



Frequently Asked Questions

New Early Childhood Partners in NSW

Early Childhood Partners were announced in NSW in May 2018. The NDIA is working closely with the new Early Childhood Partners in their establishment and mobilisation to support them to be operational by 1 July 2018.

The NDIA understands that some of the new Early Childhood Partners have already commenced discussions with their local transition providers. However, where this has not occurred we are asking transition providers to be patient as the Early Childhood Partners are currently undertaking critical activity to establish their services and recruit staff. It is expected that once this has occurred the Early Childhood Partners will commence robust community engagement with transition providers, local services and most importantly children and their families.

The NDIA's ECEI national team has prepared this document to support transition providers with questions they may be receiving from families and with operational questions regarding the completion of the transition provider role. If you have any further questions please contact ECEI@ndis.gov.au

Answers to family queries

Who are the new Early Childhood Partners in NSW?

A: In NSW, the new Partners delivering ECEI services are:

- [Lifestart \(external\)](#) in the Central Coast, Illawarra Shoalhaven, South Eastern Sydney, Sydney, and Nepean Blue Mountains Service Areas.
- [Northcott \(external\)](#) in the Hunter New England, Mid North Coast, Northern NSW, and Western Sydney Service Areas.
- [Mission Australia \(external\)](#) in the Far West and Western NSW Service Areas.
- [EACH \(external\)](#) in the South Western Sydney, and Southern NSW Service Areas.
- [Intereach \(external\)](#) in the Murrumbidgee Service Area.
- [Cerebral Palsy Alliance \(external\)](#) in the Northern Sydney Service Area.

I think my child needs supports from the NDIS, who can I contact?

A. You can contact your local Partner. Partner office locations and details can be found on the NDIS website on the [Our Locations](#) page or their websites available on the [New South Wales](#) state page.

Early Childhood Partners have commenced taking enquiries and will respond to them from 1 July 2018.

How do I find an office?

A. All NDIA and Partner offices can be found on the NDIS Websites 'Our Locations' page <https://www.ndis.gov.au/about-us/locations.html#nt> you can go into any office for help.

My child's Transition Provider has completed an ARF for me, who will we have a planning conversation with?

A: This application is currently in the process of being considered. When an access decision has been made, you will be contacted by your new local Early Childhood Partner to commence a planning conversation.

My child has met access but hasn't had a planning meeting, when will my child move to the new Partner?

A: The new Early Childhood Partners will be in contact to arrange a planning meeting.

My child is on a waiting list, when will they get to see a Partner?

A: Details of individuals who were held on a waitlist by Transition Providers have been provided to the new Early Childhood Partners. An Early Childhood Partner will contact you to discuss your child's needs.

My child's plan was recently approved, who will help me implement the plan?

A: Transition providers will continue to support families to implement their child's plan up to 30 June 2018. From 1 July 2018, the new Early Childhood Partners will support families to implement their plans.

My child already has an NDIS plan, will my child move to the new Partner?

A. If you are implementing your plan, you will stay with your existing provider. If you want to change or need help thinking about your supports, you can contact your local Early Childhood Partner.

Completion of NSW transitional ECEI model

From 15 June 2018, who should TPs send ARFs to?

A: All ARFs should be submitted to the ECEI inbox from 15 June 2018 – ECEI@NDIS.gov.au

When should TPs start referring enquiries to the new Early Childhood Partners?

A: From Monday 18 June 2018, new enquires should be directed to the local Early Childhood Partner.

What happens if a family with priority needs contacts a TP and requires immediate assistance?

A: TPs are strongly encouraged to make immediate contact with these families and commence planning discussions. If TPs do not have the capacity to see a child with priority needs, please contact your region who will be able to support the family to find a TP with capacity.

Priority children include:

- Hearing impairment, where imperative there are no delays
- Requires assistive technology
- Profound disability
- Complex health or family environment, where there is risk to informal supports
- Infants/babies requiring immediate early intervention

Are TPs required to continue to submit the monthly actuary reporting tool?

A: Yes. The submission of the actuary reporting tool is part of the contractual arrangements with FACS. TPs final actuary reporting tool is due on or before 7 July 2018 and is to be sent to the NDIA's ECEI team and the Office of the Scheme Actuary as per the standard process.

What is the process for TPs to transfer client information to the new Early Childhood Partners?

A: Early Childhood Partners will seek information from transition providers as required. The NDIA has provided information to the Early Childhood Partners about children who require a comprehensive handover. This information was collected as part of the data reconciliation due on 4 June 2018.