

GP Advisory Committee (GPAC) in Focus

Highlight – 14 March Meeting

NDIS – the role of GPs

NBMPHN NDIS Coordinator Julie Poultney sought feedback on NDIS-related challenges GPs were having and supports needed to provide GPs with a better understanding of the NDIS.

GP feedback included:

- Patients have expressed difficulty contacting the National Disability Insurance Agency (NDIA) using the 1800 800 110 number. The number rings out or patients have to wait for very long periods.
PHN: The NDIA has responded to the 1800 issue by extending the time to 9pm. It is best to try the line after 6pm when the usual wait time is 10 minutes.
- Access Request Forms are not always at hand
PHN: The Form needs to be requested by the patient – either in person at the NDIA office, by calling the 1800 number or visiting Centrelink. To assist GPs, the PHN is looking into having the capability for the Access Request Form to be uploaded to Medical Director.

Ideas to support GPs included:

- Providing GPs with information to hand out to patients to help explain the NDIS
PHN: The document [My NDIS Pathway](#) is beneficial.
GPs may also want to review the NBMPHN's [NDIS web page](#) which includes this resource and other helpful information.
- Running lunch-time webinars
- Developing an NDIS journey visual chart. This could include the patient's journey through the NDIS and who supports them at the different stages.
- Distributing a Q & A Fact Sheet