

Provider Toolkit: Glossary

August 2017

Glossary

| Term | Definition |
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| ABN | Australian Business Number. It is a unique identifier issued by the Australian Business Register (ABR) which is operated by the Australian Taxation Office (ATO). |
| ABR | Australian Business Register. A government program that provides a national identifier for businesses (Australian Business Number), and the AUSkey log in for government services. |
| Agency Managed Plan | A method of plan management whereby a provider receives payment for services from the NDIA via myplace and must be a Registered Provider. |
| Approved Plan | A participant's plan, which includes the participant's statement of goals and aspirations and the supports they require to attain their goals (informal, mainstream and NDIA-funded), as approved by the CEO. |
| Assistive Technology (AT) | The full range of technological solutions that allow people with disability to be more independent, more connected, and provide opportunities for them to realise their potential as active members of their families, schools, workplaces and communities. Beyond the traditional aids and equipment used by people with disability, including home and vehicle modifications, prosthetics and hearing aids, AT includes devices used by people without disabilities (for example, smartphones, tablets and apps) that are offering new ways to form connections and increase participation. |
| Best Fit | Providers should refer to the Support Item List to obtain the appropriate Support Item Reference Number when making claims for payments. Where a specific support type is not listed in the Support Item List, providers should refer to the support which best describes their service. Providers should note that the NDIS Price Guide does not list all support items. The Price Guide only lists support items that have a price control. |
| Carer | Someone who provides personal care, support and assistance to a person with disability, and is not contracted as a paid or voluntary worker. |
| Choice and Control | The NDIA principle which outlines a participant's right to determine who, how and when their supports are delivered. |
| Co-design | A design process which empowers, encourages, and guides users to develop solutions for themselves. |

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| Committed Supports | Funds included for reasonable and necessary supports for participants in approved plans. |
| Community Services | Activities and services such as social, study, sporting or other interests, available from local non-government groups and government entities. |
| Conflict of Interest | <p>A situation where a person can derive a real or perceived benefit from actions or decisions made in their official capacity. This is when a person's decisions are affected by relationships. These relationships can be because of family, friends, other positions they hold (for example sitting on boards).</p> <p>Conflicts of interest are also not allowed under the NDIS Terms of Business for Registered providers. It is important to disclose any potential conflict of interest to the NDIA if you are concerned about this and to seek advice if you are unsure. Being proactive about conflicts of interest protects you and your business.</p> <p>An example of conflict of interest may be a planner suggesting a Participant use a particular Provider, who is also the planner's family member. In this case, the planner would have a conflict of interest.</p> |
| Corruption | Corruption involves the misuse of entrusted power for private, business entity or organisation gain. While there is significant overlap between fraud and corruption, not all corrupt conduct will be fraud and not all instances of fraud will involve corruption. Corruption can take many forms including bribery, blackmail and collusion. |
| Declaration of Suitability | A legally binding document by which a provider acknowledges they have the necessary skills, experience, policies, procedures, facilities and/or equipment to deliver the support(s) they are registering for. |
| Diversity Groups | Sociological categories in a demographic. Those of particular relevance to the NDIS in the Australian community include Aboriginal and Torres Strait Islander people, people with disability, women, and people from non-English speaking backgrounds. |

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| Early Intervention | Providing support early in a child's life or early post-onset of disability to reduce the effects of disability and to improve functional capacity. |
| Efficient Price | A price determined by the Agency as the maximum amount to be included for certain supports in a participant's plan. This price is built up from the cost of wages, on-costs and organisational overheads and includes a margin for profit or re-investment. |
| Evidence Base | The evidentiary base for decision making by NDIA personnel, including whether a person meets the access criteria for funding for reasonable and necessary supports, as well as the factual information compiled by the Agency from its experience in trial sites, data collection and independent research. |
| Formal Supports | See reasonable and necessary supports. |
| Fraud | “Dishonestly obtaining a benefit, or causing a loss, by deception or other means”. (Commonwealth Fraud Control Framework, 2014). Fraud requires “more than carelessness, accident or error” (Commonwealth Fraud Control Framework, 2014). Fraudulent acts always include intentional false statement, misrepresentation, or deceitful conduct. |
| Full Scheme | Also known as 'full rollout', the dates by which the scheme will be available to potential participants, specifically, in the Australian Capital Territory by July 2016, in New South Wales and South Australia by July 2018, and in Tasmania, Victoria, Queensland and the Northern Territory by July 2019. |
| Functional Impact | A description of the nature and extent of a person's disability and how it affects the things they need to do and the way they do them. |
| Funded Supports | These are monetary supports that assist the participant to meet the goals in their plan that have been deemed to meet Reasonable and Necessary criteria (see NDIS Act 2013). These are just a component of a participant's overall plan. |

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| Funding Envelope | The Agency funding envelope refers to the monies contributed by state and Commonwealth governments for the operational and participant costs of the NDIS. |
| Goal | The aspirational outcome that a participant has set for themselves. |
| Informal Supports | Supports delivered by a participant's networks such as their friends and/or family. |
| Information, Linkages and Capacity Building | The term used by governments to describe the activities that will be supported by the NDIS to promote the social and economic inclusion of people with disability including people not receiving individualised funded support from the NDIS (formally known as 'Tier 2'). The activities include providing information and making linkages and referral to community or mainstream services, building the capacity of people with a disability, families, and carers, building community capacity, building mainstream service provider capacity, and local area coordination. |
| Intent to Register | An expression of interest from a provider to become an NDIA Registered Provider. In myplace , a validation is performed during this process to ensure that the ABN and other business information is valid. Completion of the Intent to Register is the first step for new providers wishing to register with NDIS. |
| Insurance Approach | Sharing the costs of disability services and supports across the community. |
| Insurance Principles | Placing emphasis on making up-front investments that reduce participants' calls on the Scheme into the future, including investments in measuring lifetime costs, research and innovation, and community capability development. |
| Legal Entity Type | The term which best describes your business type (e.g. sole trader, partnership etc.). |
| Lived Experience of Disability | Either personally living with disability or having a close relationship with a person with disability (for example, a family member or partner). |
| Mainstream/Community Supports | Existing government supports which are typically available to every person in Australia (e.g. Health, Education, Justice, Housing). |
| Misuse | Using funds differently than what is agreed in the participant's plan. Unethical behaviour. Unlike fraud, which always includes |

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| | intentional deception or misrepresentation, misuse may not be illegal. |
| myplace | The online portal through which providers manage their registration, connect and make service bookings with participants, submit, and monitor claims for payment. |
| myplace Dashboard | This is the opening page of myplace . A provider can be directed to other parts of myplace from here. |
| NDIA | National Disability Insurance Agency; Agency. The NDIA is the statutory authority responsible for delivering the NDIS. |
| NDIS | National Disability Insurance Scheme; Scheme. |
| Notice Period | A period of time before a Service Agreement ends. This may be one month, or more. |
| Operational Guideline(s) | Operational Guidelines set out some of the NDIA's operational information. Operational information means information held by the NDIA to assist the NDIA perform or exercise its functions or powers in making decisions or recommendations affecting members of the public (or any particular person or entity, or class of persons or entities) (see sections 8(2)(j) and 8A of the Freedom of Information Act 1982 (FOI Act)). |
| Operational Plans | Operational plans set out the key deliverables agreed between the Agency, state and territory governments, and the Commonwealth Government to support the rollout of the full NDIS. Operational plans have been developed between the parties and serve as the overarching roadmap for transitioning to the NDIS as best achieved in each jurisdiction. |
| Ordinary Lives | Lives that include positive relationships, a sense of belonging, autonomy, active involvement in decision-making, and opportunities for challenge and contribution. |
| Outcome Domain | The NDIA Outcomes Framework comprises eight domains: daily living, home, relationships, health and wellbeing, lifelong learning, work, social and community participation and choice and control. |
| Outcomes Framework | The Agency's mechanism for measuring success for people with disability in the eight outcome domains. |
| Outlet | The point at which goods and/or services are sold or distributed. A provider can have multiple outlets which they specify on their profile in myplace . |
| Package Costs | The cost to the NDIS of providing funding and support to an individual participant. |

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| Participant | A person eligible to receive support from the NDIS. |
| Participant Plan | An approved document that outlines a participant's context, goals and reasonable and necessary supports. |
| Participant Portal | The online system whereby participants in trial could view relevant information, the status of their supports and lodge claims for reimbursement if they are self-managing their plan. Like the Provider Portal, it is now replaced by myplace . |
| Participant Outcomes | A way of measuring the aggregation of whether or not participants' goals are achieved, combined with whether the Agency is meeting its objectives. |
| Pending State Approval (registration status) | Evidence of compliance with quality and safeguard requirements from the State Government or authorised Third Party Verifier is required before a registration group can be approved for registration |
| People with disability | A person who experiences any or all of the following: impairments (abnormalities or changes in body function or structure); activity limitations (difficulties in carrying out usual age-appropriate activities); participation restrictions (problems an individual may experience engaging in community, social and family life). |
| Person-centred Approach | Places the person with disability at the centre of decision making around their own care needs. |
| Plan Goal | The measurable outcome that a participant aims to achieve throughout the duration of their plan/s. |
| Plan Management Agency (PMA) | A third party (registered provider) who assists the participant to manage the funded supports in their plan. A PMA pays the provider directly and then claims for services through myplace . |
| Plan Management Provider | A third party (registered provider) who assists the participant to manage the funded supports in their plan. Refer also to PMA. A PMA pays the provider directly and then claims for services through myplace . |
| Plan Nominee | A family member, carer, friend or other person. If the NDIA gives approval, this person can manage the participant's NDIS funding and support them to make other decisions. |
| Planning Process | The process by which the Agency helps a participant to plan for the assistance they need from the NDIS to attain their goals. |

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| Planning Workbooks | Workbooks provided to participants to help them identify and record their needs, goals and current supports during the planning process. |
| Price | The Agency provides guidance on the price to be paid for each support item. For some items, such as personal care and community access, the amount indicates the maximum price that the Agency will pay for that support. |
| Price Guide | The document which outlines the support items for which price controls currently apply, and their price, which are funded by the NDIS. It is not a definitive list and providers should use a principle of best fit. A list of support items can be found in the Price Guide(s). |
| Primary Contact | This is the person who, for each organisation, can approve additional users to access myplace . They should be the first person to set up a PRODA account for the organisation and to link to the organisation or submit an intent to register (new providers). |
| PRODA | Provider Digital Access (shortened to PRODA) is an online authentication service. A PRODA account is required in order to access the new provider portal called myplace . |
| Profession | This is the role that a provider demonstrates they can perform by providing relevant documentation in order to be able to add a registration group (e.g. Occupational Therapist, Accountant etc). |
| Provider | A provider is an individual or organisation delivering a support or a product to a participant of the NDIS. |
| Provider Finder/E-Market | The online tool that a participant in trial used to identify and choose a provider to deliver services. This is now replaced by a new function in myplace called Provider Finder. This will be expanded on, and new functionality built, to grow into the eMarket. |
| Provider Portal | The online system providers used during trial for registration and claims for services prior to July 1 2016. Like the Participant Portal, it is now replaced by myplace post 1 July 2016. |
| Psychosocial Disability | The term used to describe the disability experience of people with impairments and participation restrictions related to mental health conditions. These impairments and participation restrictions include loss of or reduced ability to function, think clearly, experience full physical health and manage social and emotional aspects of their lives. |
| Purpose of Support | The written intent of funded supports in a plan to assist the participant to attain their goals |

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| RA (Registration Authority) Number | The RA number is a reference number for your PRODA account. You may need to quote this number when you call the NDIA Customer Service Centre to ask questions about your PRODA account. |
| Reasonable and Necessary Supports | The supports that are funded under the NDIS Act. The NDIA publishes operational guidelines to assist decisions on what is to be funded as a reasonable and necessary support. |
| Reference Packages | A benchmark amount of support determined according to different characteristics of the population of NDIS participants such as age, health condition and 'severity' of disability. Reference packages will be used to monitor experience against the benchmarks. |
| Registered Provider | Organisations or individuals that have been approved (under section 70 of the NDIS Act) to be a Registered Provider with the NDIA. Registered Providers of supports have met requirements regarding qualifications, approvals, experience and capacity for the approved supports. |
| Registration Group | A Registration Group is a collection of support items. Registration Groups have been established to help simplify the registration process so that providers do not have to register for individual support items. The Guide to Suitability criteria are catalogued by registration groups. A provider submits documentation against registration groups in order to meet Quality Assurance guidelines. |
| Registration Name | The name by which your organisation will be called by the NDIS (note – this may differ from your Organisation Name and/or Trading Name). |
| Responsibilities | The things that are expected of you or the service provider, for example, compliance with the Terms of Business, NDIS Act and Rules. |
| Rules (NDIS rules) | Legislative instruments made under the NDIS Act. They set out the more detailed operation of the NDIS and should be read in conjunction with the NDIS Act. |
| Scheme Integrity | This means the National Disability Insurance Scheme (NDIS) pays the right amount for the right service, provided to the right person in line with Provider and Participant Service Agreements. Payment integrity is critical to the prevention of fraud and misuse, and conflict of interest. |
| Sector Development Fund | A grants programme designed to assist the disability sector, including people with disability, their families and providers, to transition to the new arrangements for disability supports under the NDIS. |

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| Self-direction | A method of management whereby an intermediary assists with some aspects (often financial) of management of the supports, but the participant and their family make all the decisions about the what, when, where and who delivers the supports. |
| Self-Management | A method of managing a plan whereby the participant is responsible for managing, negotiating with, and paying a provider directly. |
| Service Agreement | The documented agreement between a participant and provider highlighting the nature, quality and expected outcomes of a support |
| Service Booking | The online agreement between a participant and provider detailing the timeframe and cost of supports. It is completed in myplace |
| Significant Experience of Disability | People who have had or currently have a family member with a disability, have cared for or currently care for a person with disability or have three years experience or more working with or for people with disability. |
| Specialist Disability Registration Group | A Registration Group comprising specialised disability supports where specific jurisdictional prerequisites, professional requirements, and ongoing quality and safeguard arrangements apply. Providers must demonstrate they meet State/Territory quality and safeguard requirements for Specialist Disability Registration Groups. |
| State Issued Certificate | Certificate issued by a State or Territory government or authorised Third Party Verifier. |
| Supports | Assistance that helps a participant to reach their goals, objectives and aspirations, and to undertake activities to enable their social and economic participation. |
| Support Categories | These are the 15 categories by which funding will be allocated to an NDIS participant. Refer to the Price Guide for more detail |
| Support Item | Support items are used by providers to request payment for services/supports that have been delivered by a provider. |
| Support Item List | (Previously, 'Support Catalogue') A comprehensive listing of support line items that are recognised in the NDIS payment system, including definitions and Support Item Reference Numbers (codes for payment requests). This listing can change from time to time and is kept up to date on the NDIS website. |
| Support Package | The term used by the Agency to describe the funding available for the supports available to an individual participant. |

| Term | Definition |
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| Terms of Business | A document which outlines the obligations that must be met by an NDIA Registered Provider in order to maintain their registration. |
| Trial Phase | The first three years of the NDIS. |
| Trial Sites | NDIA sites where different operating models for providing services to people with disability are being trialled under the Scheme. |
| Username and Password | Required to log into PRODA and myplace . |
| (Quality and Safeguard) Working Arrangements | Quality and Safeguards refers to a range of supports and mechanisms that ensure the safety and wellbeing of a participant. In transition, State and Territory quality and safeguards requirements will be maintained and these are outlined in the NDIS Quality and Safeguards Working Arrangements with each of the States and Territories, and are contained in the Guide to Suitability. |