

Section 8: NDIS Support

Summary of NPON NDIS support services

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Data was collected from NPON members in 2024 about any NDIS support or information that they offer.

There were 5 organisations (7.25%) that offered a structured telephone service, 11 organisations (15.94%) that offered a helpline for NDIS, 19 organisations (27.54%) that offered online information and 14 organisations (20.29%) that offered written information.

NPON organisations comments about NDIS support services

Dysphonia not currently recognised for NDIS purposes

I would love this for our community - but this would be really difficult for me to put together. I don't have the knowhow or expertise in the area.

Our NDIS service is used to guide the NF Community through this often-complex process. We write support letters explaining NF, as it can cause invisible but significant disabilities. Our NDIS workload has increased recently. We are dealing with families who are distraught and struggling to access services. They're only able to access these essential services, like speech and physiotherapy, due to NDIS funding, an increasing number of families are having their access denied.

We provide the above by paying a 3rd party provider. We pay for families to have time with an external provider to discuss their applications,

NDIS support services

- 7% offer a telephone structured service
- 16% offer a helpline
- 28% offer online information tailored to their community
- 20% offer written information tailored to their community

NPON support services

Telephone structured service

NPON organisations were asked if they offered a telephone structured service for NDIS, this means a virtual clinic or case management service where patients need to make an appointment to talk with an NDIS support worker.

There were 5 organisations (7.25%) that offered a telephone structured service, 10 organisations (14.49%), do not offer this at the moment but

would like to in the future, and 54 organisations (78.26%) do not offer this and are unlikely to offer it in the future.

NPON organisations comments about telephone structured service

re: option 1 (telephone service): We have an NDIS support coordination service which is available over the phone as well as home visits.

Table 9.1: Telephone structured service

Telephone structured service (This means a virtual clinic or case management service where patients need to make an appointment to talk with an NDIS support worker)	n=69	Percent
Our organisation currently delivers this activity/service	5	7.25
Our organisation DOES NOT currently deliver this activity/service but would like to in the future	10	14.49
Our organisation DOES NOT currently deliver this activity/service and are NOT LIKELY TO in the future	54	78.26

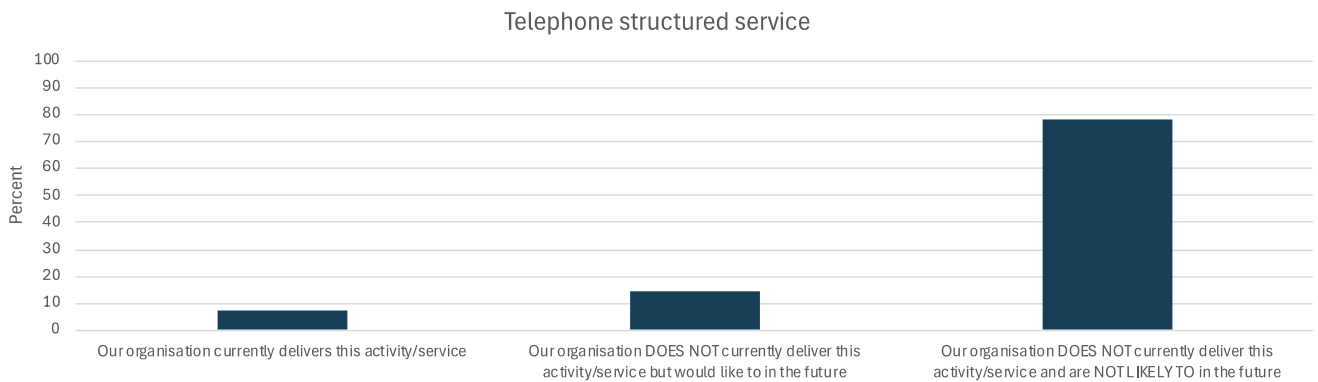


Figure 9.1: Telephone structured service

Helpline

NPON organisations were asked if they offered a helpline for NDIS, this is a general helpline that anyone can call at any time for information or support with a focus on NDIS.

There were 11 organisations (15.94%) that offered an NDIS helpline, 10 organisations (14.49%), do not offer this at the moment but would like to in the

future, and 48 organisations (69.57%) do not offer this and are unlikely to offer it in the future.

NPON organisations comments about helplines

We are too small an organisation to provide this support formally. We do take phone calls from people enquiring about NDIS access for kids affected by cataract.

Table 9.2: Helpline

Helpline (This is a general helpline that anyone can call at any time for information or support with a focus on NDIS)	n=69	Percent
Our organisation currently delivers this activity/service	11	15.94
Our organisation DOES NOT currently deliver this activity/service but would like to in the future	10	14.49
Our organisation DOES NOT currently deliver this activity/service and are NOT LIKELY TO in the future	48	69.57

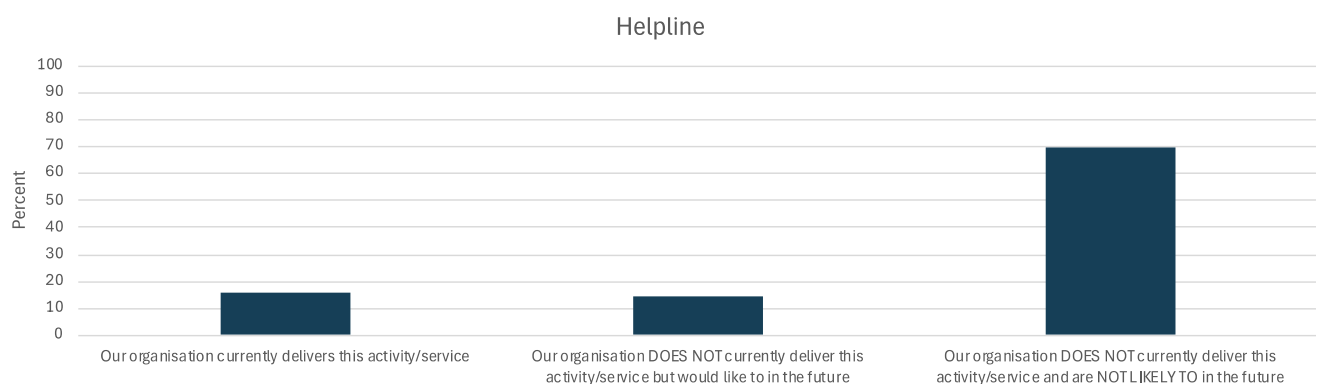


Figure 9.2: Helpline

Online information about NDIS specifically tailored to community

NPON organisations were asked if they offered online information about NDIS that is specific to their community.

There were 19 organisations (27.54%) that offered Online information about NDIS specifically tailored to their community, 21 organisations (30.43%), do not offer this at the moment but would like to in the future, and 29 organisations (42.03%) do not offer this and are unlikely to offer it in the future.

NPON organisations comments about information about NDIS specifically tailored to community

We're not that interested in offering NDIS services - we are too small for that, and many of our population do not access the NDIS. But we would like to be able to formalise information for those families who do access the NDIS - either family members with Fragile X syndrome, or those with the Fragile X associated Tremor Ataxia Condition.

Table 9.3: Online information about NDIS specifically tailored to community

Online information about NDIS specifically tailored to your community	n=69	Percent
Our organisation currently delivers this activity/service	19	27.54
Our organisation DOES NOT currently deliver this activity/service but would like to in the future	21	30.43
Our organisation DOES NOT currently deliver this activity/service and are NOT LIKELY TO in the future	29	42.03

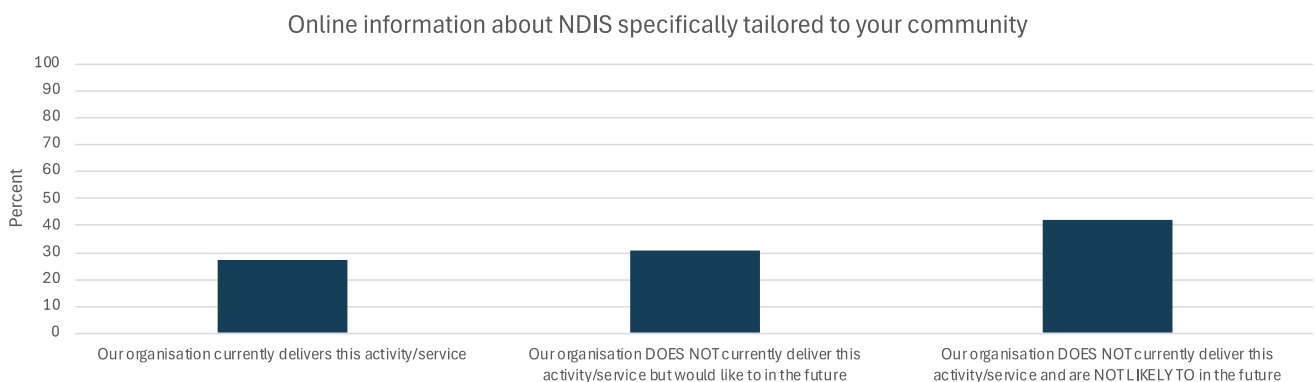


Figure 9.3: Online information about NDIS specifically tailored to community

Written (hard copy) information about NDIS specifically tailored to community

NPON organisations were asked if they offered written, hard copy information about NDIS that is specific to their community.

There were 14 organisations (20.29%) that offered written information about NDIS, 19 organisations (27.54%), do not offer this at the moment but would like to in the future, and 36 organisations (52.17%) do not offer this and are unlikely to offer it in the future.

Table 9.4: Written (hard copy) information about NDIS specifically tailored to community

Written (hard copy) information about NDIS specifically tailored to your community	n=69	Percent
Our organisation currently delivers this activity/service	14	20.29
Our organisation DOES NOT currently deliver this activity/service but would like to in the future	19	27.54
Our organisation DOES NOT currently deliver this activity/service and are NOT LIKELY TO in the future	36	52.17

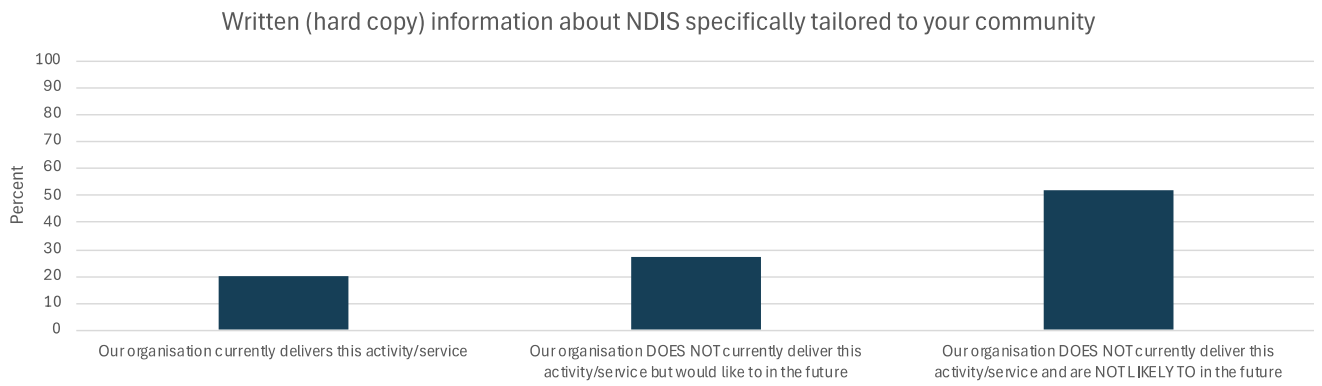


Figure 9.4: Written (hard copy) information about NDIS specifically tailored to community