



When The Right Information Matters

# **NDIS PARTICIPANT HANDBOOK**

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June 2022**

## The Rights and Responsibilities of Participants

The Rights of Participants are:

- [choose who delivers your supports](#) and how they do this. You do not have to use just one provider for all your supports
- not use a provider if you feel they may put their business interests ahead of your needs
- know about any perceived or actual conflict of interest a provider might have
- not feel pressured to buy services or supports you don't want or need
- pay for supports at a fair and reasonable rate. You should not be charged more than the amount listed in the NDIS price guide
- decide what personal information you give to a provider so that they can deliver supports and services.

The Responsibilities of Participants are:

You are responsible for making sure the supports are:

- [directly related to your disability](#) and in-line with your plan
- not covered or delivered by [another service system](#) or organisation (eg. Medicare or private health insurer).

You are also responsible for [keeping evidence](#) of what you spend your NDIS funds on (eg. invoices, receipts, pay slips, bank statements).

### What is Support Co-ordination?

The role of support coordination is to assist a participant to understand and navigate the market-based system of NDIS supports, and interactions with other service systems. A support coordinator assists a participant to understand and implement the funded supports in their NDIS plan, to connect with mainstream services, and to achieve their NDIS plan goals.

The decision to include funding for support coordination in a participant's plan is driven by what is considered reasonable and necessary. Support coordination can be provided to participants who are self-managing, plan managed or agency managed. Currently participants are not always clear on **the role of a support coordinator** or fully aware of what to expect when support coordination is funded in their plan. The concept of 'targeted' support coordination is emerging in response to the specific goals and needs of some participants. Targeted support coordination recognises that providers may need to have specific experience or knowledge in working with a participant with a specific disability type and/or within a broader community or mainstream support system.

The **quality of support coordination**, and how participants know if they are receiving value for money compared to other available NDIS supports, is an important consideration. For support coordination, formal qualifications are not a requirement for NDIS registration,

rather providers are required to demonstrate that they have the qualifications, skills and knowledge to undertake the role. There are currently no specified outcome expectations to measure and evaluate the effectiveness of support coordination. However, currently a number of online courses and workshops are offered through Disability Services Consulting, their website is: <https://teamdsc.com.au/who-we-are> .

Research shows that external support is important for many individuals to successfully navigate market based systems, and that strong, trusting and collaborative relationships with both paid and unpaid people in a person's support network are facilitators of successful plan implementation.<sup>1</sup> Support coordination is a capacity building support funded under the NDIS. Support coordination is a concept that has evolved under the 'NDIS and was not previously a feature of the program-based disability service systems funded by state and territory governments.

### **Understanding the Role of Support Co-ordinator**

It is important that support coordinators have well developed support coordination skills, and deliver those supports in accordance with the NDIS Code of Conduct, and if registered, relevant NDIS Practice Standards. It is also important that participants receive high quality support coordination to enable them to achieve their goals, and they are able to choose a support coordinator with the right experience and expertise for them.

Support coordinators do not generally have to hold any particular qualification to undertake their role and there are no specific measures or outcomes expected to demonstrate a quality service. The NDIA is interested to understand what kinds of qualifications, accreditation or measures might be useful to ensure high quality and effective outcomes.

Currently, the NDIA has limited information available to quantify the quality of support coordination services. Key measures of success for a participant may include how well they achieve their overall goals and their level of satisfaction with the Scheme. Success could also be demonstrated through higher utilisation of a participant's plan, greater access to the community and acting as informed consumers in choosing service providers.

Value for money is a consideration for participants when they choose how to use their plan. The hourly price limit for level 2 support coordination is higher than that for the newly introduced psychosocial recovery coach support. The NDIA is considering how to better align the price of support coordination with participant outcomes and the price of other Scheme supports. For example, support coordination pricing could be determined, at least in part, based on the progression and achievement of a participant's specific goals such as sourcing appropriate accommodation or employment opportunities.

### **Levels of Support Co-ordination**

The NDIA has three levels of support coordination services that may be funded in a participant's plan depending on the level of skill and intensity required to support a participant to meet their goals. In some circumstances, participants may require a combination of support coordination levels in order to meet their needs.

**Level 1: Support connection:** Assists participants to understand their NDIS plan, connect with providers and mainstream services, and supports participants to monitor effective utilisation of their plan. Approximately 2 per cent of participants claiming for support coordination have received it at this level.

**Level 2: Coordination of supports:** Assists participants to understand their plan, particularly where there is greater complexity in the support environment and/or in current circumstances and assists in reducing barriers to engaging and maintaining support relationships. Approximately 98 per cent of participants claiming for support coordination have received it at this level.

**Level 3: Specialist Support Coordination:** Assists a participant where expert or specialist approaches are required to navigate specific complex support needs. Approximately 4 per cent of participants claiming for support coordination have received it at this level.

Support Coordinators (SC) work in a variety of different settings and have a variety of clinical and technical backgrounds and experience, usually but not limited to education, psychology, social work, social science or nursing.

The three levels of Support Coordination:

- Support Connection (low level)
- Support Coordination (mid-range level)
- Specialist Support Coordination (intensive level)

Support coordination is a time limited service within the participants plan with key functions of; supporting the NDIS plan, service implementation, service monitoring, avoiding crisis points, service breakdown, managing participant's expectations and building capacity and resilience. Support Coordination operates within a 'billable hours' context and can only charge for services provided (line items) under the NDIS Business Guidelines and Pricing Guides. It is the responsibility of the SC to ensure the available funding is used in meeting participant goals and the requirements of the NDIA.

SCs work in different ways, based on the organisations' policy and procedures, their experience and clinical practice methods. SCs need to adjust and be flexible when working with individual participants. It is recommended that you and the SC discuss how you will work together and establish clear roles and responsibilities.

Things you can expect from a Support Coordinator

- Work collaboratively with your service
- Explain the participant's NDIS Plan and limitations
- Provide information NDIA requirements and regulations
- Provision of participant information relevant to intervention (with participant consent)
- Participation in your service planning meetings i.e. discharge meetings, clinical reviews
- Establishment of services for participant when needs change i.e. referrals pre-discharge/post discharge and seamless service delivery/interventions
- Seek advocacy or support services

Things Support Coordinators do not provide:

- Direct crisis support
- 24/7 services or on call services
- Direct supports i.e: personal care
- Transport
- Medical or health appointment supports not related directly to NDIS goals

### **Billable Hours**

Support Coordinators can bill Participants for the following:

- Tasks that directly benefit the NDIS Participant
- Scheduled or unscheduled
- Face-to-face or Video/Phone
- NDIS/LAC/ECEI Partner
- Service providers
- Mainstream supports: hospital, Centrelink, health, school, workplace, justice etc.
- Community / informal supports
- Calling or searching online or emailing supports
- is not a cost of doing business
- (informal/mainstream/community/NDIS)
- Contacting colleagues (internal or external) for suggestions via any platform.

Support Coordinators CAN NOT bill Participants for the following:

- General administration tasks
- Signing the Support Coordination service agreement
- Supervision and team meetings
- Training
- IT dramas
- General visits to check out providers (not client specific)
- Social or general calls
- Supporting people who have run out of hours
- Case noting?
- Switching tasks
- Going to the toilet and eating birthday cake

### **How do Support Coordinators charge for travel?**

In summary, support coordinators can only claim travel costs directly related to providing an NDIS service or support and all travel-related costs must be approved by the participant in advance.

According to the NDIS Pricing Arrangements, support coordinators can only claim from a participant's plan for travel costs for delivering a support item if several conditions are met:

- If NDIS Pricing Arrangements and Price Limits indicate that support coordinators can claim for travel in respect of that support item
- The proposed charges for the activities comply with this NDIS Pricing Arrangements and Price Limits
- The activities are part of delivering a specific disability support item delivered face-to-face
- The provider explains the value of the activities to the participant, including why they represent the best use of their funds
- The participant agrees on travel costs in advance
- The provider is required to pay the worker delivering the support for the time they spent travelling. Alternatively, if the provider is a sole trader travelling from their usual place of work to or from the participant, or between participants.

Providing the expense meets the above conditions, support coordinators can claim two types of travel costs:

1. Labour costs (the time it takes for you to travel to a location where the service will be delivered). The maximum rate differs depending on where you and your clients are located.
2. Non-labour travel costs such as road tolls, vehicle running costs, parking and tickets for travelling on public transport.

Support coordinators may negotiate with the participant to make a reasonable contribution to other transport-related costs.

Examples include:

- Up to \$0.85 a kilometre for a vehicle not modified for accessibility (your own car or that of your employer)
- Other forms of transport associated costs including road tolls, parking and public transport fares – up to the full amount.

Providers must separate support costs and travel costs on invoices. Non-labour costs should be claimed against the relevant "Provider Travel – non-labour costs" support item.

## **How to plan for a Good Life**

When thinking about what makes a 'Good Life' for people with disability one only needs to think about what would make a good life for all people.

While the details of this have debated for thousands of years, there is some consensus about what makes a good life: having a home of one's own, having a job or a way to make a contribution and having opportunities for learning, growth and development that challenge and stretch us.

The reality of many people with disability is one of isolation. **By living, working and studying in ways that are separate to the rest of the community, people with disability live lives that are different and often unrecognisable to everyone else.** This

undermines belonging and makes it harder to access the benefits of being valued and belonging – the very things that make up the Good Life.

**Whilst some relationships are more intimate than others, having a broad network of relationships make our lives richer, easier and more satisfying.** We identify ourselves by the culture and interests of our friends; we learn from our friends, they care about us and we care about them and they keep us safe and they support us in ways only friends can – and in a way no paid support ever can.

It may seem obvious how fundamental the need for friendship and connection is, and one could ask why we even need to talk about this. **The stark reality is that many people with disabilities are lonely.** For some, the only people who really know and appreciate them are family members. Others have no one in their life who is not there in a paid capacity. Sometimes families are isolated too. All of these experiences have formed our way of thinking so that now, people can be living near us yet invisible to us. They can be seen as more different than the same.

**This is why, when thinking about how to bring the Good Life to life for a person with disability, positive, meaningful and freely given relationships are key – it is simply not possible to live a good life without them.**

If asked to name ‘the good things of life’ we might be tempted to list the glamorous and exotic but **for most of us the fabric of the good life is lived out more in the typical and ordinary** – growing up at home; going to the local school; getting a job; moving out and establishing a home of our own; finding a partner; having friends. When enough of these pieces come together we can begin to feel we have ‘found our place’ in life

It is because of this consensus that a common framework used for crafting a good life for people with disability is to think about ‘ordinary’ or ‘typical’ lives – a life like anyone else’s. This helps to focus thinking on what other people the same age are doing, where and how they are doing it and who they are doing it with. **This typical and ordinary life increases the opportunities for real, genuine connection and relationship building.**

The notion that some kind of stable, static and enduring entity called ‘the community’ exists out there for people to slot into is a myth. **However, finding ways for people to be known, appreciated and contributing in their local neighbourhoods and networks is an important piece of building a good life.** Contributions like this make for a good life for everybody.

Being a spectator is not enough – to gain real value out of your community **you need to be actively involved in areas that interest you and to get to know the people you encounter.** This opens up the richness of community that comes available through the informal network of relationships.

Making choices about things that matter to you and feeling you have meaningful control over your life are cornerstones of the good life. **It offers you the freedom to choose the life you want to live and make decisions about the things that are important to you.**

**It is important to acknowledge that we all need help making decisions to some degree** and that needing assistance to make choices does not mean we are unable to make choices.

Similarly, many people with disability require assistance in making decisions that are in their best interest. **This can lead to a belief that others need to make decisions for them and as outlined in the following sections this can lead to some very negative consequences.**

For genuine choice and control to exist there must be a belief that everyone has the right to make their own decisions. **It requires an assumption that everyone has the capacity to make those decisions for themselves** This will ensure that any decisions made not only include the individual with disability, but that they have control in how those decisions are put in to practice.

It may seem obvious, but when helping anyone to live a life that is meaningful and enriching for them it is essential you begin with them. It means;

- focussing on their unique gifts, talents and interests
- working out **with them** what they want from their life
- understanding what they might need to live the life they wish to live, and
- planning with them about how those needs might be met

When this is kept at the heart of all aspects of a persons life then it is little surprise that it will produce richer, more satisfying lives for people.

For a person with disability this means their need or request for support can be met in a way that is centred on them and the unique expression of their particular needs. **It requires a deep listening to, and honouring of, what the person says they need to live their own life in the community they choose.** This means they are able to be in control of their own life, with the support that they need to do that.

**Having a vision of what is important in making up a Good Life lets us take control and be clear about the direction we are heading** and directly influence our imaginations of what is possible. This is why it is so important that the vision not only reflects the person, but is full of hope and possibility of a life that is rich with hope, possibility and potential.

While, the word vision can sound very grand or somehow mystical **it simply involves looking forward as much as we possibly can to see what's over the horizon** and, to the extent that any of us can control what happens in life, **being as ready as we can be.**

**The plan follows the vision because when we know what we want we can work out the steps to start making it happen.** There are a variety of planning tools available but whatever you use the basic premise is to start with a big vision, full of possibilities and then break it into small achievable steps. Setting time aside to plan, inviting others to be involved and engaging someone to assist with the conversation can all be helpful. Obviously the particular needs that result from a person's disability need to be taken into account when planning, but disability needs should not be addressed as the first or only needs that the person has. **If we only see the person through the lens of disability we risk missing the fuller, richer picture of who the person is.**



This is likely to be a broad vision and plan encompassing the many aspects of life, not just the paid service provision. The question of how a service plan can fit in to a person's broader life plan is an important one, but it is crucial to highlight that these are different types of planning and they have different purposes and priorities. This broader planning is not dependent on funding or formal service, **but when people have done this planning for themselves, then they are much better equipped to make good use of any funded supports that are available.**

(Extracted from Community Resource Unit 2017, "Bringing The Good Life To Life" <https://thegoodlife.cru.org.au/> ).

### **How to Make a Complaint About a Service**

People with disability have the right to complain about the services they receive. Most NDIS providers do their best to provide quality supports and services to people with disability, but issues can occur.

If you have a concern about your current NDIS supports or services, it is important that you talk about it.

Complaints are important—they can help providers understand what is important to people with disability and improve the quality of services they provide, so your complaint can help other people too.

If you feel comfortable, you are encouraged to raise your concern or complaint with your provider first, as this is often the best way to have your issue resolved quickly. All registered NDIS providers must have a complaints management and resolution system in place.

If the provider is unable to resolve your concern or complaint, then you should seek further support.

You may seek support from family, a friend or an independent advocate in making a complaint. For further information see: [Disability Advocacy](#).

A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.
- Completing a [complaint contact form](#).

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

As well as dealing with complaints, the NDIS Commission works to educate providers about delivering quality and safe supports, and effectively responding to complaints. If a complaint raises a serious compliance issue, the NDIS Commission has powers to take action.

## **Disability Advocacy**

The *National Disability Insurance Scheme Act 2013* defines an independent advocate, in relation to a person with disability, to mean a person who:

- is independent of the Agency, the Commission and any NDIS providers providing supports or services to the person with disability
- provides independent advocacy for the person with disability, to assist the person with disability to exercise choice and control and to have their voice heard in matters that affect them
- acts at the direction of the person with disability, reflecting the person with disability's expressed wishes, will, preferences and rights
- is free of relevant conflicts of interest.

The Act acknowledges the important role of advocates (including independent advocates) and other representatives of persons with disability; and requires registered NDIS providers to cooperate with, and facilitate arrangements for, advocates (including independent advocates) and other representatives of persons with disability who are affected by complaints or incidents and who wish to be independently supported in that process by an advocate or other representative.

## **Identifying the Unethical Actions of Support Coordinators**

Under the [NDIS Code of Conduct](#) all NDIS providers, including support coordinators, must act with integrity, honesty and transparency under the NDIS Code of Conduct.

To do this, support coordinators must:

- recommend and provide supports and services appropriate to the needs of the participant
- maintain integrity by declaring and avoiding any real or perceived conflicts of interest
- avoid engaging in, participating in or promoting sharp practices.

The [NDIS Practice Standards](#) also set out what registered NDIS providers are required to do to avoid real or perceived conflicts of interest in the delivery of supports and services.

The [NDIS Commission](#) can take action against a provider if these obligations are not met.

Participants, providers and other stakeholders are encouraged to raise any concerns – including where there are potential real or perceived conflicts of interest with the NDIS Commission for further investigation.

The NDIA will similarly raise any concerns with the NDIS Commission should we become aware of situations where a support coordinator's real or perceived conflicts of interest may be adversely affecting participant outcomes.

**Support coordinators are expected to follow the NDIS Code of Conduct, regardless of whether they are registered providers or not.**

## Ways to Manage Your Funding

You can also choose a combination of the three options. For example you may choose to self-manage one part of your plan to start with and have the rest managed by the NDIA.

Your early childhood partner, LAC or NDIA planner will ask you how you would like to manage your NDIS funding during your planning meeting. They will help you choose the best way to manage your funds for your needs and circumstances.

No matter how your funds are managed, you still have choice and control to ensure your services are working for you and fit in your budget. Even if your funding is managed by the NDIA or a Plan Manager, you should regularly check the myplace portal and your funding to make sure your budgets are on track.

Self-managing your NDIS funding gives you control, independence and flexibility in arranging and paying for your supports.

If you self-manage your NDIS funding you will have:

- **Choice** in deciding what supports you purchase in line with what is included in your plan, who provides these supports and how they are delivered.
- **Flexibility** to use any provider that will best help you to pursue your plan goals.
- **Capacity** to employ or contract staff directly, or have someone employ staff on your behalf.
- **Ability** to negotiate the costs of your supports so you get the best value-for-money and to use savings to buy more or better quality supports.
- **Control** over and responsibility for your NDIS funding so you can manage your own budget for the duration of your plan.

Self-managed participants can choose to ask workers to get an NDIS worker screening clearance. This clears a person to work in certain roles to reduce the risk of harm to people with disability.

Self-managed participants can ask to access a database to check the clearance status of an NDIS worker.

If you are thinking about self-managing you need to understand your responsibilities as a self-manager. Your responsibilities include:

- **Purchasing supports** that link to the goals in your NDIS plan.
- **Making clear agreements** with your providers about the supports you will receive including how they will be provided and paid for.
- **Managing your funding** so the costs of the support give you value-for-money, and can be met within your budget.
- **Claiming and paying for supports** by making payment requests and paying for your supports on time.
- **Keeping invoices and receipts** to show you have paid for your supports using your NDIS funding.

- **Meeting your obligations as an employer** if you choose to employ staff directly.
- **Showing how you've used your self-managed funding** towards pursuing your goals at your plan review.
- **Advising the NDIA** of any significant changes in your circumstances that may result in you being unable to meet your responsibilities as a self-manager.
- **Participating in any payment auditing** where you will need to provide invoices, receipts or other evidence to show you have spent your funds in-line with your NDIS plan.

Plan management is when a provider supports you to manage funding in your NDIS plan. These providers are known as plan managers.

Plan management is different from having the NDIA manage funding in your NDIS plan, or you choosing to self-manage your plan.

A plan manager can help you:

- increase your financial and plan management skills
- learn how to self-manage your plan
- pay providers
- increase your choice of providers
- get NDIS plan budget reports and greater budget oversight.

You can find and connect with a plan manager through:

- your Local Area Coordinator, early childhood partner or support coordinator
- the Provider Finder tool on the [NDIS myplace participant portal](#)
- your friends and family
- other online resources and websites.

Once you have connected with a plan manager, you should create a [service agreement](#).

A service agreement outlines:

- the services to be provided
- how these services will be provided
- how long they will be your plan manager

You can choose your plan manager. You can also change your plan manager during your plan.

If you wish to change, you will need to tell your plan manager. They will provide you with information about your plan and help you to change.

When a plan manager has identified overspend or underspend, the plan manager should advise you as soon as possible, regardless of reporting frequency.

The NDIA expects a plan manager to validate an invoice and submit a payment request to the NDIA within five business days of receipt.

Upon receiving payment from the NDIS, the NDIA expects payment or reimbursement to occur within two business days.

Plan managers should work with you to reduce any potential for plan overspend. This will involve regular reporting of plan managed budgets as outlined in the NDIS Guide to Plan Management.

Your plan manager should discuss with you effective and efficient ways to utilise approved funds.

If your NDIS plan funds are being spent faster than anticipated and there is a risk that funds will be exhausted before your next review, your plan manager should discuss this with you.

When your plan is managed by the NDIA (sometimes referred to as Agency-managed):

- You are able to choose from a range of NDIS registered providers.
- Your providers claim payment electronically from your funding.
- You cannot use unregistered providers.
- You can look on the myplace portal to see what claims providers are making against your NDIS funding and keep track of your budget.
- The NDIA will manage your book-keeping and records of your spending.

### **The Role Of The Quality and Safeguards Commission**

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. The NDIS Commission regulates the NDIS market and handles complaints about the quality and safety of NDIS supports and services.

For NDIS participants, the NDIS Commission will:

- help you, and your families and carers, by responding to your concerns or complaints
- require providers to uphold your right to be free from harm
- promote safety and quality services
- oversee a new NDIS Code of Conduct and Practice Standards for providers and workers
- require registered NDIS providers manage incidents involving participants
- require registered NDIS providers to report incidents, including abuse and neglect, to the NDIS Commission
- provide national oversight of, and leadership in relation to, behaviour support
- identify areas for improvement across the NDIS market, and provide information and advice to improve future services.

It's OK to complain – speaking up can help to improve services for you and other people. You have the right to raise a concern about NDIS supports if you are not happy. The Commission will work with you, and with providers and workers, to resolve problems and improve the quality and safety of NDIS supports – for you and other participants.

If you have a concern, you may wish to talk to your provider first. You can ask someone you trust, or an independent advocate, to help you. If you're not sure who to contact, we will help to connect you with the right organisation.

The national [NDIS Worker Screening Check](#) and NDIS Worker Screening Database play an important role in supporting the dignity, safety, and wellbeing of NDIS participants.

The NDIS Worker Screening Check will involve a check of a worker's known past criminal history, professional misconduct, and other relevant information. If their past behaviour indicates that they pose an unacceptable risk of harm to people with disability, they will be prohibited from working with people with disability in a risk-assessed role in the NDIS.

Once fully implemented, the NDIS Worker Screening Check will replace the different screening arrangements for disability sector workers operating in most states and territories, and set a single national standard for all workers providing NDIS supports and services.

A worker who has an NDIS Worker Screening Check clearance will be able to deliver NDIS services and supports in any state or territory, or to any employer delivering services and supports under the NDIS.

## **Creating Your Plan**

Your NDIS plan is all about you and your individual goals.

Goals/activities/tasks are a really important part of your NDIS plan and your NDIA planner or LAC will ask you what you would like to work towards. It could be a goal to use public transport independently; a goal to help build your life skills so you can become more independent, or a goal to help [find, keep or change jobs](#).

The goals in your plan will also be matched up with the different funded supports: Core, Capacity-building and Capital. Some people might have one funded support and others may have all three.

For your personalised funded supports there is a total budget making it easier to monitor and use it flexibly where you can.

Your early childhood partner, LAC or NDIA planner will talk to you about how long it will take to get your approved NDIS plan and the steps you need to take next.

The NDIA must approve your NDIS plan initially, then once it is approved, your early childhood partner, LAC or NDIA planner will give it to you in person or mail a paper copy out to your preferred address.

Remember, during your planning conversation, you can ask for a copy of your plan in a variety of accessible formats. These include Braille, electronic text (on CD), large print or audio (on CD), or you can have it translated into your preferred language.

## **Using Your Plan**

When you have an approved NDIS plan, you need to understand the different budgets and who can help you start using your plan, and how your plan is managed.

You have choice and control about what supports and services you need to pursue your goals, where and when they are provided and by whom. Some participants ask family or friends to help them make these decisions, while others may ask their early childhood partner, LAC or Support Coordinator for help.

Once you've identified the types of services that may help you pursue your goals, it's time to find out more about the providers in your area and whether they are right for you. Your early childhood partner, LAC or Support Coordinator can also help you. To find NDIS registered providers you can search the Provider Finder on the myplace portal or on the NDIS website.

You might want to research providers on the internet, check reviews, get advice from friends or family and speak with different providers either face-to-face or over the phone before you agree to work with them.

## **Changing Your Plan**

Your early childhood partner, local area coordinator or the NDIA can explain how to request changes to your plan and can also put you in touch with advocates who can help you with these processes.

If you have asked for a review, you can continue to use your plan while you wait for the decision.

If your personal circumstances change significantly and this affects the supports you need from the NDIS, you can request a plan review at any time by completing the change of circumstances form.

If you are unhappy with a decision about the funding in your plan you can [request a review of the plan decision](#).

If you're unhappy with your internal review you can apply for a review by the [Administrative Appeals Tribunal \(AAT\)](#), which exists outside the NDIA.

You can't ask the AAT to review a decision by the NDIA before there has been an internal review by the NDIA.

NDIS Appeals has been set up by the [Department of Social Services](#) to ensure that all people with disability, and other people affected by [reviewable decisions](#) of the NDIA, have access to support when seeking review of those decisions in the [Administrative Appeals Tribunal \(AAT\)](#).

There are two types of supports available via NDIS Appeals:

- access to a skilled disability advocate who acts as a support person, and
- access to funding for legal services, where a case raises complex or novel legal issues.

Support Persons are National Disability Advocacy Program (NDAP) disability advocates.

## **Plan Reviews**

Your plan review is an opportunity for you to check if your supports are working for you and they are helping you work towards your goals.

During your next scheduled plan review meeting, your planner will talk to you about the new flexible approaches they may take with you to review your NDIS plan. This may be a:

- new NDIS plan with similar supports,

- new NDIS plan with minor changes to your current supports, or;
- a full plan review.

Your Local Area Coordinator (LAC) or NDIA planner will talk with you about your circumstances, and discuss which review approach would work for you.

For some participants, a full plan review will not be needed and we will not need to ask you all of the usual planning questions.

If your current supports are still meeting your needs and your circumstances have not changed, you may be able to continue with similar supports in a new plan, or a new plan with minor changes.

This means your LAC, early childhood partner or NDIA planner can spend more time checking in with you, see how you're going, and answer any questions you may have about your NDIS plan.

It is important to note that receiving a new plan with similar supports or a new plan with minor changes won't be right for all participants. This decision will be made by the NDIA, based on your reasonable and necessary needs.

The NDIA requires providers working with children younger than 7 who are NDIS participants, to report on the services and supports they provide to you and your child.

Provider reports give you a written summary of the progress you and your child have made towards your goals and the outcomes achieved as a result of services and supports received. Reports are also helpful when your child's plan is being reviewed.

If it is appropriate for you to continue with the same supports, but would like some small changes, we might be able to give you a new plan that includes those changes if they are reasonable and necessary.

For example:

- If your home address has changed, but you're in-home supports remain the same.
- If you'd like to self-manage part of your NDIS funding so you have more flexibility in who you'd like to choose as a provider
- You expect some of your assistive technology will need repairs in the next 12 months.

The NDIS is designed to increase a person's skills and independence so they can live a better life. As you work towards your goals, the amount of support you need will likely change.

If a service, early intervention support or assistive technology has increased your independence and decreased your need for additional support, you may need less funding, or no longer need any funding through an NDIS plan. This means you may not need NDIS funding now, but you can contact us again in the future if you need to.



People who have an episodic disability (a disability where the impact on your day-to-day life fluctuates) may also see their NDIS funding levels change over time, just as their disability changes over time.

**The NDIA made changes to the NDIS myplace portal to improve the process when there is a gap between new and old participant plans.**

All plans that are due to end will be automatically extended by 12 months on the day the plan is set to end.

The NDIA is making further improvements including:

- Specialist Disability Accommodation (SDA) and Supported Independent Living (SIL) supports will have service bookings increased automatically where a 28 day extension has been applied to a plan.
- Unclaimed funds within a participant's previous plan and service bookings will now be available for 90 days after a new plan has been approved. This gives participants and providers more time to make payment requests for services delivered during the previous plan period.

This means participants can receive services regardless of a delay in the scheduled plan review process. It also means providers can continue to claim for services while the participant prepares for a plan review.

**There will be an alert for participants in the NDIS myplace participant portal when a plan has been extended.**

Check if your plan has been extended in the NDIS myplace participant portal and let your providers know the plan end date has been extended, and they can continue to request payment for supports.

**You can now successfully make payment requests in the NDIS myplace portal for services delivered during the old plan period for up to 90 days after the new plan has been approved, if there are enough funds available.**

You will see a message in service booking details in the NDIS myplace portal letting you know that unspent funds will remain available for 90 days after the plan is approved.

**Reasonable and Necessary**

All NDIS supports need to meet all the reasonable and necessary criteria.

This means that before we can include an NDIS support in your plan, we need to be satisfied it meets all the following criteria:

- The support will assist you to [pursue your goals in your plan](#).
- The support will assist you to [undertake activities, to facilitate your social and economic participation](#). This means the support will help you to undertake activities, by reducing the disability-related barriers that prevent you from participating in things such as social outings, recreation, work and study.

- The support represents [value for money](#) in that the costs of the support are reasonable relative to both the benefits achieved and the cost of alternative supports. This means we need to consider the costs and benefits of the support, as well as the costs and benefits of alternative supports.
- The support will be, or is likely to be, [effective and beneficial](#) for you, having regard to current good practice. This means we consider if there is evidence the support works for someone with similar disability support needs. We won't need an expert report for every support, as we can often rely on other information or evidence. For example, we may have information already about whether the support is widely accepted to suit someone with your disability support needs. We also consider your lived experience.
- The funding of the support takes account of [what it is reasonable to expect families, carers, informal networks and the community to provide](#). This means we need to consider what support is reasonable for your family, friends and community to provide.
- The support is [most appropriately funded or provided through the NDIS](#), and is not more appropriately funded or provided through:
  - other general systems of service delivery, or support services offered by a person, agency or body (for example, a State or Territory Statutory Scheme)
  - systems of service delivery or support services offered as part of a universal service obligation (for example, the health or education system)
  - systems of service delivery or support services offered in accordance with reasonable adjustments required under discrimination laws (for example, your employer, or the health or education system).

The law for the NDIS sets out things that we need to consider when we apply the reasonable and necessary criteria.

We must be satisfied that each support is reasonable and necessary individually, but we must also be satisfied that the supports are reasonable and necessary as a package of supports.

For example, a home modification may reduce your need for other supports. If we plan to fund a home modification, we will need to take that home modification into account when considering what other supports are reasonable and necessary, such as the amount of care you need at home.

If the home modification will reduce your care needs, we may need to reduce the amount of care we fund, as a higher amount may not be reasonable and necessary when the whole package of supports is considered.

### **Understanding Your Budget**

Every person living with a disability has different needs. Your NDIS funding is there to provide you with the supports you need for your disability and help you work towards your goals.

Your funding is based on what is 'reasonable' and 'necessary' to pursue your goals, in addition to the support provided by family, friends, and other community and government services.

The NDIS can work with you to put your plan into action, and depending on your situation there are a range of people who can help you implement your plan and support you to start receiving supports.

These would have been discussed with you during your planning process and may be a Local Area Coordinator or an early childhood partner. Some people may also have a Support Coordinator funded in their plan to help them get started.

## **Support Budgets In Your Plan**

### **1.Core Supports Budget**

Your Core budget is the most flexible, and includes four categories of support:

1. Consumables (e.g. purchasing everyday use items such as continence aids)
2. Daily Activities (e.g. assistance with self-care activities during the day or evening)
3. Assistance with Social and Community Participation (e.g. supports to enable you to engage in social or recreational activities)
4. Transport (e.g. if you are unable to use public transport because of your disability).

The good news is you can generally use Core budget funds allocated against one support category to purchase supports under another support category unless funds have been set aside for a specific purpose such as periodic payments for transport, or any Core budget line item type that is:

- Compensation
- Specialised Disability Accommodation i.e. accommodation for participants who require specialist housing solutions due to significant functional impairment and/or very high support needs
- In-kind e.g. Government pre-paid supports such as school transport or some therapy supports
- Stated item (including Quotes for certain items) e.g. assistance in a shared living arrangement.

In these cases the funds within a category must only be used for that specific purpose. For details about your Core supports please refer to your NDIS plan.

### **Capacity Building Budget**

The Capacity Building funding is allocated across eight support sub-categories, each matched with the goals in your plan. You can choose how to spend these funds to purchase any approved individual support within its category, but won't be able to move funding from one category to another.

The Capacity Building support categories include:

1. Choice and Control e.g. training in planning and plan management
2. Daily Activity e.g. therapy aimed at building your capacity to participate
3. Employment e.g. employment related assessment and counselling

4. Health and Wellbeing e.g. exercise advice required because of impact of disability
5. Home Living e.g. support to obtain/retain appropriate accommodation
6. Lifelong Learning e.g. assistance moving from school to further education
7. Relationships e.g. positive behavioural support strategies to reduce behaviours of concern
8. Social and Community Participation e.g. Individual life skills development and training including public transport training and support, developing skills for community, social and recreational participation.

Support Coordination (if required) is included in the Capacity Building budget. This is a fixed amount for strengthening participant's abilities to coordinate and implement supports in their plans and to participate more fully in the community.

### **Capital Support Budget**

The Capital Support budget relates to supports such as assistive technology or modifications to your home and as such depends on quotes from suppliers. Funds within this budget can only be used for their specific purpose (e.g. a rail in the bathroom or a wheelchair) and cannot be used to fund other items.

The Capital Support budget has two support categories:

- Assistive Technology – includes equipment items for mobility, personal care, communication and recreational inclusion (e.g. wheelchairs or vehicle modifications)
- Home Modifications (e.g. rail in the bathroom).

### **How To Use “Myplace Portal”**

The NDIS participant portal is called myplace.

It is a secure website portal on the Australian Government's myGov website where you or a person you trust (a nominee or child representative) can access your NDIS information.

### **You can do the following things on “Myplace Portal”:**

- See your current plan and previous plans.
- Check your contact details.
- See messages from the NDIS.
- Create and view payment requests.
- Create and manage service bookings.
- Upload documents, including assessments or service agreements.
- Share your plan, or parts of your plan, with your service providers.
- Find service providers.

### **How Do I Access the “MyPlace Portal”**

You will need a myGov account to sign in to myplace.

If you already have a myGov account for other government services such as Medicare, the Australian Taxation Office or Centrelink, you can use the same myGov account for the NDIS.

Visit [myGov](#)

to find out how to [create your myGov account](#)

You will be given an activation code to use the first time you access the myplace portal. It is important that you access myplace as soon as possible after you receive your activation code, as the code will expire within 10 days.

If you need an activation code, or your activation code has expired, you can get another one by calling the NDIA on 1800 800 110 or contacting your early childhood partner or LAC.


If you need assistance with logging into myGov please call the myGov helpline on 13 23 07 and select option 1 (Operating Hours 7am – 10pm Monday to Friday and 10am – 5pm Saturdays and Sundays AEST) or you can go to the help section on the [myGov website](#)


## **Principles Used To Create Your Plan**

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.

As an insurance-based scheme, we take a lifetime approach to a participant's support needs. We provide assurance to people with permanent and significant disability or developmental delay, and to people who might acquire disability or developmental delay, that they will get the support they need. Individual funding means we help participants to purchase services and supports from a competitive and consumer-driven marketplace.

NDIS supports should complement, not replace, other supports available to you. That's why the NDIS makes the following considerations:

 the things you're able to do for yourself

 support you have from others in your network, including family members, relatives, friends, local community services and mainstream government services.

The aims of the NDIS is to help maximise your independence by working with the local mainstream government and community services that help you live an ordinary life. We all do best when we're connected to our communities.

Once they've considered your circumstances, the NDIS needs to follow the rules determined under the law for the NDIS in our planning decisions. The NDIS will fund supports that are reasonable and necessary. This means we will only fund a support if it meets all of the following criteria:

 the support is related to your disability

 the support will help you pursue your goals and aspirations

■ the support will help you undertake activities that will increase your social and economic participation

■ the support is value for money, which means that the costs are reasonable:

- when compared to the benefits to be achieved, for example, whether purchasing the support is likely to reduce the cost of funding other supports in the long term

- when compared to alternative options that may provide you with the same outcome at a similar or cheaper cost

■ the support is likely to be effective and beneficial for you, having regard to good practice and evidence

■ the support is required to complement the informal supports you have available, by taking into account what is reasonable for families, carers, informal networks and the community to provide

■ the support is most appropriately funded or provided by the NDIS

■ the support is not more appropriately funded by another service system, agency, person or body, such as the education system or the health system. We can't fund a support if it's the responsibility of another service system.

The NDIS will not fund a support if:

■ it is likely to cause harm to you or others

■ it is not related to your disability

■ it duplicates other supports delivered by the NDIS

■ it is considered a day-to-day living cost (for example, rent, groceries or utility costs like your water bill) that are not attributable or caused by your disability support needs

■ providing the support would be against the law

■ it consists of income replacement

■ it is the responsibility of other service systems to provide (for example, your state government, the education system, or the health system). These different systems have different responsibilities, and are designed to complement each other to form a government safety net. Like all Australians, NDIS participants continue to have access to these systems. We can't fund a support if it's the responsibility of another service.

We use the following 7 principles, to create plans that help you get the reasonable and necessary supports you need, and to make sure the Scheme is financially sustainable:

■ Fair for everyone, both today and for future generations

■ Fair funding to pursue your goals

■ Evidence-based best practice

■ Fair early investments

■ Fair support across service systems

## ■ Fair supports for your disability needs

For more details on these 7 principles, please refer to the NDIS Website: [www.ndis.gov.au](http://www.ndis.gov.au)  
NDIS funding can't duplicate other funding or supports you may receive due to your disability.

For example, you may have received a lump-sum payment or receive regular payments as a form of compensation for an accident. Or, you may be receiving ongoing supports from another program or insurance scheme, for example, Worksafe or the Transport Accident Commission.

We don't duplicate this funding or these supports. We may reduce the total value of your NDIS plan to account for compensation you receive, or we may not fund certain supports.

### **Your First Meeting With A Provider**

Below are some things to think about before your first meeting with a provider. They may help you to decide whether the provider and the supports and services they provide are right for you.

You may be able to find some answers before your meeting by looking at the provider's website or talking to the person who made the appointment for you. You can also ask the provider at the meeting.

You don't have to get answers for all these questions, and you may have other questions you want to ask.

You may want to write them down, so you don't forget.

- How will this support help you with your disability-related needs?
- If you have received this support before, do you still need it/is it still helping you?
- Does your NDIS plan include funding for this support?
- How often do you want this support? How long is the appointment?
- What days do you want this support?
- What experience does the person who will give you the service have with your disability?
- How much will this support cost? (If self-managed, how does this price compare to the NDIS maximum price?)
- Are there other costs, like travel costs or report writing costs?
- Can the provider work with you when you need them to?
- How long does the provider think you will need the support?
- How can you get the most out of these supports?
- What do you need to bring to the session?
- How often will the provider review with you about whether the support is helping you?
- What experience does the provider/therapist have with the NDIS?
- If self-managed, how do you pay the provider – do they send an invoice and receipt?
- If plan-managed, do you need to do something for your plan manager to pay the provider?
- What do you want to know about the support?

- How can you change to a different support or stop the support when you don't need it anymore?

After your meeting you can think about the information the provider has given you. You can talk with someone you trust to see how the service fits with your plan.

### **What Is A Service Agreement?**

When you agree to use your NDIS budget to pay for supports, you are entering into a contract with your provider.

A service agreement is an agreement between you and your provider that makes it clear to what you have both agreed to. It is covered by Australian Consumer Law.

The NDIA recommends having a written service agreement so participants and providers are clear about what each party has agreed to. For example, what supports will be delivered and how they will be delivered.

Making a service agreement is a negotiation between you and your provider. You can involve another person, such as a family member or friend. Your provider may have a standard service agreement that you may like to use, or you can create your own.

Providers should support you to understand any service agreement using the language and way of communicating you understand.

A written service agreement must be in place for Specialist Disability Accommodation (SDA) supports under the NDIS. For other supports, the NDIA does not require a written service agreement.

The NDIA is not a party to service agreements between providers and participants. We will take action if the agreement doesn't align with the NDIS Act 2013 and the [NDIS Pricing Arrangements and Price Limits](#).

### **Things To Consider When Making A Service Agreement**

When you negotiate a service agreement, you should understand things like:

- what supports are being provided
- the cost of the supports
- responsibilities of your provider
- your responsibilities
- how long the agreement goes for and how it can be changed
- dispute resolution process.

You and your provider have agreed on the services to be delivered. A service booking needs to be created in the [myplace portal](#) before you can begin to use your supports. Check with your provider to see if they create the service booking.

If you need to create a service booking, go to the [managing service bookings](#) page to find out how to do this.

You and your provider both agreed to do certain things. Make sure you understand what you need to do under the service agreement. This could be knowing how much notice you



need to give to cancel a service, or what a support worker can and cannot do when visiting you.

You should feel you can [make a complaint](#)

if you feel unsafe or unhappy with the NDIS services you are receiving.

The [NDIS Quality and Safeguards Commission](#) protects your rights as an NDIS participant.

The NDIS Quality and Safeguards Commission [participant information pack](#) has information on:

- your rights
- the role of the Commission
- how to choose quality and safe supports
- how to make a complaint.

You might need to change to different supports that are not part of your current service agreement. If you change your supports, you might need to change to your service agreement.

You might need to give your provider some time to make any changes to the supports or services they provide to you. This is called a notice period, and you can find this information in your service agreement. Different supports can have different notice periods.

You can also talk with your provider about keeping your service agreement with them but changing the supports you get. Your provider might agree to make changes to your current service agreement, or they might make a new service agreement with you.

When you and your provider have agreed to the changes, you may need to edit your service booking details in the [myplace portal](#), or your provider may do this for you.

You may want to end your service agreement.

This could be because:

- your needs have changed
- your disability has improved or declined
- you want to try a different support/treatment/therapy
- you have reached your goal
- you do not feel the provider is a good fit for you

Before you end your service agreement, you can talk with your current provider. You could ask them if they can change their supports and services to meet your needs and preferences. You might be able to keep your current service agreement but change the supports you get from your provider.

You might need to give the provider some time to cancel their services. This is called a notice period or cancellation period. The [NDIS Pricing Arrangements and Price Limits](#) set out the conditions for providers to claim cancellation fees.

It can be hard to talk with your provider if you feel things are not going well. You can always speak up. You can use your preferred method of communication to talk with your provider if you are comfortable doing that.

You can also ask your local area coordinator, early childhood partner, support coordinator or a trusted person to help you. You can find more information to help you to [communicate with your provider](#).

When you end your service agreement, you may need to [edit your service booking](#) in the [myplace portal](#). Your provider might have a form or process they follow to edit your service booking.

After you follow any instructions, you or your provider can change the end date of the service booking through the myplace portal. Your provider will need to finalise outstanding payments before editing the service booking.

If you have concerns about the quality or safety of the services and supports you receive from your NDIS provider, or you need to make a complaint about them, you can [contact the NDIS Quality and Safeguards Commission](#).

Your service agreement is usually for a set amount of time, for example six months or 10 visits. Your provider should talk with you before that time to see if you want to continue with your current supports or if you want to make changes.

You can think about:

- whether this support is still helping you work towards your goal
- whether you have reached your goal
- whether changing your supports might help you more
- asking your provider for different supports
- not continuing with your current provider if you want to try something different that they cannot provide

You should keep track of your service agreements and when they will expire.

This is part of managing your NDIS plan and it helps you to think about your goals and how you are working towards them.

## **Service Bookings**

Service bookings are used to set aside funding for an NDIS registered provider for a support they will deliver. Service bookings are not the same as service agreements.

A service booking should only cover the supports that you and your provider have agreed to.

Registered providers claim payments against the service booking on the [myplace portal](#). A service booking will show the type of support to be provided, the length of time it is needed, and sets aside funding to pay for the support or service.

Service bookings can be made by your NDIS registered provider on the myplace portal. You can also make the service booking - you can find out how to do this by using the [myplace portal step-by-step guides](#).

- If your NDIS funds are self-managed - you don't need to use service bookings because you pay your providers directly.
- If your NDIS funds are plan-managed - your plan manager will make one service booking on the myplace portal, which allows the plan manager to claim payment from the NDIS for all services and supports in your plan. In this case, both NDIS registered and unregistered providers can be included in the service booking.
- If your NDIS funds are NDIA-managed - you will need to give your NDIS registered service providers your NDIS number, date of birth and surname and the relevant support areas you have been funded for, so your providers can receive payment. You need to have service bookings in place so your provider can claim payment through the myplace portal.

You can [edit a service booking](#) on the [myplace portal](#) before the end date of the service booking. When the service booking is edited, any unspent money allocated for that service will be refunded back to your budget.

You can [end a service booking](#) by updating the end date. Service bookings should not be deleted.

### **Who decides how much a provider can charge?**

The NDIA sets price limits for some of the supports included in your plan. The price limit is the maximum price that a registered provider can charge you for your NDIS funded disability support or service.

Providers decide their prices based on the cost of delivering supports or services. The NDIA does not set the prices that providers charge you. You can negotiate with your provider and they cannot charge you more than the price limit.

In general, providers shouldn't charge you more than they do for anyone else for the same support. If they do, then need to let you know the reasons for the difference.

If your plan is NDIA-managed or plan-managed, your provider must follow NDIS pricing arrangements and price limits. Self-managed participants can use registered or unregistered providers and are not subject to the pricing arrangements.

### **Where can I find the pricing arrangements and price limits?**

The NDIS Pricing Arrangements and Price Limits is the document that explains our pricing rules and the way that price controls for supports and services work in the NDIS.

NDIS Pricing Arrangements and Price Limits set out:

- general claiming rules
- different types of [support budget in your plan](#)
- support categories and how they align to your goals or outcomes.

The NDIS Support Catalogue lists the specific supports, sometimes called 'support items' that have a maximum price.

The Support Catalogue also lists helpful things like:

- support item numbers, sometimes called 'codes'

- the date a support was introduced and if it has ended
- if a support needs a quote
- which supports allow your provider to claim their travel costs from your plan
- when a provider can claim non-face-to-face costs for a support
- when a provider is allowed to charge more for delivering a support in a remote or very remote area.

You can download the latest NDIS Pricing Arrangements and Price Limits and Support Catalogue from the [Pricing page](#).

## **Coordinating Supports and Services**

If early childhood or local area coordinator partners are not available in your area, or you need more help coordinating your supports and services, [the NDIA may fund a support coordinator in your NDIS plan](#). A support coordinator will help you use your plan to pursue your goals, live more independently, increase your skills and be included in your community and in employment.

Specialist support coordination is a higher level of support coordination. It is an option for people whose situations are more complex and who need specialist help to coordinate their supports and services.

## **In-Kind Services**

Before the NDIS was established, state, territory and Commonwealth governments pre-paid a lump sum amount to service providers so they could provide supports to people with disability. When the NDIS started, this changed.

Under the NDIS, funding is given to a participant so they can choose who delivers their supports and when and where.

In some cases providers are still being paid a lump sum and delivering pre-paid supports to NDIS participants. Participants use these supports but don't buy the supports with funds in their plans. These supports are known as 'in-kind' supports.

This is changing, and gradually in-kind supports will transition to the NDIS. Then the participant will use the funding from their NDIS plan to pay for supports.

If you are an NDIS participant who currently uses in-kind supports, the following information may help you to understand:

- how in-kind supports work in your NDIS plan now
- how in-kind funding arrangements are changing
- how to get ready for these changes.

## **In-Kind Supports In Your NDIS Plan**

There are many types of pre-paid in-kind supports delivered right across Australia. If you get an in-kind support, its value should be included in your plan if it is reasonable and necessary.

If you already get in-kind supports remember they have been pre-paid. You don't need to pay for them with your NDIS plan funds.

If you are still unsure about your in-kind supports, contact your NDIS Planner or Local Area Coordinator (LAC). In particular, you should contact them if:

- you believe your planner didn't consider your in-kind supports when your current plan was made
- you have started using an in-kind support where the value is not already in your plan.

Your NDIS planner or LAC will then help you make sure the value of your in-kind supports is included your plan.

State, territory and Commonwealth governments have paid certain providers to deliver in-kind services. If you use an in-kind service, one of these pre-paid providers will deliver your in-kind supports.

If you are not happy with your services or provider you should talk to the provider. You can also talk to your NDIS planner or LAC. They will help you resolve any support issues.

In some cases you can choose to stop using your in-kind service and start using your NDIS plan funds to pay a new provider for supports. You can talk to your NDIS planner or LAC about whether this is an option for you.

You can choose who manages your NDIS plan but the NDIA must manage all your pre-paid in-kind supports because they have been pre-paid.

The NDIA may set up a service booking to show your in-kind supports clearly.

An in-kind service booking is set up so you don't pay for your in-kind supports out of your NDIS plan. The service booking amount only represents the reasonable and necessary in-kind supports you get. Your in-kind provider doesn't claim payment from this booking because they have already been paid.

Some participants' plans have in-kind supports included as items and a service booking. If your plan includes an in-kind item, it is there to show the reasonable and necessary in-kind supports you get.

In coming years, state, territory and Commonwealth governments will stop pre-paying in-kind supports. This means participants will use their NDIS plan funding to pay for the reasonable and necessary services they choose. These changes give participants more choice and control over their supports.

This change is happening gradually. Some pre-paid arrangements may change soon and others may take a few more years.

The NDIA will let you know when any of your pre-paid arrangements are going to change. You can also talk to your provider.

When your in-kind supports stop being pre-paid, you will instead get funding in your NDIS plan for these supports. You can then choose your supports and pay for them from your plan funds.

This means you will be able to choose who provides your supports. You can change your service provider or stay with your current provider if they are going to continue delivering supports. It is up to you.

You will also be able to choose who manages your supports. You, your nominee or a Plan Management provider may be able to manage them, or we can continue to manage them.

You should speak to your provider if you want to continue getting their supports after the in-kind supports stop being pre-paid.

If you think you don't have enough funding in your plan to pay for continuing support after your in-kind pre-paid supports end, contact your Support Coordinator, Local Area Coordinator or NDIS planner.