

# Double Jeopardy: Refugees with a Disability! All you need to know to play the NDIS game

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Disability Support Team

**NSW Refugee Health Service**



NSW Refugee  
Health Service

# Background



always been welcomed

- Access to health waiver since 2012 following Senate enquiry
- Previously, the costs of the health burden of people with disabilities were cited as reason for exclusion – “Public Interest Criteria”



# A Collision of Changes

- 2012: allow humanitarian entry to refugees living with a significant disability
- National Disability Insurance Scheme (NDIS) rolled out from 2013 – specifically July 2016 for South West Sydney
- In 2016-17, additional 12,000 refugees fleeing conflict in Iraq and Syria

# Barriers and Challenges

- Settlement challenges for all refugees
- Lack of information on the clients needs prior to arrival
  - ‘We have clients who are getting off the plane and need a wheelchair and we don’t know... At the airport a family member has to carry them on their back.’





# Barriers and Challenges

- Navigating mainstream and disability support systems
- Delays in accessing services



# NSW Health Service Disability Support Team

- Developed to respond to the influx of refugees with a disability in the Sydney South West region
- Team includes 3 Registered Nurses, 2 Social Workers, a GP and Bilingual Community Educators (BCE's)

# RHS Data: 2017-2019

- 325 clients (SWSLHD and WSLHD)
- 42% female, 58% male
- 62% from Iraq, 25% from Syria
- Around 1/3 with intellectual disability
- Around 1/3 under 18





# NDIS application and Implementation Process



National Disability  
Insurance Scheme



NSW Refugee  
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# Getting into the NDIS



Building client's understanding of the NDIS process and services must happen at each step

# 1. Gather and Submit Evidence

- Receive and triage referrals
- Begin process of engaging with client/family
- Arrange appointment in GP disability clinic
- Organise necessary assessments
  - Allied health (OT, physio, speech, psychology, audiology)
  - Medical/other Specialists (Neurologist, Ophthalmologist, Paediatrician)
  - Offshore reports

# Gather and Submit Evidence: Purchased Service Request through DHA via HSP SIS

## Refer to SIS

Need to demonstrate eligibility for SIS:

- Disability\* or health needs that are severe, critical, long term and/or unmanaged
- mental health issues
- homelessness or housing instability
- domestic and family violence
- child and youth welfare concerns
- family and/or relationship breakdown
- social isolation\*
- financial hardship\*
- legal issues.
- SIS clients may be able to access private services via a service purchase request
- If exited from HSP already, referral can be made using this form: [sis-referral-form\\_8.2018.pdf](#)



# Gather and Submit Evidence: Purchased Service Request through DHA via HSP SIS

## Make Purchased Service Request

- *A foundation* service for tier 3 clients in HSP
- Can be requested through DHA portal
- Service code for purchased service is F24

# Gather and Submit Evidence: Purchased Service Request through DHA via HSP SIS

## Approval of Purchased Service Request

- Needs DHA approval
- Approval for the service can be given if
  - It cannot be provided by the HSP
  - Timely free provision of the service not available
  - The need for the service is justified
- A quote must be provided with the request

# Sample request for SIS and purchased service request:

Dear XXX,

Client X has been referred to the NSW Refugee Health Service Disability Team for disability support. She presents with Down Syndrome which results in significant functional limitations and needs much support in all activities of daily living. She cannot be left unsupervised. She arrived in Australia as a humanitarian entrant on a 204 women at risk visa with her older sister.

Due to her significant limitations, she has been referred to the NSW Refugee Health Service's (RHS) Disability Support Team. **Can you please refer the client to SIS on the grounds that she has a disability, has health needs that are long term, is in financial hardship, and at risk of social isolation. DHA funding for Occupational Therapy assessment will also be needed for timely NDIS application...**

Private Occupational Therapy services will be required to assess the clients daily living skills and to prescribe equipment and to facilitate access to disability services through the NDIS in a timely manner. An OT assessment may also assist to determine any special housing needs.

RHS advises that the waiting list for an outpatient OT in South West Sydney Local Health District is approximately 6 months.

The client is in acute financial hardship and does not have the capacity to privately rent needed equipment, or purchase a private OT.

The cost of an OT assessment of a complex case is up to \$550, with an additional \$150 for a second visit to adjust equipment or for ENABLE equipment application.'

# 1. Gather and Submit Evidence

## Submitting NDIS application

- Fill in access request form:

[2020 Access Request Form PDF.pdf](#)

- Email from along with supporting evidence to [NAT@ndis.gov.au](mailto:NAT@ndis.gov.au)

- Example: [1. Gather and Submit Evidence\\_deidentified.pdf](#)

Released by the NDIA on \_\_\_\_\_  
By \_\_\_\_\_  
NDIA Office: \_\_\_\_\_



### Access Request Form

Complete this form to request to become a participant in the National Disability Insurance Scheme (NDIS). You must provide proof of age, residence (including citizenship or visa status) and disability (or your need for early intervention supports) with this Access Request Form. We cannot make a decision on your access request without this information.

If you have questions about this form, need help to complete it or would like more information about the NDIS, please contact us:

Phone: 1800 800 110

TTY: 1800 555 677

Speak and Listen: 1800 555 727

Internet Relay: Visit <http://relayservice.gov.au> and ask for 1800 800 110

Email: [NAT@ndis.gov.au](mailto:NAT@ndis.gov.au)

Please return the completed form to:

Mail: GPO Box 700, Canberra, ACT 2601

Email: [NAT@ndis.gov.au](mailto:NAT@ndis.gov.au) or

In person: take it to your local NDIA office



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## 2. NDIS Pre-Planning

- Assist client identify goals/needs

GOALS	NEEDS
Maintain/Increase independence in the home to be less reliant on family	Support with personal and domestic tasks Provision of assistive technology Link to OT to provide support in working towards this goal
Independent skill development in accessing community (using public transport, walking in local area, cross roads safely, use of money, budgeting, using ATM)	Support worker 6 hours a week
Greater community access and social participation	Funding for transport assistance for shopping/appointments Link to day program
Increase mobility and fitness and reduce falls	Link to OT and physiotherapy
Improve expressive and receptive language skills	Link to speech therapy
To find suitable employment	Support in obtaining job capacity assessment or employment services assessment and supported employment

## 2. NDIS Pre-Planning

- RHS prepares written report.
- The need for support coordination included for ALL clients



# Support Coordination

Building capacity to manage NDIS supports more independently:



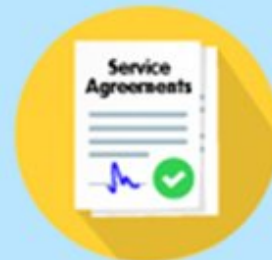
1. Understand your NDIS plan



2. Connect with service providers



3. Get your NDIS plan underway



4. Enter into Service Agreements



- **Support Coordination** to manage, link and plan NDIS Plan use, as the family are recently arrived to Australia, have limited English language skills and have little understanding of how to access and navigate the NDIS in Australia. The client currently has short term support from NSW Refugee Health Service and SSI, but this is limited and will not be able to continue with the commencement of the NDIS Plan.
- **Support Connection**  
Support and training for the client/family around the digital literacy skills required to manage and/or monitor the NDIS Plan and funds, via the Portal and MyGov.
- Pre-planning Example: [2. NDIS PrePlanning\\_Deidentified.pdf](#)



# 3. NDIS Planning Meeting

- Takes place with Local Area Coordinator (LAC), NDIA planner, or Early Childhood Early Intervention (ECEI) Coordinator
  - \*\*ECEI is for U7yrs old that has similar process but the childs' disability does not require to have a formal diagnosis or lifelong impairment but requires early intervention
- Discuss goals/activities/tasks you want to achieve
- The written report done by RHS during pre-planning is provided for this meeting (either face to face or over the phone)
- The LAC or ECEI coordinator then puts together own report with recommendations to a NDIA planner

## 4. Plan approved

- Funding outlined in 3 categories

Funding category	Meaning	Example (someone who needs help with showering)
CORE support	activities that helps you in your everyday life	Could provide a Support Worker to assist with showering
CAPITAL support	funding for equipment, home or vehicle modifications	Could provide modifications (like a handrail) to the shower to make it more accessible.
CAPACITY building	activity that helps you learn new skills	A support worker or program to teach the person skills and ways to improve their showering or hygiene.

- NDIS Plan example: [4. NDIS plan\\_Deidentified.pdf](#)

# 5. Plan Implementation

- Was Support Coordination funded?

**Yes** -> your work might be done. Congratulations

**No** -> your client will probably need ongoing help

Support them negotiate how to spend their plan, and identify the right service to provide it.

Consider a review of their plan.

- Is the plan adequate?
- **No** -> Consider unscheduled review of the plan
- Plan implementation example: [5. Implementation\\_Support Co-ordinator.pdf](#)

# Questions?





# Case Study Example:

- Feb 2020: Referral received
- March/April: Allied Health assessment and GP assessment conducted (inc pending purchase service request approvals)
- May- Access Request sent/Pre-planning meeting
- June (early)- planning meeting conducted
- June (late) – NDIS plan approved
- July- support co-ordinator allocated and plan in place

- [sis-referral-form\\_8.2018.pdf](#)
- [My-NDIS -Pathway-english.pdf](#)
- [2020 NDIS Access Request Form PDF.pdf](#)
- [1. Gather and Submit Evidence\\_deidentified.pdf](#)
- [2. NDIS PrePlanning\\_Deidentified.pdf](#)
- [4. NDIS plan\\_Deidentified.pdf](#)
- [5. Implementation\\_Support Co-ordinator.pdf](#)