

Understanding your NDIS plan

October 2016

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1. Module 1 – Understanding your NDIS plan

1.1 Choice and Control with the NDIS

The NDIS allows you to have as much choice and control as possible over the supports funded or provided in your NDIS Plan.

1.1.1 What is self-direction?

Self-direction means you have as much control as possible over your supports and how they are provided. Every participant who has an NDIS plan can now have control over **what**, **when**, **where** and by **whom**, most of their support is provided. This includes working with providers to determine what is provided and potentially being involved in the selection of your support workers.

1.2 Understanding the supports in my NDIS Plan

Part 3 of your NDIS plan lists supports that aim to help you work toward your plan goals. Your supports may come from:

1.2.1 Family and friends or services and community groups

You and your planner may have identified new supports in your plan which are to be provided by family, friends or mainstream services and community groups. If you have been allocated a Support Coordinator you may wish to ask them to help you to connect with these new supports.

1.2.2 NDIS reasonable and necessary funded supports

These are the supports that the NDIS has found to be reasonable and necessary to fund based on the information you have provided.

1.3 Funded support budgets

The reasonable and necessary supports in your plan are divided into separate support budgets which link to an area of your life in which you have goal(s).

Each support budget will have an allocated amount to spend on achieving an outcome against your goal(s). The funds allocated to one budget cannot be swapped to any other budget in your plan.

You cannot spend over the total amount allocated to each budget and the amount allocated will not change during your current plan.

1.4 Purchasing general funded supports

“Your life, your plan... your supports”

The [NDIS price guide](#) has been included in your plan handover pack. It is also available on the [NDIS website](#) or by asking for a copy from your local NDIA office.

You will notice that the price guide has been broken up into 14 support categories, some of which will link directly to the support budgets listed in your plan. Under each support category in the price guide is a list of supports that can be purchased.

It's important to remember this is about your life, your plan and your supports.

In most instances you can change the support items you purchase to other support items within the same support category. Remember each support category links to a budget.

For example, if you have a budget allocated for **Assistance with Daily living at home, in the community, education and at work** you can choose what support items your purchase from the list under this support category in the price guide but you cannot change them for support items listed under any other support category.

The only exception to this example is when you see a 'stated' support in your plan.

1.5 Purchasing 'stated' funded supports

Supports that have the term 'STATED SUPPORTS:' listed before the description must be purchased as they are described in the plan.

The decision to make some supports in your plan 'stated' supports has been made in accordance with the [NDIS Plan Management Rules](#), 2013 PART 6.

If you would like more information about why some supports in your plan have been described as 'stated' please discuss this with your support coordinator, if you have one, or you can contact us on 1800 800 110.

1.6 Paying for my supports

1.6.1 Managing and paying for my supports

How a budget is managed determines how the supports within that budget will be paid for. There are 4 options:

1. Self-managed budgets

For budget(s) which are self-managed the NDIS will pay you or your nominee directly for the supports in those budget(s). If you are self-managing all or some of the budgets in your plan you can find out further information about [self-managing](#) on our website..

2. Agency managed budgets

For budget(s) which are agency managed the NDIS will pay your support provider directly.

3. Plan Management Provider managed budgets

For budget(s) which are managed by a Plan Management Provider the NDIS will pay your Plan Manager directly for these supports.

4. Automated transport payments

For a transport budget which is set up as an Automated Payment the NDIS will pay you directly into your nominated bank account. You will be paid weekly, fortnightly or monthly depending on what you have agreed during your planning conversation.

Not all plans will have a transport budget. The NDIS is only responsible for the reasonable and necessary contribution toward the costs of taxis or other private transport options for those not able to travel independently or use public transport because of their disability.

For more information on managing and paying for your supports you can contact us on 1800 800 110 or go to the NDIS website.

1.7 Choosing my providers

1.7.1 How to find providers in my area

For agency managed budget(s) you will need to choose providers who are currently registered with the NDIS to provide these supports.

To find a list of registered providers in your area go to the [Provider Finder](#) on the NDIS website. This list of providers will be added to as new providers are registered.

For budget(s) which are managed by a Plan Management Provider or are self- managed you may choose a provider who is not registered with the NDIS to provide this support if you wish.

1.7.2 Finding the right provider for me

It's important to remember that it's your choice which providers you choose to deliver the supports in your plan.

"it's your choice!"

You might wish to meet with some providers either face-to-face or over the phone to find out if they are right for you. If you have a Support Coordinator you should ask them to help you.

Firstly, you might like to check with the provider that they can provide the support you are looking for, and then you can talk to them about your goals and how they can help you work toward those goals.

You may like to get a sense from the provider how much choice and control you will have when receiving your supports. You may wish to ask questions like:

- Will I be able to change the way my supports are delivered?
- Can I choose which staff will work with me?
- Can I be involved in recruiting the staff that will work with me?
- What processes are in place to deal with any complaints that you I might have?

Just remember that you have the right to feel respected by your chosen providers and you should feel free to raise questions and concerns with them. You can tell your providers how you would like to be communicated with and other things that are important to you when you are receiving supports.

“you have the right to feel respected”

You can always change providers if you are unhappy with the service you are getting. In this case you will need to agree on the period of notice before supports are ended.

1.8 Making agreements with my chosen providers

You will normally need to make a written agreement with your provider(s). This is called a Service Agreement. Service Agreements should be simple and set out how and when your supports will be delivered. Service Agreements can be made between you and your provider, or between another person (like a family member or friend) and your provider. If you have a Support Coordinator you should ask them to help you negotiate your Service Agreements.

When making a Service Agreement, you should take a copy of your NDIS plan. If you like, you can attach the copy of your NDIS plan to your Service Agreement(s). This will help your provider deliver the right supports in a way that helps you work toward your goals.

You will find an example Service Agreement in your plan handover pack. You can make copies of this agreement and use this version if you like.

If you would like more information about making service agreements or you want extra copies of an example service agreement go to the [NDIS website](#).

1.8.1 I've made an agreement with my provider, what next?

If the NDIA is managing your plan you will need to give your chosen provider your NDIS number and date of birth. This will allow them to see supports in your plan that they are registered for on a provider portal. They will not be able to see your full Plan through the provider portal unless you provide consent for them to do so.

Sharing your NDIS Plan in full on the Provider Portal will enable all of your registered providers to have a better understanding of what you want to achieve and enable them to support you to achieve your goals and objectives. If you decide that you do want to give your consent to the NDIA to share your NDIS Plan and/or your contact details on the Provider Portal, please ask your local office for a consent form.

For more information about consenting for providers to see you NDIS plan go to the [NDIS website](#).

1.9 Monitoring plan supports and expenditure

You may wish to keep a record of the supports you receive by keeping your own logbook or by asking your provider to give you copies of their service records.

You can monitor how your supports and funding are being used through your Plan Statement on the Participant Portal. You should check that claims against your Plan Statement are consistent with your own records and make sure there aren't any errors that you can identify. If you find an error in your Plan Statement or you need help understanding it talk to your support coordinator, if you have one, or you can contact us on 1800 800 110.

1.10 Change of circumstances and plan reviews

If your circumstances change significantly and this affects the supports you need from the NDIS, you can request a plan review by completing the "Request a plan review form".

If you are unhappy with a decision about what support budget(s) have been approved in your plan you have the right to request a review of the plan decision.

To find out more about requesting a review of you plan you can contact us on 1800 800 110 or go to the NDIS website and view the factsheet on [Feedback, Complaints and Reviews](#)

1.11 Contact us

If you have any questions about how to implement your NDIS plan talk to your Support Coordinator, if you have one, or contact us:

- By phone 1800 800 110 or if you are a TTY user, phone 1800 555 677 and then ask for 1800 800 110.
- By writing to us through our website form available on our website <http://www.ndis.gov.au/form/contact-form>
- By emailing us at enquiries@ndis.gov.au
- For other ways to contact us, [visit our website](#)