



National Disability Insurance Scheme Information Package for Service Providers

ACKNOWLEDGEMENTS

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INFORMATION PACKAGE FOR SERVICE PROVIDERS

NATIONAL DISABILITY INSURANCE SCHEME

The National Disability Insurance Scheme (NDIS) provides support for Australians with disabilities, their families and carers. As an insurance scheme, the NDIS takes a lifetime approach, investing early in people with disabilities to improve their outcomes later in life.

The NDIS supports people with disabilities to build skills and capability so they can participate in the community and gain employment. It assists them to access services and support, which may include funding related to the disability, or issues deemed reasonable or necessary for a person to live an everyday life and achieve personal goals.

The following documents are designed to help NDIS registered providers to make decisions on how they can deliver services on school premises during school hours:

- Fact Sheet: How to Request NDIS Services in Northern Territory Government Schools
- Fact Sheet for Service Providers
- Request to Provide NDIS Services in Northern Territory Government Schools
- NDIS Service in Schools Agreement
- Frequently Asked Questions.

FACT SHEET

HOW TO REQUEST NATIONAL DISABILITY INSURANCE SCHEME SERVICES IN NORTHERN TERRITORY GOVERNMENT SCHOOLS

This document provides information for schools, families and National Disability Insurance Scheme (NDIS) registered providers.

DEFINITIONS

Family – refers to parents, carers and guardians of an NDIS participant at a Northern Territory (NT) Government school.

Individual learning plan – refers to a student specific program or learning plan that takes into consideration a student's individual needs.

National Disability Insurance Agency - refers to the independent agency that implements the NDIS.

Provider – refers to an individual or organisation who is registered with the NDIS. In this context, it can refer to a student's NDIS local area coordinator or support coordinator.

School - refers to schools, preschools and other education programs operated by the Department of Education.

Student – refers to an NDIS participant who is also a student at an NT Government school.

SCOPE

This process applies to requests for NDIS services intended to be carried out on NT Government school premises during school hours.

All providers intending to deliver a service in an NT Government school must be registered with NDIS. A [list of registered providers](#) can be accessed via the NDIS website.

This process does not apply to 'reasonable adjustments' the school may already be providing as part of their obligations under the [Disability Standards for Education](#).

This process does not apply to commercial arrangements whereby providers hire school space to deliver services.

PROCESS

1. A family intending to request NDIS services must first ensure that the provider is registered with NDIS.
2. The family and provider discuss the services for the student and whether these services should be delivered on school premises during school hours. The following questions can be used to guide discussion:
 - What is the proposed service?
 - Is it essential that the proposed services occur on school premises, during school hours?

- How do the services complement the student's education goals?
 - Are all parties aware of the requirements for working in schools? For example, the provider must be registered with NDIS, hold a current Working with Children Clearance Notice (Ochre Card) and have public liability insurance.
3. The family and provider complete the *Request to Provide NDIS Services in NT Government Schools* form and submit the form to the student's school for the principal's consideration.
 4. On receipt of the completed form, the principal considers the request taking into account the needs of the student, other students, operations of the school and the [Disability Standards for Education](#). After considering the request:
 - the principal approves or declines the request or places the request on hold if it cannot be immediately actioned
 - the principal informs the family of the decision in writing (letter/email)
 - if the request is approved, the principal (or delegate) facilitates discussions between the student, family, class teachers and provider about the requirements and arrangements for the service
 - the principal reviews the *Checklist for NT Government Schools* to ensure all the appropriate discussions and required documents have been completed.
 5. The family, provider and school complete an *NDIS Service in School Agreement*. The agreement will outline:
 - goals of providing the service on school premises during school hours
 - times, space, frequency of the service
 - location in the school where the service will be delivered
 - roles and responsibilities of the family, provider and school
 - monitoring and reviewing processes.

COMPLAINTS AND FURTHER INFORMATION

Families and providers who have a concern or complaint regarding the delivery of NDIS services in schools should discuss the matter with the school's principal in the first instance.

If the matter is not resolved at the school level, they may contact the Department of Education at support.det@nt.gov.au.

All parties may also contact the NDIS National Contact Centre directly on 1800 800 110 or at feedback@ndis.gov.au. For further information, go to the [feedback and complaints](#) page on the NDIS website.

FACT SHEET FOR SERVICE PROVIDERS

This fact sheet should be read in conjunction with:

- *Fact Sheet: How to Request NDIS Services in NT Government Schools*
- *Request to Provide NDIS Services in NT Government Schools*
- *Frequently Asked Questions.*

The Department of Education recognises that families and providers may request that National Disability Insurance Scheme (NDIS) services be carried out in schools to assist students who have a disability.

Specific services may be provided by an occupational therapist, speech pathologist, psychologist, physiotherapist or social worker and carried out at school during school hours to assist students with a disability to meet their educational goals and individual learning plan.

Families and NDIS registered providers may approach Northern Territory (NT) Government schools to:

- observe a student in the classroom or in the school environment
- attend planning for a student's individual learning plan
- attend meetings to monitor and tailor the support provided to the student
- provide training/professional learning on school grounds
- provide support with the management of assistive technology (such as standing frames or communication devices).

PROCESS

1. Before requesting that a service be provided at school, providers should discuss with the request with the student's family, NDIS local area coordinator or support coordinator. The following questions should be considered:
 - Is it essential that the proposed service is provided on school premises during school hours, or could it be provided at an alternative place and time?
 - Will there be a significant impact on any other child's learning?
 - Will there be an impact on education programs or program delivery? For example, will it impact on teachers delivering their programs?
 - Will the service support the student's education goals/objectives? For example, will this service support the student's access to their curriculum, or will this service improve the student's participation at school?
 - What are the space and time requirements? Are they likely to be available during the school day?
 - Can this service be safely accommodated in a space within line of sight of a school staff member?
2. If the student's family and the provider agreed that the service is needed, they must submit the completed *Request to Provide NDIS Services in NT Government Schools* to the school.
3. The family should receive a written response from the school within 15 working days (not including school or public holidays).
4. The provider is required to meet with the family and school to discuss details of the requested service.

5. If the request is agreed to by the school, the provider must enter into an *NDIS Service in School Agreement* with the family and school.
6. The *NDIS Service in School Agreement* will be reviewed regularly to ensure it remains current.
7. The provider must be available to meet with the family and school to share its school visit summary notes at review times.
8. The provider has an ongoing responsibility to keep the family and the school informed of any changes to services.
9. A new *Request to provide NDIS services in NT Government schools* form will need to be completed if the student relocates to another school.
10. The provider must supply the school with a current copy of its NDIA provider certificate of registration letter and Working with Children Clearance Notice (Ochre Card).
11. Providers must be aware of their obligations under mandatory reporting.

FURTHER INFORMATION

Student Wellbeing and Inclusion

Department of Education

e: sesupport.det@ntgov.au

NDIS National Contact Centre

t: 1800 800 110

w: <https://www.ndis.gov.au>

e: engagement.nt@ndis.gov.au

REQUEST TO PROVIDE NATIONAL DISABILITY INSURANCE SCHEME SERVICES IN NORTHERN TERRITORY GOVERNMENT SCHOOLS

Prior to completing this form, it is recommended that you read:

- *Fact Sheet: How to Request NDIS Services in NT Government Schools*
- *Fact Sheet for Families*
- *Fact Sheet for NDIS Providers*
- *Frequently Asked Questions.*

PART A: FAMILY REQUEST TO SCHOOL PRINCIPAL

To be completed by a parent, guardian or carer

I

[parent/carer/guardian]

request the National Disability Insurance Scheme funded services to be provided

to.....

[insert student's name]

at

[insert school name]

during school hours.

PART B: FAMILY CONSENT TO ENGAGE NDIS PROVIDER

To be completed by a parent, guardian or carer.

If my request is approved, I give my consent for

.....

[insert NDIS provider's name]

to provide

[insert type of services, e.g. occupational therapy]

for

[insert student's name]

in an area nominated by the school during school hours in accordance with the school's duty of care and the student's individual learning plan.

I consent / do not consent for the provider to share the NDIS plan for the student with the school.

.....

Signature

.....

Date

PART C: SERVICE PROVISION DETAILS

To be completed by the NDIS provider in consultation with the family.

Student:	
School:	
Classes/teachers likely to be involved:	
NDIS provider details and requirements:	
The provider is an NDIS registered provider.	<input type="checkbox"/> Yes
A copy of the provider's NDIA Certificate of Registration letter is attached (see attached example).	<input type="checkbox"/> Yes
A copy of the provider's current Ochre Card is attached.	<input type="checkbox"/> Yes
The provider is aware of its mandatory reporting responsibilities	<input type="checkbox"/> Yes
The provider can demonstrate how the proposed service will support the student's education goals.	<input type="checkbox"/> Yes
How will this service support the student's participation at school?	
How will this service support the student's access to curriculum?	
How will this service support the student's educational individual learning plan?	
The provider commits to attend relevant meetings with the school to discuss and review the student's education goals.	<input type="checkbox"/> Yes
The provider commits to completing the relevant school induction process before the commencement of service.	<input type="checkbox"/> Yes

The provider and family commit to an NDIS Service in School Agreement being in place before the commencement of service.	<input type="checkbox"/> Yes
The provider commits to sharing information such as its school visit summary reports for the purposes of monitoring and reviewing the service.	<input type="checkbox"/> Yes
<p>Services that may be undertaken in schools include the following:</p> <ul style="list-style-type: none"> • observe a student in the classroom or in the school environment • attend planning for a student's individual learning plan • attend meetings to monitor and tailor the support provided to a student • provide training/professional learning on school grounds • provide support with the management of equipment, for example, standing frames or communication devices. 	
Service requested:	Goal of service:
Frequency of service:	Other comments

DECLARATION

- I understand there is no obligation for the principal/school to approve the services and that each decision is made on a case by case basis which considers the needs of a whole school environment.
- I understand a decision will be made regarding the provision of services on school premises, during school hours, after all appropriate processes and documentation have been considered.

SIGNATURES

Signed by parent, guardian or carer

..... Date:

Signed by NDIS provider (person who will be entering the school to provide service)

..... Date:

CONTACT DETAILS

Parent, guardian or carer contact details	
Name:	
Telephone:	B/H: _____ A/H: _____ Mobile: _____
Email:	
Postal address:	
NDIS registered provider contact details	
Name:	
Telephone:	B/H: _____ A/H: _____ Mobile: _____
Email:	
Postal address:	

IMPORTANT INFORMATION

This request form must be completed in full and signed by the family and the NDIS provider.

The request must be submitted to the school with all relevant documentation and attachments.

SCHOOL USE ONLY

<input type="checkbox"/> Received complete and all required documentation	<input type="checkbox"/> Approved	<input type="checkbox"/> Declined	<input type="checkbox"/> On hold	Reason: _____
_____ Date				Principal signature _____
				_____ Date

FURTHER INFORMATION

Student Wellbeing and Inclusion
Department of Education
e: sesupport.det@nt.gov.au

NDIS National Contact Centre
t: 1800 800 110
w: <https://www.ndis.gov.au>
e: engagement.nt@ndis.gov.au

**NATIONAL DISABILITY INSURANCE AGENCY PROVIDER CERTIFICATE OF REGISTRATION
LETTER EXAMPLE**

Certificate of Registration

I, Christopher, delegate of the Chief Executive Officer of the National Disability Insurance Agency, certify that [REDACTED] is approved to provide the following supports in the following States:

State: Western Australia

Registration Group	Effective From
Custom Prosthetics	22.02.2017

Provider Registration Number: [REDACTED]

Certified by: Christopher

Delegate of the Chief Executive Officer
National Disability Insurance Agency

GUIDE TO NATIONAL DISABILITY INSURANCE SCHEME SERVICE IN SCHOOL AGREEMENT

The *NDIS Service in School Agreement* (the School Agreement) is a collaborative process between the school, family and provider. It explains the details of the service to be delivered on school premises during school hours, and the roles and responsibilities of each party.

The School Agreement differs from the [NDIS Service Agreement](#) or [NDIS participant plan](#).

It is important to remember that the service to be provided is intended to support the student to:

- access curriculum
- their participation at school
- support education goals.

The following should be specified in the School Agreement:

- the supports that will be provided to the student on school premises, during school hours
- how, when and where the supports are to be provided
- how long the student requires the supports to be provided
- when and how will the Service Agreement will be reviewed
- how the family, provider and school will manage concerns and complaints relating to the delivery of service
- each party's role and responsibilities
- the required notice period and process if the student, family, provider or school would like to change or end the School Agreement
- the completion date which must not exceed a timeframe of longer than 12 months from commencement.

The School Agreement should be used to guide discussion and can be modified to include all matters that are relevant to the student, family, provider and the school, on a case by case basis.

NDIS SERVICE IN SCHOOL AGREEMENT

PARTIES

This NDIS Service in School Agreement (the School Agreement) is for *[insert name of student]*, a participant of the National Disability Insurance Scheme (NDIS), and is made between:

Family

and

_____ *[insert name of parent, guardian or carer]*

Provider

and

_____ *[insert name of NDIS provider]*

School

_____ *[insert name of school where service will take place]*

Commencement date

_____ *[day, month, year]*

Expiry date

_____ *[day, month, year]*

[this should not exceed a 12 month period]

The School Agreement is made for the purpose of providing supports under the student's NDIS Plan, in conjunction with the student's individual learning plan and education goals.

A copy of the student's NDIS Plan is attached *[delete this sentence if the family chooses not to share the student's NDIS plan]*.

The parties agree that the School Agreement is made in the context of meeting the student's education requirements and support needs as specified in the NDIS Plan and supports students by:

- providing access to curriculum
- supporting participation at school
- supporting education goals.

Schedule of Supports

All parties have discussed and agree to the Schedule of Supports (Attachment A refers) which describes the supports to be provided; how they will be provided; how they complement the student's educational goals; the duration of the service and review times. The School Agreement should not exceed 12 months' duration and will expire one year after the commencement date if no further reviews or amendments are made.

RESPONSIBILITIES

Responsibilities of student and family

The student and family agree to:

- be part of discussions with the provider and school about how supports will be delivered in school to meet the student's needs
- adhere to the terms and schedule of supports outlined in the School Agreement, which has been agreed to by the family, the school and the provider
- update the school and provider of student absences and changes to the student's needs
- discuss with the provider any concerns the student may have about the supports being provided
- give the provider and school the required notice if the student or family would like to change or terminate the School Agreement (see [Ending this NDIS Service in School Agreement](#) below for more information)
- use courtesy and respect when engaging with the provider and school.

Responsibilities of the provider

The NDIS provider agrees to:

[Insert any agreed information about how the provider is to work with the student in the provision of supports. Below are suggested minimum inclusions.]

- provide supports in a manner consistent with all relevant laws, including the [National Disability Insurance Scheme Act 2013](#) and [rules](#), and the Australian Consumer Law
- keep accurate records on the supports provided to the student, including the School Agreement and any relevant documentation
- consult the student, family and school regarding decisions about how supports are to be provided in school
- adhere to the terms and schedule of supports outlined in the School Agreement, which has been agreed by the student, the family, the school and the provider
- share information with the school and family, including summary reports of school visits (*providers may use their own templates, however the information must address the Schedule of Supports and will be used to monitor and review the School Agreement*)
- that any documentation supplied to the school in regards to the request to provide NDIS services and the subsequent supports provided will be stored on the student's electronic or hard copy record and will be accessible to relevant Department of Education staff
- give the student, family and school the agreed notice if the provider must change a scheduled appointment
- review student, family and school feedback and resolve problems quickly
- protect the student's privacy and confidential information
- communicate openly and honestly in a timely manner with family and school as necessary

- give the student, family and school the required notice if the provider needs to end the School Agreement (see [Ending this NDIS Service in School Agreement](#) below for more information)
- use courtesy and respect when engaging with the student and school staff.

Responsibilities of the school

The school agrees to:

- ensure the School Agreement and delivery of NDIS service on school premises during school hours is within the school's ability to maintain its duty of care to students, staff and visitors
- collaborate with the student, family and provider about how supports will be delivered in school to meet the student's needs
- keep documentation and accurate records on the School Agreement and any relevant documentation related to the initial request in accordance with the [Information Act](#) and Information Privacy Principles
- advise providers that any documentation supplied to the school in relation to the initial request and supports provided will be stored on the student's electronic or hard copy record and will be accessible to relevant Department of Education staff
- adhere to the terms and schedule of supports outlined in the School Agreement, which has been agreed by the student, the family, the school and the provider
- facilitate school induction processes for the provider before the commencement of the service
- use courtesy and respect when engaging with the student, family and provider.

CHANGES TO THIS SCHOOL AGREEMENT

If changes to the supports or delivery are required, all parties agree to discuss and review the School Agreement.

The parties agree that any changes to the School Agreement will be in writing, signed and dated by all parties.

ENDING THIS SCHOOL AGREEMENT

Should any party wish to terminate the School Agreement, they must give *[insert agreed to and reasonable time period depending on nature of supports, for example, one month's]* notice.

If any party seriously breaches the School Agreement, the requirement of notice will be waived, for example, principals may terminate the School Agreement early if agreed terms and education outcomes are no longer being met.

If the circumstances of the parties change, for example, the student stops being an NDIS participant or the provider no longer meets NDIS registration, all parties must be informed and the School Agreement will be terminated and the requirement of notice will be waived.

The School Agreement will expire 12 months after the commencement date, if no reviews or amendments have been made.

COMPLAINTS AND FURTHER INFORMATION

Families and providers who have a concern or complaint regarding the delivery of NDIS services in schools should discuss the matter with the school's principal in the first instance.

If the matter is not resolved at the school level, they may contact the Department of Education at sesupport.det@nt.gov.au.

All parties may contact the NDIS National Contact Centre directly on 1800 800 110 or at feedback@ndis.gov.au. For further information, go to the [feedback and complaints](#) page on the NDIS website.

CONTACT DETAILS

Parent, guardian or carer contact details

Contact details	
Name/s:	
Phone [B/H]: Phone [A/H]:	
Mobile:	
Email:	
Address:	
Alternative contact person:	

NDIS provider contact details

Contact details	
Name/s:	
Phone [B/H] : Phone [A/H] :	
Mobile:	
Email:	
Address:	

School contact details

Contact details	
Name/s:	
Phone [B/H] : Phone [A/H] :	
Mobile:	
Email:	
Address:	
Alternative contact person:	

NDIS SERVICE IN SCHOOL AGREEMENT SIGNATURES

All parties agree to the terms and conditions of the NDIS Service in School Agreement.

Signature of parent, guardian or carer

Name of student

Date

Signature of provider

Name of provider

Date

Signature of principal

Name of school

Date

ATTACHMENT – COPY OF STUDENT'S NDIS PLAN

[Attach a copy of the Student's NDIS Plan or delete this page if not required.]

SCHEDULE OF SUPPORTS

[Insert a table of the supports to be provided under the NDIS Service in School Agreement, including sufficient details such as description, how they will be provided, frequency and review timeframes. Example table and example schedule of supports below – adjust as needed.]

Support Name of the support	Description of support Details of the support, including scope (what it does and does not include)	Goals What NDIS and education goals does the support address	How the support will be provided Details of how, when, where and by whom the support will be provided, including frequency/duration	Review When will the support be reviewed
Speech Therapy	Speech Therapist to assist with the implementation of Ben's new communication device in the school setting. Including upskill Ben's teachers and support staff how to use and maintain the device	<p>NDIS Goal: For Ben to be able to communicate.</p> <p>Education Goal: For Ben to be able to communicate and participate in school and class setting</p>	<p>How</p> <p>Speech Pathologist will attend the school to support Ben and those working with Ben at school. Speech Pathologist will upskill Ben and teachers how to use the device and provide</p> <p>When – incl. frequency/duration</p> <p>once a week, for one hour, for six weeks</p> <p>Where</p> <p>In classroom</p> <p>Who</p> <p>Ben, teachers, support staff who work with Ben</p>	<p>End of six weeks or by 15/3/2019</p> <p>*The provider will share their school summary visit report with school and family to assist with review processes</p>

NATIONAL DISABILITY INSURANCE SCHEME FREQUENTLY ASKED QUESTIONS

How can schools support students to access the National Disability Insurance Scheme?

Schools can play a significant role in assisting students to access NDIS support. Schools can assist students and their families by:

- providing information about NDIS to parents or guardians of students with disability either directly or via the school's newsletter
- providing copies of student records and reports to parents or guardians to assist them in submitting access documentation to the NDIS.

Relevant information that schools hold and can provide to students and families to assist with NDIS process may include:

- copies of previous or current programs for students with disability
- the student's individual learning plans
- departmental service reports or Allied Health reports.

Although the provision of these existing school documents is recommended, schools are not required to arrange new assessments for the purpose of providing evidence to support a student's access to the NDIS.

Should school or corporate staff provide assessments or reports to families to support applications for NDIS funded supports?

The provision of existing school reports and documents is recommended to assist families to engage with the NDIS, and it is a local school decision whether or not staff have capacity to support students and families with additional requests. School and corporate staff are not required to arrange new assessments or reports for the primary purpose of supporting a student's eligibility for, or access to, funded supports under the NDIS.

RESPONSIBILITIES OF THE NDIS AND THE EDUCATION SYSTEM

Which supports will be funded by the NDIS and which will stay the responsibility of the education system?

The Council of Australian Governments (COAG) has developed a framework of [general principles](#) to determine which supports will be funded by the NDIS and other mainstream services systems, such as education. The general rules are that:

- schools remain responsible for making reasonable adjustments to provide personalised learning and support for students that relate to their educational attainment (including teaching, learning assistance and aids, environmental modifications and transport between school activities) in accordance with relevant anti-discrimination laws and the [Disability Standards for Education](#)
- NDIS will fund supports associated with the functional impact of the student's disability on their daily living activities (not those primarily related to education attainment).

What about NDIS funding for personal care and transport to and from school?

As at 12 February 2019, funding and operational arrangements for personal care in schools and transport to and from school have not yet been finalised. Until these new arrangements are established, there will be no changes to how these supports are funded and delivered. Individuals and families have a role in funding education-related supports, such as purchasing school uniforms and paying course fees. The NDIS will not fund these costs.

NDIS FUNDED SERVICES IN SCHOOLS

What types of requests do schools receive in relation to NDIS funded services?

Schools may receive requests from students, families and providers to allow NDIS services to be delivered on school premises during school hours to:

- observe a student in the classroom or in the school environment
- attend planning for a student's individual learning plan
- attend meetings to monitor and tailor the support provided to a student
- provide training/professional learning on school grounds
- provide support with the management of assistive technology such as standing frames or communication devices.

These requests can generally be accommodated by schools and complement holistic student planning and support processes.

How should schools respond to requests for NDIS providers to deliver services at school?

NT Government schools are encouraged to accommodate students and their families exercising choice and control in relation to NDIS supports, where it is practical to do so. In some circumstances, requests for NDIS school based services may raise practical and/or legal issues for principals that make the approval of the request unfeasible.

The NDIS does not fund therapy for the purpose of educational attainment. Principals are unlikely to be in breach of anti-discrimination provisions if they decline a request for NDIS funded services to occur on school grounds in circumstances where all 'reasonable adjustments' are in place for a student at the school. The decision rests with the school principal.

FURTHER INFORMATION

The following links provide important information and will be useful for school, families and providers.

Information for teachers can be found at <https://www.adcet.edu.au/resource/9873/ndis-teacher-resources-2018-version/>

The pathway for new NDIS participants can be found at <https://www.ndis.gov.au/medias/documents/h6c/h17/8804888608798/New-pathway-experience-combined.pdf>

Assistance is available from:

Student Wellbeing and Inclusion
Department of Education
e: sesupport.det@ntgov.au

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w: <https://www.ndis.gov.au>
e: engagement.nt@ndis.gov.au