

Q and A from the family information sessions 18/10/2016

NDIS responses	
Questions	Answers
Q: Can a nominee/Responsible Person or Guardian access their family members' information?	A: Yes
Q: Can there be more than one nominee to access their family member's information?	A: Yes
Q: What is the NDIS portal?	A: The NDIS portal is where participants can view their NDIS plan and manage their services with providers.
Q: When my family member becomes eligible for NDIS, how do we get an activation code to access the My Place portal?	A: Once your NDIS plan has been approved a letter confirming your activation code is sent via your preferred method of correspondence.
Q: Are there security questions to access the My Place Portal?	A: Yes. However activation codes can be sent by text or email. As such, security questions are optional.
Q: What does "Self Managed" mean?	A: If a participant wishes, or is able, they can choose to self-manage their plan. Self-management means that the participant can manage any part of their NDIS funding or budget as they wish, employing whomever they choose to deliver their services. Self-management means you are responsible for requesting and paying the invoices related to the supports you have received through your NDIS plan.
Q: Why do we need to nominate a Service Provider?	A: If you have chosen to have your plan 'agency managed' you must use registered service providers to deliver the supports in your plan.
Q: Can we sit with our family member and the service provider to look at the portal?	A: Yes.
Q: "Service Bookings" through the My Place portal are used for what?	A: Service Bookings essentially reflect the basic details contained within 'service agreements' which are typically made between participants and providers. Within the NDIS business system Service Bookings act to quarantine funds for a particular services and are linked to particular service providers.

	Service Bookings are required before service providers can make a Payment Request.
Q: What happens if the nominated family member passes away? How do we ensure that the service is still being provided to the participant?	A: More than one nominee can be identified concurrently on MyPlace. The plan and the funded supports belong to the participant not the deceased family member.
Q: If you enter into a service agreement with an organisation, but you then don't want to use that service any more, what happens?	A: Service Agreements can be cancelled by either party, participant or service providers, at any time. It should be noted that a notification periods will apply for cancellation which may vary depending on the individual Service Agreement. The 'Terms of Business' for NDIS Service Providers details more information on cancellations.
Q: What happens if a client cancels a day of service, will the service provider take the money from the allocated funds?	A: Providers need to have business arrangements in place to minimise the risk of cancellation, no show or late changes to the delivery of a scheduled support. Service agreements between participants and providers need to include details of these arrangements including: rescheduling the appointment; notice periods for cancellations; and changes to agreed appointments. If there are unforeseen circumstances and the participant agrees that they did not comply with the agreed requirements, a fee may be charged against a participant's plan up to 8 times per year for personal care and community access supports. However, the provider should notify the Agency that the participant is at risk of not receiving the budgeted supports as a plan review might be indicated.
Q: When my family member joins NDIS, will the supports still be the same for them?	A: The NDIS define supports based on the needs of the individual. Supports within an NDIS plan will be based on what it is 'reasonable and necessary' for that individual and their circumstances. As such, the level and type of supports will vary between individuals.
Q: Is it up to the client to choose a service provider or does NDIS do this for you?	A: At the heart of the NDIS is the principle of choice and control. Participants can choose their own service providers. If Agency managed, participants must choose from registered providers. If self-managed, participants can choose who they wish to deliver the supports.
Q: Can you access the My Place portal without a plan?	A: No

<p>Q: Can I access this information on a desktop computer?</p>	<p>A: You can access the NDIS MyPlace via a desktop.</p>
<p>Q: Can we as carers access the My Place portal on behalf of our family member?</p>	<p>A: If you are listed as one of the nominee categories.</p>
<p>Q: Can we nominate different services for our family member through the My Place portal?</p>	<p>A: Yes. Via Service Bookings</p>
<p>Q: Families are finding the system hard to navigate. Can they nominate a Coordinator of Supports to assist them in the process of developing a plan?</p>	<p>A: Yes.</p>
<p>Q: Is the NDIS plan reviewed every three years?</p>	<p>A: NDIS plans are typically reviewed annually. However, in some circumstances plan reviews may occur more infrequently. For example, in the case of a physical disability such as a prosthetic limb a plan may only be reviewed every 5 years or as needed</p>
<p>MyGov responses</p>	
<p>Q: What happens if you don't have a mobile phone or smart phone to access the app for MyGov?</p>	<p>A: Just a point to start with – there is no MyGov app as such. An app is something which can be downloaded onto a smart phone or tablet. MyGov is an online computer portal which can be accessed via any computer connected to the internet, whether it is a home computer/laptop, one in a DHS Service Centre/Agency or a publicly available computer you might find at an online access centre or the LINC for example. It can still be accessed via a smart phone or tablet, but only by accessing it via Chrome or Internet Explorer (or other such programs). There are plans afoot to create an app for MyGov which can be downloaded onto a smart phone or tablet, but so far it is still in the development phase. There ARE, however, Express Plus apps for Child Support, Medicare and Centrelink. These can be downloaded onto a smart phone or tablet via the apple store or play store (depending on whether you have a iphone/pad or android device).</p>
<p>Q: Can a nominee/Responsible Person or Guardian access their family members' information?</p>	<p>A: It is one of the “terms of condition” that your user name, password, and other security information is not to be given to anyone else to access your account. However, as far as Centrelink goes, if you are a nominee for another person, you can access their account via your own MyGov. It works like this:</p> <p>Firstly, you must be an official nominee. This is set up by you and the other person filling out and signing an authorisation form. This is then processed by</p>

	<p>Centrelink. Once this is done, you, as the nominee, will then be able to login to your own MyGov account, go to your linked Centrelink record, and you will then be given the option of whether you want to access your record, or the person for whom you are nominee. If you select the nominee option, you are then able to access and update that person's details</p>
<p>Q: Can there be more than one nominee to access their family member's information?</p>	<p>A: For Centrelink purposes there can only be one official nominee at a time. This can, however, be changed by going through the above process (ie filling in an authorisation form) if the person with the nominee feels that another person would be better equipped to perform that role.</p>
<p>Q: Can we use the same email account for different family members when creating a MyGov account through the apps?</p>	<p>A: From a MyGov perspective, the answer is "no". Each MyGov account has to have a unique email address attached to it for security reasons. If a couple shares an email address (as many do), only one of them will be able to use it. The other one of them will have to create a new email account to provide in the creation of their MyGov account.</p>
<p>Q: Can I link MyGov, NDIS, child support, new start allowance to one account?</p>	<p>A: Remember, MyGov is the entry portal, to which you can link other member services. Think of it like having the key to the front door – once you use it and get inside, you can then access all the other doors in the house without needing separate keys! You can link as many or as few other services (or internal doors!) to your MyGov as you need. If you receive/pay Child Support, receive an allowance/pension from Centrelink, access benefits via Medicare and access the NDIS, then all of these services can be linked to MyGov. Once done, you can login to your MyGov account with one user name and password, and are then able to access all of the linked services directly with no more fuss.</p>
<p>Q: Is the MyGov site easy to use with a password?</p>	<p>A: Each time you login to your MyGov account you need to provide your username (or the email address you used to create the account), your password, and answer one of your pre-determined secret questions and answers. There is also an additional security feature you can choose which will send an "access code" to your email address or mobile phone which you then need to input during the login process as further verification of ownership of the account. This feature can be turned on or off via the "settings" tab within your account. Probably the hardest thing is coming up with a password – it has to be at least 7 digits long and contain at least one number.</p>

	<p>For the Express Plus apps, when you first download and register the app, you will be asked for your MyGov username and password (for Medicare and Child Support apps) or your Customer Reference Number and password for your Centrelink Online Account (for Centrelink app). Once you prove ownership of your record by providing these details, you will be asked to create a four digit pin. From this point on, it is only this four digit pin that you are required to provide when logging into the app.</p>
<p>Q: Could an after hours Doctor access notes about my family member through the MyGov site?</p>	<p>A: If both you and the health care organisation are registered for My Health then the doctor is able to access your records via a provider portal. You are able to determine what records are available to be viewed but any information held by your treating doctor has to be uploaded by them first. Have a chat to the receptionist at your regular doctor’s surgery to see if they are registered and, if so, request that important information is made available.</p>
<p>Q: How many GP’s are signed into the eHealth section of the MyGov site?</p>	<p>A: Current information (as of 23/10/16) shows that there are over 9,290 healthcare providers connected, including GPs, hospitals, pharmacies, aged care residential services, and allied health.</p>
<p>Q: Can you print from the MyGov app?</p>	<p>A: Remember that MyGov is not an app. It is an entry portal to the services linked. Once you get into the linked service, you can do whatever you would do on the service’s online page – including printing!</p>
<p>Q: Is it easy to delete documents from MyGov ?</p>	<p>A: There are no documents on the MyGov site – except probably letters etc that come into your inbox. If you scan a document to upload to your Centrelink online account, for example, then that scan is kept on your computer, wherever you saved it, until you delete it, exactly the same as you would delete a word document.</p>
<p>Q: Do I automatically get a linking code for all of my MyGov information?</p>	<p>A: No – the linking code can only be generated on request, either in a DHS Service Centre or over the phone. A linking code can only be used to link your DHS program records (ie Medicare, Child Support and/or Centrelink) to your MyGov account. Other member services (eg ATO, DVA etc) have their own linking processes. To obtain an linking code, you need to provide your Medicare number, Child Support ID and/or Centrelink Reference Number (CRN) and a form of photo ID if using a face to face service (eg valid drivers licence). If obtaining over the phone, you will need to answer a series of questions about your</p>

	<p>records to prove ownership. Once this has been verified, you will be issued with a code, which you can use when linking these services to your MyGov account, circumventing the need to answer identifying questions or have an existing online account in order for the linking process to occur.</p>
<p>Q: Is there a security element to the MyGov system?</p>	<p>A: Yes – security is of paramount importance for MyGov, not just by choice but also as a result of strict legislation and guidelines. There are several processes and features in place to ensure this, some of which are detailed in previous answers. Rather than list them all here, they can be viewed at https://my.gov.au/mygov/content/html/security.html or can be accessed from the MyGov login page under the “security” tab.</p>
<p>Tascare responses</p>	
<p>Questions</p>	<p>Answers</p>
<p>Q: What happens if you don't have a mobile phone or smart phone to access the app for TasCare?</p>	<p>A: Knowme is an app for Tascare which can be accessed through a smart phone or computer, wherever there is an internet connection.</p>
<p>Q: What are the legalities for participants over 18 when accessing Tascare's Know Me app?</p>	<p>A: Knowme is available to anyone with a disability, regardless of age, to help manage their 'story'. The Knowme profile can be managed by the parent/carer or the individual (participant) themselves. Other people in the participant's life can be 'invited' at the participant's discretion for a nominated period of time to view/access the participant's information.</p>