: National Disability Insurance Agency

Question No: NDIA SQ17-000119

Topic: Complex Case Managers and Planner

Hansard Page: Written

Senator Kakoschke-Moore, asked:

What is the difference between a complex case manager and a planner?

Answer:

A National Disability Insurance Agency (NDIA) planner's primary role is to work closely with a participant to develop their National Disability Insurance Scheme (NDIS) plan.

The Partners in the Community (PITC) program enables the National Disability Insurance Scheme (NDIS) to be implemented at a local community level. The National Disability Insurance Agency (NDIA) is looking to partner with experienced and qualified organisations, with strong local knowledge and understanding of the needs of people with disability or developmental delay, to deliver Local Area Coordination and Early Childhood Early Intervention (ECEI) services as part of the PITC program.

An NDIA planner or a Local Area Coordinator (LAC) will conduct the planning conversation with the participant and/or their nominee about their existing supports, needs and main goals. All the information provided by the LAC is reviewed by the NDIA planner and used to develop the NDIS plan, which includes the reasonable and necessary supports related to the participant's individual circumstances.

Complex case managers, where required, are a funded support that would be included in a participant's plan under capacity building, as support coordination.

Refer to NDIA SQ17-000118 for a description of support coordination.

Refer to NDIA SQ17-000132 for a description of Local Area Coordinators.