

## How to use your NDIS plan

Book 3



Easy English



## Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
- know what this book says



- find more information.

## About this book



This book is about the **National Disability Insurance Scheme** or NDIS.



The NDIS helps people under 65 with a **permanent** and **significant** disability.

Permanent means the disability will **not** go away.

Significant means the disability affects the things people need to do every day.



People with an NDIS plan will get

- supports

and

- services they need.





This book will help you

- know what your NDIS plan says.



- use your NDIS plan.

For example

– use money



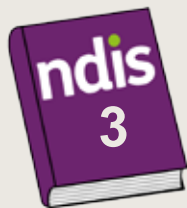
– use disability supports.

- **review** your NDIS plan.

Review means make sure your plan is still right for you.



There are 3 books to read.



This is Book 3.



Book 1 will tell you about the NDIS.

Book 2 will tell you how to make an NDIS plan.



You can also find the books on our website

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

You can use this book when you talk to someone about your plan.



## About your NDIS plan

Write information about your plan here.

1 2 3 4 5 6 7

Write your NDIS number.

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Write the date your plan starts.

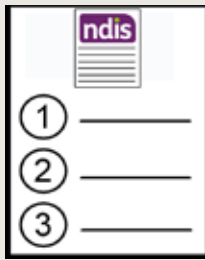
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Write the date your plan ends.

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## How to start your plan



There are different people who can help you to start to use your plan.



### Early Childhood Early Intervention Coordinator

An **Early Childhood Early Intervention Coordinator** or ECEI Coordinator helps children with disability or **developmental delay**



- get skills they need
- do activities each day.

Developmental delay means a person finds it hard to do everyday things.

For example, have a conversation.

You can get help from an ECEI Coordinator if

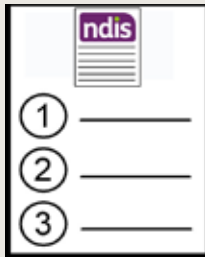
- you have a child between 0 to 6 years old
- your child gets support from the NDIS.



## Local Area Coordinator

A **Local Area Coordinator** or LAC will help you

- know what the money in your plan is for
- review your plan
- use the **myplace portal**.



The myplace portal is a website to show you

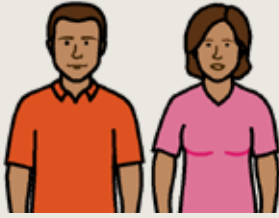
- your NDIS plan
- the services you can choose
- how much money you have for services.



You can get help from an LAC if you

- are 7 to 65 years old
- have an NDIS plan.





## Support Coordinator

A **support coordinator** is someone who can help make your NDIS plan happen.

Your support coordinator is the person you can talk to about your plan.

You can get help from a support coordinator if you

- do **not** have an LAC or ECEI Coordinator in your local area
- need more help with your supports and services.



The support coordinator will

- help you to learn how to use your plan
- help you to be part of your community
- be paid for by money in your NDIS plan.

Write about who helps you with your plan here.



Write their name.

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Write their phone number.

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Write their email address.

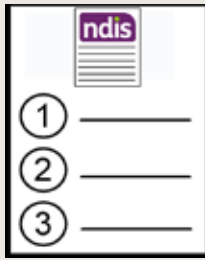
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Write their office address or location.

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## Where to see your NDIS plan



You will get your NDIS plan in different ways.



You will get a copy of the plan

- in the mail

or



- given to you by your LAC or ECEI Coordinator.



You can also see your plan on the myplace portal.

The first time you use the myplace portal you will use a **code** to see your information.

A code is a number or word that only you get to see and use.

Your LAC or ECEI Coordinator can help you.



## Information in your plan

Your plan will include information about

- you.

For example

- about your disability
- who cares for you.



- your family and friends.

For example, the people who help you.

- your services and community groups.



- your **goals**.

Goals are things you want to happen now or in the future.



- money you get for supports.



## When you are not happy with your plan

If you do **not** agree with your plan you can ask the NDIA to review it.

You must ask within 3 months.

You can still use your plan while it is reviewed.



If you are still **not** happy you can ask the **Administrative Appeals Tribunal** to review it.

The Administrative Appeals Tribunal is a group that reviews government decisions.

To contact the AAT

- go to their website [www.aat.gov.au](http://www.aat.gov.au)
- call 1800 228 333.

Your LAC or ECEI Coordinator can help you.

## How to use your plan



You need to think about

- what supports and services you will use
- how to use the money you get in your plan.

The support or service should help you meet the goals in your plan.

The support or service should **not** cost too much.



The money in your plan should last for the whole time you have your plan. Do **not** spend the money all at once.

You should ask if you need help to use the money in your plan.



The support or service should help you

- be part of your community
- have a good relationship with family and friends.

The supports and services you get in your NDIS plan are different to supports and services from other government groups.

For example



- a hospital visit
- education.

The support or service should help you do things you like to do in the community.



The support or service should be safe.



## About service providers

**Service providers** give services to people with disability to support them.



You can choose the service providers that you want to get services from.

You should choose a service provider who can give you the best service for what you need.



Service providers can be

- big companies



- a community group



- small businesses

- one person.





You can choose a service provider who is

- **registered** with the NDIS



- **not** registered with the NDIS.

Registered means the service provider

- has been checked by the government

and

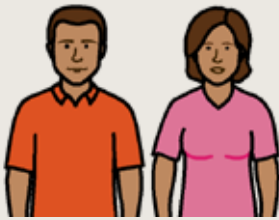


- should give you a safe and good service.



You can get help to find a service provider in your area from your

- Local Area Coordinator
- Early Childhood Early Intervention Coordinator



- Support Coordinator



- myplace portal.

To check if the service provider is right for you

- find out what other people say about their service

- ask family or friends to help you



- ask the service provider questions before you work with them.



You can ask the service provider

- if they are a registered provider



- if they can help you meet your goals



- how much their service costs.

You can choose a service provider that you have worked with before.

You can show some of your plan to your service provider on the myplace portal if you want to.

You do **not** have to show anyone your plan.



Write about the service providers you want to work with here.

Write

- what support you need to meet your goals
- what help you want from your service provider
- the names of the service providers.

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## What supports and services cost

The NDIA makes a list of what supports and services should cost.



This is called the price guide.



You can see the price guide on our website [www.ndis.gov.au](http://www.ndis.gov.au).

You can agree to the cost of your support or service with your service provider.



You must write the cost of your supports and services in your **service agreement** with the provider.

A service agreement says

- who you get supports and services from
- how you will pay for your supports and services
- what to do if you want to stop your supports and services.



Your service agreement is a **legal document**.

A legal document means something the law says you can do or get.



You can get someone you trust to help you know what the service agreement says.



## How to start to use your supports and services

You can start to use your supports and services when you have

- found the support or service that is best for you
- chosen a service provider
- made a **service booking** with an NDIS registered provider.



A service booking means you have made a day and time to get your supports and services.

You do **not** need a service booking if you

- use a service provider that is **not** registered
- manage your own plan money.



You should look at the myplace portal to find out

- how much NDIS plan money you have left
- how much NDIS plan money you have used.



Remember that your NDIS plan money will need to last for 12 months.

If you do **not** use all of your NDIS plan money you will **not** get to use that money in your next plan.



The amount of money you will get in each of your NDIS plans may change.





If you are **not** happy with the support or service you get you can talk to your service provider about the problem.

You can ask someone you trust to help you.

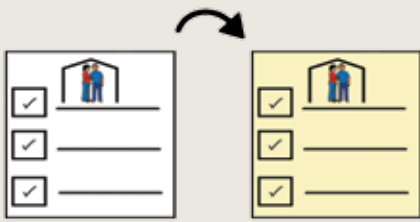


If your problem is **not** fixed you can ask your LAC or ECEI Coordinator for help.



If your problem is still **not** fixed you can ask the NDIA for help.

If you are still **not** happy you can change your service provider.



You need to talk to your LAC or ECEI Coordinator if something changes that will affect your plan.

For example

- your disability needs change
- you get more or less support from family or friends
- you change where you live
- you change where you work
- you get money from another government service for your disability.



## How to review your plan

If you have an NDIS plan we will call you before the plan ends to talk about your plan review.

We will review your plan

- at the end of your plan

or

- when things in your life change.

You can ask someone you trust to be part of your plan review.

For example

- a friend
- an **advocate**.



An advocate is someone who knows what you want. They can tell us what you want.

If your support is through Early Childhood Early Intervention your ECEI Coordinator will review your plan.



You will need to bring information to your plan review meeting.



You must bring information from your service providers to say how the supports and services have helped you to meet your goals.

You can bring information to say what supports and services you might need in the future.

You can ask for help from your LAC or ECEI Coordinator about what information you need.

You can write about the information you need to bring to your review meeting here.



Write about the reports you will bring. For example, a new report from your service provider.

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Your plan review is a good way to make sure your plan works well for you.



For your plan review you should think about

- what worked well in your plan



- what did **not** work well in your plan



- if you reached your goals

- if you need to change your goals

- who can help you meet your goals



- if you still need NDIS support

- if you want to change things in your plan.

You do **not** need to make new goals in every plan.



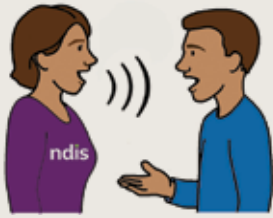
You should make sure your plan helps you to do new things so you can meet your goals.



You might need **less** money or **no** money in your next plan if you have become more **independent** after you get the right supports and services.

Independent means that you can do things

- by yourself
- with less help.



## What to talk about in your plan review meeting

Think about the plan you have now.



Write

- what worked well
- what goals you met.

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Write what did **not** work well in your plan.

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Write what you want to know about how your plan is managed.

For example, you want to change how you manage your NDIS money.

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Write about your goals for your next plan.  
For example, you want to go back to work.

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Write other things that you want to tell or ask us.  
For example, how do I share my plan with service providers?

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## What happens next?



Now you have an approved NDIS plan.



You have chosen your service providers.

You can start to use your NDIS money.

You know what to do if you need to change your plan.



You have an LAC or ECEI Coordinator to help you.

You should bring this book to your plan review meeting.



## More information

Go to our website

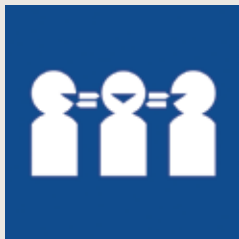
[www.ndis.gov.au](http://www.ndis.gov.au)



Call 1800 800 110

Monday to Friday

8 am to 8 pm



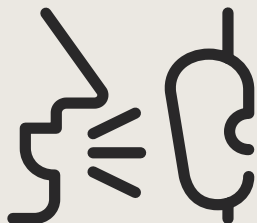
## Telephone Interpreting Service

131 450



## TTY users

133 677 then ask for 1800 800 110



## Speak and listen users

1300 555 727 then ask for 1800 800 110



You can read more about the NDIS in the fact sheets on our website.

You can find fact sheets about

- Support budgets
- How to make a service agreement.

## Notes

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Scope's Communication and Inclusion Resource Centre

wrote the Easy English in August 2018. [www.scopeaust.org.au](http://www.scopeaust.org.au).

To see the original contact The National Disability Insurance Agency.

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