

# Using your NDIS plan

## Booklet 3 of 3

### Easy Read text-only version

### How to use this booklet

The National Disability Insurance Agency (NDIA) wrote this booklet.

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

We wrote this booklet in an easy to read way.

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

This means the letters are thicker and darker.

We explain what these bold words mean.

There is a list of these words on page 38.

This Easy Read booklet is a summary of another booklet.

You can ask for help to read this booklet. A friend, family member or support person may be able to help you.

There are 3 booklets that all work together.

Booklet 1 explains how to apply for the NDIS.

Booklet 2 explains how to make an NDIS plan.

Booklet 3 explains how to use your NDIS plan.

This is Booklet 3.

You don't have to read this booklet all at once.

You can take your time and work through it at your own pace.

## What's in this booklet?

How do you start your NDIS plan?	3
How can you view your plan?	6
What is in your plan?	8
Understanding your support budgets	12
How can you manage your funding?	15
Using your plan	16
Service providers	19
Starting your supports and services	27
Making sure your plan works for you	31
Reviewing your plan and goals	33
More information	38
Word list	39

## How do you start your NDIS plan?

When we approve your NDIS plan, we will ask you if you want to:

- have a meeting
- talk about your plan.

You can get support to start your plan.

You might get support from:

- an early childhood partner
- a local area coordinator
- a NDIS planner.

We explain who these people are in Booklet 2 – Creating your plan.

You might also get support from a:

- recovery coach – someone who helps people with disability with their mental health
- support coordinator – someone who helps you plan and use your NDIS supports.

All of these people can help you understand:

- your plan
- what supports you can use.

They can also help you:

- find supports that meet your needs
- learn how to book a service
- connect with your community.

And they can help you use the:

- myplace portal
- my NDIS app.

These people can also answer any questions you have about your plan.

**Your early childhood partner, local area coordinator or NDIA planner's contact details**

Name

--

Phone number

--

Email address

--

Office address

--

## How can you view your plan?

After we agree to everything in your plan, we will send you a copy.

We will do this within 7 days.

We will also ask you what format you want your plan to be in.

For example, in a letter or email.

You can also view your plan on the:

- myplace portal
- my NDIS app.

### **The myplace portal**

The myplace portal is on the myGov website.

We explain how to link myplace to your myGov account in Booklet 2 – Creating your plan.

When you use myplace for the first time we will send you a code.

This code will help you set up your account.

On the myplace portal, you can view the plan you:

- have now
- used to have.

On the myplace portal, you can check:

- your contact information
- messages from the NDIS.

And you can:

- manage your bookings
- see all your payments.

## The my NDIS app

You can download the my NDIS app on:

- Google Play
- the Apple App store.

On the my NDIS app, you can:

- look at your personal details and plan information
- look at the **funding** in your plan
- manage your payments.

Funding is money from the government that pays for supports and services.

# What is in your plan?

The information in your plan is based on your planning conversation.

Your plan will have 5 parts.

## 1. Information about you

This part has information about:

- your disability
- your day-to-day activities
- where you live and who you live with
- who supports you now.

## 2. Family and friends

This part has information about how your family and friends support you to work towards your goals.

## 3. Services and community groups

This part has information about supports delivered by the community or government.

## 4. Your goals

This part includes the goals you want to work towards.

## 5. Funded supports

This part explains what funding you have.



## What other information is in your plan?

Some supports in your plan might be 'stated supports'.

This means you must use the funding for this type of support.

And some supports in your plan might be 'in-kind supports'.

This means the government has already paid for these supports.

And you don't need to use your funding to pay for them.

Some supports in your plan might say 'quote required'.

This means you must give us more information before you can use your funding for the support.

If you speak English as a second language, you can get an **interpreter** to help you use the supports in your plan.

You don't need to pay for an interpreter.

An interpreter is someone who:

- speaks your language
- helps you understand what someone is saying.

You can use your funding for an interpreter if you need their support because of your disability.

For example, if your disability affects how you hear.

## **What if you want to change parts of your plan?**

You can change the goals in your plan at any time.

You can also change the information about you.

For example, changing your address if you move home.

You can ask us to change your:

- goals
- information.

When you do this, we will send you a copy of your new plan.

You can get help to change your plan from your:

- early childhood partner
- local area coordinator
- NDIA planner.

## **How can you contact us?**

You can visit our website at [www.ndis.gov.au](http://www.ndis.gov.au)

Or you can call us on **1800 800 110**

## What if you don't agree with what's in your plan?

If you're not happy with your plan, you should talk to your:

- early childhood partner
- local area coordinator
- NDIA planner.

They can explain:

- our decisions
- how you can use your funding.

They can also help you fix any problems.

If you still don't agree with our decision, you can ask us to do an **internal review**.

In an internal review, we check your plan to see what:

- works well
- can be better.

After you receive your plan, you have 3 months to ask us to review our decision.

You can keep using your plan while we review it.

If you're still not happy after we review our decision, you can contact the **Administrative Appeals Tribunal (AAT)**.

The AAT reviews government decisions.

You can call the AAT.

**1800 228 333**

You can visit the AAT's website.

**[www.aat.gov.au](http://www.aat.gov.au)**

# Understanding your support budgets

We will split up your funding to pay for different types of supports.

We call this your **support budget**.

There are 3 types of support budgets:

1. Core supports
2. Capital supports
3. Capacity building supports.

We explain each of them on the following pages.

## Core supports budget

The core supports budget helps you with day-to-day activities.

There are 4 types of supports in this budget:

### 1. Assistance with daily life

This funding is for supports you need in your day-to-day life, such as cleaning your home.

This is sometimes called 'daily activities'.

### 2. Consumables

This funding is for everyday items you need, such as equipment to help you eat.

### 3. Assistance with social and community participation

This funding is for someone to support you to take part in activities.

This is sometimes called 'social, community and civic participation'.

### 4. Transport

This funding helps you travel to places to help you work towards your goals.

For example, travelling to work.

Each person uses this funding in different ways.

## **Capital supports budget**

The capital supports budget is for more expensive **assistive technology**.

Assistive technology can:

- make it easier to do things
- keep you safe.

Assistive technology might be:

- an aid or piece of equipment
- a system to use.

There are 2 support categories in this budget:

### 1. **Assistive technology**

This funding is for equipment to get around and communicate.

### 2. **Home modification**

This funding pays for changes to your home.

## **Capacity building supports budget**

The capacity building budget helps you work towards your goals.

This budget supports you to:

- do things for yourself
- learn new skills.

There are 9 support categories in this budget.

### 1. **Support coordination**

This funding pays for a support coordinator to help you use your plan.

### 2. **Improved living arrangements**

This funding pays for support to help you find and live in a good home.

This is sometimes called 'CB home living'.

### 3. Increased social and community participation

This funding pays for support to help you:

- learn new skills
- take part in the community.

This is sometimes called 'CB social community and civic participation'.

### 4. Finding and keeping a job

This funding pays for supports to help you find and keep a job.

This is sometimes called 'CB employment'.

### 5. Improved relationships

This funding is for helping you act in a positive way.

This is sometimes called 'CB relationships'.

### 6. Improved health and wellbeing

This funding supports you to learn how to have a healthy life.

This is sometimes called 'CB health and wellbeing'.

### 7. Improved learning

This funding is for when you move from school to university or TAFE.

This is sometimes called 'CB lifelong learning'.

### 8. Improved life choices

This funding is for a plan manager to help you manage the money in your plan.

This is sometimes called 'CB choice and control'.

### 9. Improved daily living

This funding supports you to:

- do more things on your own
- take part in the community.

This is sometimes called 'CB daily activity'.

## How can you manage your funding?

Your plan explains how you will manage your funding.

Your plan will say if you will:

- self-manage – you manage your plan
- have a plan manager – someone you hire to support you to manage your funding
- have the NDIA manage your funding.

You may also have chosen a combination of these options.

For example, you might manage some of the funding yourself, and the NDIA manages the rest.

We explain the difference between these in Booklet 2 – Creating your plan.

You still have choice and control over your plan, even if your funding is managed by:

- a plan manager
- the NDIA.

If you want to change how you manage your funding, you can talk to your:

- early childhood partner
- local area coordinator
- NDIA planner.

# Using your plan

## What can you spend your funding on?

When you are choosing what to spend your funding on, you need to make sure it follows our rules.

We have some questions you can answer.

These questions can help you work out what you can spend your funding on.

You can tick 'Yes' or 'No' for each question.

### Question 1

Will the support help you work towards the goals in your plan?

Yes

No

### Question 2

Is the cost of the support the best value for money?

Yes

No

### Question 3

Can you pay for the support with your budget?

Yes

No



#### Question 4

Will the support help you in different areas of your life?

For example, will your supports help you:

- find and keep a job
- when you go to school or university
- connect with the community, including your family and friends.

Yes

No

#### Question 5

Can government services pay for the support instead of the NDIS?

For example, can you get the support from:

- health services, like a hospital or dentist
- education services, like university
- services for housing
- public transport.

Yes

No

#### Question 6

Will the support help you take part in community activities?

This includes:

- spending time with friends
- finding and keeping a job.

Yes

No

## Question 7

Is the support safe?

Yes

No

### **How can you use your answers?**

If you ticked 'Yes' to all of these questions, your supports can be a good choice for:

- you
- your funding.

But if you ticked 'No' to any of these questions, you might want to look at other supports.

# Service providers

## What is a service provider?

A **service provider** supports other people by delivering a service.

A service provider can be an:

- organisation
- individual.

Each service provider is different.

So it's important that you find a service provider that can meet your needs.

The **NDIS Quality and Safeguard Commission (NDIS Commission)** makes sure people with disability who take part in the NDIS:

- are safe
- get good services.

Some service providers are on a list the NDIS Commission looks after.

We call them **registered providers**.

Registered providers must follow the NDIS Commission's rules to deliver supports that are:

- safe
- good.

Some service providers are not on this list.

We call them unregistered providers.

## How do you find service providers?

Once you work out what services you want, you can learn about service providers that are:

- in your area
- right for you.

You can find service providers on:

- the myplace portal
- the Provider Finder on our website.

[www.ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder](http://www.ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder)

If you can't find a service provider in your area, you can talk to your:

- early childhood partner
- local area coordinator
- NDIA planner.

You can get some support on the phone or online.

For example, you can get some supports over a video call.

## **How do you choose the right service provider?**

You might have used some service providers before you joined the NDIS.

You can choose to work with them again.

But if your funding is managed by the NDIA, you must use registered providers.

Or you can choose to work with new service providers.

When you think about using a service provider, there are some questions you can ask them.

Are you a registered provider?

How will you help me work towards my goals?

How much does your service cost?

Can I choose who will work with me?

Can you provide the service at a time that works for me?

How do I tell you when there is a problem?

## Sharing your plan

You can choose to share your plan with other people if you want to.

You must give us your **consent** if you want us to share:

- all of your plan
- some of your plan.

When you give your consent, you say it's okay to do something.

You can give us your consent:

- on the myplace portal
- at a NDIA office.

## Find the right service provider for you

As you find different service providers, you can keep notes about who you might like to work with.

### Service provider 1

What is your goal?

What support do you need?

What makes a service provider right to delivery this support?

Which provider could you use?

## Service provider 2

What is your goal?

What support do you need?

What makes a service provider right to delivery this support?

Which provider could you use?



### Service provider 3

What is your goal?

What support do you need?

What makes a service provider right to delivery this support?

Which provider could you use?

## Service provider 4

What is your goal?

What support do you need?

What makes a service provider right to delivery this support?

Which provider could you use?

## Service provider 5

What is your goal?

What support do you need?

What makes a service provider right to delivery this support?

Which provider could you use?

# Starting your supports and services

## Pricing

We have a limit on the prices that service providers can charge.

Service providers can charge less than the limit, but not more.

Our price limits can help you get good value for money from your supports.

## Service agreements

A **service agreement** is a written plan between you and your service provider.

It explains:

- the supports you will use
- how your service provider will give the supports to you
- how much the supports cost.

A service agreement helps you make sure you are getting the supports you have paid for.

It's a good idea to have a copy of your service agreement.

When you make a service agreement, you can have support from a family member or friend.

Your service provider should help you understand the service agreement.

We have Easy Read information about service agreements on our website.

[www.ndis.gov.au/providers/working-provider/connecting-participants/service-agreements](http://www.ndis.gov.au/providers/working-provider/connecting-participants/service-agreements)

## Bookings

You will need to set up a **service booking** with your service provider once you:

- work out what supports you need
- choose a service provider.

A service booking includes:

- the type of support you are getting
- how long the service will take
- how much the service will cost.

You can only make service bookings for registered providers.

A service booking only includes the supports you and your service provider agree to.

Your registered provider can make a service booking on the myplace portal.

You can also make a service booking on the myplace portal.

You can change or cancel a service booking any time.

But you should check what your service agreement says about cancelling or changing a booking.

For example, they might need to know one day before.

We will return money you haven't spent into your budget.

## **Paying for your services**

You pay for your supports and services through the myplace portal.

### **If you are self-managed**

If you are self-managed, there are 2 ways to pay for your services.

You can make a payment request through the myplace portal after your service provider sends you an **invoice**.

An invoice is a document that includes:

- a list of services that need to be paid for
- the amount that needs to be paid.

Or you can pay for the service with your own money.

And make a payment request to get the money back through the:

- myplace portal
- my NDIS app.

You must keep a record of all your payments.

This includes all your invoices.

### **If you have a plan manager**

If you have a plan manager, they will:

- pay for the services
- keep a record of your payments.

Your service providers need to send their invoices to your plan manager.

### **If your funding is managed by the NDIA**

If your funding is managed by the NDIA, your service providers will claim their payments through the myplace portal.

Your service provider will need your:

- NDIS number
- date of birth
- surname.

# Making sure your plan works for you

## Keeping track of your budget

It's a good idea to check how much funding you have:

- used
- left.

You should also keep a record of the supports you receive.

If you self-manage your funding, you need to keep track of how much you spend.

You should use the funding you need, when you need it.

And service providers must not claim for supports they haven't provided.

If this happens, you should:

- contact your service provider
- try to fix the problem.

## What if you're not happy with the supports you receive?

If you're not happy with the supports you receive, you should talk to your service provider.

You can ask someone you trust to support you, like an advocate – someone who speaks up for people with disability.

You can also contact the NDIS Commission for support.

And you can change service providers if you:

- are not happy
- don't need their services anymore
- find a different service provider you want to work with.

You and your service provider must agree on when you want the supports to end.

## What if something changes in your life?

Over time, something in your life might change, such as:

- the support you need for your disability
- where you live
- who you live with
- your job.

If something changes in your life, please tell us as soon as you can.

When things in your life change, your plan might need to change so that it supports you better.

Or your plan might stay the same.

You can tell us about what has changed in a form on our website.

[www.ndis.gov.au/participants/using-your-plan/changing-your-plan/change-circumstances](http://www.ndis.gov.au/participants/using-your-plan/changing-your-plan/change-circumstances)

You can also tell us what has changed in person at a NDIA office.

And you can tell us on the phone.



## Reassessing your plan

Your plan will have an end date on it.

We will contact you before your plan ends to organise a time and day to **reassess** your plan.

When we reassess your plan, we check to see what needs to change.

We might reassess your plan:

- in person
- over the phone.

You can have another person with you when we reassess your plan, such as:

- a family member
- a friend
- an advocate.

When we need to reassess your plan, please bring:

- this booklet
- any reports or information from your supports, like a report from your doctor.

## Getting ready for when we reassess your plan

When we reassess your plan, it's a good time to check if your supports are helping you:

- do things for yourself
- learn new skills.

It's important that your plan:

- works well for you
- changes as your life changes.

We will tell you what to bring when we need to reassess your plan.

## Things to think about before we reassess your plan

There are some questions you can think about before we reassess your plan.

What worked well in your plan?

What didn't work well?

Have your supports helped you to:

- do things for yourself?
- learn new skills?

Have your supports helped you work towards your goals?

Which goals do you want to:

- keep working on?
- change?

Will you need support from the NDIS in the future?

Do you want to change how some or all of your funding is managed?

Do you need more support to do more things on your own?

Do the supports you get at home meet your needs?

Do you have assistive technology that:

- is old?
- needs to be replaced?
- you don't need anymore?

## **What can you talk about when we reassess your plan?**

We wrote some questions for you to think about.

The answers can help you when we reassess your plan.

There are boxes where you can share your answers.

### **Questions to think about**

What worked well in your plan?

This includes any goals you worked towards.

What didn't work well in your plan?

What questions do you have about how your plan is managed?

Would you like to change how you manage your funding?

Do you have any new goals for your next plan?

Your notes and other questions:

## **What happens next?**

You can use your plan and funding to work towards your goals.

You can log into the myplace portal or NDIS app to view your plan.

Your local area coordinator, or early childhood partner or NDIA planner will help you make sure your plan works well for you.

We will contact you when we need to reassess your plan.

## More information

For more information about this booklet, you can contact us.

You can visit our website.

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

You can call us.

**1800 800 110**

You can follow us on Facebook.

[www.facebook.com/NDISAus](http://www.facebook.com/NDISAus)

You can follow us on Twitter.

[@NDIS](https://twitter.com/NDIS)

## Support to talk to us

You can talk to us online using our webchat feature at the top of our website.

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

If you speak a language other than English, you can call the Translating and Interpreting Service (TIS).

**131 450**

If you have a speech or hearing impairment, you can call:

- TTY  
**1800 555 677**
- Speak and Listen  
**1800 555 727**
- National Relay Service  
**133 677**  
[www.relayservice.gov.au](http://www.relayservice.gov.au)

## Word list

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

### **Administrative Appeals Tribunal (AAT)**

The AAT reviews government decisions.

### **Assistive technology**

Assistive technology can:

- make it easier to do things
- keep you safe.

Assistive technology might be:

- an aid or piece of equipment
- a system to use.

### **Consent**

When you give your consent, you say it's okay to do something.

### **Funding**

Funding is money from the government that pays for supports and services.

### **Internal review**

In an internal review, we check your plan to see what:

- works well
- can be better.

## **Interpreter**

An interpreter is someone who:

- speaks your language
- helps you understand what someone is saying.

## **Invoice**

An invoice is a document that includes:

- a list of services that need to be paid for
- the amount that needs to be paid.

## **NDIS Quality and Safeguard Commission (NDIS Commission)**

The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.

## **Reassess**

When we reassess your plan, we check to see what needs to change.

## **Registered providers**

Some service providers are on a list the NDIS Commission looks after.

We call them registered providers.

## **Service agreement**

A service agreement is a written plan between you and your service provider.



## **Service booking**

A service booking includes:

- the type of support you are getting
- how long the booking is for
- how much the service will cost.

## **Service provider**

A service provider supports other people by delivering a service.

## **Support budget**

We will split up your funding to pay for different types of supports.

We call this your support budget.

The Information Access Group created this Easy Read text-only document. For any enquiries about the document, please visit [www.informationaccessgroup.com](http://www.informationaccessgroup.com).

Quote job number 4849.

