



National Disability Insurance Scheme and the Hearing Services Program

What is the National Disability Insurance Scheme (NDIS)?

The NDIS will provide approximately 460,000 Australians under the age of 65 who have a permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life. More details about the NDIS including how to become an NDIS participant can be found on the [NDIS website](#).

How does the NDIS affect the Hearing Services Program (the program)?

As part of the whole-of-Government Health reform, 17 existing Commonwealth programs which provide support to people with disability will transition (in-whole or in-part) to the NDIS by mid-2019.

The program has been identified to transition (in-part). This will affect only a small percentage of program clients. The majority of clients will remain in the program and will continue to receive high quality hearing services and supports.

Aren't the NDIS and the program the same thing?

No. The [NDIS](#) provides Australians under the age of 65 who have a permanent and significant disability with supports they need to enjoy an ordinary life. The program provides a suite of hearing services and supports to eligible clients that aim to reduce the incidence and consequences of hearing loss.

What happens after mid-2019?

The program will continue as the majority of program clients will not be eligible to access the NDIS. People who are registered with the NDIS, known as NDIS participants, will no longer be able to receive hearing services and supports through the program. Their supports and services will be provided through the NDIS.

Keeping stakeholders informed

How are stakeholders kept informed?

Stakeholders are informed about how the NDIS affects the program through [Contracted Service Provider Notices \(CSPN\)](#), [the program website](#), [NDIS website](#) and professional body newsletters.

Information for program clients

Will all program clients transition to the NDIS?

No. Only a small percentage of program clients will be eligible to access the NDIS.

Do you know who's likely to transition to the NDIS?

Yes. Based on the [NDIS Operational Guidelines – Access to the NDIS \(reference 8.3.3 and 9.5.2\)](#) the following groups of program clients are likely to be eligible to access the NDIS and become NDIS participants.

- Children and young adults under 26 years old.
- Some adults classed as complex clients.

Do I need to do anything?

No. If you are in one of these groups you will be contacted directly by the NDIS between now and mid-2019 to determine if you can access the NDIS. This process will be undertaken at the time the NDIS is available in the area you reside. Until then, you will continue to receive your existing hearing services and supports through the program.

How do I know if I am an NDIS participant or a program client?

People who receive hearing services and supports through the NDIS are known as NDIS participants. Until mid-2019, eligible NDIS participants can receive hearing services from both the program and the NDIS. People who receive hearing services just through the program are known as program clients.

How do I know if I am classed as a program complex client?

Your contracted service provider will be able to tell you if you are classed as a complex client.

What happens if I think I'm eligible and want to know more about the NDIS before it's available in the area I reside?

Speak to your contracted service provider or refer to the [My NDIS Pathway](#) page on the NDIS website for more information about becoming an NDIS participant.

When will the NDIS be available in the area I reside?

You will need to contact the NDIS directly to find out when the NDIS will be available in the area you reside.

What happens if I don't want to transition to the NDIS?

If you have been contacted directly by the NDIS and meet their access criteria, you are encouraged to transition to the NDIS. Under the NDIS, you will receive services and supports equivalent to your current services and, in some cases, additional supports may also be funded.

Can I still receive my existing hearing services and supports through the program after I have transitioned to the NDIS?

Yes. Up until mid-2019, eligible NDIS participants can also receive services and supports through the program.

What happens if I'm not eligible to access the NDIS?

You can continue to receive hearing services and supports through the program for as long as you are eligible.

What happens after mid-2019?

People who are registered with the NDIS will no longer be able to receive hearing services and supports through the program.

Information for NDIS participants who are not program clients

Can I receive services and supports if I'm not a program client?

Yes, but only until mid-2019. Your NDIS Planner may [refer](#) you to the program if your plan identifies the need for hearing services that are available through the program.

How will my NDIS Planner refer me to the program?

Your NDIS Planner will complete an application for you, and send this to Hearing Services for processing. To finalise the application you will need a medical certificate, even if you currently have hearing aids.

Where can I find out more about the program?

Information about the program including types of services and fully subsidised devices that may be available to you, are available on the information for [NDIS participants](#) page on the program website.

Information for Contracted Service Providers

Which program clients might be eligible to access the NDIS?

Based on the [NDIS Operational Guidelines – Access to the NDIS \(reference 8.3.3 and 9.5.2\)](#) we anticipate that only a small percentage of program clients from the following groups are likely to be eligible to access the NDIS and become NDIS participants.

- Children and young adults under 26 years old.
- Some adults classed as [complex clients](#).

Can I provide services to NDIS participants and program clients?

Yes. Up until mid-2019, you can provide services and supports to both program clients and NDIS participants.

When can I deliver services and supports to NDIS participants?

You can provide services and supports to [NDIS Participants](#) once they have been issued with a welcome pack for the program. You can also use their NDIS number to check their eligibility on the Hearing Services Online Portal. If the NDIS participant is under 26 years of age, the NDIS Planner will refer them directly to Australian Hearing.

Do NDIS participants receive the same services and supports as program clients?

Yes. All eligible [NDIS participants](#) will have access to the same services and supports including device arrangements as program clients.

How do I claim for hearing services provided to NDIS participants?

Claiming for services provided to NDIS participants are made in the same way as you currently do for program clients, through the Hearing Services Online portal or through the Department of Human Services e-claiming system.

Do I need to register as a NDIS provider now?

No. Contracted service providers are recognised by the NDIS as providers who can deliver hearing services to NDIS participants until mid-2019.

Post mid-2019

The program will no longer provide services and supports or accept claims for NDIS participants.

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Can I still provide services to program clients?

Yes. The program will still exist and you can continue to provide services and supports to program clients and submit claims in the usual way.

Can I provide services to NDIS participants?

Yes, but not through the program. You will need to register with the NDIS in order to deliver, and claim for, services and supports to NDIS participants.

How do I register to become an NDIS provider?

Details about providing services under the NDIS are available on the [NDIS website](#).

Who can I contact if I have a question about hearing services through the NDIS?

Questions about hearing services through the NDIS should be directed to the NDIS by calling 1800 800 110 or emailing provider.support@NDIS.gov.au.