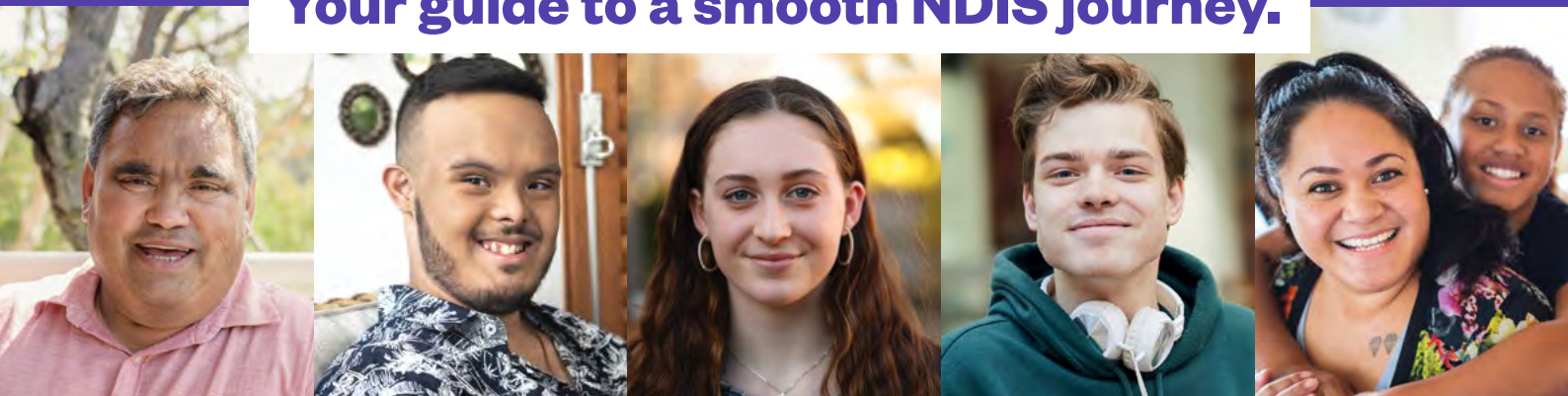




# Welcome

**to Leap in! Plan Management.**

**Your guide to a smooth NDIS journey.**



# Leap in!



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All information, reference material and links are correct at the time of publication.

All reasonable endeavours are made to ensure content remains current.





## Hi and welcome to Leap in!

Thank you for joining Australia's leading plan manager. Leap in! helps thousands of Australians on the NDIS just like you and your family to navigate the NDIS and get the most from your NDIS Plan.

We specialise in supporting our Members at each step of the NDIS process – from preparing for NDIS Plan meetings to paying providers and helping you manage your budgets.

We're here to ensure you have choice and control over how you use your NDIS funds, with financial and administrative support that saves time and reduces stress. With Leap in! you get *Budget Health Checks* on top of your monthly statements, great advice from experienced plan managers, fast payment of invoices and access to a free award-winning app.

This guide is here to help you get started. It includes loads of information about the NDIS, plan management and what you can expect from us. Plus, you'll find out how to use the Leap in! app to manage your NDIS Plan and get answers to your questions.

As a Leap in! Member, you're also part of the Leap in! Member Benefits Club. The L! Club gives you access to special pricing and offers on a huge range of goods and services. Check out the Leap in! website for details.

And of course, if you have any questions, our friendly Crew is here to help. Get in touch with us in any of the following ways:

**Call** 1300 05 78 78

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

**Chat** with us on our website at [www.leapin.com.au](http://www.leapin.com.au)

For other ways to reach us, check out **Contact us** at [www.leapin.com.au](http://www.leapin.com.au).

Thank you for choosing Leap in!. We look forward to getting to know you and supporting you to live the life you want to lead.

***The Leap in! Crew.***



## About Leap in!

We're a business driven by purpose and this is backed by our [People before profit guarantee](#).

We believe that everyone should be able to live their best life and that our Members should have access to everything they need to make it happen.

### We promise to:

- Keep you at the heart of everything we do
- Never cut corners for profit
- Never treat you like a number
- Provide the support you need when you need it
- Help you get the best value from your NDIS Plan, year after year.



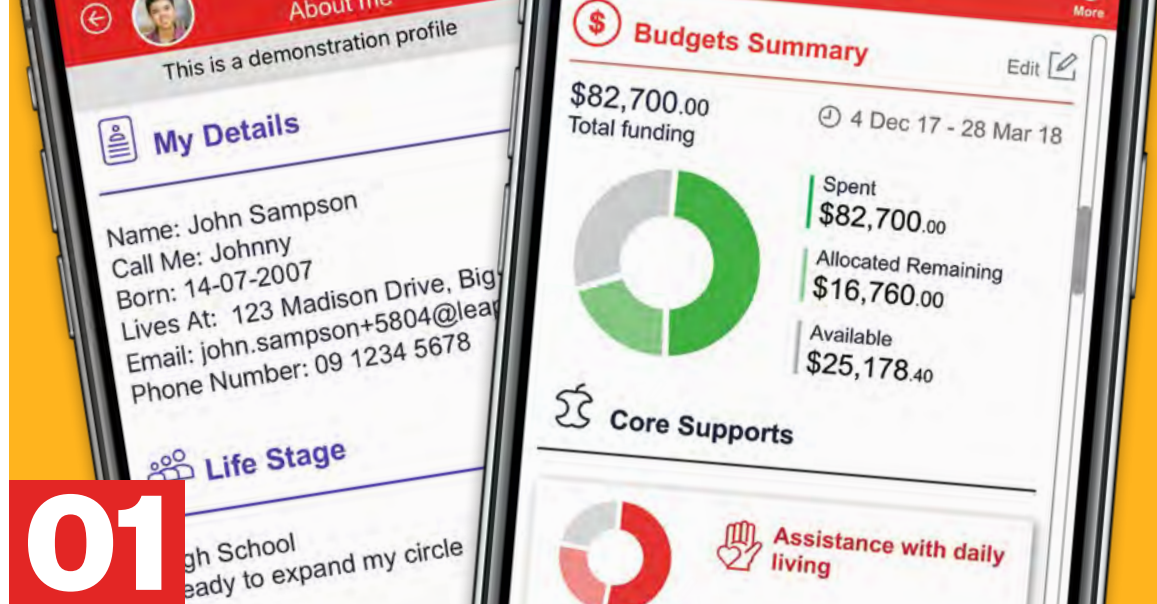
### Recognition.

In 2023, Leap in! was announced as the Most Outstanding Plan Manager at the Australian Disability Services Awards.

In 2021 Leap in! was honoured to be acknowledged by the *Australian Financial Review* as one of the Most Innovative Companies in Australia.

We also won the *Hutchinson Builders Award for Outstanding Social Enterprise* and were one of only four finalists in the *ANZ Award for High-Growth Business* at the 2021 Brisbane Lord Mayor's Business Awards.

Most of all, we're very proud of what we can achieve for our Members.



01

## You've signed up for plan management. What's next?

After you've finished signing up with Leap in! and we have set you up as a Leap in Member, what happens next?

### Get started with your supports.

Firstly, you will receive a notification in the Leap in! app saying "You're good to go! Your NDIS Plan funds are confirmed and you can start to purchase supports." That means we have connected the Leap in! app with your NDIS Plan and you can now use the app to manage your NDIS funds.

**You can start using your budgets and claiming straight away.**

Simply ask your providers to email invoices to [invoices@leapin.com.au](mailto:invoices@leapin.com.au). You also send any reimbursement claims to [invoices@leapin.com.au](mailto:invoices@leapin.com.au).

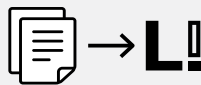
### Start using your NDIS budgets.



1.

#### Find providers.

Engage providers to deliver the supports you need.



2.

#### Providers email invoices to [invoices@leapin.com.au](mailto:invoices@leapin.com.au)

We claim from the NDIS and pay your providers.



3.

#### Track your budgets in the app.

See all you've spent and what you have available.

Once processed, these claims will appear in your app.

- If you have chosen for invoices to be automatically paid, your providers will be paid without requiring your approval.
- If you have chosen to approve each invoice, you will receive a

notification each time an invoice is ready for approval. Invoices that you have not approved within 7 days are automatically approved so your providers can be paid.

- You can have a mix of pre-approved and to be approved if that works for you.

Don't already have the app? Call our Crew on **1300 05 78 78**.

## Welcome call.

After you join Leap in! you will receive a call from one of our specialist Plan Managers. They'll confirm your details, ask if you have any questions and see if they can assist you in any other way.

In your welcome call, we will cover all the important things that make navigating the NDIS and using your NDIS Plan easier.

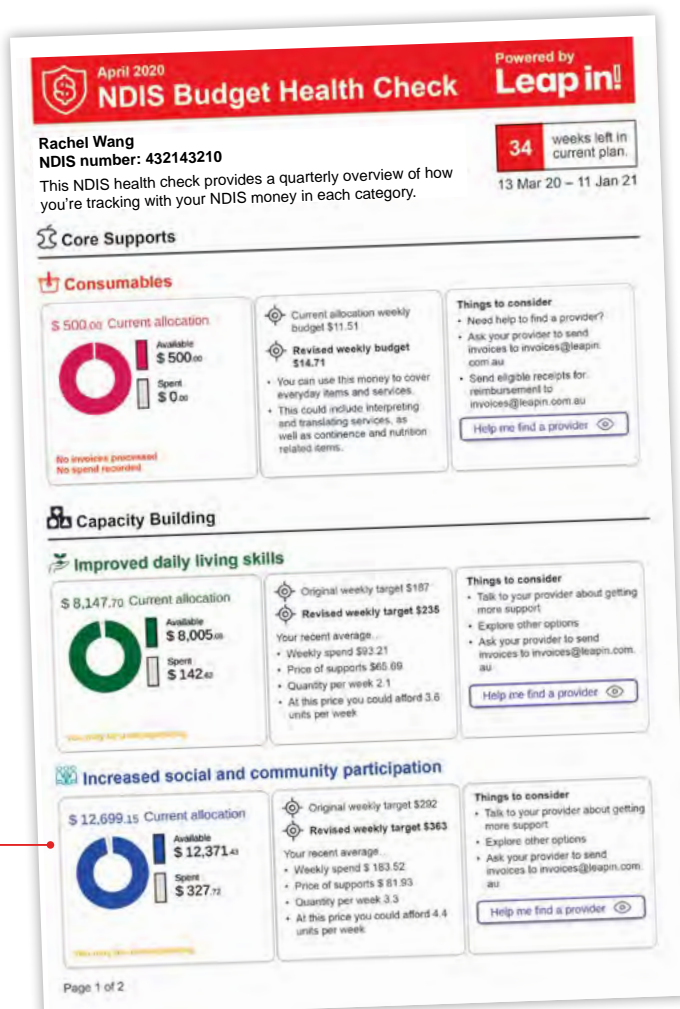
These will include:

- Adding your Crew (such as family members and support coordinators) to the Leap in! app with your permission
- Monthly statements and how to use the *Budget Health Check* feature of the Leap in! app (image right)
- How to review and track your NDIS Plan balances
- Where to find information about invoices processed and paid
- Finding providers using the *Provider Near Me* feature in the app.

We'll also chat about what life looks like for you day-to-day.

If needed, we will explore the different supports that may be available and where to find them.

Here's an example of what your *Budget Health Check* will look like. You'll receive these in addition to your monthly statements so you can see how you're tracking across each of your budget areas.







02

## What you can expect from Leap in!

Leap in! provides proactive support to help you get the most from your NDIS Plan. We help you have choice and control over how you use your NDIS funds and deliver financial and administrative support that saves time and reduces stress.

We take care of the time-consuming administration associated with having an NDIS Plan such as bookkeeping, and tracking and reporting on your spending across your budgets.

With Leap in! plan management, you get:

- Freedom to choose how you use your NDIS funds
- Access to the providers you want (NDIS registered or unregistered)
- Help to keep track of your NDIS funding and budgets including our unique monthly *Budget Health Checks*
- Great advice from a team experienced in the NDIS
- Someone to manage and pay your invoices
- Less administration and paperwork
- Help finding providers near you
- Full access to the award-winning L! app
- Access to the Leap in! Member Benefits Club.

### Helpful resources and expert guidance.

Our team keep up-to-date on the latest information from the NDIS so we can provide helpful free resources and the latest news for our Members. Visit the Leap in! website at [leapin.com.au](https://leapin.com.au) and check out our [Knowledge centre](#) and [News](#) sections.

Our experienced Plan Managers can provide you with advice and guidance on how to get the most from your NDIS Plan. The NDIS can seem a bit overwhelming when you're just getting started, so reach out if you have any questions or are unsure about anything. That's what we're here for!



Chat with us live on our website, call **1300 05 78 78** or email us [crew@leapin.com.au](mailto:crew@leapin.com.au).

If you're looking for NDIS providers, you can search for providers through the [Leap in! Provider Network Directory](#). You and your support crew will also be able to use all features of our free NDIS budgeting and goal planning app and access our exclusive [L! Member Benefits Club](#).

### **No out of pocket cost for L! plan management.**

That means you don't have to pay Leap in! out of your own money to provide plan management services. The NDIS adds **extra** funds to your NDIS Plan to cover the cost of plan management.

The funds for plan management appear in *Capacity Building – Choice and control* in your NDIS Plan.

### **Free NDIS Plan review planning sessions.**

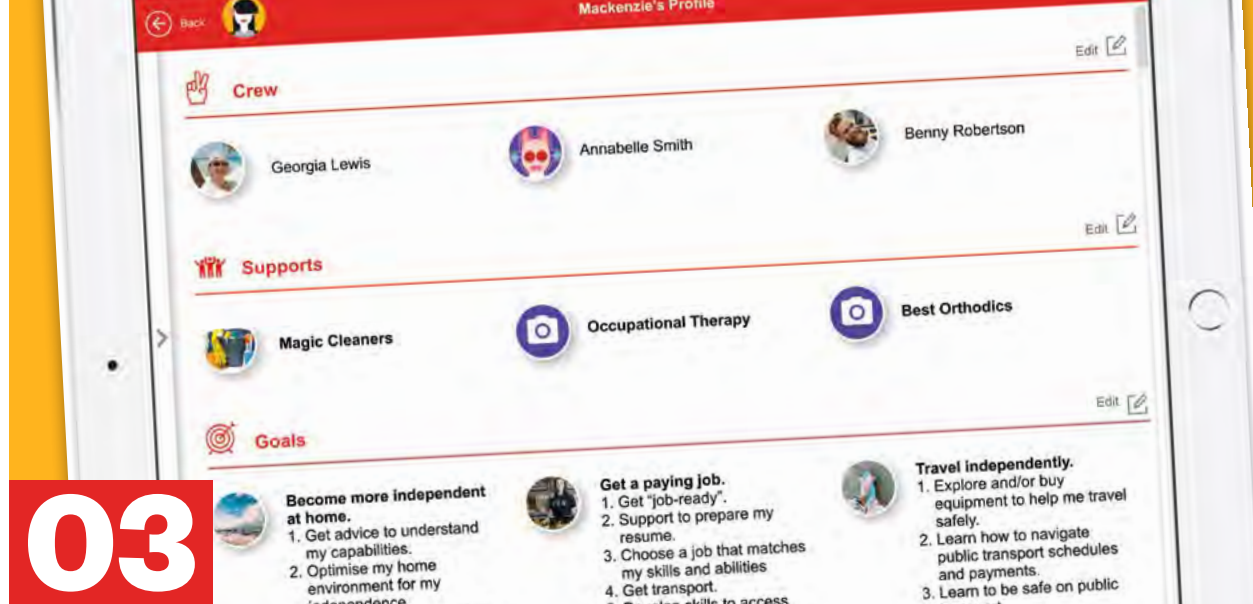
Preparing for your NDIS Plan meetings can be challenging. When you're coming up to the end of your NDIS Plan, Leap in! can help you prepare with a free **NDIS Plan review planning session**.

Each session is customised to your circumstances. Some of the things we can include:

- How to give yourself enough time to be properly prepared
- What questions you need to think about
- How to prepare your records
- The value of a support person
- How to communicate the specifics to your NDIS planner or local area coordinator
- How to make the most of the pre-planning tools on the Leap in! app.

When the time comes to book your free plan review session, call us on **1300 05 78 78** or email [crew@leapin.com.au](mailto:crew@leapin.com.au) to arrange a time.





## How to use the Leap in! app.

The award-winning Leap in! app is the perfect tool to help you get the most from your NDIS Plan. Capture what your life looks like now, tell your story once and share it with others, get help to set goals and manage your NDIS Plan all in one place.

### Start your profile.

Click on **My Profile** at the bottom and select **About me**. This section of the app is where you can put all your personal information in one place.

Complete the following:

- **My details:** Add your address, phone, email, birthday, Plan meeting date and NDIS number
- **Life stage:** How would you describe your life stage or current life transitions? The app includes some suggestions. Select the options that are right for you.
- **Disability:** Add details about your disability. Choose from items in the dropdown list or type your own. Add any extra information.
- **Impact of my disability:** Add information about how your disability affects your life. It's important to be detailed. Complete each section for daily living/self-care, communication, connecting with others, learning and independence.

### It's all about you!

In the **About me** section, the app guides you to enter all the information you'll need to prepare for the NDIS:



**Top tip: Impact of my disability** is a big and important section with a lot of information. It's easy to record your answers using the 'voice to text' feature on your device. Look under 'Settings' to turn this on. You don't have to complete all of this information when you join Leap in!, however the more information you can add, the more effective your preparation will be for your next plan meeting.

- **Favourite things** – this section is helpful to start thinking about what you want to do in the future
- **Health and wellbeing**
- **Home** – where you live and any home modifications
- **Crew** – where you include all the important people in your life
- **Current supports** – including informal and community supports.

There is also a special smart **Goals** section. Using the information you have entered into the app (disability type and life stage), the app will suggest ideas and provide some goal inspiration. You can also use this section of the app to track your goal steps and how you are going over time – perfect tools for having a successful Plan Review meeting.

## Manage your NDIS budgets.

Members tell us that one of the best things about working with Leap in! is being able to track their NDIS budgets with the Leap in! app.

Carefully managing your NDIS funds is important for two reasons:

1. If you don't use all your NDIS funding in the period it is allocated, it doesn't automatically roll into your next plan.
2. If you overspend too early, you're left without funds for the rest of the year and you may need to ask for an early Plan Review.

In **My Budgets** you can see all your NDIS budgets and how your tracking with them in simple, clear graphs.

## Track your spending in real time.

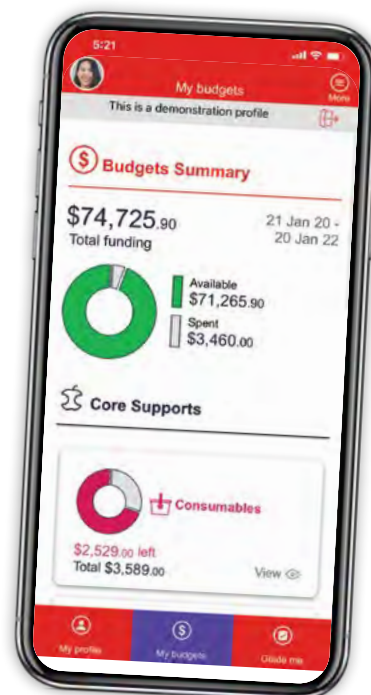
Keep track of your NDIS funding in one place with the app's easy to navigate dashboards. The dashboards work in a similar way to online banking so you can clearly see your budgets in real time, 24 hours a day.

The **Budgets Summary** screen makes tracking spending simple. Our example member, Rachel Wang, can quickly view the status of all her funding at a glance (see screenshot right).

- Rachel has \$74,725.90 in total funding
- She has spent \$3,460
- She has \$71,265.90 available.

Under **Core supports**, Rachel can see how much she has left in each category (image next page).

- **Consumables:** Rachel has a total budget of \$3,589 and \$2,529 left to spend



- **Assistance with Daily Living:** Rachel has a total budget of \$47,000 and has \$46,900 available
- **Assistance with Social and Community Participation:** Rachel has a total budget of \$8,900 and \$8,500 remaining.

## Find out if your spending is on track.

The Leap in! app allows you to quickly check if you're on the right track with spending for each budget.

Reviewing this section regularly helps you to manage funding for the whole year to avoid running out of funds early or not using all of your NDIS budgets.

Let's take a look at **Capacity Building – Improved Health and Wellbeing** on Rachel Wang's profile (see image right):

- You can see that Rachel's spending in this category is 'off track' with only 22% of available funding spent, relative to how long she has had this plan.

## Keep track of expenses.

Keeping track of your expenses is simple. Go to **Payments History** to view invoices that have been paid with your NDIS funding (see image bottom right).

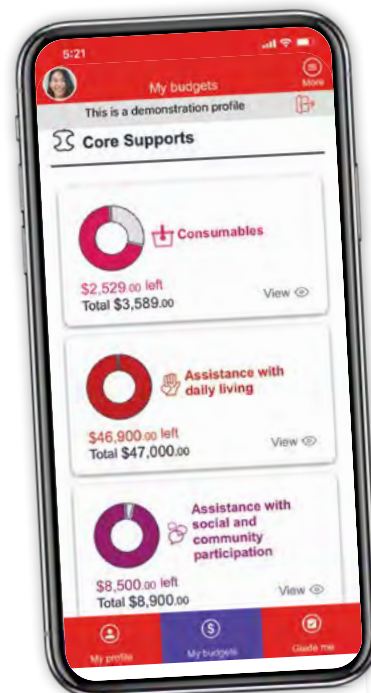
You can also review previous NDIS Plans including allocated budgets and expenses by budget category (the app keeps all your plans over time).

## Claim and approve invoices.

The Leap in! app helps you manage every aspect of your NDIS budget, including provider invoices and payments.

- Review and approve provider invoices for payment
- Check the progress of invoices and claims
- View payment history (image right).

We can also set you up to review or automatically approve all or just some provider's claims to save time.



Provider	Invoice Number	Date	Amount	Status
MS Australia	3424	01 Jul 20	\$300.00	Pending Claim
Capital Support Coordination	478	06 Feb 20	\$100.00	All Paid
Aleva	5645313	01 Sep 20	\$1,000.00	All Paid
Aleva	145	03 Aug 20	\$60.00	All Paid



## Get ready for your NDIS plan review meeting.

Using the app is the easiest and fastest way to prepare for your meeting. Even better, everything you need is in one place.

Once you have added all your details, you can view, print or download a copy of your **Plan Ready Summary**. You'll need to complete all the relevant details in preparation for your Plan meeting including:

- **About Me**
- **Favourite things**
- **Health and wellbeing**
- **Home**
- **Crew**
- **Supports**
- **Goals.**



**Top tip:** A special note about **Goals**. The L! app allows you to tick off each step toward your goals and show your progress through uploading photos. Don't forget you can always call and speak to a member of our crew if you'd like to ask any questions.

Once you have added all your details, you can view or download your **Plan Ready Summary** for your Plan meeting.

- Go to the **More** section in the top right of the app
- Select **My Plan Summary** from the menu
- Choose **View** to check out how your summary is looking and identify areas that need more information
- Choose **Print** to print your summary ready to take to your NDIS meeting
- Choose **Share** to email or export your summary to share with your NDIS Planner or others in your support circle.



## 04

### What is “reasonable and necessary”?

Understanding the phrase “reasonable and necessary” is essential for being clear on what you can and can’t purchase with your NDIS funds. The NDIS provides guidelines about ‘reasonable and necessary’ so NDIS participants can decide if supports and services purchased meet the NDIS requirements.

Simply put, **reasonable** is something that is fair and **necessary** is something you have to have because of your disability.

The NDIS funds “reasonable and necessary supports” relating to your disability to help you live an ordinary life and achieve your goals.

Anything purchased with your NDIS funds must be:

- Related to your disability
- Not a day-to-day living cost unrelated to your support needs
- Good value for money
- Likely to be effective and beneficial to you.

The purchase must also take into account any unpaid, informal supports you receive from family, friends and your support crew (including support workers, support networks and the community).

For more information refer to the NDIS explanation of [what are reasonable and necessary supports](#).

### Supports and services the NDIS may fund.

The types of supports that may be funded by the NDIS are wide ranging and depend on your individual needs. They may include things like supports in the home, allied health services and help to participate in the community or at work.

Examples of things the NDIS may fund:

- Allied health supports such as occupational therapy or physiotherapy
- Assistive technology including mobility aids

- Help around the house such as meal preparation and lawn mowing
- Supports to help you participate in the community
- Someone to drive you to community programs or medical appointments
- Personal care at home or while you are out in the community
- A support worker to help you to access public transport to attend activities in the community
- 24/7 care and respite care
- Programs, activities and support to help you learn new skills and become more independent
- Employment-related supports.
- Home and vehicle modifications.



**Top tip:** Check out [What will the NDIS pay for?](#) to view a more detailed list.

### **Things the NDIS does not fund.**

The NDIS does not fund supports that can be provided by other government or mainstream services such as hospital care, community mental health services, immunisation, rehabilitation, medication, unemployment benefits and child care.

Examples of things the NDIS does not fund:

- Everyday items such as toiletries and cleaning products
- Food or groceries
- Bills such as phone, internet and electricity
- Rent or mortgage payments
- Prescription medications or supplements
- Diagnosis, scans or blood tests
- Mental illness early intervention
- School, TAFE or university fees
- Ongoing repairs or home maintenance
- Motor vehicles (though it may fund modifications to motor vehicles)
- Entry fees to cinemas or attractions.

Every person is different, so it's important that you are prepared to demonstrate why a request should be deemed reasonable and necessary in your situation.





## **Stated supports.**

A stated support is a specific support or service that is funded in your NDIS Plan. The funding cannot be used for any item other than the one specified.

Funding for stated supports cannot be swapped out or used to purchase a different item or a different version of the stated item, without approval from the NDIS.

Some stated supports require a quotation and will be listed in your NDIS Plan at the exact amount quoted by the provider. Stated supports are referred to as 'stated items' in the NDIS Price Guide.

Examples of stated supports include:

- Plan management
- Support coordination
- Assistance from a live-in carer
- On-call overnight monitoring
- Linen service
- Preparation and delivery of meals
- Individualised Living Options (ILO)
- Specialised transport and driving training support
- Some items of assistive technology
- Some behaviour supports.



05

## NDIS budget categories explained.

Your NDIS budget will likely be broken up into four main budget categories or 'support budgets', which can all be used to help you achieve your goals throughout your NDIS Plan.

Depending on your individual needs, you may receive funding in one or more of these categories. These are:



**Core** supports



**Capital** supports



**Capacity Building** supports.



**Recurring** (new)

You can see how much funding is allocated to each category in your NDIS Plan in the Leap in! app if you are a Leap in! Member, or in the *myplace* NDIS portal or *my NDIS* portal (for PACE participants).

The NDIS PACE system is a new computer system for the NDIS. It's going to replace the existing computer system the NDIS uses to communicate with you and manage your NDIS Plan. The key changes introduced with the PACE system include the new NDIS portal and changes to budgets and support categories. These changes are included below.

### 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
- 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 your day-to-day life.

This budget is the most flexible. It is provided as a lump sum with funding able to be used across any of the five categories.

Anything that you use or do that helps you in your daily life could be included as a Core support in your NDIS Plan.



- 1. Assistance with Daily Life** funds support with everyday personal activities that assist you to live as independently as possible at home and in the community. For example, personal care, cooking, cleaning and assistance with making household decisions.



- 2. Assistance with Social and Community Participation** covers supports that improve your ability to participate in community, social and recreational activities.

This includes things like support to attend community-based activities and assistance to participate in social groups.

The activities may take place in a range of locations such as in the community, in a centre or at a sporting venue.



- 3. Consumables** helps you cover everyday items and services relating to disability. These could include interpreting and translating services as well as continence and nutrition related items.



- 4. Transport** helps to cover costs associated with specialised schooling or education programs, reaching your place of employment or participating in recreational or community activities.





**5. Home and living (new)** is a new support category that provides funding to help people live as independently as possible. It covers a range of stated supports that can help you live more independently. There is no flexibility with stated supports. They are restricted to using the funding as described in your plan. Home and living supports include:

- Supported Independent Living (SIL)
- Medium term accommodation
- Individualised living options (ILO)
- Assistance with daily life tasks provided in a residential aged care facility.

### **Flexible Core supports.**

When your funding is flexible, you can use it to buy supports from other flexible support categories, as long as they have the same fund management type. For example, if all your Core support funding is plan managed.

Under the current system, plans have separate amounts listed for each support item under Core supports.

New plans in PACE will have the Core supports budget listed as a total figure to use flexibly across:

- Assistance with daily living
- Social and community participation
- Consumables.

This flexibility does not include transport supports. Make sure you check your plan to see if your funding for these support categories is described as flexible or stated. Stated Core supports such as Supported independent living (SIL), Medium term accommodation (MTA) and Individualised living options (ILO) cannot be used flexibly.



## Capital supports.

A **Capital** support 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. There are four types of Capital supports:

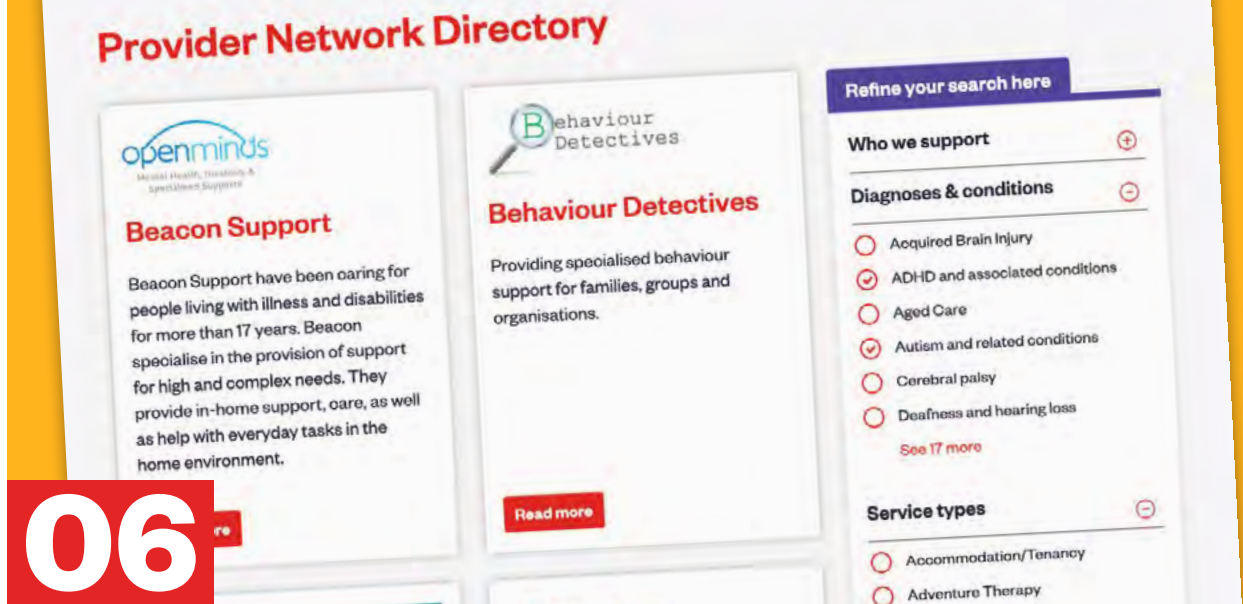


1. **Assistive Technology (AT)** covers any device that allows you to do something that you wouldn't be able to do without it or increase the ease or safety of things you do.

AT may be simple such as modified cutlery or more complex like a custom made wheelchair. The NDIS classifies assistive technology as either low risk (meaning the item is readily available, easy to set up and less likely to cause harm) and higher risk (more complex items or those that require professional advice or installation). This category also covers vehicle modifications.

There are three categories of AT based on cost:

- **Low cost: Under \$1,500 per item.** This might include items such as modified cutlery, walking sticks and non-slip bath mats. These are considered a Core support and can be purchased with your Core > Consumables budget.
- **Mid cost: Between \$5,000 to \$15,000.** Providing you have the relevant evidence and the funding in your plan budget, the NDIS will automatically approve funding for AT items up to \$15,000. No quote is required.  
However, you do need to obtain a letter or report from an AT advisor outlining the item, how it will assist and why it is the best value for money.
- **High cost: Over \$15,000 per item.** All high cost AT purchases need an assessment by a professional AT advisor or assessor and a quote. You may also have to demonstrate that you have trialled the item and it has shown to be effective for you.



## How to find a provider.

One of the questions Members with new plans often ask us is “How do I find providers in my area?”.

Leap in! has made it easy to find relevant providers in your area with the Provider Network Directory on our website and in the Leap in! app.

### Using the Leap in! Provider Network Directory.

The Provider Network Directory is on the Leap in! website. You can access it [here](#).

There are a couple of different ways you can search for providers. One is to scroll through the list alphabetically or search for a term using the magnifying glass in the top right.

The best way to use the Provider Network Directory is with our user-friendly filters. Go to **Refine your search** and use the filters to narrow down your search to find the right providers for you in your area:

- **Who we support:** For example, you can choose from an adolescent, an adult or a child.
- **Diagnoses and conditions:** We have listed some of the most commonly searched categories here. You can filter your search by selecting any of these or none at all.
- **Service types:** Here you can select any of the 75 categories listed, including options such as dietetics, types of therapies and counselling, accommodation options and more.
- **Locations:** Filter by state and even break down to common local areas.

The providers that match your filters appear on the page. Click on a provider for more information including the services and supports they offer, contact details and a link to their website.

Click on the red **Send Enquiry** button to complete a form that will send your enquiry and details to the provider. Once your message is received, the provider will reach out to you.

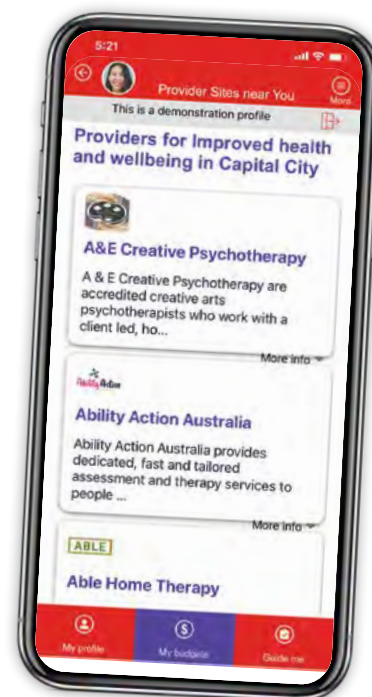


## Match a provider to your unused NDIS budget.

Did you know that Leap in! can help you connect with providers near you, matched to the budgets available in your NDIS Plan?

Here's how:

1. Navigate to the **My Budgets** section of the app and select one of your budgets.
2. View the **Tracking** section to see if your budget for that item is on track or if you have underspent or overspent.
3. If you still have funds left to spend, scroll down and look for the button that says **Show me providers near me that can help**.
4. This will open up a list of local providers in your area that can assist with supports related to that budget. For example, if you have unspent funds in **Improved health and wellbeing**, the app can connect you with relevant providers.
5. Review the provider's information and send a direct enquiry if you're interested. The app will automatically populate some fields from your profile.





**07**

## **How to ensure your providers are paid quickly.**

Invoices from providers for NDIS-related products or services can be submitted for payment by email to [invoices@leapin.com.au](mailto:invoices@leapin.com.au). Ask your providers to send their invoices direct to us at this email address.

Leap in! submits invoice claims to the NDIA every business day. Claims are processed in order of receipt and can be tracked by providers using the Leap in! Provider Toolkit.

The Provider Toolkit has a great feature that lets providers see the status of your invoices with us. Each provider has a dedicated link to the toolkit where they can search for current and past invoices and see where they are in the processing, claiming and payment pipeline.

The Provider Toolkit is easy to use and available 24/7. Your provider can contact our Provider Relations Team on **1300 05 78 74** for a unique URL to gain access.

### **What your providers should include on an invoice.**

To make sure your invoices are paid quickly, please ask your provider to include the following information:

- Your name as it appears on your NDIS record
- The sole trader, business or company name
- Their Australian Business Number (ABN)
- An invoice number (a different invoice number for each invoice is required)
- Date the invoice has been issued
- Date the service was delivered (where possible)
- Basic description of service or product (including units or hours of service delivery)
- Relevant NDIS line item/s for service or product
- Hourly rate charged for the support



- Whether GST was applied to the product or service
- Total amount owing
- Details for payment
- Contact details (including a telephone number)

Leap in! has an [invoice template](#) that providers can download from our website.

There are also [Provider Frequently Asked Questions](#) (FAQs) and [Payment FAQs](#) available on our website, or providers can contact our Crew on **1300 05 78 74**, email us at [partners@leapin.com.au](mailto:partners@leapin.com.au) or chat via our website.



## 08

### How to make changes to your NDIS Plan.

Members often ask us what happens to their NDIS Plan when personal circumstances change. Perhaps the level of care your family can help you with is no longer the same or your living arrangements have changed?

If you need a change in your plan funding to meet new circumstances, you will need to request a Plan Review. For minor changes, informal reviews may be possible.

These requests can take time so it's important that you contact the NDIS or your Local Area Coordinator as soon as possible to start the process.

#### **Change in circumstances.**

A change in circumstances could change the way you access or use your NDIS Plan. If this is the case, you need to complete the NDIA change of circumstances form and contact the NDIA.

Changes can include things like:

- Significant changes in care or support provided by family or friends. For example, a family member who has provided informal support has a new job and you need to replace this support.
- Changes to your disability needs. For example, you have experienced an increase or decrease in your support needs.
- Changes to your living arrangements. For example, you have moved into a new house or the people you live with have changed.
- Changes to your employment. For example, if you change from part-time to full-time work.
- Your health and wellbeing have changed. For example, your disability is affecting your health in a different way.

If you receive any compensation or claim related to your illness or disability, you will also need to complete the form and contact the NDIA.



A change of circumstance or change request does not always mean that the NDIA will make a change to or review your Plan.

### Informal reviews.

An informal review is often called a 'light touch' review. If you already have a Plan, it's three months or less since it started and something is not quite as expected or not suited to your needs, [contact the NDIA](#) or your Local Area Coordinator for an informal review.

It's important that you have as much information as possible about your needs and supporting documents or reports if necessary.

### Formal reviews.

A formal review can take place as your current NDIS Plan is nearing its end. In most circumstances, a Plan will continue for the following period with many similarities to the current period. However, if you are unhappy, have new goals or need to make a change to better suit your needs, you can [contact the NDIA](#) to request a Plan Review at any time.

Again, it's important that you have as much information as possible about your needs, and supporting documents or reports if necessary, when requesting any review.



**Top tip:** Still not sure about how to tackle changes to your NDIS Plan? Call us on **1300 05 78 78** and speak to a member of our crew – we're here to help.



**Top tip:** If you're unhappy with the outcome of a formal or informal review, you can apply for further review with the [Administrative Appeals Tribunal](#) (AAT). This must be done within 28 days of the initial review decision.



09

## Who's who on your NDIS journey?

Getting your head around all of the different people and roles associated with your NDIS Plan can be challenging. With different people in different organisations and so many acronyms, it's not surprising! Below, we cover the main job titles that you will come across on your journey and what they do.

### **NDIS Planners.**

An [NDIS Planner](#) helps identify what supports are needed to help achieve your goals and create a plan to help you reach those goals. NDIS Planners are the people you will meet to develop your NDIS Plan.

### **Early Childhood Partners.**

An [Early Childhood Partner](#) is usually contacted if a medical professional identifies potential concerns with a child's development. Early Childhood Partners can assist parents and guardians to create a plan for the child's supports, apply for the NDIS if required, provide helpful information or referrals to services and help to monitor the child's progress.

### **Local Area Coordinators.**

[Local Area Coordinators](#) (LACs) are local organisations working in partnership with the NDIA, to help participants, their families and carers access the NDIS. LACs will help you write and manage your NDIS Plan and connect you to mainstream services and local and community-based supports.

### **Support Coordinators.**

A [support coordinator](#) can help you understand and implement your NDIS Plan to help you reach your goals. A support coordinator can help you connect with providers, as well as negotiate rates and hours with providers on your behalf. They can also assist with the development of suitable service agreements with providers. If you need additional support to use your NDIS Plan or have complex needs you may be able to access support coordinators and specialist support coordinators.



## Common NDIS-related terms.

### **Access requirements.**

The [criteria](#) a person has to meet to be eligible for the NDIS.

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

[Assistive technology](#) is any device or system that allows you to do something that you wouldn't be able to do without it (or can be used to increase the ease or safety of things that you do). Examples include handrails, home modifications, hearing aids and wheelchairs.

### **Budget categories/support budgets.**

The funding in an NDIS Plan is broken up into [three main budget categories](#). You may receive funding in one, two or all three budget categories. The three budget categories are: Core supports, Capital supports and Capacity Building supports. Each NDIS budget can be used for specific purposes.

### **Capacity Building.**

[Capacity Building](#) is one of the three main budgets in an NDIS Plan. Funding for Capacity Building can be used to purchase supports that help a participant become more independent, such as help to find and keep a job.

### **Combination plan.**

A [combination plan](#) is where a participant chooses several different ways to manage their NDIS Plan. You can choose from plan management, self manage or Agency managed, or a combination of these. For example, NDIA managed for Capital supports and plan management for the rest.

### **Consumables.**

[Consumables](#) is one of the three main budgets in an NDIS Plan. Consumables are everyday items required to manage your personal disability-related needs. They're usually items that don't cost much like pull-ups, catheters and modified eating aids.

**Core supports.**

[Core supports](#) is one of the three main budgets in an NDIS Plan. It funds things that help a participant in their day-to-day life. Core supports are the most flexible part of an NDIS budget.

**Early Childhood Approach (previously ECEI).**

The Early Childhood Approach is the way the NDIS works with children younger than 7 who have a developmental delay or disability.

**Eligibility.**

[NDIS eligibility](#) is based on several criteria including age, residency and disability. There are also specific requirements for children aged 0-6 and people with psychosocial disabilities.

**Informal supports.**

[Informal supports](#) is the term used to describe the help NDIS participants receive from people they know. The supports are considered “informal” because there is no exchange of money and no formal agreement or arrangement in place. They are not funded by the NDIS.

**Mainstream services.**

The government systems providing services to the Australian public e.g. health, mental health, education, justice, housing, child protection and employment services

**NDIA.**

The National Disability Insurance Agency (NDIA), the Commonwealth Government agency that administers the National Disability Insurance Scheme (NDIS).

**NDIS.**

The National Disability Insurance Scheme, a federal program that provides support for Australians with a disability.

**NDIS budget.**

An amount of funding that NDIS participants are allocated in an NDIS Plan that can be used to purchase reasonable and necessary supports related to their disability support needs. The budget is different for each individual.

**NDIS Plan.**

This can also be known as a support Plan or just a Plan and is a written agreement which is developed with a participant. It states an individual's goals and needs, and the support and funding that the NDIS will provide. Plans run for the next 12 – 36 months.



**NDIS Plan meeting/NDIS planning meeting.**

A meeting that takes place between an NDIS participant and an early childhood planner, LAC or NDIA Planner. Together they discuss the participant's goals and the NDIA then builds a personalised NDIS Plan to help the person achieve their goals. The meeting can take place in person or over the phone.

**NDIS Plan review meeting.**

Generally, each participant works with the NDIA to review their plan every 12-36 months. A plan review is an opportunity for participants to look at their progress and set new goals to increase their skills and independence. A new or updated NDIS Plan may be developed.

**Participant.**

When a person is eligible for NDIS support, they are called a Participant.

**Price limits/NDIS Price Guide.**

[Price limits](#) are the maximum prices that registered providers can charge for specific supports. Participants and providers can negotiate lower prices than those specified in the NDIS Price Guide ([www.ndis.gov.au/providers/pricing-arrangements/](http://www.ndis.gov.au/providers/pricing-arrangements/)).

**Provider.**

Someone who has products or services to help you pursue the goals in your NDIS Plan. You can choose your providers and change providers at any time.

**Supports.**

Supports are services or products that help a person undertake daily life activities, enable them to participate in the community and pursue their goals.

**Reasonable and necessary.**

Reasonable means something fair and necessary means something you must have. The NDIS funds [reasonable and necessary](#) supports relating to a person's disability to help them live an ordinary life and pursue their goals.

**Registered provider.**

A [registered provider](#) is an individual or a business that is registered with the NDIS to provide supports or services to NDIS participants. Registered providers need to go through a series of checks to ensure they meet NDIS guidelines.

**Unregistered or non-registered provider.**

A [non-registered or unregistered provider](#) is an individual or business that provides supports or services and is not registered with the NDIS (although they are required to follow the NDIS Code of Conduct). Some examples are private businesses, online stores, retail shops and some allied health professionals.

Some of this information was sourced from the [NDIS Glossary](#).



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## Frequently asked questions.

### **How does NDIS funding work?**

Funding under the NDIS is individualised, based on goals and outcomes. Your Plan is developed following a Plan meeting and can be reviewed as your goals change.

### **Is NDIS funding means tested?**

Funding from the NDIS is **not** means tested and has no impact on income support such as the Disability Support Pension and Carers Allowance.

### **Can I take someone else along to my NDIS Plan or Plan Review meeting?**

Yes. You can ask a family member, close friend, your partner or a person who supports you (someone you know and can trust) to come with you.

### **What if I don't agree with my NDIS Plan when I receive it?**

You can request a review of your Plan with the NDIA (this must be made within three (3) months of receiving your Plan).

You can make the request by:

- Calling the NDIS on 1800 800 110
- Writing to the CEO of the NDIA at GPO Box 700, Canberra ACT 2601
- Emailing a request to [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)
- Visiting an NDIS office or
- Completing the application for review of a decision form on the NDIS myplace participant portal.

### **What happens when I ask to have my Plan reviewed?**

Your review will be conducted by an NDIA staff member who was not involved in the original decision making. They will reconsider the facts, law and policy aspects of the original Plan and determine if it was accurate. They are also able to consider any new information available.



**I have not spent all my NDIS funds. Do they roll over into the next Plan?**

No. Any unspent funds are returned to the NDIA.

**What happens when I turn 65?**

If you are currently receiving funding under the NDIS and you turn 65, you can either choose to remain with the NDIS or you can transition to the aged care system.

**Do I need a service agreement with every provider?**

A [service agreement](#) is a simple, written document that explains your responsibilities and the responsibilities of a service provider. Service providers are people or businesses that provide services to you such as physiotherapy, cleaning or other supports. We recommend that you have a separate service agreement with each person or business that provides you with services.





## **Handy contact numbers and resources.**

### **Leap in! Plan Management**

Members – **1300 05 78 78**

General enquiries and support email – [crew@leapin.com.au](mailto:crew@leapin.com.au)

Providers – **1300 05 78 74**

Send invoices to [invoices@leapin.com.au](mailto:invoices@leapin.com.au)

Website – [www.leapin.com.au](http://www.leapin.com.au)

Provider Network Directory – [www.leapin.com.au/ndis-provider-network-directory/](http://www.leapin.com.au/ndis-provider-network-directory/)

### **NDIS**

General enquiries – **1800 800 110**

Email – [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

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

LAC contacts – **1800 800 110**

For people with hearing or speech loss – **TTY: 1800 55 56 77; Speak and Listen: 1800 55 57 27**

For people who need help with English – **TIS: 13 14 50**



### **Leap in! resources.**

- [Leap in! guides and ebooks](#)
- [The Essential NDIS Guide: An introduction to NDIS basics.](#)
- [NDIS Plan meeting checklist](#)
- [Video: Getting the most out of your NDIS Plan](#)
- [Leap in! Provider Network Directory](#)
- [Provider invoice templates](#)
- [About the Leap in! app](#)

### **NDIS resources.**

- [The NDIS in each state](#)
- [Participant rights and responsibilities](#)
- [How the planning process works](#)
- [Working with providers](#)
- [Providers and pricing](#)
- [Pricing arrangements and price limits](#)

# Leap in!



**1300 05 78 78**



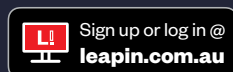
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**Download the award-winning Leap in! app.**



The Leap in! crew acknowledge 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.