

Leap in! ebook series

A close-up photograph of a woman with dark hair tied back, smiling warmly at a young child with Down syndrome. The child is also smiling and looking towards the woman. They are outdoors, with a blurred green background suggesting a park or garden. The woman is wearing a black halter-neck top, and the child is wearing orange shorts.

# The Essential NDIS Guide:

**An introduction to NDIS basics.**

**Leap in!**



# The Essential NDIS Guide:

## An introduction to NDIS basics.

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All information, reference material and links are correct at the time of publication. The most recent version can be found in the 'Knowledge Centre' at [leapin.com.au](https://leapin.com.au).



## NDIS Quick glossary.

### **Access request.**

A request to join the NDIS by providing details about a disability and its impact.

### **Assistive technology (AT).**

Equipment or devices that help people with disability do tasks more easily or safely.

### **Choice and control.**

The right for participants to choose and manage their NDIS supports.

### **Community and mainstream supports and services.**

Supports and services available to everyone, like education, health, or social groups.

### **Early Childhood Approach.**

Support for children under 6 with delays or under 9 with disability and their families.

### **Funding component amount.**

Money in an NDIS plan for specific supports or services.

### **Funding period.**

The time frame for using a set amount of funding in an NDIS plan.

### **Goals.**

Things participants want to achieve with NDIS and other supports, like learning new skills.

### **Local Area Coordinators (LAC).**

A person the NDIA has appointed to coordinate the delivery of NDIS services in their local area.

### **NDIS Plan.**

A document outlining a participant's goals and funded supports.

### **NDIS Planner.**

An NDIA employee who helps create, update and approve NDIS plans. Can make funding decisions, unlike an LAC.

### **Nominee.**

Someone appointed to make decisions or act for a participant.

### **PACE.**

PACE is the new computer system used by the NDIS to manage plans and services.

### **Plan-managed funding.**

A funding option where a plan manager handles payments for supports.

### **Price limits.**

The maximum price providers can charge for NDIS supports.

### **Pricing arrangements.**

Rules about how and when providers can claim for NDIS services.

### **Provider.**

A person or organisation delivering NDIS supports and services.

### **Service Agreement.**

A contract between a participant and provider outlining services and expectations.

### **Support coordinator.**

A provider who helps participants use their NDIS funding and connect with services.

### **Total funding amount.**

The total budget for supports in an NDIS plan.



# 01

## What is the NDIS?

**The National Disability Insurance Scheme (NDIS) provides support to Australians, their families and carers. It is designed to support eligible people with permanent and significant intellectual, physical, neurological, sensory, cognitive or psychosocial disability.**

The NDIS provides funding so people with disability can:

- Achieve their goals
- Have more time with family and friends
- Achieve greater independence
- Access new skills, jobs or volunteer opportunities
- Enjoy an improved quality of life.

The NDIS is managed by the National Disability Insurance Agency (NDIA). When you hear 'NDIA,' think of it as the organisation that runs the NDIS.



### **Stay informed and get involved.**

The NDIS is undergoing significant changes – many of which are a result of the NDIS Review Final Report, released in 2023. The review made 26 recommendations to change the system of supports for people with disability. To adopt some of these recommendations, the government needed to change the NDIS laws.

Want to find out more about the recent NDIS changes?

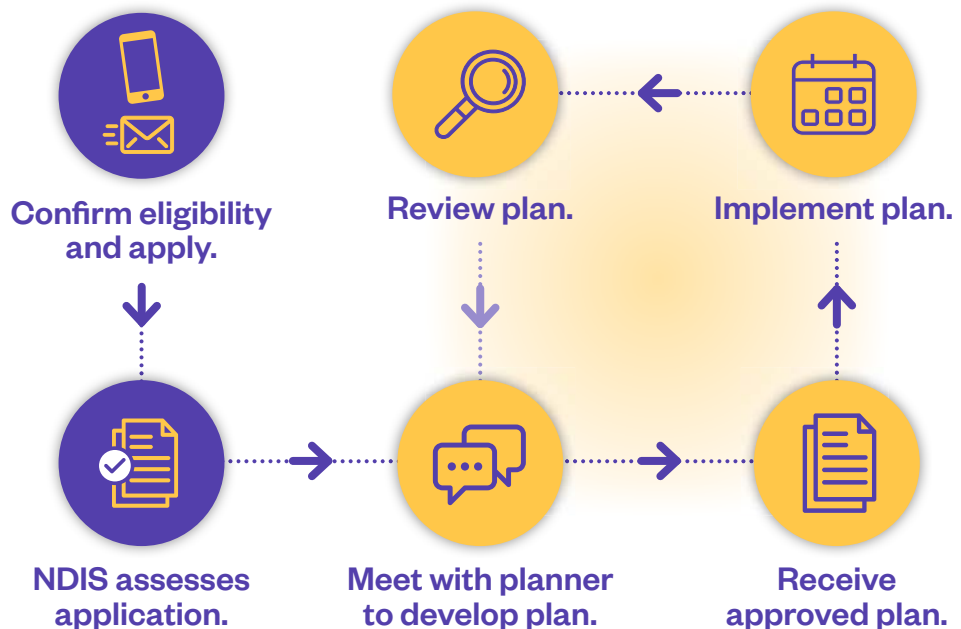
Visit the dedicated [NDIS Changes](#) section on our website for all the latest information.

# 02

## Understanding the NDIS.

### How it works.

The NDIS provides funding to eligible people with disability to access supports and services that help them achieve their goals. Your NDIS journey will typically involve the following steps.



### 1. Make your NDIS access request.

The first step is to apply for the NDIS. This is called making an access request. It's best to contact the NDIS on 1800 800 110 and they will talk you through the application process.

### 2. NDIS assesses your request.

The NDIS will review your application to decide if you're eligible. If you are approved, you will receive a confirmation letter that includes a 'Notice of impairment' which gives you more information about your eligibility for the NDIS.

### 3. Prepare for your NDIS plan meeting.

If your access is approved, start preparing for a planning meeting. Think about your goals, the support you need, and how you'd like to manage your funding.

### 4. Meet with a planner.

You'll meet with a planner to create your NDIS plan. This could be an NDIA Planner, a Local Area Coordinator (LAC), or an Early Childhood Partner (for children under 7). During this meeting, you can ask for plan management if you'd like help managing your funding.

### 5. Receive your approved NDIS plan.

Once your plan is ready, the NDIS will send it to you. It will include the funding you've been approved for across the different funding components (previously known as budget categories). If you're not happy with the plan, you can ask for a plan review.

### 6. Implement your plan.

Now it's time to put your plan into action. Start organising supports and services to give you the supports you need and help you work towards your goals.

### 7. Review your plan.

The NDIS plans are reviewed regularly, usually every 12 months. This is a chance to see what's working, and what's not, and make changes if needed.



#### NDIS 'Notice of impairment'.

The Notice of impairment is a document that lists the impairment/s the NDIS has accepted when deciding on your access to the scheme. There are six categories of impairments: intellectual, cognitive, neurological, sensory, physical and impairments relating to a psychosocial disability.





# 03

## Early Childhood Approach: Supporting children under nine.

The Early Childhood Approach operates nationally under the NDIS, and focuses on:

- Children under six with developmental delay
- Children under nine with disability.

### How does it help?

The approach provides support in two ways:

**Early Connections:** For children under nine and their families. Helps you access the right supports and services to build on your child's strengths. No diagnosis or NDIS eligibility needed

**NDIS Early Childhood Supports:** For children who meet NDIS eligibility requirements. Provides early intervention supports through an NDIS Plan.

### NDIS Early Childhood Partners (ECPs).

These are local organisations funded by the NDIS with expertise in working with young children and their families. They can:

- Observe and assess your child's needs, with your input
- Identify if your child would benefit from short-term early intervention
- Provide information about community supports
- Connect you to early intervention services
- Help you request access to the NDIS if needed
- Monitor your child's progress.

**Note:** ECPs don't provide assessments for diagnosis.

### Extended support until age nine.

Children can now continue working with their Early Childhood Partner until they turn nine, ensuring continuity of support during those critical early school years.



### **How to access the Early Childhood Approach.**

If you have concerns about your child's development:

- 1. Speak with a professional:** Your doctor, maternal and child health nurse, or other health professional can connect you with an Early Childhood Partner
- 2. Contact an Early Childhood Partner directly:** You don't need a diagnosis or NDIS eligibility to get started. You can find an Early Childhood Partner through the [NDIS website](#).

### **If your child is granted access to the NDIS.**

Work with your Early Childhood Partner to develop their NDIS Plan. Prepare for your plan meeting by:

- Starting early and thinking about what your child would like to achieve
- Making notes and keeping examples handy
- Getting input from family, friends, or support workers
- Being as specific as possible about your child's needs.



# 04

## What is 'reasonable and necessary'?

**You'll often see the phrase 'reasonable and necessary' in NDIS documents and conversations.**

It simply means:

- **Reasonable:** Something that is fair
- **Necessary:** Something you need because of your disability

Having a good understanding of reasonable and necessary helps you use your NDIS funds in a way that meets the NDIS guidelines.

A support or service is **reasonable and necessary** if it:

- Relates to your disability
- Helps you pursue your goals
- Improves your ability to take part in everyday life or the community
- Provides value for money
- Is likely to be effective for you
- Does not replace other services you get from friends, family, or the community (known as informal supports) or from other government services (e.g. health and education).
- Falls within the NDIS responsibilities (meaning it's not something that should be provided by the health system, for example).

### **Things that your NDIS Plan won't cover.**

NDIS funding doesn't cover general everyday living expenses that people without disability would be required to pay, such as train travel, rent, groceries, mobile phone or movie tickets. Every person is different so it's important that you are prepared to demonstrate why a request is reasonable and necessary in your situation.



# 05

## Goals and the NDIS.

### What is a goal?

**A goal is something you want to learn, develop or achieve. Services and supports funded by the NDIS may help you pursue your goals and overcome any barriers encountered along the way.**

Goals are an important part of your NDIS Plan because they help the NDIS understand what matters to you and what you want to achieve in your life. These goals might be learning new skills, finding a job, or getting more involved in your community.

For an NDIS Plan to be approved, it must include at least one goal. Each goal should include details about the supports required to get there. It's a good idea to have a combination of short-term and long-term goals.

For step-by-step guidance on identifying and working towards your goals, check out our dedicated [Goal setting and the NDIS ebook](#).



### **Your goals are at the heart of your NDIS Plan.**

They guide the supports and services you receive, helping the NDIS understand what's important to you. Clear, achievable goals are essential to making the most of your plan.




# 06

## NDIS budget categories explained.

Your plan funding is split into funding components (previously known as budget categories). Each component groups similar types of supports.

The main components are:

-  **Core** supports
-  **Capital** supports
-  **Capacity Building** supports.
-  **Recurring** (new)

### **Good to know.**

- Some support categories are flexible, which means you can spend the money from that category on any reasonable and necessary support that meets NDIS criteria.
- In some cases, you can only purchase specific supports that are stated in your plan – the NDIS call these ‘stated supports’ in your plan. This means you can only use your funds to buy those particular items.
- Some supports may require a quote or supporting documentation from a treating professional like a doctor or occupational therapist.



## Core supports.

Core supports are the main NDIS support category, funding the things that help you in day-to-day life. There are two types of Core supports:

### 1. Flexible Core supports.

These support categories can be flexible as long as they are 'managed' in the same way, for example plan managed, NDIA managed or self managed. When your funding is flexible, you can use it to buy supports from other flexible categories as long as they have been included in your plan. Check your plan to see what support categories have been included and if they're described as flexible or stated.

#### The types of flexible Core supports that can be included in your plan.

<b>Assistance with Daily Life</b>	Supports to assist you with personal care tasks like showering, dressing, cooking, cleaning, and short-term accommodation (also known as respite).
<b>Assistance with Social, Economic, and Community Participation</b>	Supports that help you engage in social or community activities, such as attending appointments, shopping, or participating in recreational activities.
<b>Consumables</b>	Funding for everyday items related to your disability needs, like continence products.
<b>Transport</b>	For travel to work or other places to help you pursue the goals in your plan if you can't use public transport because of your disability.

### 2. Stated Core supports.

If you have 'stated' supports, this means you must use your funding in the way that's described in your plan.

#### The types of stated Core supports.

<b>Home and Living</b>	Supports to help you live independently, including Supported Independent Living (SIL), Individualised Living Options (ILO), and medium-term accommodation.
<b>Young People in Residential Aged Care (YPIRAC)</b>	Supports for participants under 65 living in residential aged care facilities.



## Capacity Building supports.

Capacity Building supports help you grow independence and build skills to achieve your goals. Unlike Core supports, this funding component is **not** flexible, so you can only spend it on specific supports within each category.

<b>Support Coordination</b>	Help to understand and implement your NDIS Plan, connect with providers, and coordinate supports.
<b>Improved Living Arrangements</b>	Support to help you find and maintain appropriate housing.
<b>Increased Social and Community Participation</b>	Supports that help you engage in community activities and build skills to participate independently.
<b>Finding and Keeping a Job</b>	Employment-related support, training, and assessments to help you find or maintain employment.
<b>Improved Relationships</b>	Supports to develop social skills and positive interactions with others.
<b>Improved Health and Wellbeing</b>	Supports related to managing the impact of your disability on your health.
<b>Improved Learning</b>	Assistance with transitioning from school to further education like university or TAFE.
<b>Improved Life Choices</b>	Funding for plan management services.
<b>Improved Daily Living Skills</b>	Funding for assessment, training, or therapy to enhance your skills and independence.



## Capital supports.

Capital supports provides funding for equipment, home or vehicle modifications.

The NDIS is very specific in what this funding can be used for, and it must be used as it is allocated. As Capital supports are stated, they usually require quotes and prior approval. There are four types of Capital supports.

<b>Assistive Technology</b>	Items and devices that help you become more independent, such as mobility aids, communication devices, or equipment that assists with daily living tasks.
<b>Home Modifications</b>	Funding for changes to your home to improve accessibility and safety, such as installing ramps, grab rails, or modifying bathrooms.
<b>Assistive Technology Maintenance, Repair, and Rental</b>	Funding for the upkeep, repair, or rental of assistive technology equipment.
<b>Specialist Disability Accommodation</b>	Funding for specialised housing designed for people with significant functional impairment or very high support needs.

## Recurring supports.

Recurring supports are regular payments made directly to you without needing to make a claim. Currently, the only recurring category is Transport. It covers the costs of everyday transport like taxis and rideshare services if you can't access public transport because of disability.



# 07

## NDIS supports lists.

The NDIS has two lists that detail:

- **What you can spend your NDIS funding on (what IS an NDIS support)**
- **What you are not allowed to spend your NDIS funds on (what is NOT an NDIS support).**

### What will the NDIS fund?

The funding components outlined earlier in this ebook give you a good idea of the kinds of things NDIS will fund. For a full list, head to the [‘What does the NDIS fund’](#) page on the NDIS website.

### What isn’t an NDIS Support?

These items and services are not covered by the NDIS:

- Everyday items such as toiletries and cleaning products
- Food or groceries
- Medications
- Mental health early intervention or supports that are clinical in nature, including acute, ambulatory or continuing care or rehabilitation
- School, TAFE or university fees
- Rent or mortgage payments
- Standard household and garden items, appliances, tools and products
- Water, gas, and electricity bills, council rates, land taxes and levies
- Water filters, purifiers, or aerators
- Internet devices (such as modems and routers), landline phones, mobile phones, mobile phone accessories, tablets, and sim cards
- Cruises, holiday packages, holiday accommodation and airfares
- Animals (other than NDIS funded assistance animals) including pets and companion animals
- Ongoing repairs or home maintenance

- Motor vehicles (though it may fund modifications to motor vehicles)
- Entry fees to cinemas or attractions
- Supports provided by other government or mainstream services such as hospital care, community mental health services, unemployment benefits and child care
- Items that are likely to cause harm to you or other people.
- Sexual services
- Alcohol
- Drugs that contravene Commonwealth, State or Territory law
- Cigarettes, vapes and smoking paraphernalia, legal cannabis and stop smoking devices.

For the full lists, see the [NDIS website](#).



### Replacement supports.

In some cases, you can request a replacement support for items generally not funded by the NDIS. There are two categories for replacement supports:

**1. Standard commercially available household items:** If the item relates specifically to your disability and increases your independence, reducing the need for other supports.

- **Purpose:** The item should increase your independence in completing whole tasks and reduce or eliminate the need for a support worker or disability-specific assistive technology.

**2. Smart devices for accessibility or communication:** If you require a smartwatch, tablet, or smartphone due to your disability as an alternative communication device.

- **Example:** A person with complex communication needs who uses a tablet as their primary means of communication, making sharing impractical, where it's the most appropriate solution for their needs.



### Seek approval first.

You must get approval from the NDIS **BEFORE** you buy a replacement support. Anyone who purchases something before written approval is obtained risks having to pay for it themselves. More information is available on the [NDIS Replacement Supports page](#).



## Pricing arrangements and price limits.

The NDIS sets price limits to ensure that people on the NDIS get good value for money when purchasing goods and services with their plan funding.

The NDIS will only fund up to the amount that is set out in the NDIS Pricing Arrangements and Price Limits 2024-25 (PAPL).

Always refer to the latest [PAPL](#) when planning your supports.



### Good to know.

If you are self managed, you can purchase goods and services at a price higher than what's in the PAPL, but you will need to pay the difference.



# 08

## What your plan looks like.

**Your NDIS Plan is a document to help you achieve your goals. It includes information about you and your disability, details of your funding, the components allocated to you and what you want to achieve during the plan period.**

### **NDIS Plan length.**

The length of your NDIS Plan isn't one-size-fits-all. It's tailored to suit your unique needs and circumstances. Most plans typically run for up to 12 months. However, your plan could be shorter or longer, depending on your situation.

- **Shorter Plans**

If the plan is for you or your child, and your needs are likely to change soon, you might receive a shorter plan. This allows for more frequent reassessments to ensure supports keep pace with evolving needs.

- **Longer Plans**

The NDIS is looking to introduce longer plans for people whose needs are unlikely to change, reducing how often plans need to be updated. The NDIS will work with you to decide how long your plan should be.

They'll consider your preferences, goals, and any upcoming changes in your life. It's all about finding the right fit.

Your plan will specify an **'NDIS plan reassessment date'**. This is the date by which your plan must be reviewed if it hasn't been reassessed before then.

**Have questions about your NDIS Plan length or upcoming reassessment? Call our friendly crew on [1300 05 78 78](tel:1300057878), email [crew@leapin.com.au](mailto:crew@leapin.com.au), or [chat with us online](#).**

## Personal details.

The first page of your NDIS Plan contains your personal details, NDIS number and important plan dates.

# Sally Smith

## NDIS Plan

Your plan has personal information about you.  
 You can share it with anyone you choose, including your providers.  
 You can also choose not to share your information.

**NDIS Number**  
123456

**How you like to be contacted**  
Email

**My NDIS Contact**  
 Ben M  
 NDIS Partner  
**Phone:** 1800 800 110  
**Email:** [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

**NDIS plan start date**  
01/08/2024

**NDIS plan reassessment date**  
01/08/2025

We will check-in with you before your plan reassessment date.

**Good to know.**

If your plan started or was reassessed after 19 May 2025, it might look a little different. The new version includes details about funding periods, which will usually be every 3 months.

Keep an eye on the [NDIS website](#) for updates.

NDIS Number: 123456

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**All participant information within this example plan is fictitious**

## Your NDIS funded supports.

The supports pages outline the types of supports you have funding for, how much funding is included and how you can use it.

**ndis**

## Your NDIS funded supports

Total budget amount

# \$39,297.94

01/08/2024 to 01/08/2025

**Your NDIS plan includes:**

- Core supports
- Capacity Building supports
- Capital supports
- Recurring supports.

### Core supports

**Core supports help with your everyday activities, like help to take part in activities in the community.**

Usually, Core supports are **flexible**. If your Core supports are flexible, you will have lots of choice over the Core supports you buy under your plan.

Sometimes your Core supports will be **stated** in the plan. If your Core supports are stated, you can only use the funding to buy the approved supports in the Core supports budget. It cannot be used to pay for anything else.

**Total Core supports funding: \$25,514.42 for core supports**

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**All participant information within this example plan is fictitious**

## Your goals.

Your goals' section shows the goals you've chosen to work towards with support from your NDIS plan.

### Your goals

Your goals are set by you and written in your own words. They help the people supporting you to know what you want to work towards and the things that are important to you. Your goals can be big or small, short term or long term, broad or specific. They can be about anything you want to work towards. You can change or update your goals at any time.

**Your goal:** I want to work more mentoring other people with their digital art and be paid for this.

**How will you work towards this goal?**

I'll join a new art group that I've been invited to. It's called Digital arts access network. It's on a Saturday and in the city. I need to feel confident with how to get there. I'll need help with Auslan from Lindy when I'm there. The group's leader, Grace, says that if it works for me and them, there are mentoring opportunities at this group. People with and without disabilities go to this group. The pay wouldn't be much but it's what I love.

**Your goal:** I want to improve my speaking, so I feel more confident talking.

**How will you work towards this goal?**

I want to go back to a speech therapist to improve my speaking.



## Managing your plan.

When you join the NDIS, there's a lot to understand. One of the first decisions you'll need to make is how you'd like to 'manage' your NDIS Plan. This is a requirement of the NDIS, and you have three main ways to do this. It's up to you which option works best. Here's a breakdown of the different ways to manage your plan.

### 1. Manage your plan yourself – this is called 'Self managed'.

#### What it looks like:

- You can use your funds for any providers or mainstream supports and services as long as they meet the NDIS 'reasonable and necessary' test (they can be NDIS registered or non-registered providers)
- You'll need to open a new bank account just for the NDIS
- You'll need to use a computer or fill in forms to get the money paid back to your bank account for your supports
- You need to keep full records of all invoices and receipts.

#### Pros:

- Full control over your supports and providers
- You have the option to pay prices above what's set in the NDIS Pricing Arrangements and Price Limits.

#### Cons:

- Responsibility for all financial administration and record keeping – wearing many hats can be demanding
- Time-consuming – may reduce time spent on other important activities
- Requires a strong understanding of NDIS guidelines and record-keeping.



## **2. Have the NDIA manage your plan – this is called ‘NDIA managed’ or ‘Agency managed’.**

### **What it looks like:**

- You can only use NDIS registered providers for supports and services with your NDIS funds. Invoices are submitted direct to the NDIS after the service has been delivered, and then the NDIS pays the provider directly.
- You can check in on the myplace NDIS web portal to see how you’re tracking with your funds, see what has been spent and what is remaining
- Being agency managed offers the least amount of choice and control, however is a good option for people who don’t require much flexibility and want to only use registered providers.

### **Pros:**

- Providers are paid directly by the NDIS
- Must use NDIS-registered providers, ensuring compliance.

### **Cons:**

- Limited to NDIS-registered providers, reducing choice
- Less flexibility in choosing how and when supports are delivered



### **3. Manage your plan through an NDIS plan manager – this is called ‘Plan managed’ or ‘Plan management’.**

Choosing a plan manager (like Leap in!) means a professional will handle your NDIS financial administration, pay providers on your behalf, and help you make the most of your funding. If you want to be plan managed, you will need to ask for it during your plan meeting so it can be added to your plan. Plan management is funded separately and does not come out of your NDIS budget.

#### **What it looks like:**

- All of the good bits of being self managed without having to worry about budgeting, record keeping and paperwork
- The NDIS adds extra funds to your plan to cover the cost of your plan manager
- Your invoices can go direct to your plan manager, who coordinates claiming from the NDIS and paying your providers.

#### **Pros:**

- Access to both NDIS-registered and non-registered providers
- Less administrative burden. You focus on achieving your goals
- Expert support with budgeting, tracking your spending, and ensuring funds are used effectively
- Professional guidance on understanding NDIS guidelines and making informed decisions
- Flexibility to choose the providers that best meet your needs, while someone else takes care of payments.

#### **Cons:**

- You can't access services with prices set above the NDIS Pricing Arrangements and Price Limits.



# 09

## Finding and working with providers.

### What are providers?

**Providers are individuals, businesses, or organisations that deliver NDIS-funded supports to people on the NDIS. They come in various forms, including large companies, charities, small not-for-profits, and sole traders. Providers may specialise in different areas such as allied health, personal care, or assistive technology.**

- **NDIS-registered providers:** These providers are regulated by the NDIS Quality and Safeguards Commission and meet specific standards of quality and safety. If your plan is NDIA-managed, you can only use registered providers.
- **Unregistered providers:** These providers can offer services to participants who self-manage or have a plan manager. While they are not formally registered, they must still adhere to the NDIS Code of Conduct.

### Do you have Support Coordination in your plan?

If your NDIS Plan includes Support Coordination, your Support Coordinator (SC) will assist you in finding and working with providers. They can connect you with local providers that suit your specific needs and help you understand your options.



### Working with children.

For families with children on the NDIS, it's a good idea to get in touch with allied health providers such as occupational therapists (OTs), speech therapists, and physiotherapists as soon as possible. Waitlists can be long, so it's best to get on them as early as you can.



### **Service Agreements.**

When you engage a provider it might be necessary to establish a 'Service Agreement' depending on the service they're delivering. A Service Agreement is a written document that outlines the relationship between you and your provider. It sets clear expectations and ensures both parties understand their rights and responsibilities.

A Service Agreement outlines:

- The supports to be provided
- The cost of the supports
- Your rights and responsibilities
- How to resolve any issues.

### **Building strong relationships with your providers.**

Establishing a strong working relationship with your providers is key to achieving your goals. Open communication and mutual respect help ensure you get the most out of your supports. Clearly define your expectations and provide feedback to keep your supports aligned with your needs.



### **Provider requirements and your rights.**

All providers must adhere to the [NDIS Code of Conduct](#), which ensures:

- Respect for your rights and dignity
- Safe and high-quality supports
- Ethical and professional behaviour.

Your rights include:

- Being treated with respect
- Receiving services that meet your needs
- Providing feedback or making complaints without fear of repercussions.



## How to find providers.

Finding the right providers is important, especially if you live in a remote region where there are not many providers available for your needs. Here are some suggestions before you start looking for providers.

### 1. Ask for recommendations.

Talk to other people on the NDIS, your support network, or your Local Area Coordinator for suggestions.

### 2. Research providers.

Organisations like Source Kids, disability peak bodies and advocacy groups can be a great source of information on products and service providers. You can also compare websites and read product or service reviews online to help you choose the best provider or product for you.

### 3. Prepare for meetings.

Before meeting a provider, think about what you would like to achieve and how the provider can support your needs and help you reach your goals. Discuss this with the provider to confirm they can assist in the right way for you.

### After the meeting.

After meeting with a provider, take time to reflect on the information they provided. Compare them with other providers if necessary, and discuss your options with someone you trust. Your SC can offer guidance, or if you don't have an SC, your plan manager can help.



### Questions to ask providers.

- What experience do you have with my disability?
- How can your support help me with my goals?
- Are there extra costs, like travel fees?
- How will you check if the support is helping me?
- How will we stay in touch?



# 10

## Working with the NDIS.

### Making changes to your NDIS Plan.

Life is full of changes, and your NDIS Plan should adapt with you. If your circumstances or needs shift, or if you disagree with the supports allocated in your plan, there are ways to make adjustments.

#### What to do if you don't agree with your plan.

If you receive your NDIS Plan and believe it doesn't meet your needs or goals, you can request a plan variation or plan reassessment at any time.

- **Plan variation:** This is a light-touch approach where minor changes can be made to your existing plan without a full reassessment
- **Plan reassessment:** A full review of your plan might be necessary for significant changes. This involves meeting with an NDIS representative to discuss your needs in detail.

#### How to request changes.

1. **Contact the NDIS:**  
**Call:** 1800 800 110  
**Email:** [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)  
**Visit:** Your local NDIA office
2. **Explain your reasons:** Clearly outline why you believe changes are needed. Provide any new information or reports from your providers that support your request
3. **Submit supporting documents:** Include assessments, letters, or evidence demonstrating how your needs have changed.

#### Internal review of a decision.

If you disagree with a decision made by the NDIS, such as funding amounts or approved supports, you can request an internal review.



### How to request an internal review.

- **Write a request:** Send a written request to the NDIA at GPO Box 700, Canberra ACT 2601
- **Call the NDIS:** 1800 800 110 and ask for a review
- **Email:** [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

When you ask for a review, explain why you think the decision is incorrect. There is also a [Request for a review of a decision](#) form on the NDIS website that can help you prepare the right information.

### What happens next.

- An NDIA staff member who wasn't involved in the original decision will review your case
- They will reconsider all the information, including any new details you provide
- A decision will be made to either uphold or change the original decision.

### Tips for a successful review.

- **Be timely:** You have three months from the date you received your plan to request an internal review
- **Be clear and concise:** Clearly state the aspects of the plan you disagree with and why
- **Provide evidence:** Attach any supporting documents, such as medical reports or letters from your support providers.

**Remember:** Your NDIS Plan is there to support you. If it's not meeting your needs, taking action to make changes ensures you continue moving towards your goals.



## Preparing for your next plan.

As your plan end date approaches, it's time to prepare for your plan reassessment. This is an opportunity to update your goals and supports.

### What is a plan reassessment?

A plan reassessment is the process of reviewing your NDIS Plan when it has almost expired to see if any changes need to be made. You can find the official reassessment date in your current NDIS Plan.

About four months before your current plan is reassessed, your NDIS contact (Local Area Coordinator, Early Childhood Partner or NDIA Planner) will call you to talk about your current plan.

This is called a **'participant check-in'**. During the call, they will see how you are going with your plan, talk about anything that has changed and see if your plan still meets your needs.

They will ask you about:

- How your plan is going
- Your budgets and how you've used your funding
- Any reports you have from providers
- Any new or different information about your situation.

Your planner will use this information to work out if you need a plan reassessment to develop a new plan.

If a plan reaches its reassessment date before the reassessment is completed, the current plan will be varied to extend it by 12 months. This is also known as a 'plan rollover'.

### Plan meeting checklist.

- ✓ Review your current goals and achievements
- ✓ Gather reports from your providers
- ✓ Consider any new goals or changes in your life.

# 10

## How Leap in! can help.

Helping Members navigate the NDIS is at the heart of what we do, and we take this role seriously. We're here to support you every step of the way.

**We're more than plan managers. We're part of your support crew.**



### Expert knowledge & advice

Our team understands the NDIS inside out



### Pre-planning sessions

We'll help you prepare for your plan meetings



### Personalised support

We take the time to understand your unique needs



### Lived experience

Many of the Leap in! Crew have firsthand experience with the NDIS.



### Award-winning

We won 'Most Outstanding Plan Management' in 2023 & 2024.



### Budget tracking

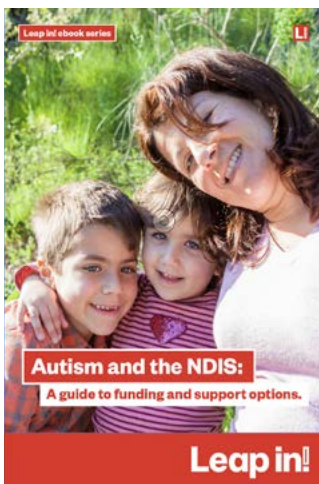
Our award-winning app helps you track and keep an eye on your spending



## Additional resources and support.

### Ebooks.

Explore our range of guides on various NDIS topics.





### The Leap in! app: Your NDIS companion.

Alongside our personalised support, we've developed the Leap in! app – an award-winning tool designed to make managing your NDIS Plan easier and more convenient.

- Budget tracking at your fingertips
- Set and track your goals
- Easy invoice management
- Personalised dashboard
- Keep all your NDIS information in one place
- Secure and convenient

Get all the tools you need to manage your NDIS Plan effectively.

Ready to simplify your NDIS journey? [Check out the Leap in! app.](#)

### Connect with us.

We understand that there are different ways that you might want to talk to us or find out more information, so we have a range of options to suit your needs:

- **Call us:** 1300 05 78 78
- **Visit our website:** [leapin.com.au](http://leapin.com.au)
- **Chat with us online:** Available on our website, Monday to Friday 9am to 5pm AEST
- **TY voice call:** 133 677
- **Speak & listen:** 1300 555 727
- **SMS Relay:** 0423 677 767
- **If you need an interpreter:** call 131 450 and ask them to call Leap in! on 07 3724 0368
- **Email us:** [crew@leapin.com.au](mailto:crew@leapin.com.au)
- **Contact us via post:** GPO Box 1744, Brisbane QLD 4001

Our office hours are 9am to 5pm AEST, Monday to Friday.



## Glossary of NDIS terms.

### **Access request**

A request to join the NDIS by providing details about a disability and its impact.

### **Ages and stages questionnaire**

A tool to check the development of children under 5.5 years and find any delays.

### **Applicant**

Someone who has applied for the NDIS but hasn't been approved yet.

### **Assistive technology (AT)**

Equipment or devices that help people with disability do tasks more easily or safely.

### **Carer**

Someone who provides unpaid care and support to a person with disability.

### **Check-in**

A meeting with an NDIS planner to see if a participant's plan is working for them.

### **Child representative**

An adult who can make decisions for a child under 18, like a parent or guardian.

### **Choice and control**

The right for participants to choose and manage their NDIS supports.

### **Community and mainstream supports/ services**

Supports and services available to everyone, like education, health, or social groups.

### **Community connections**

Local Area Coordinators or Early Childhood Partners who help connect people to local services and supports, even if they're not in the NDIS.

### **Correspondence nominee**

A person who can receive mail or make enquiries for a participant.

### **Developmental concerns**

Delays in a child's development that don't meet NDIS criteria for extra support.

### **Developmental delay**

Delays that make it much harder for children to do everyday tasks without extra help.

### **Early childhood approach**

Support for children under 6 with delays or under 9 with disability and their families.

### **Early childhood partner(s)**

Local organisations funded by the NDIA to support young children and families.

### **Early connections**

Support for children and families, including practical advice and linking to services.

### **Early intervention**

Providing support early to reduce the impact of disability or delays and build skills.

### **Early supports**

Programs to help families and children with developmental concerns build skills.

### **Early supports plan**

A short-term plan for children under 6 to set goals and track progress (not funded by NDIS).

### **Eligibility criteria**

Rules for joining the NDIS, including age, residency, and disability requirements.

### **Funding component amount**

Money in an NDIS plan for specific supports or services.

**Funding period**

The time frame for using a set amount of funding in an NDIS plan.

**Global developmental delay (GDD)**

Significant delays in two or more areas of development in children under 5.

**Goals**

Things participants want to achieve with NDIS and other supports, like learning new skills.

**Health liaison officer (HLO)**

A worker who helps hospital staff and NDIS participants prepare for discharge.

**Informal support**

Help from family, friends, and neighbours that is unpaid.

**Internal review of decision**

A review by the NDIA if someone disagrees with an NDIS decision.

**Justice liaison officer (JLO)**

A worker who helps people leaving custody get the right NDIS supports.

**Key worker**

An early childhood professional who helps families coordinate services for children.

**Lived experience of disability**

A person's personal experience of living with disability.

**Local area coordination**

Help for people with disability to access services and build skills to achieve their goals.

**Local area coordination partners**

Organisations funded to provide local area coordination services.

**Local area coordinators (LAC)**

Staff who deliver local area coordination services.

**my NDIS app**

A mobile app for participants to manage their NDIS plans.

**my NDIS participant portal**

An online portal to manage NDIS plans, supports, and funding.

**my NDIS provider portal**

An online portal for providers to manage services and claims.

**myplace participant portal**

A secure website for managing NDIS plans for older systems.

**myplace provider portal**

A website for providers to make payment claims for services.

**National Disability Insurance Agency (NDIA)**

The government agency that runs the NDIS.

**National Disability Insurance Scheme (NDIS)**

A national program providing funding to Australians with disability for supports and services.

**NDIS Plan**

A document outlining a participant's goals and funded supports.

**NDIS planner**

An NDIA employee who helps create, update and approve NDIS plans. Can make funding decisions, unlike an LAC.



**NDIS Quality and Safeguards Commission (NDIS Commission)**

An agency ensuring quality and safety in NDIS supports and services.

**NDIS supports**

Funded services or equipment to help participants with their disability.

**Nominee**

Someone appointed to make decisions or act for a participant.

**Operational Guidelines/Our Guidelines**

Documents explaining how NDIA decisions are made.

**PACE**

PACE is the new computer system used by the NDIS to manage plans and services.

**Participants**

People approved to receive NDIS supports.

**Partners**

Organisations funded by NDIA to help connect people with support and services.

**Permanent and significant disability**

A lifelong disability that significantly affects daily activities.

**Person with disability**

Someone with long-term impairments affecting daily life and participation.

**Plan-managed funding**

A funding option where a plan manager handles payments for supports.

**Plan nominee**

Someone who helps create or review an NDIS plan.

**Plan reassessment**

A process to update a participant's NDIS plan when changes are needed.

**Plan variation**

A small change to an NDIS plan, like updating goals or contact details.

**Price limits**

The maximum price providers can charge for NDIS supports.

**Pricing arrangements**

Rules about how and when providers can claim for NDIS services.

**Provider**

A person or organisation delivering NDIS supports and services.

**Provider finder**

An online tool to find NDIS-registered providers.

**Reasonable and necessary NDIS supports**

Supports funded by the NDIS that are related to a participant's disability.

**Registered provider**

A provider approved by the NDIS Commission to deliver NDIS supports and services.

**Remote community connectors**

NDIA staff who support culturally appropriate NDIS delivery in remote areas.

**Self-management funding**

Participants manage their funding and pay providers directly.

**Service agreement**

A contract between a participant and provider outlining services and expectations.

**Support coordinator**

A provider who helps participants use their NDIS funding and connect with services.

**Total funding amount**

The total budget for supports in an NDIS plan.

# Leap in!

Call 1300 05 78 78

Email [crew@leapin.com.au](mailto:crew@leapin.com.au)

Visit [leapin.com.au](http://leapin.com.au)



Download the award-winning Leap in! app.



The Leap in! Crew acknowledges the traditional owners of the land on which we work and live. We acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.

At Leap in! we commit to being a safe and welcoming place for lesbian, gay, bisexual, transgender, queer, intersex, asexual and gender diverse (LGBTQIA+) people to work and to live as their authentic selves, without judgement, without discrimination and free from harassment.



Leap in! is part of Attain Healthtech, dedicated to helping people attain better outcomes.

Leap in! Australia | ABN 92 622 499 898 | NDIS Provider #4050030846