



EARLY INTERVENTION NETWORK

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FAQ for Service Providers

What is the *Early Intervention Network*?

The Early Intervention Network (EIN) is a registered *plan management provider* that offers *financial intermediary activities* for participants of the National Disability Insurance Scheme (NDIS). The EIN provides special support for “transitioning” parents: parents of children currently part of the *Helping Children with Autism* (HCWA) or *Better Start for Children with Disability* (Better Start) programmes and wish to continue to receive therapy and support under the NDIS.

What is a *plan management provider*?



A plan management provider “undertakes the management of funds of the supports in a participant’s plan”.

Disclaimer: The information contained in this document is provided in good faith and for general information purposes only. The NDIS is in “trial” stage and developments and changes are announced constantly. Please check the date of the document (below right) and ensure that it is the latest document available at www.ein.net.au . Please alert systemadmin@ein.net.au to any technical errors you find.

Early Intervention Network

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In brief, plan management providers can assist as a *financial* intermediary or as both *financial and service* intermediary. A *financial* intermediary assists with making payments to providers, providing monthly statements and other issues pertaining to managing the financial aspects of funding. A *service* intermediary assists with finding, engaging and ongoing co-ordination and liaison with service providers. EIN offers *financial* intermediary activities only.

Some organisations registered as plan management providers also provide care and treatment services to children. They are in this sense a “one-stop shop”. EIN offers independent financial intermediary activities only. We won’t push your clients to use our other services because we don’t offer any other services – there is no conflict of interest.

For these reasons we place ourselves, in the diagram above, in the overlapping area between “self-management” and “plan management provider”. We offer a low-cost, minimal intervention service for parents who already have an idea of what they want to spend their children’s funding on.

OK, so what will the *Early Intervention Network* actually do?

When your client makes EIN their plan management provider, they receive five key benefits.

1. They become part of a secure online forum for parents with children registered with the NDIS. This gives them a place to share their actual experiences without worrying, for example, that their comments might find their way back to NDIS. It also provides a place to ask questions from people in the same boat, rather than from the very broad and general social media groups, or waiting for a response from the NDIS themselves.
2. They can authorise us to receive claims from you and pay you directly – **even if you are not registered with the NDIS**. This may be an important advantage to you. The other advantage to you, whether you register with the NDIS or not, is that our “credit” model means that you will be paid very quickly and reliably.
3. They receive regular financial reports to fulfil their obligations to NDIS as a self-manager of their children’s funds.
4. They receive Member Alerts regarding changes and developments in NDIS early intervention benefits, policies and rules.
5. Members also have access to a free members’ telephone help line.

Taken together, these benefits mean you are no longer responsible for managing your clients’ questions or interests, leaving you to concentrate on providing clinical services and working

out how the transition to NDIS affects *your* interests. This will be particularly important during this transitional period where the NDIS is itself overwhelmed and often do not, or cannot, get back to you or your clients in a timely manner.

How much will this cost my client?

A one-off payment of \$214.12 for financial intermediary – set up costs (support item ref. no. 14 033 0127 8 3) and monthly payments of \$90.00 for financial intermediary monthly processing (support item ref. no. 12 034 0127 8 3) under the participants plan management funding. It will *not* affect the funding available for other areas of support. Unlike the *HCWA* and *Better Start* programmes where all participants received the same amount of funding regardless of individual differences, the philosophy of the NDIS is to efficiently meet the “reasonable and necessary” needs of each individual participant.

Is the *Early Intervention Network* a good match for my client?

- a. Does the parent have the capacity to manage the funds strictly in the interests of their child and in accordance with their child’s Plan, free of any unrelated or personal interests of their own? Click [here](#) for “The Plan Management Decision” section of the NDIS Operational Guideline (please note item 20).
- b. Do you believe the *parent’s* needs are a good match for what we provide? We offer “a low-cost, minimal intervention service for parents who already have an idea of what they want to spend their children’s funding on”. Parents with different needs may benefit from a Plan Management Provider who offers *service intermediary activities* (i.e. actively selecting, negotiating and liaising with service providers on an ongoing basis – which we do not provide) or *coordination of supports* (which we do not provide) in addition to *financial intermediary activities* (which we do provide). For more information on these service items, please see pp. 42, 48 and 49 of the price guide (click [here](#)).
- c. A good way to determine whether the parent is likely to enjoy a good working alliance with the Early Intervention Network is if you enjoyed a good therapeutic alliance with the parent when providing therapy and resources for their child under *HCWA* or *Better Start*. If you did not enjoy a good therapeutic alliance with the parent, Agency Management may be more appropriate.

My client’s parent does not speak English, what will this mean for them?

Commonwealth government agencies are required to make available free translating and interpreting services. The NDIS recommends that the planner is informed if a translator is needed for the planning meetings. At other times the Commonwealth government’s

Translating and Interpreting Service (click [here](#)) provides a wide variety of services that you or your client can access directly. For example, their immediate phone interpreting service is available by calling 131 450 and asking to be connected to the NDIS phone line 1800 800 110 (open 9:00AM – 5:00PM, Monday to Friday excluding public holidays).

What are the advantages of being a *registered service provider*?

Currently there appear to be three key benefits to being an NDIS registered service provider. First, your contact details appear on the NDIS provider lists (click [here](#)), which makes it easy for NDIS participants to find you. Second, NDIS participants can choose you as their service provider even if they choose Agency Management (i.e. have their plans and funding managed by the NDIS). Third, you have access to the NDIS Provider Portal (more on this below)

Are there any disadvantages to being a *registered service provider*?

Currently the main disadvantage appears to be the requirement to adhere to the maximum fees that appear in the price guide. Click [here](#) for a link to the NDIS price guides effective July 2016.

What is the NDIS Provider Portal?

The Provider Portal allows you to view the registration details of your NDIS clients. This *might* prove helpful in drawing up your written *service agreement*, as required by the NDIS (click [here](#)). The Provider Portal is also a channel where you can promote your professional profile by displaying the specific support items (i.e. services) you are registered to offer NDIS participants.

What should I know about preparing my client for the first planning meeting?

1. **First contact** is normally a Local Area Co-ordinator (LAC) calling the parent and offering a date for either a phone-call planning meeting, or an in-person planning meeting at the office or at the parent's home. It is important that your clients know that it is their right to insist upon an in-person planning meeting if they feel it necessary (for example, due to language, or disability, or to better present their case). However, it is often the case that the dates offered for in-person meetings are further in the future than the phone call meeting.
2. **The planning meeting**, whether by phone or in person, involves the LAC or NDIS planner following a computerised questionnaire. The answers your client provides will automatically direct the interview to the next set of questions. A good planner will explain the questions and navigate the parent through the process to achieve their child's goals.

However, some parents report that the result of this automated process was a poor match to their child's needs. To minimise this risk, your clients need to take an active and informed approach.

It is best for parents to go armed with information. Here is our current TO DO list for parents:

1. Write down all the current supports (if any) your child is receiving. If there are supports (such as therapy, travel assistance, support workers for assistance, or equipment) they need but haven't been receiving, write those down separately.
2. Study the NDIS "access requirements" page (click [here](#)) and any relevant links at the bottom of the page under "Access Kit additional information".
3. Study the relevant links at the bottom of the "participants" page (click [here](#)) and then in turn the links they lead to, in particular:
 - a. "My NDIS Pathway" which explains NDIS and the various stages involved such as "my first plan", starting the plan, and reviewing the plan as well as helping to familiarise yourself with NDIS language (click [here](#))
 - b. The videos on the "my first plan" page (click [here](#)) are worth watching for more ideas on how NDIS can be used
 - c. The "Developing your first plan" fact sheet (click [here](#))
 - d. The "Getting ready for your planning conversation" fact sheet (click [here](#)) is immensely useful, and has a section at the bottom under "Next Steps" where "request plan management funding" should be written down so you don't forget to ask for it during the meeting
 - e. The most important resource yet can be downloaded from the "understanding your plan and supports" page (click [here](#)) under "files". This is a vital document for any parent that wants to go into the meeting feeling like they have enough information to be in control.
4. Study the differences between "agency management", "self-management" and a "plan management provider". Some information is provided in the NDIS operational guidelines, (click [here](#)). This FAQ also contains additional information that might aid in the decision making process.
5. Develop your statement of participant supports (click [here](#) for more information) to bring to the meeting. This is like an ideal plan, and it should reference specific support categories and support line items found in the Price Guide for your area (click [here](#)). Your statement of participant supports must include a statement which specifies how the management of the funding for supports under the plan is going to be managed.

6. Collect reports, assessments, and other supporting documentation to strengthen your argument for the “general supports” and “reasonable and necessary” supports that you included in your statement of participant supports.
7. Be clear going into the meeting what sort of plan management you want: “agency management”, “self-management” or a “plan management provider” and don’t allow them to convince you otherwise.

How do I know if my client is eligible for NDIS?

Current HCWA and Better Start participants have been identified as eligible for transition to the NDIS. If your client previously received this funding (i.e. until they became too old) click [here](#) to see the NDIS access requirements which will help you determine their eligibility.

When does the NDIS roll out?

If your client is a current HCWA or Better Start client, they will transition to the NDIS when the roll out comes to their geographical area. For more information, select your state or territory on the NDIS rollout list (click [here](#)).

When will I get paid for my sessions if my client decides to become a member of EIN?

Our “credit” model means that you will be paid within 3 business days of the weekly deadline (Saturday 9:00PM – all claims received after the deadline are processed in the following week’s batch). By “credit” model we mean that parents are not out of pocket. You will not need to go through the process of: preparing an invoice for each parent, waiting to be paid, and preparing a receipt for each parent (which they submit for reimbursement by the NDIS).

Is the EIN the only way I can see my clients under NDIS if I am not registered with the NDIS?

No. This can still happen if your clients choose to self-manage, or find another plan management provider. However, as mentioned above under **what is a plan management provider**, other organisations who offer plan management may have their own or affiliated early intervention professionals they prefer.

We removed the potential conflict of interest between our role under EIN as plan management provider, and our role at Parks Clinic as treating professionals, by adopting a policy in this regard. Our policy is that we take on only one of these paid roles to a client. That is, we do not provide chargeable clinical services to members of the EIN, and we do not provide chargeable plan management services to the children we treat.

I have a question that is not answered here, who do I ask?

FAQ for Service Providers (updated 20/12/2016)

The fastest and most direct method for service providers with an NDIS question is to contact Sophie Luiker, Operations Manager at serviceprovider@ein.net.au

I like the sound of EIN, what's my next step?

Contact Sophie at serviceprovider@ein.net.au and ask for a copy of the service provider agreement for you to have a look at.