



All participant information within this example plan is fictitious

Your NDIS plan.

Your plan includes:

1. Your My NDIS contact, plan start and reassessment dates
2. Your NDIS funded supports
3. Information about you
4. Your goals
5. Your supports (community, informal, mainstream)
6. What to do if something changes
7. Welcome to your NDIS plan

Sally Smith

NDIS Plan

Your plan has personal information about you.

You can share it with anyone you choose, including your providers.

You can also choose not to share your information.

NDIS Number

123456

How you like to be contacted

Email

My NDIS Contact

Ben M

NDIS Partner

Phone: 1800 800 110

Email: enquiries@ndis.gov.au

NDIS plan start date

01/08/2024

NDIS plan reassessment date

01/08/2025

We will check-in with you before your plan reassessment date.

Your NDIS funded supports

Total budget amount

\$39,297.94

01/08/2024 to 01/08/2025

Your NDIS plan includes:

- Core supports
- Capacity Building supports
- Capital supports
- Recurring supports.

Core supports

Core supports help with your everyday activities, like help to take part in activities in the community.

Usually, Core supports are **flexible**. If your Core supports are flexible, you will have lots of choice over the Core supports you buy under your plan.

Sometimes your Core supports will be **stated** in the plan. If your Core supports are stated, you can only use the funding to buy the approved supports in the Core supports budget. It cannot be used to pay for anything else.

Total Core supports funding: \$25,514.42 for core supports

Assistance with Daily Life: \$13,000.00 for Assistance with Daily life

Supports to assist or supervise you with your personal tasks during day-to-day life that enable you to live as independently as possible. These supports can be provided individually in a range of environments, including your own home.

Assistance with self-care activities. Support with daily activities, personal tasks, and self care.

Household tasks. Support to maintain the home to a good standard, including help with house cleaning and other household activities.

This is a flexible support

This funding is self-managed

Assistance with social, economic and community participation:

\$12,514.32 for Assistance with social, economic and community participation

Assistance to undertake or develop skills to maintain your home environment (where you own your own home or have sole or substantial responsibility for maintenance). This includes help for you to do basic house and yard work.

Support in the workplace to maintain employment. Support in employment to help get and keep a job.

Community, social and civic activities. Support to help join in community, social and civic activities.

Group and centre-based activities. Support to help join in group and centre based activities.

This is a flexible support

This funding is self-managed

Capacity Building supports

Capacity Building supports help you build your skills and increase your independence.

We will talk with you about your progress and outcomes from these supports at your plan reassessment. Your Capacity Building supports budget is **stated**. This means you can only use this funding to buy the supports described in the Capacity Building budget. It cannot be used to pay for anything else.

Total Capacity Building supports funding: \$10,311.52 for capacity building supports

Improved daily living skills: \$4,655.76 for Speech pathology

Therapy supports. Support for a Speech pathologist to assess and provide strategies to increase your communication skills. Your Speech pathologist will need to provide the NDIS with a progress report 6 weeks before the next plan reassessment.

This is a stated support

This funding is plan managed. A registered plan manager will help you to manage this funding

Improved daily living skills: \$4,655.76 for Occupational therapy

Therapy supports. Support for an Occupational therapist to assess and provide strategies to increase your daily living skills. Your Occupational therapist will need to provide the NDIS with a progress report 6 weeks before the next plan reassessment.

This is a stated support

This funding is plan managed. A registered plan manager will help you to manage this funding

Choice and Control: \$1,000.00 for Plan management

Supports to help you manage your plan funding and pay for services using a registered plan manager.

Support to set-up, develop, and process monthly statements (administrative functions only).

This is a stated support

This funding is plan managed. A registered plan manager will help you to manage this funding

Capital supports

Capital supports include high-cost assistive technology, equipment, home or vehicle modifications, or Specialist Disability Accommodation.

Your Capital supports funding is **stated**. This means you can only use this funding to buy the supports described in the Capital supports budget. It cannot be used to pay for anything else.

Total Capital supports funding: \$1,000.00 for capital

Assistive technology maintenance, repairs, rentals and trials: \$1,000.00 for Maintenance and repairs of AT supports

Maintenance and repairs of AT supports. Maintenance and repair(s) of hearing aids. For repairs over \$1,500, a quote needs to be submitted to the NDIA.

This is a stated support

This funding is plan managed. A registered plan manager will help you to manage this funding

Recurring supports

This is funding the NDIS pays you that you don't need to claim for.

Your recurring supports funding will be paid regularly to your nominated bank account. The amount shown below is not included anywhere else in your NDIS funded supports.

Total Recurring support funding: \$2,472.00

Recurring transport: \$2,472.00

Recurring transport. Support to access work and community activities. This will be paid regularly to your nominated bank account.

This is a flexible support

This funding is self-managed

Sally Smith

Information about you

Your strengths

Sally prefers being called 'Sal'. Sal is 27 years old and uses the pronouns they/them.

Sal's strengths include making new friends, creating digital and visual art, and a love of socialising.

Sal's had their digital art exhibited in Adelaide café's and galleries.

Sal works 3 days a week at a local laundry for 5 hours each day. They've had this job for 4 years and can now do most of the roles required at the laundry with confidence. Sal's had recent retail experience volunteering for a local art supplies shop for 1 year. Their main duties were greeting and helping customers and replenishing the art supplies.

Sal has been attending and mentoring others at their current art group. They've been getting positive feedback, enjoy and would like to do more mentoring. This includes in their preferred language, Auslan, as well as communicating with mentorees who are hearing.

Sal's independent with their current public transport routine. Sal's intellectual disability needs means that they need support with forming new and consistent routines.

Sal likes to cook at home and has a regular menu of easy to prepare meals.

Your living arrangements, relationships and supports

Sal lives with their housemate, Pete, in a privately rented townhouse in the Modbury area of Adelaide. They've known each other since school and have a good housemate relationship. Sal and Pete share their household chores fairly. They communicate mainly in Auslan.

Sal has a strong friendship group and enjoys socialising on the weekends. In Winter, they attend art exhibitions and local football games. In Summer, they like to go to the beach, arts and music festivals.

Sal has 2 preferred support workers (Lindy and Rob). They help Sal get out into the community and with household chores. Lindy has been Sal's primary worker for about 5 years now. Lindy helps Sal with managing their personal care from time to time. Both support workers can communicate in Auslan. Rob works with Sal when Lindy has planned leave or is unavailable.

Sal's informal supports include a strong relationship with their older brother, Kane, and Mum, Gwen. Sal has a large extended family that they see once or twice a year.

Your daily life

Sal gets up at around 7am most mornings. On Monday each fortnight, it's their turn to clean the house. They get their support worker to help them with prompting and organisation to form a consistent cleaning and laundry routine.

Every Monday is food shopping day when it's less busy at the shops. They need their support worker to help with organising a shopping list within their budget and the preparation of some pre-cooked meals on a Monday. Otherwise, Sal is independent with prepping, cooking light meals and the dishwasher on other days.

Every Tuesday Sal attends a digital art group in the morning for 2 hours. This group includes other people who use Auslan. Sal often mentors some of the group members to create their art and push their skills. When Sal leads the art group, they need a support worker to help with their organisation and Auslan translation. Sal otherwise travels to the art group independently.

Sal works at a local, privately owned laundry on Wednesday, Thursday and Friday. They have an established public transport routine and don't need support with getting to work. Sal needs support with getting organised every Wednesday before work to keep a good work routine in place.

On the weekend, Sal uses this time for creative, social and recreational activities. This includes spending time with friends, going out for coffee, to an art gallery or other activity depending on the season. Or being creative at home.

Notes

This is where you can add notes you'd like to talk about with your My NDIS Contact.

Your goals

Your goals are set by you and written in your own words. They help the people supporting you to know what you want to work towards and the things that are important to you. Your goals can be big or small, short term or long term, broad or specific. They can be about anything you want to work towards. You can change or update your goals at any time.

Your goal: I want to work more mentoring other people with their digital art and be paid for this.

How will you work towards this goal?

I'll join a new art group that I've been invited to. It's called Digital arts access network. It's on a Saturday and in the city. I need to feel confident with how to get there. I'll need help with Auslan from Lindy when I'm there. The group's leader, Grace, says that if it works for me and them, there are mentoring opportunities at this group. People with and without disabilities go to this group. The pay wouldn't be much but it's what I love.

Your goal: I want to improve my speaking, so I feel more confident talking.

How will you work towards this goal?

I want to go back to a speech therapist to improve my speaking.

Your goal: I want to explore how to sell my digital artwork online.

How will you work towards this goal?

I'll look at the best ways of doing this. I'll watch online talks about how to do this and talk to my creative friends about what they do. I have about 360 followers on Instagram, so this is a good start. In the next 2-3 years I'd like to have an online shop that doesn't cost me much to run and that's easy to manage on my own. I'll need help with planning and setting this up.

Your goal: I want to work in an art shop.

How will you work towards this goal?

This is a goal I want to work towards in the next 2-3 years. I'll use my creative and work experience to look for a traineeship. I'll need some help with this. I'll need to update my resume and look for the right traineeship or similar. I may need to get help from an employment agency. I would rather work in an art shop than in a laundry later on.

Your supports

Your current informal, community and mainstream supports

Description of support: Informal support

Who provides this support?

Gwen Smith, Mother, and Kane Smith, Brother.

How often do you receive this support?

Weekly.

Support type

Sal communicates with Mum, Gwen, a few times a week. Sal, Gwen and Kane have dinner together about once a fortnight. Gwen helps Sal with emotional support, planning and transport from time to time. They all have a strong relationship.

Description of support: Informal support

Who provides this support?

Pete Witkowski, Sal's housemate and friend.

How often do you receive this support?

Weekly.

Support type

Pete helps Sal problem solve from time to time. They share the house chores fairly and sometimes share cooking and dinner at home together. Pete works full time and has a hearing impairment. Sal and Pete use Auslan and Messenger as the main ways they communicate.

Description of support: Community support

Who provides this support?

Tuesday digital art group.

How often do you receive this support?

Weekly.

Support type

When Sal leads the art group, they need their support worker (Lindy or Rob) to help with their organisation and Auslan translation.

New informal, community and mainstream supports you want to find

Description of support: Digital arts access network – inclusive digital arts group for young people.

How will I find this support?

I've been invited to this group. I know the group leader, Grace, who knows I have experience with digital art and mentoring.

What further information do I need to know?

I'll need a new routine and help with organisation from my worker. I'll need to know how to get to the group in the city on the bus to feel confident when I have to travel into the group on my own. I'll need help with organising sessions when I mentor group members.

Support type

Community support.

What to do if something changes

Has your situation changed?

If so, this may change your NDIS plan or supports. It is important that you contact us about any change in your circumstances.

A change could include:

- compensation you are applying for or have received
- significant changes to your disability support needs
- starting school
- changes to your home and living situation
- looking for work
- no longer wanting to be a part of the NDIS.

We're here to help:

Online

- NDIS website [ndis.gov.au](https://www.ndis.gov.au)
- Internet Relay Users [relayservice.gov.au](https://www.relayservice.gov.au)
- NDIS mailbox enquiries@ndis.gov.au

Phone

- NDIS National Contact Centre **1800 800 110**

- TTY Users **1800 555 677**
- Speak and Listen Users **1800 555 727**
- If you need help with English **131 450**

In Person

- You can find your closest **local area coordinator, early childhood partner** or **NDIS office** on our website. Go to [ndis.gov.au](https://www.ndis.gov.au), select **Contact**, then under **Offices and contacts in your area** you can **search your area**.

Welcome to your NDIS plan

We have included information in this pack to help you start to use your plan.

Who can help you start your plan?

You can start using your plan straight away. Your My NDIS Contact will help you start using the supports in your NDIS plan.

They can help you:

- understand your plan and what supports you can buy with your NDIS funding
- learn what is the responsibility of other services, such as the health or education systems
- connect with community and other government services
- find providers who meet your needs and will help you work towards your goals
- put service agreements in place with your providers
- as a point of contact if you have questions, concerns, or something in your life changes.

You choose who you share the details of your plan with. You can share your plan with family, providers or other people like your doctor. You can share some parts of your plan, all of your plan or you can choose not to share it at all.

You can learn more about your plan by visiting the NDIS website ([ndis.gov.au](https://www.ndis.gov.au)), search for **Our Guidelines**, and select **Your Plan**. This will help you understand your NDIS plan and how to use funding, arrange supports and services and work towards your goals. You can also ask your My NDIS Contact any questions about your plan.

Managing my NDIS funding

Registered plan manager

Your plan has plan-managed funded supports. This means a registered plan manager will assist you to manage your NDIS funds. There is funding in your plan to pay for a registered plan manager. They will pay your providers for you.

To learn more, search for and select **Plan management** on the NDIS website.

Self-managed

Your plan has self-managed funded supports. This means you or your nominee will manage your NDIS funds. This offers you the most flexibility and choice. We will pay you so you can pay your providers directly.

You or your nominee will be responsible for:

- choosing your providers
- making service agreements with your providers
- buying your supports and services
- keeping records of your spending to show its being used as described in your NDIS plan
- telling us if your situation changes and you can't meet your responsibilities to self-manage the supports in your plan.

To learn more, search for and select **Self-management** on the NDIS website.

Using your plan to buy supports

Your funding for your supports is based on what is reasonable and necessary for your needs. This is in addition to the support provided by family, friends and the community and government services that you need to live your life.

You choose the providers you want to work with. It's important to find the right providers to meet your disability needs and help you pursue your goals. To learn more, search for **Providers** and select **Working with providers** on the NDIS website.

You need to spend your funding on the supports as described in your plan. You must only use your funding on supports and services that are related to your disability.

There are some things you **can't** spend your funding on, including supports that:

- Are illegal, for example, buying illegal drugs or guns.
- Relate to your day-to-day living costs, for example, to pay your rent, utilities, or for fuel and groceries.
- Relate to holiday travel expenses, such as flights, car hire, accommodation, or cruises.
- Are to pay for loans, including mortgage repayments or novated car leases.
- Are likely to cause harm or pose a risk.

To learn more, search **Our Guidelines** and select **Reasonable and necessary supports** on the NDIS website.

Support claim types

Standard claimable supports

Supports are classified as standard claimable supports, unless they're listed as being in-kind, recurring, or direct commissioning.

In-kind supports

Where a support is listed as 'in-kind' in your plan, you must continue with your existing provider as they've been pre-paid to deliver this service. If you have a concern about using your in-kind provider, you can talk to your My NDIS Contact.

Recurring Supports

Where a support is listed as 'recurring' in your plan, it will be paid regularly to your nominated bank account.

Direct Commissioning supports

Where a support is listed as 'direct commissioning' in your plan, it means a provider has been contracted to deliver this support. This might be just for you or you and a group of participants.

Protect your Plan

What is Fraud?

We know most people are honest and do the right thing. Sometimes people choose to do the wrong thing with NDIS funds. This is called fraud.

Fraud is a crime. Fraud happens when someone is dishonest on purpose to benefit themselves or others. The NDIA and the Government have no tolerance for fraud against the NDIS and its participants. There are a number of ways a person may commit fraud against the NDIA.

These might include:

- dishonestly obtaining and using NDIA information or restricted data
- providing false or misleading information
- using fake documents or invoices
- claiming for services or products not provided
- misusing NDIS funds.

Ways to protect your plan

It's important to know how you can protect your plan against fraud. There are different things you can do to protect your plan, these include:

- asking your plan manager or provider questions about the support they're providing
- checking the supports they're providing are affordable and are in line with your plan
- not discussing your plan or personal information with someone you don't know
- keeping accurate and complete records of the supports you pay for with your NDIS funds
- understanding who you have given consent to and what they can do on your behalf.

You can talk to your my NDIS contact for advice and support on protecting your plan against fraud.

We understand that mistakes can happen. If you make a genuine mistake, we are here to help you fix it.

For help to fix a mistake, you can:

- speak to your my NDIS contact
- call our National Contact Centre on 1800 800 110.

Providers who need help to fix an error or mistake can:

- call our National Contact Centre on 1800 800 110
- email provider.support@ndis.gov.au

What to look out for

People might commit fraud in different ways. The things they might do include:

- ask to look at your NDIS plan, if you don't know them or have not provided consent to share your plan with them
- pretend to work for the NDIA
- ask for details about your plan or some of your personal information
- claim or offer services or products that are not in line with, or are not included in your plan.

How to report fraud

If you think someone is doing the wrong thing with NDIS funds, you can report it by:

- calling the NDIS Fraud Reporting and Scams Helpline on 1800 650 717
- filling in our online tip-off form available at www.ndis.gov.au/reportfraud
- calling the NDIS Commission on 1800 035 544 or by completing a complaint contact form on the NDIS Commission website.

Find out more about reporting suspected fraud or non-compliance by searching **Report suspicious behaviour** on the NDIS website.

NDIS glossary

A

Assistive technology (AT)

Equipment or devices that help people do things they can't do because of their disability. Assistive technology may also help people do something more easily or safely and can reduce the need for supports over time.

C

Carer

Someone who provides unpaid care or support to a family member or friend with disability. Carers often support people with their daily activities, as well as providing emotional and social support.

Check-in

A check-in is a conversation between you, or your nominee or child representative, and your my NDIS contact.

We use check-ins during your plan to see how you're going. We'll ask if the supports in your plan are meeting your needs. We also do check-ins to see if you're having any problems using your plan.

Child representative

A person who does things and makes decisions about the NDIS on behalf of a child under 18 years old. Most of the time, this will be the person or persons who have parental responsibility for the child.

Community supports

The supports you get outside the NDIS. These are the supports available to everyone, whether or not they have a disability.

Community supports are the supports and services you get from community organisations. These include social, study, leisure or sport opportunities that are available in the community from local groups, such as men's sheds or playgroups.

Correspondence nominee

A person who can make some decisions for you about your business with the NDIS.

A correspondence nominee can ask us for information about you, or for you. They can receive letters and notices from us about you, or for you.

But they can't do anything or make decisions about:

- preparing or changing your plan
- managing the funding for supports in your plan.

E

Early childhood approach

Our early childhood approach is about giving your child the best possible start in life. If your child is younger than 9 you may be able to access our early childhood approach. Our nationally consistent early childhood approach is for children younger than 6 with developmental delay or younger than 9 with disability.

Children younger than 6 who do not fully meet the definition of developmental delay and have developmental concerns will also be supported through the early childhood approach.

Our early childhood approach recognises, as parents and carers, you are central in supporting your child's development.

To learn more about developmental delay and developmental concerns, visit the NDIS website ([ndis.gov.au](https://www.ndis.gov.au)). Search for **Our Guidelines** and select **Applying to the NDIS**.

Early childhood partners

Local organisations funded by the NDIA to deliver the early childhood approach.

Our early childhood partners have teams of professionals. They have experience and clinical expertise in working with young children with developmental delay or disability and their families.

We chose them as partners for their specialist skills in early childhood intervention. They focus on delivering family-centred supports using a best-practice model.

You'll find them in most communities around Australia. If an early childhood partner is not in your area, we will support you to connect with alternative options depending on where you live.

Ecomap

Your early childhood partner will work with you to develop an ecomap. This is a diagram which shows a map of all the connections, supports and services that you and your child have. It includes all informal supports like friends and family, and mainstream and community supports, like childcare or school. The ecomap helps us to see how much support each of these areas is providing you and your child, and how they interact. This helps the early childhood partner to work out what other supports and services might be helpful. It also helps to paint a picture of what is important to you and your child's life.

F

Funded supports

The supports we fund in your plan to meet your disability support needs. Funded supports need to meet the NDIS funding criteria:

- it must be a type of support the law says we can fund or provide
- it must meet the reasonable and necessary criteria.

Your funded supports work together with your informal, community and mainstream supports, as well as the other funded supports in your plan.

There are four types of support budgets that may be funded in an NDIS plan:

- core support
- capacity building support
- capital support
- recurring support.

I

Informal support

The support you receive from the people around you, for example, from family, friends and neighbours. People providing informal support are not paid for the care they provide.

Typically, informal supports for a child are provided by a parent.

Internal review of a decision

If you don't think one of our decisions is right, you may be able to ask for an internal review. This is where one of our staff, who wasn't involved with the original decision, checks if we made the right decision the first time, or if the decision needs to be made again.

There are a number of decisions we can review. If you don't agree with a decision we make, you can contact us within 3 months of the decision and ask for an internal review.

L

Local area coordinators (LAC)

If you are 9 or over, a local area coordinator can support you to apply for the NDIS and use your plan. They help you create and work towards your goals and build capacity to make your own decisions. Local area coordinators can:

- help you find practical information about disability supports and services
- help you implement your NDIS plan and provide support on how to understand and use supports in your plan
- check-in with you about how your plan is working
- support you to ask for changes to your plan.

M

Mainstream supports

The supports you get outside the NDIS. These are the supports available to everyone, whether or not they have a disability.

Mainstream supports are supports and services provided by other government services. These include health, mental health, early childhood, school education, higher education, justice, transport, housing, child protection and family support, and employment services.

my NDIS contact

Your contact person for the NDIS. You can find their information at the start of your plan. Depending on your situation, your my NDIS contact will be a local area coordinator, early childhood partner or NDIS planner.

my NDIS portal

A secure website where you, your child representative or nominee, can view your NDIS plan, claims and documents you've uploaded.

N

National Disability Insurance Agency (NDIA)

The Australian Government organisation administering the National Disability Insurance Scheme (NDIS).

National Disability Insurance Scheme (NDIS)

The NDIS was set up as a world first approach to disability support. It puts people with disability at the centre of decision-making, through the principles of reasonable and necessary supports and individual choice and control.

We fund supports for eligible Australians with disability based on the laws of the NDIS. These supports need to meet the NDIS funding criteria. This means the supports need to be directly related to your disability and help you do things like pursue your goals and increase your independence.

The NDIS is an insurance scheme, we take a lifetime approach to your support needs. When we make decisions about the supports we fund in your plan, we must also consider our need to make sure the financial sustainability of the NDIS.

NDIS Act

The National Disability Insurance Scheme Act 2013 (NDIS Act) is the law which establishes the NDIS, and the NDIA.

Among other things, the NDIS Act sets out:

- how the NDIS operates
- how a person can become a participant in the NDIS
- how a participant's individual, goal-based plan is prepared and reviewed, including how the NDIA approves the funding of reasonable and necessary supports
- how a provider can become a registered NDIS provider
- the governance arrangements for the NDIA, including its CEO, Board, Independent Advisory Council, and Actuaries
- a process for internal and external review of certain decisions made under the NDIS Act.

NDIS planner

An NDIS staff member. A planner will work with you to decide what funding will be included in your NDIS plan, based on the information and evidence provided. If your plan needs changes, a planner will work with you on the best way to do this.

NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent Commonwealth agency established to improve the quality and safety of NDIS supports and services. Learn more on the NDIS Commission website (www.ndiscommission.gov.au).

Nominee

A nominee is someone who represents you by doing things and making decisions on your behalf.

If you can't or don't want to make your own decisions about the NDIS, even with support, you can ask us to appoint a nominee to make these decisions for you.

O

Our Guidelines

Our Guidelines contain information about what we consider when making decisions. They're based on the NDIS law. NDIA staff use Our Guidelines to make decisions.

Our Guidelines are written in plain English to make them easier to understand. We publish them on the NDIS website at ourguidelines.ndis.gov.au.

P

Plan nominee

A plan nominee is someone who can make some decisions on your behalf. They can make decisions about:

- planning – preparing or changing your plan
- managing your plan funding – receiving and managing your funding and using your funding.

A plan nominee can be appointed to do either, or both, of these things. We can limit the things your plan nominee can do, depending on what decisions you need them to make for you.

Plan reassessment

A type of plan change. In a plan reassessment, we replace your plan with a new one. We'll reassess your plan if you need bigger changes than we can do in a plan variation, or your plan no longer meets your needs.

When we do a plan reassessment, we'll consider your plan as a whole. You'll meet with an NDIS planner to create your new plan. Your old plan will end, and you'll receive a new plan with new funding.

Plan variation

A type of plan change. A plan variation is a small change to your current plan. When we do a plan variation, we only make changes to the part of your plan we vary. Your current plan keeps going.

There are specific situations where we can do a plan variation. The law for the NDIS tells us what these situations are. For example, we can do a plan variation to change your goals or the way you manage your funding without changing the rest of your plan.

Price limits

The maximum price that a registered provider can charge a participant for their NDIS funded disability support or service.

The NDIA's price limits and pricing arrangements help participants get reasonable value for money from their plan funds.

Pricing arrangements

The rules around when and how a provider can claim for supports and services from a participant's NDIS funds.

They provide information on the current and previous price limits for each support item and indicate which claim types (for example travel, non-face-to-face) apply for each price-limited support item. To learn more, visit the NDIS website ([NDIS.gov.au](https://www.ndis.gov.au)) and search for **pricing arrangements**.

Provider

An individual or organisation that provides your funded supports.

Some providers are registered with the NDIS Quality and Safeguards Commission. This means they meet strict conditions for the quality and safety of their services. We call them 'NDIS registered providers'.

If a provider isn't registered with the Commission, we call them an 'unregistered provider'.

R

Reasonable and necessary

Reasonable and necessary supports are supports we fund that meet the reasonable and necessary criteria. This includes that the supports need to relate to your disability, be value for money, and effective and beneficial.

Reassessment date

The date we need to do a plan reassessment by. You can find your plan reassessment date at the start of your plan.

If your situation changes, we can reassess your plan earlier.

Recovery coach

A recovery coach is a qualified mental health worker and through their own experiences and training, understands mental health and its impacts. If you need one, they can support you to build confidence and motivation, foster hope and build capacity to achieve your goals and use your supports to live a full and contributing life. A recovery coach will also support you to understand how the NDIS works with other supports including mainstream and community supports. They may also be called a psychosocial recovery coach.

We can give you funding for a recovery coach in your plan if it meets the reasonable and necessary criteria. A recovery coach is a capacity building support that helps you build your independence over time.

Registered provider

A person or organisation that is registered with the NDIS Commission to provide supports according to the law for the NDIS.

To register, providers must meet the NDIS requirements for qualifications, approvals, experience, capacity and quality standards to provide a product or service.

Providers must also be registered to deliver certain kinds of supports – for example, implementing regulated restrictive practices in a behaviour support plan.

S

Service agreement

An agreement between you and your provider that outlines what both parties have agreed to.

Service agreements help make sure that you and your provider have the same expectations of what supports will be delivered and how they will be delivered.

Making a service agreement is a negotiation between you and your provider.

Specialist Disability Accommodation

Specialist disability accommodation (SDA) is a range of housing designed for people with extreme functional impairment or very high support needs. SDA is designed to be more accessible for you based on your disability related support needs. It assists you to live more independently in your home and allow your other supports to be delivered better or more safely. For example, you might need a home with reinforced ceilings so you can get a ceiling hoist installed. It doesn't include the services or support you might get in your home that relate to your disability supports needs.

You'll need to pay rent, and other day-to-day living costs such as bills, to live in specialist disability accommodation.

Support coordinator

A type of provider who can help you understand your plan and connect with NDIS providers, community and mainstream and other government supports. They help you build your confidence and coordinate your supports. Support coordination is a capacity building support that helps you build your independence over time.

We can give you funding for a support coordinator in your plan if it meets the reasonable and necessary criteria.

Supports and services

Resources and products you can use to help you complete everyday tasks, work or participate in the community, and pursue your goals. We will give you funding in your plan to pay for supports and services that meet our funding criteria.

V

Vehicle modifications

Changes or equipment installations to a vehicle so you can drive or travel in it.

This can include enabling the person to get in and out of a vehicle with or without a wheelchair, be transported safely whilst seated in their wheelchair, or drive a vehicle with specialised controls or other adaptations.

Example