



Using your plan

Easy Read fact sheet



ndis

[ndis.gov.au](https://www.ndis.gov.au)

How to use this fact sheet



The National Disability Insurance Agency (NDIA) wrote this fact sheet.

When you see the word 'we', it means the NDIA.



We wrote this fact sheet in an easy to read way.

We use pictures to explain some ideas.

Bold

Not bold

We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 30.



This is an Easy Read summary of another fact sheet.

This means it only includes the most important ideas.



You can find the other fact sheet on the NDIS website.

www.ndis.gov.au/resources



You can ask for help to read this fact sheet.

A friend, family member or support person may be able to help you.

What is in this fact sheet?

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About your plan



Your **NDIS plan** is a document that has information about:

- you and your goals
- the supports you need
- the **funding** the NDIS will give you.

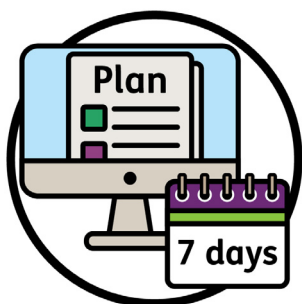


Funding is the money from your plan that pays for the supports you need.



You can use your NDIS plan once we **approve** it.

When we approve your plan, we agree to everything in it.



We will send you a copy of your plan within 7 days after we approve it.



We will also share a copy of your plan with the people you ask us to share it with.

For example, your **nominee**.



Your nominee is someone you choose to:

- make decisions for you
- do things for you.



You can use the my NDIS participant portal and app to look at your plan any time.

After we approve your plan



After we approve your plan, we will ask if you want a meeting about how to start using your plan.

We call this a plan implementation meeting.



At this meeting we can support you to understand:

- what is in your plan
- how to use your plan.

We can explain:



- what you can use your funding for



- how you can manage your funding.

We can also explain how to:



- use the my NDIS portal and app



- ask for help if you need it



- find and work with **providers**.



Providers support people who take part in the NDIS by delivering a service.



You can have this meeting with your my NDIS contact.

Your my NDIS contact is a support person who you have a lot of contact with.



Your my NDIS contact can be a **local area coordinator**.

A local area coordinator is someone who helps people with disability find and use supports and services.



Your my NDIS contact can also be an **early childhood partner**.

An early childhood partner is someone who supports children with disability and their families.

Or your my NDIS contact can be an **NDIA planner**.



An NDIA planner is someone who:

- works for the NDIA
- makes new plans
- changes plans
- develops your plan **budgets**.



Your budget is how we split the funding in your plan.

You can have your plan implementation meeting:



- face-to-face

or



- by phone.



You can bring someone with you to this meeting if you want.

They can be:



- a family member



- your friend



- someone who supports you.

Who can help you use your plan

Your my NDIS contact is the best person for you to talk to if you:



- have questions



- need support when you communicate with the NDIS.



You can find their contact details in your plan.

You can also get help to use your plan from a:



- **support coordinator** – someone who helps you plan and use your supports



- **recovery coach** – someone who supports you with your mental health.

When you use your plan



When we approve your plan you can start using your funding for supports.



You must use your funding the way we explain it in your plan.

If you have questions about what supports you can use, you should talk to your:



- my NDIS contact



- support coordinator



- recovery coach.



There are some things you cannot spend your funding on.

This includes things that:



- go against the law



- are part of your day-to-day living costs.

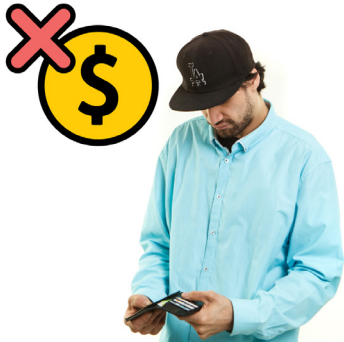


You can find out more about supports you can use funding for on the NDIS website.

ourguidelines.ndis.gov.au/your-plan-menu/your-plan/what-supports-can-you-buy-your-ndis-funding



Your funding must support you for your whole plan.



You must make sure your budget does not run out of funding.



All participants must make sure their budgets are right, no matter how they manage their plan.

You can check your budget on the my NDIS portal and app.

Types of funding



Your plan will include funding for 'stated supports'.

You can only use this funding for the supports listed in your plan.



Your plan will also include funding for 'flexible supports'.

You can use this funding for other supports if you need to.



When we create your plan, we look at the types of support you need funding for.

Your plan can include **4** types of support.



We explain each of these types of support in the sections below.

Core supports



Your **core supports** are the supports and services you use in your day-to-day life.



Some of your core supports might also be flexible supports in your plan.

Capacity building supports



Your **capacity building** supports are the supports and services that help you build skills to:

- do things for yourself
- work towards your goals.



Your capacity building supports are stated supports in your plan.

Capital supports



Your **capital supports** are supports and services:

- that can cost a lot of money
- you might only need to buy once
- that make sure your home works well for you.



Your capital supports are stated supports in your plan.

Recurring supports



Recurring supports are funding we pay into your bank account.

We pay you this funding every 2 weeks.



You do not need to **claim** these supports.

When you make a claim, you ask the NDIS to pay for a support.

Choosing your providers



You must choose the providers you want to deliver your supports.



We cannot tell you which provider you should choose.

But we can help connect you to providers that are in your community.

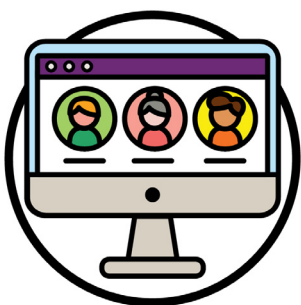


You can find providers from:

- the internet
- what other people have told you.



You should talk to more than one provider before you choose.



You can use the 'provider finder' on the NDIS website to find registered providers.

<http://www.ndis.gov.au/provider-finder>

Types of providers

You can choose from 2 types of providers:



- **registered providers**



- providers who are not registered.



Registered providers:

- are on an official list
- have to follow strict rules.



There are some supports you must use a registered provider for.



But for most support you can choose any provider you want.

Paying for your supports and services



There are **3** ways you can manage your funding to pay for your supports and services.



You can ask the NDIA to manage the funding in your plan for you.

We call this 'Agency-managed'.



This means the NDIA will use your funding to pay your providers for you.



You can also ask to have a **plan manager**.

A plan manager is someone who will manage your funding for you.



Or you can manage the funding in your plan on your own.

When you do this, we call it 'self-managed'.



When you self-manage your plan, you pay your providers through the my NDIS portal and app.

Making sure your plan works

Check-ins



Your **check-in** is when we talk with you about how your supports are going.

You will have a check-in every year.

Your check-in can be:



- face-to-face



- by phone.



You can also bring someone to your check-in if you want to.

This could be:



- a family member or friend



- someone who supports you



- someone who helps you with your plan.

At your check-in we will ask:



- how you are working towards your goals



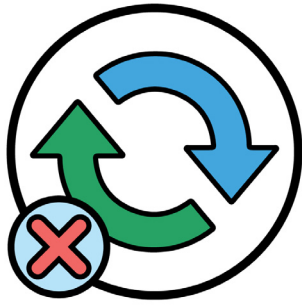
- if you have the supports you need



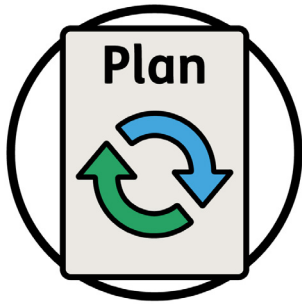
- if anything in your life has changed



- if you have questions about your plan.



If your plan is working well for you, we will not change it after your check-in.



If you do need to change something in your plan, we will support you to do this.

Changing your plan



You can ask to change your plan at any time.



You might need to change your plan because the support you need changes.



If you need to change your plan, you should talk to your my NDIS contact.

They will:



- help you understand what you need now



- support you to ask to change your plan.

Your plan reassessment



When we do a **plan reassessment**, we check to see if the supports in your plan still work well for you.



Then we will make you a new plan.

It might be:

- like the plan you have now
- different from the plan you have now.



You will have a plan until you leave the NDIS.



We will contact you 3 months before your plan reassessment date.

You can find your plan reassessment date in your plan.

We will have a check-in meeting with you to talk about:

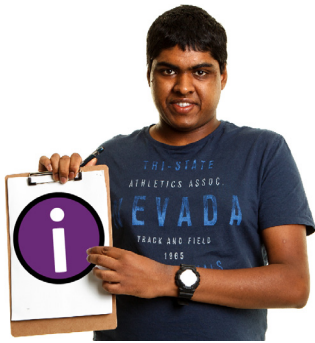


- how well your plan is working



- what will happen at your plan reassessment.

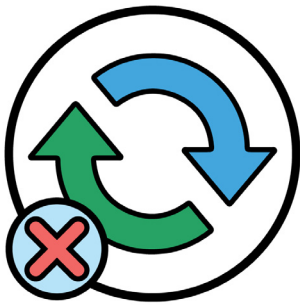
This includes:



- what information you might need to bring



- what you should think about before your plan reassessment.



We might decide at your plan reassessment that we do not need to change the supports in your plan.



We can make your new plan with the same supports if they still work well for you.

More information

For more information about this fact sheet, please contact us.



You can call us.

1800 800 110



You can send us an email.

enquiries@ndis.gov.au



You can visit one of our offices in person.

You can find an office near you on the
NDIS website.

www.ndis.gov.au/contact/locations

Word list

This list explains what the **bold** words in this fact sheet mean.



Approve

When we approve your plan, we agree to everything in it.



Budget

Your budget is how we split the funding in your plan.



Capacity building supports

Your capacity building supports are the supports and services that help you build skills to:

- do things for yourself
- work towards your goals.



Capital supports

The capital supports budget is for supports:

- that can cost a lot of money
- you might only need to buy once
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Check-in

Your check-in is when we talk with you about how your supports are going.



Claim

When you make a claim, you ask the NDIS to pay for a support.



Core supports

Your core supports are the supports and services you use in your day-to-day life.



Early childhood partner

An early childhood partner is someone who supports children with disability and their families.



Funding

Funding is the money from your plan that pays for the supports you need.



Local area coordinator

A local area coordinator is someone who helps people with disability find and use supports and services.



NDIA planner

An NDIA planner is someone who:

- works for the NDIA
- makes new plans
- changes plans
- develops your plan budgets.



NDIS plan

Your NDIS plan is a document that has information about:

- you and your goals
- the supports you need
- the funding the NDIS will give you.



Nominee

Your nominee is someone you choose to:

- make decisions for you
- do things for you.



Plan manager

A plan manager is someone who will manage your funding for you.



Plan reassessment

When we do a plan reassessment, we check to see if the supports in your plan still work well for you.



Provider

Providers support people who take part in the NDIS by delivering a service.



Registered providers

Registered providers:

- are on an official list
- have to follow strict rules.



Recurring supports

Recurring supports are funding we pay into your bank account.

We pay you this funding every 2 weeks.



Support coordinator

A support coordinator is someone who helps you plan and use your supports.



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Notes





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