

Family Support Services and the National Disability Insurance Scheme (NDIS)

General information for FaCC and IFS service providers

About the NDIS

The NDIS funds reasonable and necessary support to help children with disability or developmental delay reach their goals in a range of areas.

The NDIS helps eligible children and their families access services and support in their communities and can provide funding for disability supports like early childhood intervention therapies, wheelchairs or communication devices.

Parents with disability may receive reasonable and necessary support from the NDIS that will increase their capacity to care for their children and young people.

Access to the NDIS for children aged 0-9

Access to the NDIS for **children aged 0-9 years** is through the Early Childhood Approach (ECA) pathway which is delivered through an Early Childhood Partner.

Access to this pathway does not require a diagnosis. The Early Childhood partner is contacted directly where a child has or may have developmental delay or disability.

The Early Childhood Partner may:

- help the family request NDIS access and develop their NDIS plan if longer-term support is needed
- provide short-term early intervention therapy support
- provide information about mainstream supports and services for a child and their family
- make connections for the child with relevant services in their area like their

community health centre or local playgroup

- coordinate a combination of these.

Access to the NDIS for children aged 9+ and adults

NDIS Local Area Coordinator Partners support **children aged 9+, young people and adults** to access the NDIS.

In general, accessing the NDIS involves:

- gathering eligibility evidence and completing an Access Request form
- working with an NDIA planner or Local Area Coordinator to develop a Participant Plan.

NDIS plans and support

NDIS plans are developed through a face-to-face meeting with an NDIS Planner or Local Area Coordinator. NDIS plans include reasonable and necessary supports that are specific to a person's disability or developmental delay and can help them reach their goals.

These supports may include:

- therapy and behaviour support
- aids, equipment and consumables
- skill-building supports
- supports to help gain independence and enable sustainable caring arrangements
- home modifications and transport
- disability-related training for parents/carers

Support coordination

Support Coordinators are registered NDIS service providers who can support parents to understand and implement the funded supports in their child's plan and link them to

community, mainstream and other government services.

Support coordination may be requested during development of an NDIS plan. Families eligible for IFS support will likely require support coordination to maximise the benefits of an NDIS plan.

Managing a plan

There are three options for a family to [manage their child's NDIS funding](#):

- self-managed where a family takes on all the responsibility of managing the funding in the plan
- plan-managed when a provider supports a family to manage funding
- NDIA-managed where NDIA pays providers on a participant's behalf.

Families involved with IFS services who need assistance to manage a plan will need to request **plan management** at the planning meeting.

How FaCC & IFS can help

Family and Child Connect (FaCC) and Intensive Family Support (IFS) services can support families by helping them navigate the NDIS process. This may include:

NDIS Access

- Supporting a family to connect with an Early Childhood Partner for children aged 0-9
- Supporting a family to connect with NDIS Local Area Coordinator, an NDIS Remote Community Connector (for Aboriginal and Torres Strait Islander families in remote locations) or NDIS office about access for a child aged 9+, young person or an adult with a disability.

NDIS Planning

- Helping a family to consider their child or young person's disability and support needs ahead of their NDIS planning meeting, including the reasons for requesting **support coordination**.

Once the person has an NDIS plan

- Supporting a family to remain connected with their NDIS Local Area Coordinator.

Where there has been a change in circumstance, or the family is in crisis

- Helping a family connect with a Local Area Coordinator or their Support Coordinator to rearrange the supports within their plan to respond to their immediate needs
- Supporting a family to make a request to the NDIS for a plan review or review of a decision if required.

Disability advocates

National Disability Advocacy Program agencies can assist with issues that may arise with the NDIS or with service providers, for example, reviews of NDIS decisions or complaints about service delivery. FaCC and IFS services can support families to connect with an advocate.

Contacts














National Disability Insurance Scheme:
1800 800 110 or www.ndis.gov.au

[Early Childhood Partners](#)

[Local Area Coordinator Partners](#)

[National Disability Advocacy Program](#)

Early Childhood Partners

| Service Area | Council Area | Partner | Contact |
|----------------|--|---|--|
| Logan | Logan Redland |  | 1300 003 234 benevolent.ecei@ndis.gov.au |
| Brisbane | Brisbane |  | 1300 003 234 benevolent.ecei@ndis.gov.au |
| Bundaberg | Bundaberg |  | (07) 4111 1655 bundabergecei@bushkids.org.au |
| Moreton Bay | Caboolture Moreton Bay Strathpine |  | 1300 003 234 benevolent.ecei@ndis.gov.au |
| Cairns | Cairns Cassowary Coast Tablelands Yarrabah |  | 1800 860 555 eceicairns@ndis.gov.au |
| Ipswich | Ipswich Lockyer Valley Scenic Rim Somerset |  | 1300 003 224 info@each.com.au |
| Mackay | Isaac Mackay Whitsunday |  | 1800 543 543 unitingcare.earlychildhood@ndis.gov.au |
| Sunshine Coast | Gympie Maroochydore Noosa Sunshine Coast |  | (07) 5406 0708 gympieceei@bushkids.org.au maroochydorecei@bushkids.org.au caloundraecei@bushkids.org.au |
| Maryborough | Cherbourg Fraser Coast North Burnett South Burnett |  | (07) 4183 8920 kingaroyecei@bushkids.org.au herveybayecei@bushkids.org.au |
| Gold Coast | Gold Coast |  | 1800 543 354 unitingcare.earlychildhood@ndis.gov.au |
| Rockhampton | Banana Central Highlands Gladstone Rockhampton Livingstone |  | (07) 4913 1090 emeraldecei@bushkids.org.au (07) 4904 5335 gladstonecei@bushkids.org.au (07) 4994 2120 rockhamptonecei@bushkids.org.au |
| Toowoomba | Goondiwindi Maranoa Southern Downs Toowoomba Western Downs |  | 1800 543 354 unitingcare.earlychildhood@ndis.gov.au |
| Townsville | Burdekin Charters Towers Hinchinbrook |  | 1800 543 354 unitingcare.earlychildhood@ndis.gov.au |

Local Area Coordinators

| Service Area | Council Area | Partner | Contact |
|-----------------------|--|---|--|
| Logan | Logan Redland |  Carers QLD Australia | 1300 999 636 beenleightlac@carersqld.com.au capalabalac@carersqld.com.au |
| Brisbane | Brisbane |  Carers QLD Australia | 1300 999 636 brisbanenorthlac@carersqld.com.au brisbanesouthlac@carersqld.com.au |
| Bundaberg | Bundaberg |  IWC www.iwc.org.au | 1300 492 492 info@iwc.org.au |
| Moreton Bay | Moreton Bay |  Carers QLD Australia | 1300 999 636 moretonbaylac@carersqld.com.au |
| Cairns | Cairns Cassowary Coast Tablelands Yarrabah |  MISSION AUSTRALIA | 1800 860 555 lac.cairns@ndis.gov.au |
| Ipswich | Ipswich Lockyer Valley Scenic Rim Somerset |  Carers QLD Australia | 1300 999 636 ipswichlac@carersqld.com.au |
| Mackay | Isaac Mackay Whitsunday |  feros care | 1300 986 970 feroslac@ndis.gov.au |
| Sunshine Coast | Gympie Noosa Sunshine Coast |  Carers QLD Australia | 1300 999 636 gympielac@carersqld.com.au sunshinecoastlac@carersqld.com.au |
| Maryborough | Cherbourg Fraser Coast North Burnett South Burnett |  APM | 1300 276 522 lac@apm.net.au |
| Gold Coast | Gold Coast |  Carers QLD Australia | 1300 999 636 goldcoastlac@carersqld.com.au |
| Rockhampton | Banana Central Highlands Gladstone Livingstone Rockhampton |  Carers QLD Australia | 1300 999 636 gladstonelac@carersqld.com.au rockhamptonlac@carersqld.com.au |
| Toowoomba | Goondiwindi Maranoa Southern Downs Toowoomba Western Downs |  Carers QLD Australia | 1300 999 636 toowoombalac@carersqld.com.au |
| Townsville | Burdekin Charters Towers Hinchinbrook |  feros care | 1300 986 970 feroslac@ndis.gov.au |