



# NDIS Guide

# Contents

<b>A.</b>	<b>About this guide</b>	p.1	<b>1.</b>	<b>Apply</b>	p.8
<b>B.</b>	<b>NDIS planning roadmap</b>	p.2	<b>2.</b>	<b>Set your goals</b>	p.12
<b>C.</b>	<b>Early Childhood (EC) approach</b>	p.3	<b>3.</b>	<b>Your planning meeting</b>	p.14
<b>D.</b>	<b>What is the NDIS?</b>	p.5	<b>4.</b>	<b>Use your plan</b>	p.19
<b>E.</b>	<b>Glossary</b>	p.6	<b>5.</b>	<b>Manage your plan</b>	p.23
			<b>6.</b>	<b>Review your plan</b>	p.25
				<b>Links</b>	p.27

# A About This Guide

Whether you're an autistic person, a carer or family member of an autistic person this guide has been developed to help you learn about the National Disability Insurance Scheme (NDIS).

The guide makes the NDIS easy to understand. It will take you through the steps from early intervention for children under seven years to applying for the NDIS for individuals aged under 65 years.

If you're reading an electronic copy of the guide, the links to more information and resources are displayed in blue. Click on the link to go to the webpage.

If you're reading a printed copy of the guide there is a full list of links with link addresses at the end of the guide. To visit the websites type the link address into the internet browser on any internet connected smart phone, tablet or computer.

The information in this guide may also be useful for professionals and educators who work with autistic people and their families and carers.

---

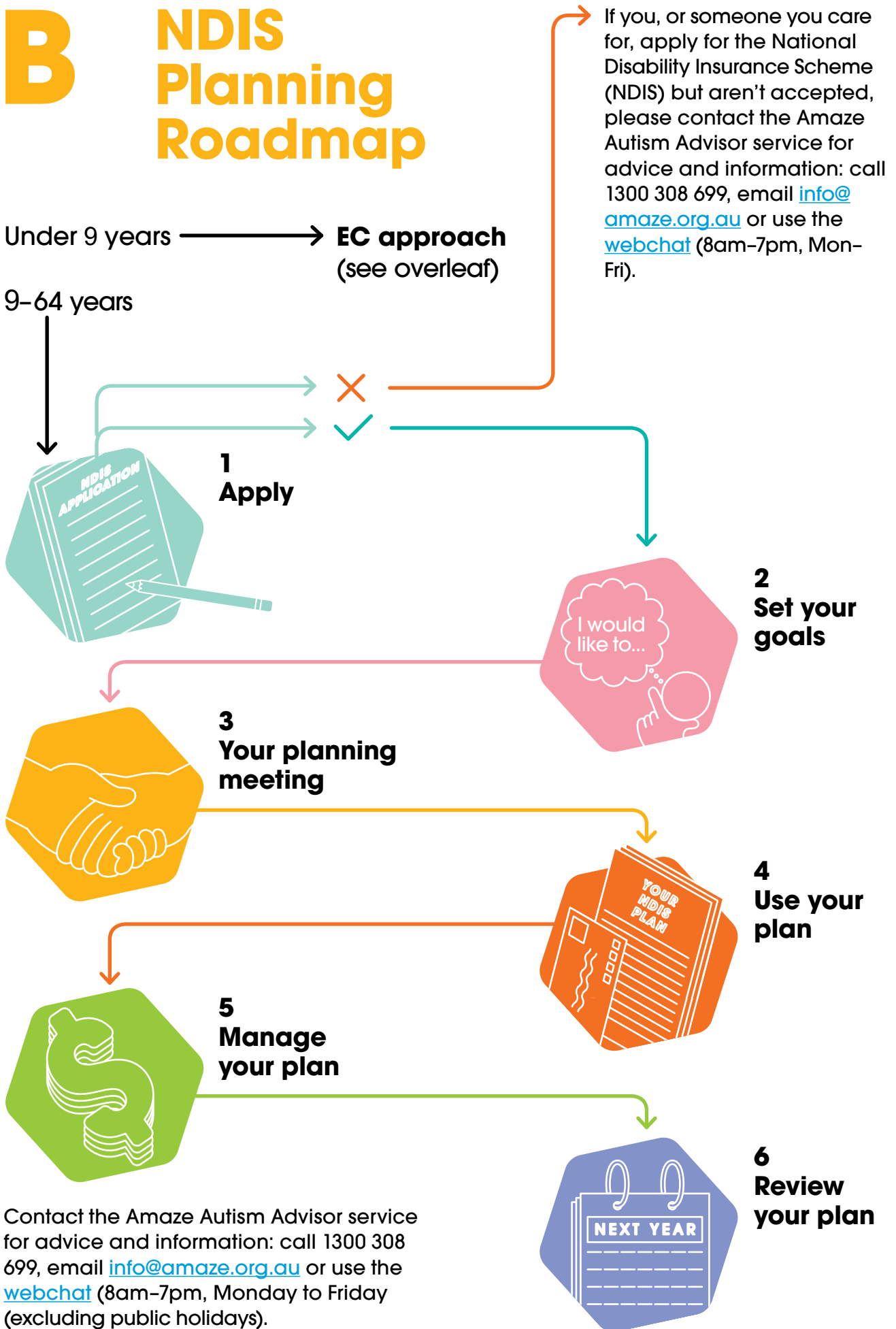
Every autistic person is unique. If you have a question about the NDIS, or need support as you learn about the NDIS please contact the Amaze Autism Advisor service

for advice and information: call 1300 308 699, email [info@amaze.org.au](mailto:info@amaze.org.au) or use the [webchat](#) service on this website (8am–7pm, Mon–Fri).

# B NDIS Planning Roadmap

Under 9 years → **EC approach**  
(see overleaf)

9-64 years



Contact the Amaze Autism Advisor service for advice and information: call 1300 308 699, email [info@amaze.org.au](mailto:info@amaze.org.au) or use the [webchat](#) (8am-7pm, Monday to Friday (excluding public holidays)).



# Early Childhood Early Intervention (EC approach)

The NDIS has an Early Childhood Early Intervention (EC approach) for children under nine years. The **EC approach** provides early intervention for a child with developmental delay or disability and uses a family-centred approach.

Early intervention is specialised support for young children and their families. It supports children's health, education and skill development.

The first step in the EC approach is to get referral letters or reports detailing the developmental concerns or diagnosis from your child's Maternal Child Health nurse, GP, paediatrician or allied health therapist.

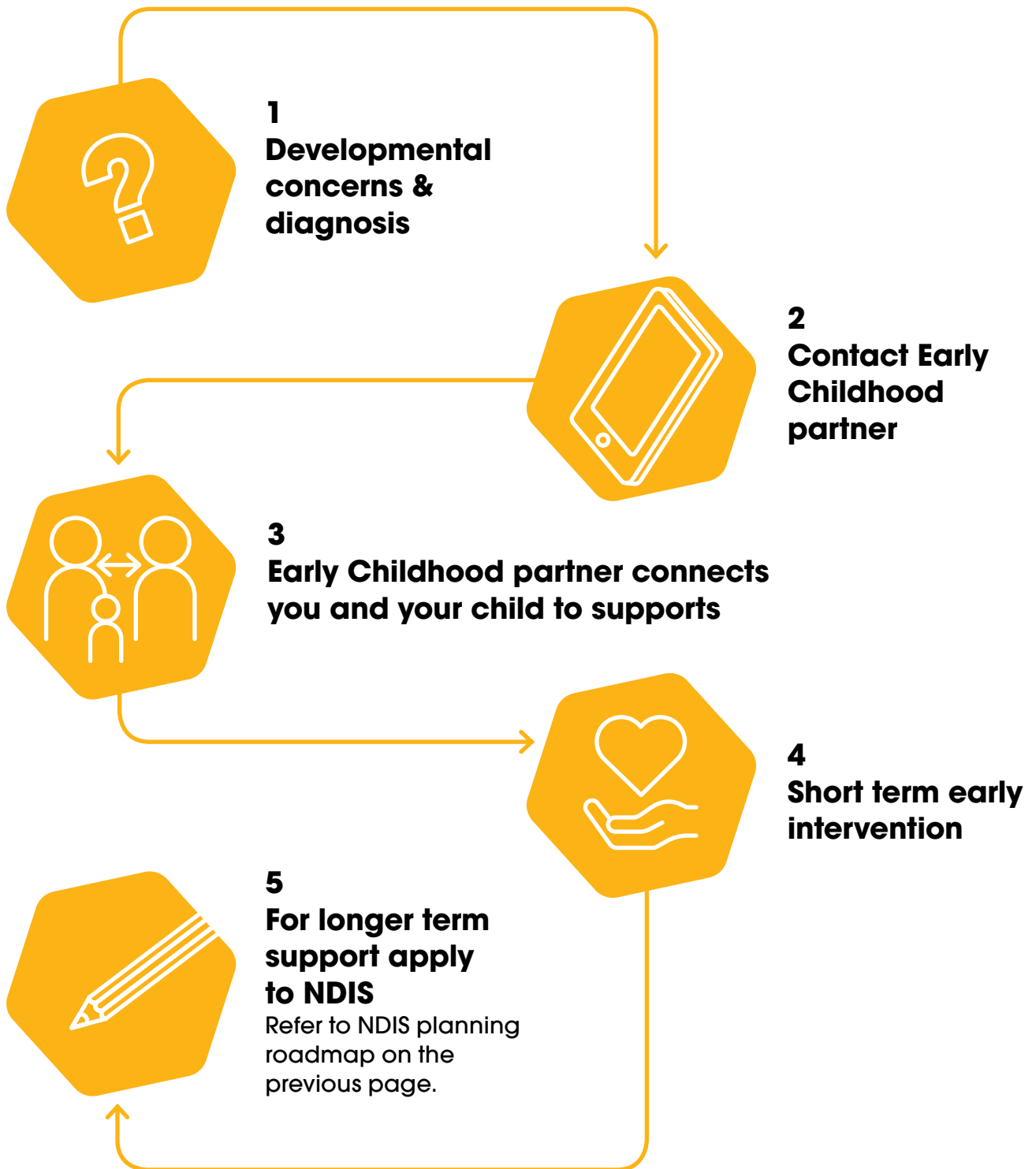
Go to the NDIS website to [find the Early Childhood Partner near you](#). Contact the Early Childhood Partner in your area and give them copies of the referral letters or reports.

The Early Childhood Partner will use this information to work out the support your child needs and connect you to the supports in your area. For example, a supported playgroup. At this stage short term early intervention may be provided.

If your child needs longer term early childhood intervention supports, the Early Childhood Partner can help you to request access to the NDIS. If your child is eligible for the NDIS the Early Childhood Partner will work with you to develop your child's NDIS plan.

If your child receives access to the NDIS you'll follow the NDIS pathway on page 2.

# Early Childhood Early Intervention (EC approach)



# D

# What is the NDIS?

The National Disability Insurance Scheme (NDIS) is how the Australian Government provides support to Australians with disability, mental health issues, chronic illness and who are Deaf.

The NDIS provides funding for “reasonable and necessary” supports for people with a permanent and significant disability to access the supports and services they need to live and enjoy their life.

Every NDIS participant has an individual plan that lists their goals and the funding they have received. They can then use their funding to pay for supports and services that will help them achieve their goals.

Everyone has different goals but they could include things like getting and keeping a job, making friends or participating in a local community activity.

NDIS participants control the support they receive, when they receive it, and who provides it.

The NDIS will not fund a support that is:

- the responsibility of another government system or community service (e.g. education)
- not related to a person’s disability.

People who are not eligible for the NDIS can still access other community and government services.

The NDIS is managed and overseen by an independent organisation called the National Disability Insurance Agency (NDIA).

There’s a glossary on the next page to help you understand the most common NDIS terms.

---

For more information, go to the [NDIS website](#).

## Reasonable and necessary supports

The NDIS funds supports that are considered reasonable and necessary. This means they should:

- support people with disability to pursue their goals and maximise their independence
- support people with disability to live independently and to be included in the community as fully participating citizens
- develop and support the capacity of people with disability to undertake activities that enable them to participate in the mainstream community and in employment.

Reasonable and necessary supports can be different for each person, but they must:

- be related to the participant's disability
- not include day-to-day living costs that are not related to a participant's disability support needs
- represent value for money
- be likely to be effective and beneficial to the participant

- take into account informal supports given to participants by families, carers, networks, and the community.

Reasonable and necessary supports can mean different things to different people. Part of the planning process is thinking about the supports you want, and how they might be considered reasonable and necessary.

## Core, capital and capacity building

The NDIA can fund three types of support areas:

- **Core**  
This is a support that enables you to complete activities of daily living and enables you to work towards your goals and meet your objectives.
- **Capital**  
This is an investment, such as assistive technologies, equipment and home or vehicle modifications, funding for capital costs (e.g. to pay for Specialist Disability Accommodation).
- **Capacity Building**  
This is a support that enables you to build your independence and skills.

Within these support areas are multiple subcategories. You can learn more about the types of NDIS funding on page 20.



**Functional capacity** the level of ability a person has to do everyday activities. The NDIS requires a 'lifelong and substantially reduced functional capacity' to communicate, interact socially, learn, be mobile, or care for themselves, as a result of an impairment.

**Informal support** support that is not NDIS funded, is provided by families, carers, friends or someone in a formal volunteer role.

**National Disability Insurance Scheme (NDIS)** is how the Australian Government provides support to Australians with disability, mental health issues, chronic illness and who are Deaf.

**Support coordinator** a person who is funded under a NDIS plan when the participant is not able to implement and coordinate their own plan.

---

### For more information

For free and confidential information and advice specific to your situation, contact the Amaze Autism Advisors on 1300 308 699, email [info@amaze.org.au](mailto:info@amaze.org.au) or use the [webchat](#). This service is open from 8am–7pm, Monday to Friday (excluding public holidays).

To find out more about the NDIS generally, visit the [NDIS website](#) or call 1800 800 110.

The [NDIS resources page](#), has downloadable booklets and factsheets to help Australians better understand how the Scheme works, including planning, management and reviews.

# 1

# Apply

People who want to access NDIS supports need to meet a set of access requirements, and follow a specific application process.

## Eligibility

To be eligible for NDIS supports, you must have a permanent disability that:

- reduces your ability to participate effectively in activities, or perform tasks or actions, unless you have support, and
- affects your capacity for social and economic participation, and
- means you are likely to require support under the NDIS for a lifetime.

You must also:

- be an Australian citizen, the holder of a permanent visa or hold a Protected Special Category Visa
- be aged under 65 years (or under 55 years for Aboriginal and Torres Strait Islanders).

Use the [NDIS's Am I Eligible tool](#) to determine if you, or someone you care for, is eligible for NDIS supports.

People over 65 years can receive support from the aged care system.

## Access request form

Once you know you're eligible to apply, you need to submit an Access Request.

You can call the NDIS on 1800 800 110 to make an Access Request directly, or find out more about [how to apply for the NDIS](#).

## For children under seven years of age

If your child is aged under seven years, you will enter the NDIS via the Early Childhood Early Intervention (EC approach.)

Visit the NDIS website to [learn more about the EC approach](#).

## Providing evidence

The National Disability Insurance Agency (NDIA) requires people to submit evidence of their disability. This includes diagnosis information, and may include additional information about your disability and the impact it has on your daily life.

You can include reports like:

- speech and language assessments
- functional capacity assessments
- psychological assessments  
occupational therapy reports and/or  
sensory assessments
- paediatric reports and diagnoses.

It can be helpful to ask your treating health professionals to help you with collecting and documenting this evidence. Ask for a quote on the cost of the report. Health professionals often charge an hourly rate for report writing.

## NDIS and autism diagnosis

When diagnosing autism, professionals such as paediatricians, psychiatrists and psychologists use a checklist of symptoms that are published in the Diagnostic and Statistical Manual of Mental Disorders, or DSM. This book is published by the American Psychiatric Association.

The fifth edition of the DSM was released in 2013, and it included some important changes to the way different conditions are labelled. For example, Aspergers Syndrome previously appeared as a separate diagnosable condition, as did Autistic Disorder and Atypical Autism. These conditions have now been combined and re-labelled as Autism Spectrum Disorder (ASD).

## Levels

An ASD diagnosis also includes a severity level – 1, 2 or 3. The level is used to show how much support you need.

**Level 1** Requires Support

**Level 2** Requires Substantial Support

**Level 3** Requires Very Substantial Support

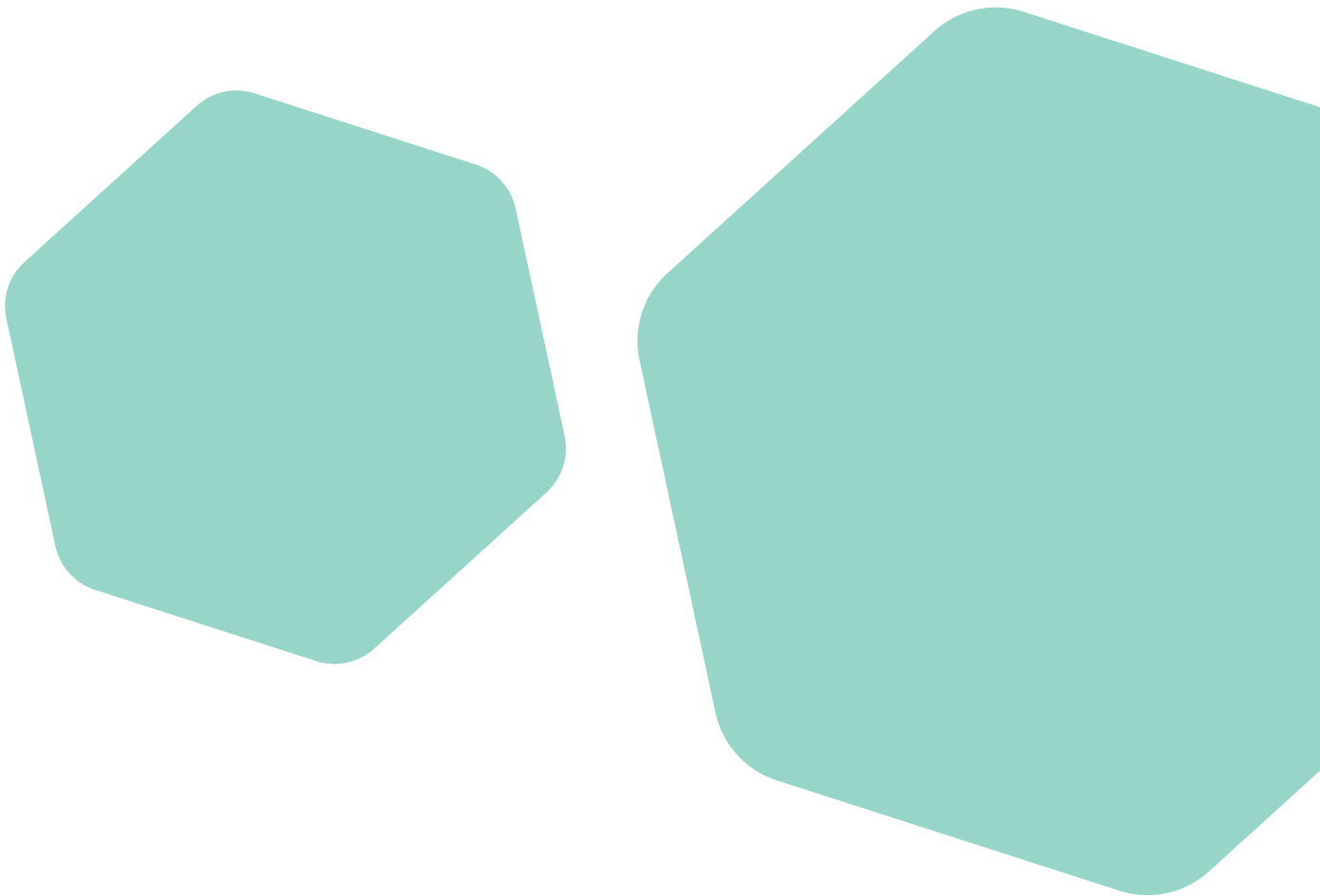
A level is often given separately for the two areas of functioning, so you might have different severity rankings for social communication, and restricted and repetitive behaviours.

If you received a diagnosis before the DSM-5 changes, you can continue to use the diagnosis type you were originally given.

## Other conditions & diagnoses

Many autistic people have other conditions or diagnoses as well. It is important that you make the NDIS aware of these, so that they understand your support needs, and understand the impact they have on your life.

You should include any other diagnoses or reports from professionals with your Access Request. This will give the NDIS the information they need about you, and the unique challenges you face.



## What happens next?

The NDIA must respond to your Access Request within 21 days of submission. If you don't hear from them in this time frame, call your Local Area Coordinator, the NDIA or Amaze.

If your application meets the NDIA disability requirements, you will be contacted to schedule a time to have your planning meeting.

See 3. *Your planning meeting.*

If your application does not meet the NDIS requirements, you will be supported to connect with mainstream services. These may include services that are informal, publicly available, or available with a Medicare rebate.

If you disagree with a decision the NDIA has made about your eligibility, you have the right to request a review. Find out more about the [NDIS appeals process](#).



Nikki, a mum of three autistic children realised that she shared some of the same challenges as her children and decided to discuss it with her psychologist. At her next appointment Nikki's psychologist prepared a Mental Health Care Plan through Medicare and referred her to a psychiatrist for diagnosis. It was a two month wait to see the psychiatrist. Nikki was then diagnosed with Autism Spectrum Disorder and the psychiatrist suggested that she apply to the NDIS for support.

Nikki rang the NDIA and asked for an Access Request Form (ARF). Her psychiatrist filled out the form and highlighted that Nikki needed support in areas such as social interaction. Nikki sent the ARF to the NDIA. A month later Nikki received a letter from the NDIA saying that she met the access requirements and the NDIA would contact her to make a time to meet.

---

If you'd like more information about the NDIS generally, or to get advice on your specific circumstances, contact the Amaze Autism Advisors on 1300 308 699,

email [info@amaze.org.au](mailto:info@amaze.org.au) or use the [webchat](#). This service is open from 8am–7pm, Monday to Friday (excluding public holidays).

# 2

## Set Your Goals

The goals you set as part of the NDIS planning process are supposed to help you to live a more independent and fulfilling life.

Your goals can be short, medium, or long term which reflects how long they'll take to achieve.

### What's a goal?

Goals are things you would like to do, work towards, and achieve in life. The goals you set as part of the NDIS planning process are supposed to help you to live a more independent and fulfilling life, like getting or keeping a job, learning new skills, furthering your education, or making new friends. You should try to make your goals as specific as possible.

Your goals can be short, medium, or long term which reflects how long they'll take to achieve.

- Short term goals can be 12 months to two years.
- Medium term goals can be two to three years.
- Long-term goals can be three years or more.

The NDIA considers short and medium-term goals to be achievable typically during the 12 month duration of your NDIS plan.

If you would like to view more information on goals and how to prepare for goals please refer to the [Amaze NDIS Readiness Resource](#).

## How will the NDIS help me achieve my goals?

Your individual goals play a big role in determining the types of support you will receive through the NDIS.

Before the NDIA includes any type of support in your plan, they must first consider whether it will help you to reach your individual goals.

By setting goals, you're helping the NDIA understand what services and supports you will need to achieve your ambitions, and how to allocate funding within your plan.

## Goals and independence

The NDIA considers eight areas of life that will promote your independence:

- Choice and Control
- Lifelong Learning
- Daily Living
- Relationships
- Health and Wellbeing
- Work
- Social and Community Participation
- Home

Your LAC or NDIA planner will sort your goals into these eight areas to determine which support areas your funding should be allocated into.

You may not have goals in each of the eight areas, or you may have multiple goals in one area. This is one of the reasons that every person's NDIS plan will be different.

---

If you'd like more information about the NDIS generally, or to get advice on your specific circumstances, contact the Amaze Autism Advisors on 1300 308 699, email [info@amaze.org.au](mailto:info@amaze.org.au) or use the [webchat](#). This service is open from 8am–7pm, Monday to Friday (excluding public holidays).

## How can I prepare my goals?

To help you identify which areas you need assistance with or would like to improve through NDIS supports, Amaze has developed a step by step questionnaire called the [NDIS Readiness Resource](#).

The NDIS Readiness Resource will provide you with ideas and suggestions for specific goals, based on the areas that are most important to you.

The NDIS Readiness Resource is free to use and takes about 5 minutes to register. This resource is designed for you to complete in your own time and saves your progress as you work through it. You are able to log out and log back in at any time and your place will be saved. It will take around 40 minutes to complete.

Access the [Amaze NDIS Readiness Resource](#).



Antonia is a 21-year-old autistic woman who has an intellectual disability. She likes wearing blue sandals every day and won't wear any other type of shoes. This means that Antonia can't do activities that require different footwear such as roller skating, bowling and going to the gym.

When Antonia and her dad are talking with her Occupational Therapist about goals for her NDIS plan they decide that building her capacity to wear different shoes is one of Antonia's goals. They write it down to take with them to the planning meeting.

# 3 Your Planning Meeting

Every person who is a participant of the NDIS will have a plan. This is a document that is developed by you and an NDIA planner or your Local Area Coordinator at your planning meeting. Your plan will usually include your goals and support for the next 12 months.

## Prepare for your planning meeting

One of the first steps to prepare for your planning meeting is to learn about what's in a plan and about the planning process.

### What's in a plan?

Your plan will specify the different types of supports that will enable you to work towards your goals. These will include:

- your friends and family
- community supports such as community groups, sporting or hobby clubs
- mainstream services such as health or mental health services, schools or education services, or other government services
- funded supports.

The NDIS will first consider any informal supports you currently have in place. This means that if you have friends or family members who are able to help you do things, the NDIS will first consider continuing these supports before exploring new or funded ways to support you.

## The planning process

The planning process will typically be one or more meetings with your Local Area Coordinator (LAC) or an NDIA Planner. If your child is under seven years old the meeting will be with your Early Childhood Partner. You can decide when and where you would like to have this meeting.

You can bring your family, carers, therapists or significant others to your planning meeting. These people understand your needs, and can support you throughout the planning process. They also bring a different focus on the supports required.

If you are developing a plan for your child, it is your decision whether it is necessary to bring your child to the planning meeting. NDIA may request to meet them, so the Planner can see their strengths and better understand their needs. Including them in the meeting, even briefly, should be a priority where possible.



## What should I prepare for my planning meeting?

### Two to three months before

Make copies of the information in this list and put them in a folder ready to take to your planning meeting. If you don't have recent reports, ask your therapists or specialists to provide them.

#### Professional reports

If you have recent reports or recommendations from any therapists or specialists you currently see, make sure you bring them to your planning meeting. They provide valuable evidence for the types of supports that will benefit you most. Reports that are no older than 12 months are acceptable. Reports should be evidence based and should outline skill development, capacity building and long term supports.

#### Your goals and aspirations

The [NDIS Readiness Resource](#) will help you identify which areas of life you need assistance with. This information can be used to help you work out some of the goals you would like to work towards. Read more about how to set your goals (see 2. Set your NDIS goals).

#### A participant statement

A [participant statement](#) is designed to give the planner a very clear understanding of who you are, and what your day-to-day life is like. This may include details such as who you live with, what your interests are, and which areas of life you need assistance with. If the participant is a child their parent, or carer, will write the statement.

#### A carer statement

If you are a parent or carer, you may like to write a statement that explains what types of things you do to provide care, and the impact this has on you. This may include details such as assisting the person in your care with bathing or eating, driving them to appointments, or assisting them to communicate their needs.

- Invite any family, carers, therapists or significant others that you'd like to come to your planning meeting to support you.
- If the planning meeting is for your child, decide whether they will attend for all, or part, of the meeting. Organise a trusted person to care for your child if needed.
- Decide where you'd like to have the planning meeting, for example, at home, at the Local Area Coordinator's office, or another location. Talk to your Local Area Coordinator about your preferred meeting location.

### A week before

- Think about any changes you need to make to your routine or the routine of the person you're caring for. For example, any appointments you may need to cancel or postpone, or people that you need to let know such as your workplace or school.

### The day before

- Remind any family, carers, therapists or significant others that you've invited about the time and location of the planning meeting. Think about any final changes you need to make to your routine.
- Put the folder with your reports, goals and aspirations, participant statement and carer statement in a place where you can find it.

## Attend your NDIS planning meeting

- On the day of the planning meeting aim to be ready to start the meeting 15 minutes before the appointed time.
- Take your folder with your reports, goals and aspirations, participant statement and carer statement with you.
- Take a pen and paper to take notes.
- If you're meeting at the Local Area Coordinator's office allow plenty of time to travel to the meeting. If the meeting is at your home you may like to set aside some time to prepare the area where you'll meet, for example, the kitchen table.

**You can request as much time as you need with your planner.** Be confident and direct your planning meeting to ensure that you are able to give and receive all the relevant information.

We recommend that you make a record of the information given to you by your planner. You can take notes or ask for information in writing. This can be helpful to refer back to.

At your planning meeting, you will be asked about:

- your personal details
- your community and mainstream supports
- how you manage everyday activities
- your safety
- setting your goals
- how you would like to manage the funding in your NDIS plan (see 5. *Manage your plan for more information*).

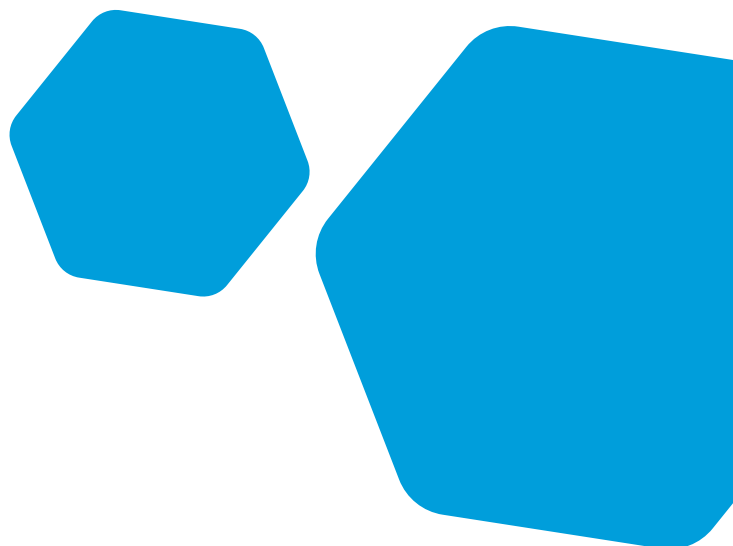
Once you have completed the planning meeting, the information you have given to your planner will be sent to the NDIA for approval. Your planner cannot approve the contents of your plan for you – this is a job for the NDIA.

Your plan will be reviewed every 12 months as your needs and goals change. Your plan can also be reviewed sooner if your circumstances change, or if you are unhappy with the supports set out in your plan.

*See 6. Review your plan.*

## Resources

- The [Amaze NDIS Readiness Resource](#) can also be completed by either a carer or autistic individual
- [Carers Victoria NDIS Carers Handbook](#)
- The [NDIS website](#) has resources, many available in Easy English or video format, to support people before and during the planning process. In particular:
  - [How the planning process works](#)
  - [Creating your plan](#)
  - [Participant booklets](#)





Baahi is 4 years old and was diagnosed with autism 6 months ago and referred to the Early Childhood Early Intervention (EC approach). After some short term early intervention the Early Childhood partner suggested that his parents apply to the NDIS. Baahi received access to the NDIS and his planning meeting is next month. His dad Ananda is preparing a folder with copies of reports from the doctors and allied health professionals who made the diagnosis, and reports and letters from early intervention that Baahi has attended, for example, a social skills group.

Ananda and his wife Dharini also wrote a carer's statement about the level of care they provide to Baahi. They also wrote a participant statement outlining what Baahi likes to do, what he does each day and the areas of his life where he needs support.

Dharini completed the NDIS readiness resource and it helped her to identify that Baahi needs support with toileting and stopping one activity and starting another activity. For example, getting ready to go to kindergarten, as they are often late. After talking with Ananda, they decide to put these areas into the following goal:

For Baahi to continue to develop his participation and his independence during his daily routines. They also write down some points about support with toileting and stopping one activity and starting another activity to discuss at the planning meeting. On the day of the planning meeting they are ready, they grab the folder and go.

---

Contact the Amaze Autism Advisors on 1300 308 699, email [info@amaze.org.au](mailto:info@amaze.org.au) or use the [webchat](#).

This service is open from 8am–7pm, Monday to Friday (excluding public holidays).

**Well done –  
you're halfway  
through the steps.**



keep reading  
this guide

**or**



take a break and read the rest of  
the guide after you receive your  
NDIS plan

**It's up to you!**

# 4 Use Your Plan

Once you've gone through the planning process, met with your Local Area Coordinator (LAC), and been approved for an NDIS plan... what comes next?

## Receiving and activating your NDIS plan

Once you receive your NDIS plan, you will be able to begin using the funding allocated within it. The NDIA must provide you with a copy of your plan within 7 days of it coming into effect.

You will need to register online for **myplace**, the [NDIS Participant Portal](#) on a computer or tablet. It is a secure website for you to view your NDIS plan, request payments and manage services with providers. If you don't have a computer or tablet ask about using one at your local library or community centre.

[Find out more about how to use the myplace portal](#)

## Understanding the supports in your plan

Your NDIS plan will have three sections:

### 1. About Me

This section gives details about where you live and who you live with. It explains the people in your life who support you, and provides details about your day-to-day life. This is the first part of your Participant Statement.

### 2. My Goals

This section lists your goals and the things you would like to work towards during this plan. This is the second part of your Participant Statement.

### 3. My Supports

This section explains the types of supports that will help you work towards your goals. It will include:

- informal supports: such as friends and family.
- community and mainstream supports that are external to your friends and family, such as health or mental health services, schools, community groups, hobby clubs, or other government services.
- NDIS reasonable and necessary support budgets. You can choose how you spend the amount in each budget support area. Where a support is listed in your plan as 'stated', you must purchase this support as it is described. You cannot swap 'stated' supports for any other supports.

## Understanding the support areas in your plan

There are three major support areas that the NDIS will fund, and depending on your individual needs and goals, you may have funding in one or more of these areas.

### Core

A core support enables you to complete activities of daily living, and enables you to work towards your goals.

Core budgets are flexible across the four sub-categories:

- assistance with daily living
- transport
- consumables
- assistance with social and community participation.

You may choose how to spend your core support funding across the different sub-categories, but you cannot re-allocate core support funding to other support purposes (i.e. capital or capacity building).

### Capital

Capital support is an investment, such as assistive technologies, equipment and home or vehicle modifications, funding for capital costs (e.g. to pay for Specialist Disability Accommodation).

Budgets for this support purpose are usually restricted to specific items identified in your plan. These include Assistive Technology and Home Modifications, as well as Specialist Disability Accommodation.

Most items are 'quotable', which means that providers must negotiate a price in a Service Agreement with you.

Supports can include assessment, delivery, set-up, adjustments and maintenance costs.

### Capacity building

Capacity building enables you to build your independence and skills. Budgets are allocated at a support category level, and must be used to achieve your goals. These supports include:

- coordination of supports
- improved living arrangements
- increased social and community participation
- finding and keeping a job
- improved relationships
- improved health and wellbeing
- improved learning
- improved life choices
- improved daily living skills.

You may choose how to spend your capacity building funding within a sub-category, but you cannot reallocate funding to another sub-category (i.e. funding in community participation cannot be moved to improved relationships).

## Support Coordination

This is a type of funding that is designed to help you implement all the supports in your plan, including informal, mainstream, community and funded supports.

Not all participants will receive funding in their plan for Support Coordination. It is a type of support and will only be deemed reasonable and necessary in certain circumstances.

Your LAC can explain to you the different levels of support coordination available.

### Finding the right providers

Your LAC is responsible for helping you understand the different sections in your plan, and helping you connect with different service providers.

If you would like to continue to use your existing service providers, they must be registered with the NDIS (unless your plan is self-managed – you will have discussed this during your planning meeting).

Your LAC will also help you to explore and connect with different community and mainstream supports as you require them.

You can [find a list of all NDIS registered service providers](#) on the NDIS website

### Establishing a Service Agreement with your providers

A Service Agreement is a document that details the obligations for both you and the service provider.

It is important to note that you do not have to continue with an existing Service Agreement if you are unhappy with it.

A Service Agreement will generally include the following details:

- What supports will be provided under your Service Agreement – this may include specifying the type of therapy or intervention (e.g. sessions with a psychologist to assist with anxiety).

- How, when, and where these supports will be provided (e.g. one occupational therapy session per fortnight, to be held at the therapist's office).
- How long these supports will be provided for (this is likely to depend on the funding amount allocated in your individual NDIS plan e.g. one psychology session every month for 12 months).
- How any issues that arise will be dealt with (who can you talk to about any issues you are having, and what is the plan for resolving them?)
- Your responsibilities as a participant (including how much notice you will have to give if you are unable to attend an appointment, if, and what the cancellation fees will be).
- Your service providers' responsibilities (including how they work with you, and how to deliver your supports in the right way).
- The process for making changes or ending your Service Agreement.

### What to do if you're unhappy with your plan

If you're unhappy with the supports that are listed in your NDIS plan, there are processes in place to help you resolve any issues.

An Internal Review is a process where an independent NDIA staff member reviews a decision that has been made by the initial NDIA staff member. This is the most appropriate course of action if you disagree with a decision about the supports in your plan.

A plan reassessment involves the NDIS doing a re-assessment of a participant's support needs, and preparing a new plan on behalf of the participant. You can also request an Unscheduled plan reassessment if there have been changes to your life which you feel affect your NDIS plan.

[Find out more about plan reviews](#) on the NDIS website or call the NDIS on 1800 800 110.

---

For advice on your specific circumstances, contact the Amaze Autism Advisors on 1300 308 699, email [info@amaze.org.au](mailto:info@amaze.org.au) or use the [webchat](#).

This service is open from 8am–7pm, Monday to Friday (excluding public holidays).



Omar is 6 years old and lives with his mother Fran. He was diagnosed with autism before his third birthday. Omar goes to Newmans Specialist School in regional Brookvale and likes playing with Lego and jumping on the trampoline.

One of the goals in Omar's plan is for him to further develop his communication and his receptive and expressive language. The plan contains examples of how he will achieve this goal, for example, by using words such as "stop" and "more" to indicate his needs and wants. Omar received Capacity Building funding in his plan for weekly speech therapy to achieve this goal.

Another goal for Omar is to continue to be supported to regulate his emotional outbursts where possible. The plan contains examples of how he will achieve this goal, for example, offering strategies to assist in the management of his emotional

outbursts. Omar received Capacity Building funding for weekly occupational therapy and weekly psychology to work on these strategies to achieve this goal.

After receiving Omar's plan, Fran registered online for myplace, the [NDIS Participant Portal](#). She looked up the list of all [NDIS registered service providers](#) on the NDIS website to find Occupational Therapists, Speech Therapists and Psychologists in her area and contacted them for an appointment. When Fran had difficulty finding a psychologist to work with Omar she contacted her Local Area Coordinator for advice.



# 5 Manage Your Plan

When creating your plan, you'll need to choose how you want your plan to be managed – that is, how and who you want to manage the spending of your allocated funding.

## Managing your NDIS funding

As part of your planning meeting, you will be asked how you would like to manage your NDIS funding. You can select one of these options, or use a combination to get the right plan for you.

### Self-managed

This option gives you the most flexibility and independence. You will be able to engage non-NDIS registered providers, decide when and how the supports are provided, in line with what is included in your plan. You will be responsible for directly paying providers, managing costs, and keeping a record of purchases and receipts.

### Plan-managed

This option allows you to use a registered plan management provider. They will manage support funding on your behalf. You will be able to engage both NDIS registered and non-NDIS registered service providers.

### NDIA managed

This option allows service providers to claim payment directly from the NDIA when a support has been provided. The NDIA will only engage service providers who are registered with the NDIS.

### Combination

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.

## NDIA plan management comparison table

	NDIA Managed	Plan Managed	Self Managed
No additional cost to you	Yes	Yes	Yes
Choose between NDIS registered providers	Yes	Yes	Yes
Engage non NDIS registered providers	No	Yes	Yes
Manage service agreements	No	Yes	Yes
Prepare and pay invoices	No	No	Yes
Manage NDIA portal	Yes	Yes	No

No matter how your plan is managed, you should regularly check the [myplace portal](#) and your funding to make sure your budgets are on track.

### For more information

To find out more, go to the [NDIS website](#) or call 1800 800 110.

Unsure about how you'd like to manage your NDIS funding? Contact the Amaze Autism Advisors on 1300 308 699, email [info@amaze.org.au](mailto:info@amaze.org.au) or use the [webchat](#). This service is open from 8am–7pm, Monday to Friday (excluding public holidays).



Soula's son Johnny has been seeing the same speech therapist for over a year and they want to use Johnny's NDIS funding to keep seeing her. The speech therapist isn't an NDIS registered provider so Soula will need to ask for Johnny's plan to be self-managed or plan-managed. This gives Soula the flexibility to use both NDIS registered and non-NDIS registered providers for Johnny's speech therapy. Soula chooses plan-managed so the invoices will be paid on her behalf.

# 6

# Review Your Plan

A plan reassessment will usually happen 12 months after your first planning meeting, or if there has been a major change in your day-to-day circumstances.

## What is a plan review?

Your plan review is an opportunity to make sure your supports are working for you and are helping you to achieve your goals. You will also be given the chance to set new goals that build on your previous achievements.

While a plan will usually last for 12 months, you can ask for a shorter NDIS plan, or you may be able to schedule your plan reviews to occur up to two years apart. These options will be dependent on your personal circumstances, and the goals you are working towards.

## Will I lose my supports during my plan review?

The supports provided through the NDIS are designed to change as your needs change. This means that some children and adults who have achieved their goals will no longer require support from the NDIS.

If this is the case, the NDIA and your Local Area Coordinator (LAC) will work with you to support your transition to mainstream and community supports.

The NDIA will also look at the way you have utilised the supports in your plan over the last 12 months to ensure that they are the right supports for you.

If you don't understand the supports in your plan, or are having difficulty using them, it's very important for you to contact your LAC or Amaze who will be able to assist you to ensure that you are getting the most out of your NDIS supports.

## Unspent funding

If you have funding that you have not spent from your NDIS plan, it will be important for you to explain why this is the case.

Some common reasons are that it has been confusing to understand the process, it has been difficult to connect with service providers, or the funding didn't match your needs. It's important to keep records of this.

## How can I prepare for my plan reassessment?

Before your plan review happens, it's important for you to think about how successful or unsuccessful the previous 12 months with your NDIS plan have been.

This will include measuring your progress towards your goals, considering any unmet needs you have, reviewing your current supports and deciding if they are still necessary for you, and considering any new goals that you would like to work towards over the next 12 months.

To ensure that you are able to continue receiving therapeutic supports (such as psychology, speech pathology, or occupational therapy), it will be important for you to get reports from your therapists and bring these to your plan reassessment meeting.

## Unscheduled plan reviews

If your circumstances or needs change, you can request an 'unscheduled plan reassessment'.

It is important to note that your circumstances need to have changed significantly from your last meeting for a plan reassessment to take place. If you simply feel that your plan does not meet your needs, you can request an internal review, which is a separate process.

## Internal reviews

If you are unhappy with an NDIA decision, or the supports included in your plan, you can request an internal review.

If you request an internal review, the NDIA staff member who made the initial decision won't be involved in the review process. You will need to explain why you think the decision was incorrect.

If you're still unhappy with the outcome of the internal review, you can apply for an independent review to be conducted through the Administrative Appeals Tribunal (AAT).

You cannot request for the AAT to review a decision until the NDIA has first reviewed it internally.

---

If you'd like more information about plan reviews, or to get advice on your specific circumstances, contact the Amaze Autism Advisors on 1300 308 699, email [info@amaze.org.au](mailto:info@amaze.org.au) or use the [webchat](#).

This service is open from 8am–7pm, Monday to Friday (excluding public holidays).



Murray is a 30 year old autistic man who has an intellectual disability. At the 12 month review of his NDIS plan Murray and his mum advocated to include funding for Improved Relationships (funding for behaviours of concern and a Behaviour Support Plan from a specialised psychologist).

The new plan didn't include funding for Improved Relationships, so there was no funding for therapists or a Behaviour Support Plan. Murray's mum contacted the Support Coordinator and requested a review of the plan. They were still able to use funds from the Core category of the new plan while they waited for the outcome of the plan reassessment.

# Links

## **Amaze NDIS Planning Hub**

[www.amaze.org.au/ndis-planning-hub](http://www.amaze.org.au/ndis-planning-hub)

## **Amaze NDIS Readiness Resource**

[www.amaze.org.au/support/ndis/ndis-readiness-resource/](http://www.amaze.org.au/support/ndis/ndis-readiness-resource/)

## **Amaze Webchat**

[www.amaze.org.au](http://www.amaze.org.au)

## **Carers Victoria NDIS Carers Handbook**

<https://www.carersvictoria.org.au/our-impact/systems-and-sectors/disability/ndis/ndis-carers-handbook>

## **Check your funding on the myplace portal**

[www.ndis.gov.au/participants/using-your-plan/managing-your-plan/how-use-myplace-portal](http://www.ndis.gov.au/participants/using-your-plan/managing-your-plan/how-use-myplace-portal)

## **Creating your plan**

[www.ndis.gov.au/participants/creating-your-plan](http://www.ndis.gov.au/participants/creating-your-plan)

## **Find a list of all NDIS registered service providers on the NDIS website**

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

## **Find out more about how to use the myplace portal**

[www.ndis.gov.au/participants/using-your-plan/managing-your-plan/how-use-myplace-portal](http://www.ndis.gov.au/participants/using-your-plan/managing-your-plan/how-use-myplace-portal)

## **Find out more about plan reviews on the NDIS website**

[www.ndis.gov.au/participants/how-review-planning-decision](http://www.ndis.gov.au/participants/how-review-planning-decision)

## **Find an Early Childhood Partner near you**

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

## **How the planning process works**

[www.ndis.gov.au/participants/how-planning-process-works](http://www.ndis.gov.au/participants/how-planning-process-works)

## **How to apply for the NDIS**

[www.ndis.gov.au/applying-access-ndis/how-apply](http://www.ndis.gov.au/applying-access-ndis/how-apply)

## **Learn more about the EC approach**

[www.ndis.gov.au/understanding/families-and-carers/](http://www.ndis.gov.au/understanding/families-and-carers/)

## **List of all NDIS registered service providers**

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

## **Myplace portal, the NDIS Participant Portal**

[www.ndis.gov.au/participants/using-your-plan/managing-your-plan/how-use-myplace-portal](http://www.ndis.gov.au/participants/using-your-plan/managing-your-plan/how-use-myplace-portal)

## **NDIS's Am I Eligible tool**

[www.ndis.gov.au/applying-access-ndis/am-i-eligible](http://www.ndis.gov.au/applying-access-ndis/am-i-eligible)

## **NDIS appeals process**

[www.ndis.gov.au/applying-access-ndis/how-apply/receiving-your-access-decision/internal-review-decision](http://www.ndis.gov.au/applying-access-ndis/how-apply/receiving-your-access-decision/internal-review-decision)

## **NDIS resources page**

[www.ndis.gov.au/about-us/publications/booklets-and-factsheets](http://www.ndis.gov.au/about-us/publications/booklets-and-factsheets)

## **NDIS website**

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

## **Participant booklets**

[www.ndis.gov.au/about-us/publications/booklets-and-factsheets](http://www.ndis.gov.au/about-us/publications/booklets-and-factsheets)



Contact Amaze's  
Autism Advisors

Website: [www.amaze.org.au](http://www.amaze.org.au)  
Phone: 1300 308 699  
Email: [info@amaze.org.au](mailto:info@amaze.org.au)

©2019 Amaze

Permission is granted for the content of this guide to be reproduced in its entirety, provided Amaze is acknowledged as the source. Content is provided for educational and information purposes only.

Information about a therapy, service, product or treatment does not imply endorsement and is not intended to replace advice from your doctor or other registered health professional.