

Navigating Your Child's NDIS Plan

Book Two

A guide for parents raising a child
with a disability, developmental delay,
autism, genetic, rare, undiagnosed
and/or chronic condition



ACKNOWLEDGEMENTS

Kiind wishes to thank the many Kiind families that appear throughout this guide.

kiind.
Formerly Kalparrin



Government of Western Australia
Department of Communities



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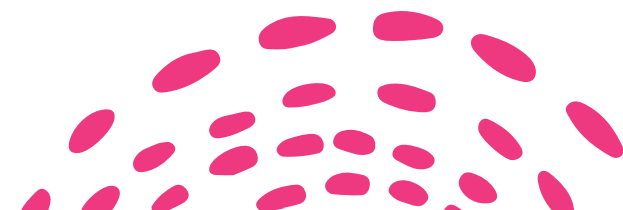
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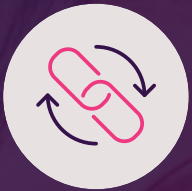
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Welcome to Kiind

Kiind is a not-for-profit organisation supporting thousands of families who are raising children, aged between birth and 25 years, living with disability, developmental delay, autism, genetic, rare, undiagnosed and/or chronic health conditions.

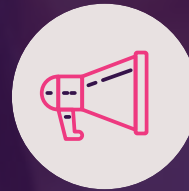
Through our three pillars of support, we'll help you:



Connect with other families and provide practical guidance and navigation to find the services and supports your child needs.



Learn with information, tools and resources to build your knowledge and advocate confidently for your child.



Be heard by adding your experiences to those of others and presenting a collective voice to disability policy-makers.

Join Kiind - it's FREE!

When you join Kiind, you can expect one-on-one support from a professional Peer Navigator, connection to other families and access to collective knowledge, information, tools and resources to save you time and frustration as you travel your child's disability journey.

So join us today.

kiind.com.au



Our Peer Navigators all have lived experience of caring for a family member with disability. They have extensive knowledge of the health, disability and education systems and can help you find the answers you're looking for to best support your child and your family.

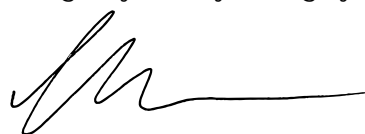
Introduction

This guide has been developed for parents and caregivers who have recently received their child's first NDIS Plan. It aims to provide step-by-step guidance for implementing your child's support needs, keeping track of spending and tips and ideas to help you make the most of the flexibility available with your Plan.

In this guide you'll find useful information to help you understand what's included, (or not included), with your child's funding, how to appoint service providers and purchase supports, things to consider when setting up a service agreement and what to do if the Plan is not working or circumstances change and you need to change your child's Plan.

Use this guide as a reference tool. It is also available online via our website (Kiind.com.au) where you can find other helpful information and resources.

In the meantime, on behalf of myself and the dedicated team at Kiind, we look forward to supporting you as you navigate your way through your child's NDIS journey.



Carrie Clark
Chief Executive Officer
Kiind



This guide is one of a family of helpful publications by Kiind:

- First Steps
- Getting Started with the NDIS, Book 1
- **Navigating Your Child's NDIS Plan, Book 2**
- NDIS Planning Workbook
- Template for Developing a Carer Statement
- Emergency Care Plan



Receiving your child's NDIS Plan

Following on from the NDIS Planning Conversation, your Early Childhood Partner (ECP), Local Area Coordinator (LAC) or NDIA Planner will formulate your child's NDIS Plan and allocate funding accordingly.

The NDIA aims to provide Plan approvals within 90 days for children aged seven* or under and within 56 days for those over the age of seven*, however, timeframes vary significantly, particularly if more information or an assessment is required.

Once your child's Plan is finalised, you will receive a copy of your child's approved NDIS Plan, usually in the mail and via email. The Plan will also be uploaded on to the NDIS myplace portal.

How long will my child's NDIS Plan last?

During your child's Planning Conversation, you will have discussed with your ECP, LAC or NDIA Planner a suitable duration for your child's NDIS Plan and this will be stated on the Plan that you receive. Often a first Plan may last for one year, particularly for children under the age of seven* whose support needs may still be emerging. However, Plan durations vary depending on the individual. Where circumstances are stable and support needs relatively predictable, a longer Plan duration may be more suitable. Generally speaking, the NDIA will attempt to accommodate the preferred duration of your child's Plan where appropriate.

NDIS myplace portal

The myplace portal is a secure website portal on the Australian Government's myGov website that enables you to access, manage and keep track of the funding in your child's Plan. You will be able to:

- See your child's NDIS Plan (and previous Plans if applicable).
- Check contact details.
- See messages from the NDIS.
- Upload documents, including assessments or Service Agreements.
- Find service providers.
- Share your child's Plan, or parts of their Plan, with service providers.
- Create and manage service bookings from service providers.
- Create and view payment requests.

You will need to use your myGov account to sign into the portal. If you already have a myGov account for other government services, such as Medicare, the Australian Taxation Office or Centrelink, you can use the same myGov account for the NDIS.

You will also be given an activation code to use the first time you access the myplace portal. It is important that you access myplace as soon as possible after you receive your activation code, as the code will expire after 10 days.

If your activation code expires and you need another one, you can contact the NDIA on 1800 800 110 or contact your ECP, LAC or NDIA Planner.

For instructions on how to set up a MyGov account if you don't have one already, or for guidance on how to use the myplace portal, there are resources available on the NDIS **website** or you can call 1800 800 110.

* The NDIA is proposing to increase the eligibility age to nine years of age from July 2023.

What's in your child's NDIS Plan?

The content of your child's NDIS Plan will be based on the information that you provided during the Planning Conversation. The Plan will be broken down into distinct sections.

1

Plan information

General information such as:

- Your child's name and NDIS number
- NDIS Planner's contact details
- The start date of the NDIS Plan
- Reassessment date of the NDIS Plan

2

About your child

Information about your child, their disability, living arrangements, day-to-day activities and areas in which they require support.

3

Informal support that your child receives

Details of support provided by family members, friends and/or those who are not paid but help your child to achieve their daily activities and goals.

4

Other government and community support that your child receives

This section includes information about services and supports that your child accesses that are provided at no cost by Government or community groups other than the NDIS such as schools, health centres, libraries, social groups.

5

Your child's short- and longer-term goals

Details of what your child is hoping to achieve with the help of funding from their NDIS Plan, perhaps to improve wellbeing, independence, participation in the community, training and employment.

6

Funded supports

This section outlines the total amount of NDIS funding that has been approved for your child. This funding is broken down into three budgets: Core, Capacity Building and Capital supports and outlines what can be funded from each of these budgets.

Understanding how the funding is structured

The funding that your child receives in their NDIS Plan will be broken down into three distinct budgets – Core Supports, Capacity Building Supports and Capital Supports. Within each of these budgets is a number of support categories and these determine what you can buy.

Core Supports		Capacity Building Supports	Capital Supports
Budget 1		Budget 2	Budget 3
Support Categories	- Assistance with Daily Life - Consumables - Assistance with Social and Community Participation - Transport	- Support Coordination - Improved Daily Living - Improved Health and Wellbeing - Increased Social and Community Participation - Improved Relationships - Improved Learning - Improved Life Choices - Finding and Keeping a Job - Improved Living Arrangements	- Assistive Technology - Home Modifications

Depending on your child's needs, their NDIS Plan may not include all three budgets. If your child does not require Assistive Technology or Home Modifications, then the Capital Supports budget will not contain any funding.

Likewise, your child may not have funding allocated to all categories. For example, if your child is three years old, then the 'Finding and Keeping a Job' category within the Capacity Building Supports budget will not be applicable.



How budgets and support categories work

Core Supports Budget

What is this funding for? Funding in this budget may be allocated between a maximum of four categories. You can spend the funding from this budget on people and products that assist your child to manage everyday activities but only as specifically outlined in their NDIS Plan.

Flexibility - high: You can use this funding flexibly across all four categories within the Core Supports budget.

Example: If your child's funding for 'Assistance with Daily Life' are running low, you can transfer money from another category within this budget such as 'Consumables' to pay for your child's support worker.

Core Supports Budget	What is this funding for?	Examples of how funding might be spent
1. Assistance with Daily Life	To help your child with everyday activities.	✓ Support worker. ✓ Help with self-care such as showering, dressing, grooming. ✓ Respite (short-term accommodation).
2. Consumables	To buy everyday items and services related to your child's disability.	✓ Continence products. ✓ Low-cost assistive technology such as noise cancelling headphones. ✓ Specialised cutlery, eating and drinking aids. ✓ Minor repairs to aids and equipment.
3. Assistance with Social and Community Participation	To help your child participate in the community.	✓ Support worker to help your child get out and about, to sporting or recreational activities. ✓ Assistance to attend holiday programs, camps and day trips.
4. Transport	To help your child travel to work or other places that will help them pursue the goals in their NDIS Plan.	✓ Taxis or Ubers. ✓ Rideshare services. ✓ Specialised disability transport. ✓ Public transport or other transit services.

Capacity Building Supports Budget

What is this funding for? The funding in this budget may be allocated between a maximum of nine categories. You can spend it on therapies, training, services, supports and activities to help your child develop independence and the skills they need to participate more fully in the community but only as specifically outlined in their NDIS Plan.

Flexibility - moderate: You can use this funding flexibly on any service listed within each category, but you cannot move funds across categories or into another budget.

Example: If necessary, you can redirect funding from occupational therapy to additional physiotherapy as both of these services sit within the 'Improved Daily Living' Category of this budget.

Capacity Building Supports Budget	What is this funding for?	Examples of how funding might be spent
1. Support Coordination	If your child's NDIS Plan is funded for Support Coordination, (perhaps because their needs are complex), then a fixed amount of funding will be provided to pay for a Support Coordinator to help you coordinate your child's services and supports.	✓ Support Coordinator. ✓ Specialist Support Coordinator. ✓ Psychosocial Recovery Coach.
2. Improved Daily Living	To teach your child the skills they need to become more independent and participate more fully in the community. These services can be delivered in groups or individually.	✓ Occupational therapy. ✓ Speech pathology. ✓ Physiotherapy. ✓ Exercise physiology. ✓ Coaching. ✓ Training for carers and parents. ✓ Individual skills development and training. ✓ Specialised driver training.
3. Improved Health and Wellbeing	Exercise and diet advice to help your child manage the impact of their disability.	✓ Dietician. ✓ Exercise and advice. ✓ Personal training.

Capacity Building Supports Budget	What is this funding for?	Examples of how funding might be spent
4. Increased Social and Community Participation	To help your child to socialise, make friends and participate in the community.	✓ Training to use public transport. ✓ Mentoring. ✓ Peer support. ✓ Help to attend social and recreational camps or weekends away. ✓ Recreational activities. ✓ Music lessons or sports activities as outlined in your child's goals.
5. Improved Relationships	To help your child develop positive behaviours and build positive relationships with others.	✓ Specialist behaviour intervention support. ✓ Behaviour management training.
6. Improved Learning	To help your child learn new things after leaving school.	✓ Advice and training to transition from school to further education (such as TAFE or university). ✓ Help to research and apply for study or training opportunities.
7. Improved Life Choices	To pay for a Plan Manager to manage the financial requirements of your child's Plan.	✓ Plan Manager to pay invoices and help you keep track of your child's NDIS budget.
8. Finding and Keeping a Job	To pay for employment-related assessments, support and training to help your child find and keep a job.	✓ Employment-related assessments and counselling. ✓ Assistance with specialised supported employment. ✓ Individual employment support, including setting up a microenterprise. ✓ Support in employment, eg Australian Disability Enterprises (ADE). ✓ School Leavers Employment Supports (SLES).
9. Improved Living Arrangements	To help your child find and maintain an appropriate place to live.	✓ Assistance with accommodation and tenancy obligations.

Capital Supports Budget

What is this funding for? The funding in this budget may be allocated between a maximum of two categories. You can use it to purchase higher-cost, often one-off pieces of equipment or to make modifications to your home or car to accommodate your child's disability but only as specifically outlined in your child's NDIS Plan.

Flexibility - low: Capital funding is limited to a specific purpose and you cannot spend it on anything else.

Example: If your child receives capital funding for a specific type of bed, you cannot purchase an alternative without talking to the NDIA first.

Capital Supports Budget	What is this funding for?	Examples of how funding might be spent
Assistive Technology	To purchase higher-cost pieces of assistive technology, equipment and home or vehicle modifications to help your child with managing everyday activities, such as moving around, self-care or communication.	✓ Wheelchairs and other mobility aids. ✓ Hearing aids. ✓ Vision equipment. ✓ Communication devices. ✓ Orthotics. ✓ Prostheses. ✓ Vehicle modifications. ✓ Adapted furniture. ✓ Assistance animals.
Home modifications	To modify your home, add structures or fittings so that your child can move around safely and specialist disability accommodation.	✓ Elevators. ✓ Ramps. ✓ Home modifications. ✓ Consultants.

Other things you might find in your child's Plan

Stated supports

Any services listed as 'stated supports' on your child's Plan are not flexible. This means funding has been allocated for a specific support or service and you can't use this funding for something else.

In-kind supports

If there are supports in your child's Plan that are listed as 'in-kind', it means that a specific provider has already been paid by the Australian government to provide that support or service to your child.

Where you have in-kind supports listed, you are required to use the provider indicated as they

have already received payment and will provide all services that are booked. If you have concerns about using the in-kind provider, you should contact your ECP, LAC or NDIA Planner.

Note: In-kind supports are being phased out. In the future, you will have choice and control over the providers that you use for this particular aspect of your child's Plan.

Quote required

Where a support is listed as 'quote required', additional information such as quotations and/or specialist reports will be required before funding can be made available in your child's NDIS Plan.



Comparison of management options for NDIS funding

	NDIA-managed	Plan-managed	Self-managed
	The NDIA will pay your providers on your behalf	The NDIA will provide funding in your Plan to pay for a Plan Manager who pays providers on your behalf	The NDIA will pay you so you can pay your providers directly
Simplicity	✓ ✓ ✓	✓ ✓	✓
Freedom to choose NDIS-registered providers	✓	✓	✓
Freedom to choose service providers who are not NDIS-registered	✗	✓ Although your Plan Manager must be an NDIS-registered provider	✓
Freedom to negotiate pricing and pay less than the NDIS Price Guide	✓	✓	✓
Freedom to pay more than the NDIS Price Guide	✗	✗	✓
Freedom to make value-for-money decisions in line with your child's Plan	✓	✓	✓
Ability to view your child's Plan on the myplace portal to keep track of their budget	✓	✓	✓
Requirement to manage book-keeping and records of spending	✗ The NDIA will do this for you	✗ Your Plan Manager will do this for you	✓ Records to be kept for five years
Increased time commitment	✗	✗	✓
May require you to build skills in certain areas	✗	✗	✓

Managing your child's funding

During your child's Planning Conversation, you will have indicated to your ECP, LAC or NDIA Planner your preferred method for managing your child's NDIS funding to pay for supports and services:

1

NDIA-managed (also known as Agency-managed)

The NDIA will pay your providers on your behalf.

2

Plan-managed

Funding in your child's Plan will pay for a Plan Manager to manage payments for supports and services on your behalf.

3

Self-management

You pay your providers directly from your child's NDIS funding.

4

Combination of management options

You can choose to use a combination of the above options for various aspects of your child's Plan, eg self-manage one part of your child's Plan, such as support workers, while the NDIA manages all other aspects of the Plan.

If you have forgotten which management option you chose, you will find this information listed on your child's NDIS Plan, under the description of each funding category. If you were undecided or did not indicate a management option during the Planning Conversation, NDIA- or Agency-managed is chosen by default.

If you would like to change the management option indicated on the Plan, you should speak with your Support Coordinator if you have one or your ECP, LAC or NDIA Planner as soon as possible. Alternatively, you can call the NDIS direct on 1800 800 110.







Gemma's story

My daughter was born with oesophageal atresia, a condition where the food pipe in your body ends in a pouch instead of connecting to the stomach. There were a few other issues, so she still needs surgery every couple of months. She has been in the NDIS since 2020.

At the start, I only self-managed the consumables and low-cost Assistive Technology budget because I simply wasn't 100% sure and comfortable doing it all myself at that point. I had a Plan Manager for the rest. But once I got my head around it, I thought, 'this is pretty easy!' For her next Plan I want to be fully self-managed.

Self-management means I am extremely flexible

If I see that her particular type of feeding bottle is on special at the chemist, I can quickly transfer money from the Plan into our NDIS bank account, go down to the shops and get it.

I can employ my own staff – and save money

My daughter needs 24/7 care. Currently, we hire overnight nurses and support workers through two agencies. This is convenient because payments and rosters are all done for us.

When we change to self-management, we will have the flexibility to employ our own staff. This would be

cheaper for us because we could negotiate our own rates and hours without paying the workers less. They would actually earn the same, if not more, as we wouldn't be paying agency fees. So, both parties are winning.

My recipe for success

- Set up an email folder for paid invoices: I pop all paid invoices into that folder. This way I know whatever's in my regular inbox, needs action. What's not in there is paid.
- Track your spending: I use the NDIS myspace portal which shows me in charts and bars how much I've spent and what's left, (go to the section 'My Support Budget').
- Find time: Everyone is different, but I probably need two hours a week for NDIS paperwork. I schedule therapist appointments, order consumables, keep on top of stock levels. Give yourself half an hour each day to manage all this stuff.

Checking for errors, omissions or anomalies

Once you receive your child's NDIS Plan, it's important that you check it thoroughly for:

- **Errors** such as incorrect spelling of your child's name or their birth date is wrong.
- **Omissions**, such as a missing funding category, eg the 'Improved Daily Living' category, which provides the funding for your child's therapy, has accidentally been omitted.
- **Incorrect management option listed.** Perhaps you intend to 'Plan-manage' your child's funding but the NDIS Plan says 'Agency-managed'.
- **Funding amounts that differ** from quotes provided.
- **Funding amounts that differ** from those confirmed with your child's ECP, LAC or NDIS Planner during the Planning Conversation.
- **No funding** provided for a specific aspect of your child's care. Perhaps you previously indicated that adjustments were necessary to make your home 'wheelchair-friendly', however, no funding has been provided in the Capital Supports budget of your child's funding.
- **The reassessment date of your child's Plan looks wrong**, eg it is not due to be reassessed for two years but you had agreed with your ECP, LAC or NDIA Planner during the Planning Conversation to reassess the Plan in 12 months due to the complexity and changing nature of your child's support needs.

What to do if the Plan looks wrong

Having thoroughly reviewed your child's NDIS Plan, if you find that there are small changes that need to be made but that are unlikely to greatly impact or alter the level of funding that your child has been allocated, you should contact your ECP, LAC or NDIA Planner as soon as possible and ask to have the Plan adjusted. This may be called a Plan Variation.

If you believe there are things that are missing from your child's NDIS Plan, it may be because the NDIA didn't believe the request for funding satisfied the NDIS 'reasonable and necessary' criteria, (page 29).

If you feel this is wrong and your request for specific funding is essential to helping your child achieve their goals, you can request the NDIA to review their decision.



Requesting an Internal Review of a Decision

A request for internal review of a decision must be made within three months of you receiving the NDIA's decision. This is called an [Internal Review of a Decision](#).

When you submit your request for a review, you will need to explain why you think the decision to omit funding for certain items or activities from your child's NDIS Plan is incorrect. This often means providing supporting evidence from medical and health professionals who can help explain why the support is reasonable and necessary for your child.

To help you prepare, you can request a copy of the information on which the NDIA based their decision about whether or not to provide funding. This is called a [Participant Information Access request](#) and there is no cost to do this.

Your ECP, LAC or NDIA Planner can provide guidance with this or you can enlist the help of an advocate. Take a look at the list of 'Useful organisations' at the end of this guide for free or low-cost advocacy services.

You can make a request for an internal review by downloading a [Request for a Review of Decision form](#) from the NDIS website and submitting it to:

Email: enquiries@ndis.gov.au

Mail: Chief Executive Officer
National Disability Insurance Agency
GPO Box 700
Canberra ACT 2601

Alternatively, you can talk to someone at an NDIA office by calling 1800 800 110 or sending an email to enquiries@ndis.gov.au

Once your request for review has been submitted, an NDIA staff member, responsible for the internal

review, will make a decision to uphold or make changes to the earlier decision.

In the interim, you can continue to use your child's NDIS Plan while you wait for the decision.

What to do if you are unsatisfied with the outcome

Following the internal review, if the NDIA upholds their original decision, you can apply for an independent and external review by the Administrative Appeals Tribunal (AAT).

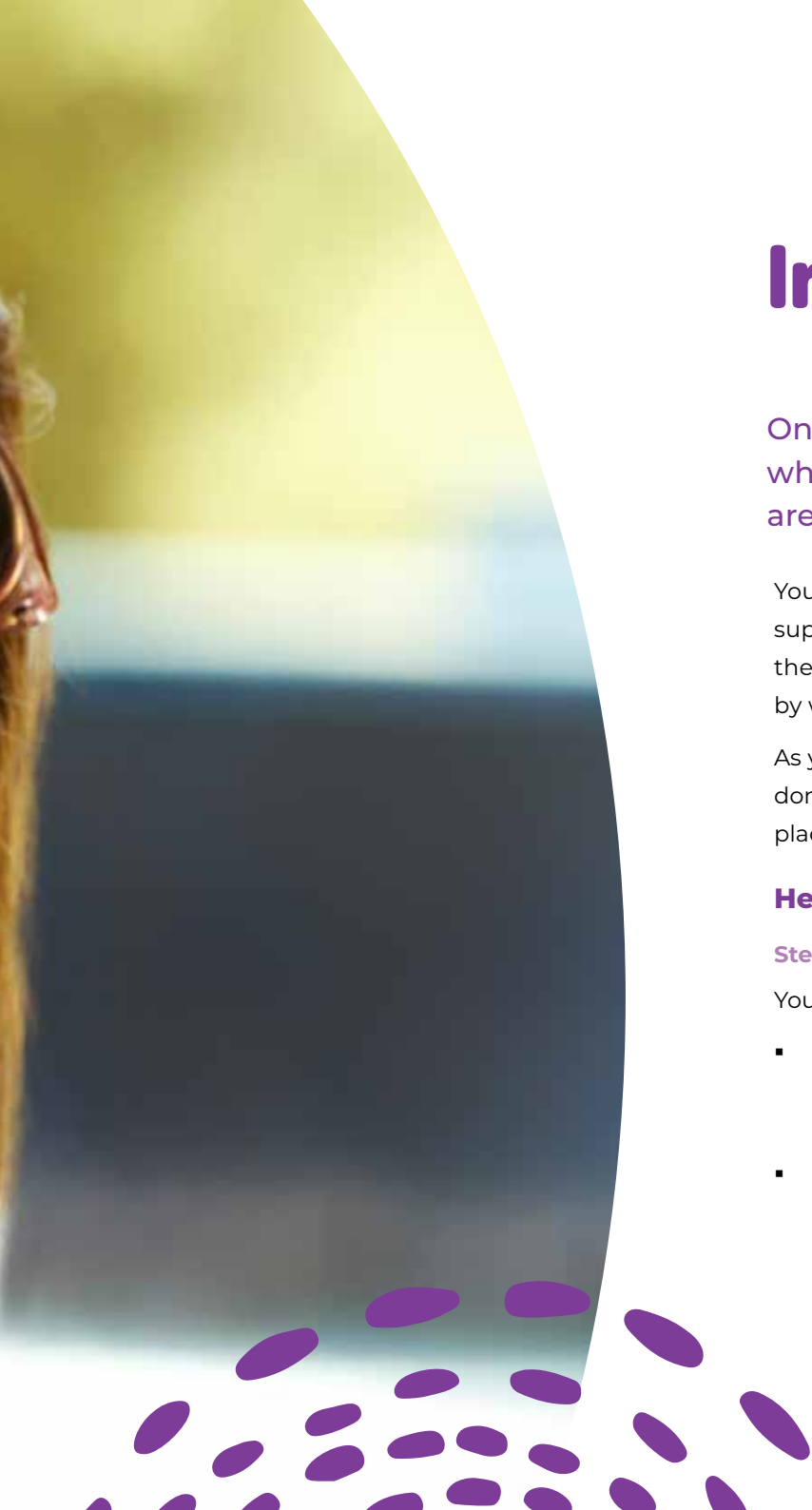
Refer to page 49 of this guide for information about what's involved. You can also visit the AAT website (www.aat.gov.au) or call 1800 228 333.

You cannot ask the AAT to review an NDIA decision until the NDIA has first provided their own internal review of the decision.



The Australian Government has announced a reform of Australia's system of administrative review. This will abolish the Administrative Appeals Tribunal (AAT) and establish a new federal administrative review body, planned for implementation in 2023.





Implementing your Plan

Once you have received your child's NDIS Plan and you understand how it works, what funding can be used for what services (and from which budget), then you are ready to begin the process of implementation.

You will have choice and control about what supports and services your child needs to pursue their goals, where and when they are provided and by whom.

As you work through the process of implementation, don't forget that the services and supports you put in place must meet the 'reasonable and necessary' test.

Help to get started

Step 1: Contact your ECP, LAC or NDIA Planner

Your ECP, LAC or NDIA Planner can help you:

- Understand your Child's NDIS Plan and what services and supports you can pay for with NDIS funding.
- Register for myGov (if you are not already registered) and link to the NDIS myplace portal.

- Find a Support Coordinator if this is included in your child's NDIS Plan, (refer to the Capacity Building Supports budget of your child's Plan).
- Find service providers to help your child achieve their goals.
- Set up Service Agreements as appropriate.
- Connect with community and other government services.
- Make service bookings.
- Answer questions, concerns or provide guidance if something in your child's Plan looks wrong or you want to change the Plan if your child's circumstances change.

You can also contact one of Kiind's knowledgeable **Peer Navigators** for general information and guidance about getting started.

Step 2: Review your child's goals and who and what they need to achieve them

During the Planning Conversation, you will have provided your NDIA Planner with information about your child's goals and the sorts of supports and services that will help your child to achieve them. Now that your child's Plan is approved, it's time to find, appoint and purchase all these necessary supports and services. If you're struggling to determine exactly what your child needs, take a look at the examples below.

▼ Chloe

aged 3, has cerebral palsy

▼ Angus

aged 15, has level 2 autism.

Goal	Chloe's family would like her to be more independent and autonomous during family mealtimes.	Angus would like to be able to better regulate his emotions and manage his behaviour both at school and at home.
What does your child need to achieve this goal? (Don't forget to think about consumables, support workers, aids and equipment, transport requirements.)	▪ Physiotherapist to help strengthen her core and ability to sit unaided in a chair. ▪ Occupational therapist to help develop fine motor skills and ability to hold a spoon. ▪ Dietary and nutrition advice to help improve food tolerances and sensitivities. ▪ Specially adapted cutlery.	▪ Behaviour Management Specialist ▪ Occupational Therapist to help Angus understand and respond during times of stress and heightened emotion. ▪ Social skills program to help him make friends, develop relationships and manage frustration when he is not understood. ▪ Join an after-school coding club. ▪ Join an outdoor adventure group. ▪ Support worker / mentor to accompany him to footy matches, recreational activities, overnight camps.



When looking for a support worker, think about the type of person that might work well with your child. A young person with similar interests perhaps, who can act as a role model or mentor and is genuinely interested in supporting your child to achieve their goals. They might have a car and be happy to accompany your child to the footy, a weekend camp or helping your child to catch public transport, find a job or build a small business once they leave school.

Step 3: Find service providers

You may already have service providers in place, for example those who were working with your child prior to your child's approval to join the NDIS. To continue with these existing arrangements, you will need to contact your service providers and let them know that you have a start date for your child's NDIS Plan and that services will now be paid via NDIS funding.

Alternatively, once you have clarified who and what will help your child to progress towards their goals, then it's time to begin the process of pulling together your child's 'support team'. You may also need to find activities and organisations that can support your child's interests and their ability to interact more fully in the community as well as suppliers of any consumable products, aids and equipment that are included in their Plan.



Registered versus non-registered providers

There are two types of service provider:

1. NDIS-registered providers

These providers meet government quality and safety standards as outlined in the NDIS Quality and Safeguards Commission.

2. Non-registered providers

These are providers who have chosen not to register as an NDIS provider, perhaps because they are small

or do not specialise exclusively in disability services. This can be relatively common in rural and remote areas of Australia. The process of NDIS registration also requires time and money and for some smaller or niche service providers, registration may not be considered necessary.

All providers, however, are required to meet the NDIS Code of Conduct and there are guidelines available to help both NDIS providers and workers understand their obligations.

If your child's Plan is:

NDIA-managed (also known as Agency-managed): Service providers must be Registered NDIS Providers.

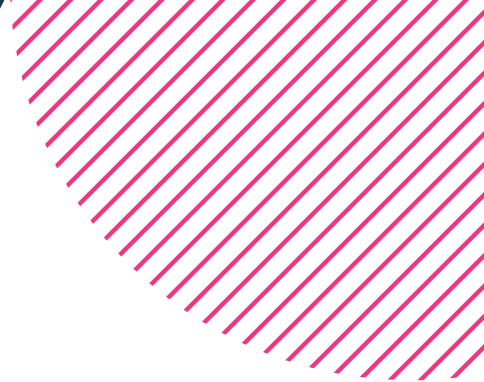
Plan-managed: You are free to use non-registered providers, provided your Plan Manager is an NDIS-registered provider.

Self-managed: You are free to use NDIS-registered and/or non-registered providers.



An example of working with a non-registered service provider

Tracy is a nurse and lives in regional Western Australia and is using a Plan Manager to manage her daughter, Phoebe's, NDIS funding. Phoebe needs help in the mornings to get showered, dressed, have breakfast and get to school. There is a shortage of disability support organisations where she lives but Tracy knows a local lady, Jane, who is self-employed supporting people with disability as well as the elderly. Although she is not an NDIS-registered provider, Jane has the right skills to help Phoebe with her goal of gaining independence. Tracy and Jane agree that she will be able to provide two hours of support to Phoebe each morning. Tracy can do this because she has chosen to manage her daughter's Plan using the Plan-management option. Tracy's Plan Manager creates a written Service Agreement with Jane to outline the support Phoebe needs to achieve her goals, the hourly rate Tracy will pay, when the service will be delivered, and the payment terms.



Where to find service providers

If you're not sure where to start looking for suitable service providers, you can:

- Ask your child's GP and/or health professionals.
- Speak with your ECP or LAC (or Support Coordinator if your child's Plan is funded for Support Coordination).
- Search the [Provider Finder](#) on the myplace portal or on the NDIS website. You can search a variety of fields, including location and type of support required.
- Speak with your Plan Manager if all or part of your child's funding is Plan-managed.
- Join Kiind Families Facebook Network where you can ask questions and seek recommendations from other parents of children with similar diagnoses.
- Talk to other parents of children with disability and additional needs.
- Take a look at the 'Useful organisations' section at the end of this guide or via the [Kiind website](#).
- Browse the internet.

A reminder about the 'Reasonable and Necessary' test

You must only use NDIS funding on supports and services that are directly related to your child's disability and which will help them to achieve the goals stated in their NDIS Plan.

Reasonable and necessary means that all supports and services that you purchase for your child must meet specific criteria:

- ✓ Be directly related to your child's disability.
- ✓ Not include day-to-day living costs that are not related to their disability support needs, such as groceries.
- ✓ Must represent value for money.
- ✓ Be likely to be effective and work for your child.
- ✓ Take into account the support given to you by other government services, family members, friends, networks and the community

A word on privacy

You do not have to give anyone a copy of your child's NDIS Plan. You can choose to share parts or all of the Plan with your child's service providers through the myplace portal. In particular, you may wish to share details such as your child's NDIS number, information about their disability, their goals and how much funding you wish to use with the service provider so that those supporting them can clearly understand your child's objectives and their own role in helping to achieve them.

All providers must comply with the Privacy Act 1988 and must not share your personal information with anyone else without your permission. If you have concerns about your privacy, speak to your provider about their privacy policy.

Understanding what service providers charge

Pricing arrangements and price limits

All service providers set their own prices and you are free to negotiate the price you will pay for a service. While the NDIA does not set the prices that providers charge, they do set the maximum price or 'price limit' that service providers can charge if your child's Plan is Agency-managed, (also known as NDIA-managed) or Plan-managed. If you are self-managed, you are free to negotiate and pay above the Price Limit when necessary.

NDIA- or Agency-managed funding	Plan-managed funding	Self-managed funding
	NDIS-registered providers	
Can charge less but cannot charge more than the price limit	Can charge less but cannot charge more than the price limit	Unrestricted – can charge less or more than the price limit
	Non-registered providers	
Not eligible to use non-registered providers	Can charge less but cannot charge more than the price limit	Unrestricted – can charge less or more than the price limit

The NDIS Support Catalogue

The [NDIS Support Catalogue](#) is a document provided by the NDIS that assigns a standard price and a code (known as a 'line item') to hundreds of different services and products that NDIS providers may deliver. You can view or download the NDIS Support Catalogue from the NDIS website.

NDIS Pricing Arrangements and Price Limits document

[NDIS Pricing Arrangements and Price Limits](#) is a useful document that sets out the general pricing

arrangements that apply to all supports in the NDIS and the specific arrangements that apply to individual supports.

This document is available to download from the NDIS website and provides a wealth of other information including information around Service Agreements, service, bookings, non-face-to-face support, support provided during public holidays, cancellation costs, NDIA requested reports and more.



NDIS Pricing Arrangements and Price Limits document

This guide is only relevant for the NDIS-managed or Plan-managed parts of your child's NDIS Plan. The price that you see in the NDIS Support Catalogue is the maximum price a provider can charge.



Service Agreements

A Service Agreement is a formal document between you and your provider that aims to ensure that both parties clearly understand:

- What supports will be delivered and how they will be delivered.
- Responsibilities and obligations of both parties.
- How to resolve problems should they arise.

Whether it's for a one-off service or for ongoing services, it's important to have a Service Agreement to capture what has been agreed, in writing, before the service begins in order to minimise the risk of disputes arising down the track.

Service Agreements can include information such as:

- The duration of the Service Agreement.
- What supports and services the provider has agreed to provide. It may be wise to include

end-of-Plan assessments and reports as you will need to provide these at your child's NDIS Plan Reassessment meeting.

- How, when and where the supports and services are to be provided.
- The prices of those supports and services, (including normal support rates, night or overnight rates, weekend rates, public holiday rates, transport and/or travel rates, establishment and/or cancellation charges as applicable).
- Fees that may be charged for non-face-to-face requirements such as report writing.
- When and how the Service Agreement will be reviewed.
- How the participant or the provider may change or end the Service Agreement.
- How any problems or issues that may arise will be handled.

- Privacy policy.
- Participant responsibilities under the Service Agreement.
- Provider responsibilities under the Service Agreement.

Service Agreements are not mandatory, with the exception of Specialist Disability Accommodation, (SDA), however it is good practice to have one in place in the event that things go wrong during the course of your engagement.

The provider(s) that you choose may have their own standard Service Agreement, however, you can also create your own Service Agreement. You can find out more about creating a [Service Agreement on the NDIS Website](#).



Service Agreements can be long and difficult to understand. You can request your service provider to provide your Service Agreement in a format that is easy to understand, with simplified language and/or a mode of communication that is clear and easy to understand.





Service bookings

Service bookings are used to set aside funding to pay an NDIS registered provider for a support they will deliver. Registered providers claim payments against the service booking on the myplace portal.

Service bookings can be made by you or your NDIS-registered provider in the myplace portal and will show the type of support to be provided, the length of time it is needed and will set aside funding from your child's applicable funding budget.

If you are using an unregistered provider or you are self-managing your child's funding, this step is not required.

NDIA- or Agency-managed funding	Plan-managed funding	Self-managed funding
You or your NDIS-registered service provider can create the service booking in the myplace portal. You will need to give your service provider your child's NDIS number and the relevant support areas for which your child has been funded so they can receive payment.	Your Plan Manager will create two service bookings on the myplace portal - one for their own service and another which allows them to claim payment from the NDIS for all services and supports in your child's Plan. In this case, both NDIS-registered and unregistered providers can be included in the service booking.	You don't need to use service bookings because you pay your providers directly.

Changing or cancelling a service booking

You can change or cancel a service booking, provided you do so before the end date of the service booking. If you need to change or cancel a service booking, this must be done via the myplace portal. When the service booking is cancelled, any unspent money allocated for that service will be refunded back to your child's budget.

Paying for services and supports

Services are paid for via the myplace portal. The process is different depending on how your child's funding for that service is managed. Generally speaking, whoever manages the funding is responsible for paying the invoice related to the service.

NDIA- or Agency-managed funding	Plan-managed funding	Self-managed funding
NDIS-registered providers will claim payments directly from the NDIS through the service booking on the myplace portal. The NDIA will process and pay service providers.	Service Providers will need to invoice your Plan Manager for services they deliver. Your Plan Manager will pay service providers and keep records of all payments.	There are two options to pay your service providers: 1. Once you receive an invoice you can make a payment request via the myplace portal or the my NDIS app to transfer the money from your child's NDIS funding into a nominated bank account from which you then make payment to your service providers. 2. Alternatively, you can pay a service provider from a personal bank account and then make a payment request via the myplace portal or my NDIS app to transfer the money from your child's NDIS funding into your nominated bank account. You must keep records of your payments including invoices and receipts. More information about paying for services as a self-managed participant can be found in the NDIS Guide to Self-Management.

Keeping track of spending

Your child's NDIS funding needs to last for the duration of the Plan. It's important therefore to have some housekeeping safeguards in place to ensure that you don't run out of money and find yourself stranded without services or supports before the end of the Plan.

Some ideas to help you get organised and stay on track might include:

- Keeping a regular eye on the 'My Support Budget' in the NDIS myplace portal. This will provide a running total of what you have left in each budget.
- Create a budget and schedule. Once you know the amount of funding your child has been given for a specific support or service and you know how much your provider(s) will charge, you can work out roughly the amount of support or number of sessions your child can have and spread these across the term of the Plan.
- Build in an allowance for additional fees that might appear on invoices for things such as travel time or costs, parking tickets, out-of-pocket expenses related to recreational activities, cancellation fees, night, overnight, weekend and/or public holiday rates etc.

- Put in an allowance for assessments and reports that your providers will need to prepare for the Plan Reassessment meeting, but only if they are not already included in the Service Agreement.
- Keep a record of the services you receive or ask your provider to give you copies of their service records on a regular basis so that you can see where NDIS funding is being spent.

If you are self-managing your NDIS funding, you will need to keep all invoices and receipts as well as bank statements from your nominated bank account for a period of five years. The NDIA can ask to check your records at any time so it is important to keep them organised so that you can justify NDIS spending on supports and services that are helping your child work towards their goals. It's a good idea to keep electric copies as paper receipts can fade over time.

You can read more about your responsibilities as a self-manager in the [NDIS Guide to Self-Management](#) on the NDIS website.



What to do if things aren't working out

If you no longer need the services of your service provider or you want to work with another provider, you will need to check your Service Agreement, (if you have one), for details about what's involved and mutually agree on a date when services will end.

Making a complaint

If you are unhappy with the support that your child is receiving or you have a complaint, you may wish to talk to your provider first to see if there are adjustments that they can make, including the possibility of working with another therapist or support worker if this is the source of the problem.

If you would feel more comfortable, you can ask a family member, friend or an independent advocate to come along with you to help you talk to your service provider. You can find a list of advocates in the 'Useful Organisations' section at the end of this guide.

If your service provider is unable to resolve the issue, you can raise your concern or make a complaint with the NDIS Quality and Safeguards Commission, a free and independent agency, established to improve the quality and safety of NDIS supports

and services and to uphold the rights of people with disability. They can take complaints from anyone about:

- Services or supports that were not provided in a safe and respectful way.
- Services and supports that were not delivered to an appropriate standard.
- The way an NDIS provider has managed your complaint about services or supports provided to your child.

To contact the NDIS Quality and Safeguards Commission:

- Call 1800 035 544 or TTY 133 677. Interpreters can be arranged.
- Complete a [complaint contact form](#) available to download from the NDIS website.

It's important to raise concerns and complaints as they can help providers understand what is important to people with disability and improve the quality of services they provide. If a complaint raises a serious compliance issue, the NDIS Commission has powers to take affirmative action.

What to do if you need to change your child's Plan

When you begin using your child's NDIS Plan, you may find that there are areas of the Plan that are not working well or that the Plan no longer meets your child's needs due to a change in circumstances.

You can speak to your ECP, LAC or NDIA Planner about asking the NDIA to change your child's NDIS Plan at any time. This is called a Participant-Requested Plan Change.

While the NDIA is not obliged to change your child's Plan ahead of the scheduled reassessment date, depending on the circumstances of your request, they will aim to respond to your request within 21 days by:

1. Varying the existing Plan (Plan Variation); or
2. Replacing the Plan with a new Plan (Plan Reassessment); or
3. Declining your request to change your child's Plan ahead of its reassessment date.

The NDIA will generally consider a variation or a full reassessment of your child's Plan in the following circumstances:

Plan Variation

- To correct small errors.
- To change the reassessment date of the Plan.
- To change the way you want to manage your child's funding, eg from NDIA-managed to Plan-managed.
- To make a change to a stated support to reflect a different provider or manner of support provision.
- Crisis or emergency funding as a result of a significant change to your child's support needs.
- If the NDIA receive new information, evidence or reports in relation to a support that you had previously requested, eg for assistive technology or home modifications.

- If a minor variation is required to increase the funding of supports in the Plan.

If the NDIA agree to vary your child's Plan, you will receive a copy of the varied Plan within seven days.

Plan Reassessment

If your child's circumstances have changed more significantly, then a full Plan Reassessment may be necessary. This may be because:

- Your child has received a new diagnosis that requires different and/or additional support.
- Their condition has improved or deteriorated and they need less, more or different support.
- They are starting work or moving into their own home and need different and/or additional aids and equipment.

- You, as their primary carer, have had a health event that affects your ability to continue providing the level of care your child needs.

If this is the case, you can read more about what's involved in a full Plan Reassessment on page 39 of this guide. To ask for a Participant-requested Plan Change speak to your ECP or LAC or download a [Change of Situation or Change of Details application form](#) from the NDIS website and submit it together with assessments and reports that support your request for a Plan change to:

Email: enquiries@ndis.gov.au

Mail: Chief Executive Officer

National Disability Insurance Agency

GPO Box 700

Canberra ACT 2601



Service Agreements can be long and difficult to understand. You can request your service provider to provide your Service Agreement in a format that is easy to understand, with simplified language and/or a mode of communication that is clear and easy to understand.



Reassessing your child's NDIS Plan

What to expect

Prior to the conclusion of your child's Plan, you will receive a call from your ECP, LAC or NDIA Planner to see how things are going. This is called a 'Participant Check-in'.

During the Participant Check-in, you will be asked how your child's Plan is going with a view to maintaining, adjusting or changing the Plan to ensure it continues to meet your child's evolving needs and their ability to make progress towards existing and/or new goals.

You will also be asked about any material changes in your child's circumstances. Typical questions that you may be asked during the Participant Check-in are outlined on page 40.

Following your discussion, your ECP, LAC or NDIA Planner will determine whether your child needs a:

1. New NDIS Plan with the same or similar supports

This outcome is likely for children aged seven* or older, whose NDIS Plans will continue to meet support needs and progress towards their goals. In this instance, unless you request otherwise, the new NDIS Plan is likely to be for a period of two years with funding indexed in line with CPI.

For children under seven* years of age, the NDIA recommends a Plan length between 12 and 24 months to best align with the important transition points and milestones that occur in early childhood.

2. Full Plan Reassessment

This outcome is likely for children whose needs are changing more significantly, for reasons such as those outlined on page 35.

In this instance, your ECP, LAC or NDIA Planner will organise a date for a full Plan Reassessment meeting. This can take place over the phone, via video call or face-to-face and will be conducted by your ECP, LAC or an NDIA Planner.

Similar to the Planning Conversation that you had when you developed your child's first NDIS Plan, you will need to prepare carefully ahead of the meeting. The information that you provide will form the basis and associated funding that your child receives in their new NDIS Plan.

*The NDIA is proposing to increase the eligibility age to nine years of age from July 2023.



Typical questions you may be asked during the Participant Check-in and/or Plan Reassessment meeting

- What is working well in your plan?
- What is not working so well?
- Are your child's supports helping them to build skills and independence?
- What progress has your child made towards their goals?
- Which goals does your child need to keep, adjust or change?
- Does your child have new goals?
- Are there any major changes in your child's circumstances?
- Would you like to change how all or some of your child's funding is managed?
- Will your child continue to need NDIS support in the future?
- Is there any assistive technology that is ageing, needs replacement or is no longer suitable?

Children under seven* years of age

If your child is under the age of seven* years, they are likely to be receiving support known as early childhood intervention. The aim of early intervention is to reduce the impact of a child's developmental delay or disability on their daily life by providing support as early as possible. Early intervention may mean that your child needs less or no support later on. Alternatively, your child may continue to need support from the NDIS.

Your child's ongoing access to the NDIS will be assessed at each Plan Reassessment meeting.

Early Childhood Provider Reports

Ahead of your child's Plan Reassessment meeting, the NDIA will request reports from providers that outline:

- What services have been provided and by whom.
- A progress update including outcomes achieved.
- Future recommendations.

To help streamline the process, the NDIA has developed a reporting template called the [Early Childhood Provider Report Form](#).

While not compulsory, the NDIA recommends that service providers use this form for consistency and collaborate with other providers from the same organisation who are also supporting your child.

Use of the form means that:

- Parents and carers will receive a record of supports and services received from various providers, and the outcomes achieved for their child and family, in a single report.
- Gathering information for the Plan Reassessment is easier for families and providers because it is clear what information should be provided.
- Your child can receive reasonable and necessary supports and services because the NDIA has the information they require about your child and family goals, progress and needs.

The [Early Childhood Provider Report Form](#) is available to download from the NDIS website.

* The NDIA is proposing to increase the eligibility age to nine years of age from July 2023.

What you will need

Assessments, reports and quotations

Ahead of your child's Plan Reassessment meeting you will need to request detailed reports from those who are helping to build your child's capacity and progress towards their goals, including:

- Your Support Coordinator (if you were funded for one).
- Therapists and other allied health professionals.
- Support workers (if you were funded for them).
- Service providers who provide programs, activities and/or supports such as sporting and recreational activities that your child attends and which are paid for with NDIS funding.

You may also need:

- Quotations for aids and equipment, consumable products, home modifications and transport requirements.
- Individual Education Plan (IEP) if applicable.



Provider reports are important as the information they contain will support the basis for future funding.





Reports will take time to prepare. It's a good idea, therefore, to start requesting reports approximately 12 weeks before your child's NDIS Plan Reassessment date. To begin with:

- Check with your ECP, LAC or NDIA Planner to determine what reports will be required and when.
- Contact your child's service providers and let them know the date of the Plan Reassessment meeting. It's a good idea to confirm with them the level of detail required (see below), including any quotations if your child's aids and/or equipment need maintenance, repair or replacement.

Be sure to leave enough time to discuss reports with your providers once they arrive and to chase up any necessary amendments or omissions.

What should reports include?

End-of-Plan reports from therapists and service providers should:

- **Be outcomes-focused** and clearly outline the services provided and how they have contributed to your child's progress towards their goals.

- **Recommend ongoing and future services and supports.** Based on the outcomes achieved from your child's current Plan, therapists and service providers should include recommendations for any future services and supports that may be necessary, including those required for any new goals that will be included in your child's NDIS Plan.

End-of-Plan reports should also detail recommendations for any necessary repairs, upgrades and/or new aids and equipment, home modifications and/or changes to consumables and/or transport needs together with relevant assessments and quotations.

- **Justify the use of current and future funding.** End-of-Plan reports must justify how funding has been spent during the course of the current Plan as well as future funding needed to help your child continue to make progress towards their goals. This may mean comparing options and alternatives and the likely impact of not implementing the service provider's recommendations.

Service providers must ensure that activities, recommendations and justification fit within the NDIA's strict 'Reasonable and Necessary' guidelines.

Who pays?

If you have a Service Agreement in place with your service providers, it's wise to ensure that the cost of producing end-of-Plan reports is included at the time they are appointed, see page 32 for details.

If this is not the case or you do not have a Service Agreement with some or all of your child's service providers, particularly if you are self-managing all or part of your child's NDIS funding, you will need to ensure that funding is set aside for this purpose.

Help to prepare

Work with someone else: Preparing for your child's NDIS Plan Reassessment meeting takes careful consideration and an investment of time. To help you prepare, you can ask your Support Coordinator (if you have one), therapists, service providers, a family member, friend, ECP, LAC, General Practitioner, professional advocate or other health professional to help you collate the information that you need.

Join Kiind (it's free): Speak with one of our Peer Navigators, all of whom have experience of caring for a child with disability and additional needs. They have a wealth of knowledge and can answer your questions, provide you with guidance, information and useful resources as well as connect you with other families who have travelled a similar path to yours.

Peer support: Join or check in with a peer support group related to your child's disability. Alternatively join 'Kiind Families Facebook Network', a private group where you'll find an invaluable hub of information for parents and carers who regularly share their knowledge, insight and experiences in relation to the Plan Reassessment process as well as other valuable issues, relevant to parents who are raising a child with disability and/or additional needs.

Other things you may wish to discuss

In addition to the typical questions that are asked during a Plan Reassessment Meeting, (see page 40), other important things that you may wish to discuss include:

New information about your child

This might include:

- Confirmation of a new diagnosis.
- Starting kindy, primary or high school.
- Accessing further education or VET training.
- Finding work.
- Changing jobs.
- Moving out of home.

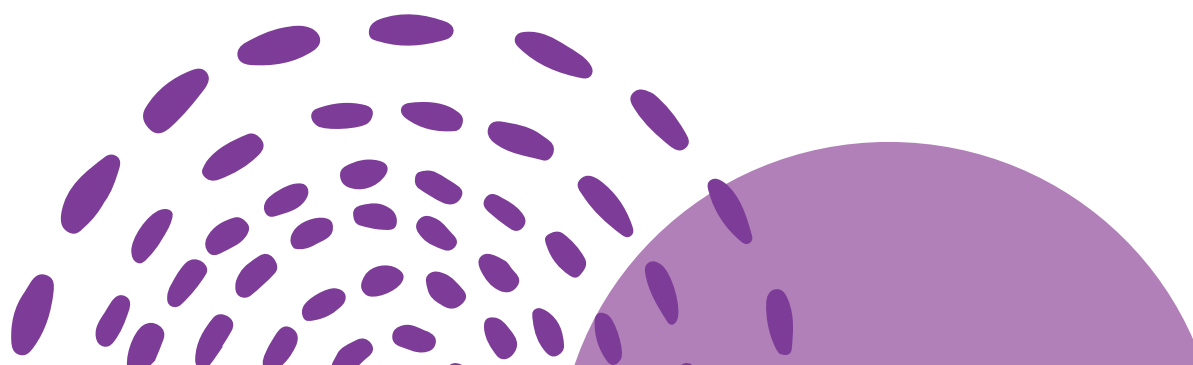
Updates to your child's goals

Your child's goals might remain the same or require small amendments. Alternatively, they

may have new or additional goals. Refer to Kiind's [NDIS Planning Workbook](#) for help to identify and articulate new goals and the 'reasonable and necessary' services, supports, aids and equipment your child will need to make progress towards these new goals.

Changes to aids and equipment and other supports

Think about repairs or new requirements for consumable products, assistive technology, home modifications and transport.



New information about you

As your child's primary carer, there may be new circumstances that affect your ability to continue providing the same level of care to your child, such as:

- Advancing age.
- A personal health event.
- Becoming a sole parent and/or sole carer to your child.
- Returning to study or paid employment.
- Caring for other family members with disability and/or who are elderly.

In instances such as these it can be helpful to submit a [Carer Statement](#) to provide contextual information that may affect your child's support and funding requirements. If your child is a teenager or young adult and they are able to do so, they can also submit a 'statement of

lived experience'. You can find out more and/or download a template for a [Carer Statement](#) from the Kiind website (Kiind.org.au).

Management of your child's funding

Prior to your child's Plan Reassessment meeting, it's a good idea to reflect on the method that you are using to manage your child's funding. If you decide that you would like to make changes, perhaps to self-manage a part or all of your child's funding, the Plan Reassessment meeting is the best time to discuss this with your ECP, LAC or NDIA Planner.

Support coordination

If you are struggling to coordinate your child's NDIS Plan, perhaps because their support needs are complex or you have a disability or health condition yourself, you can discuss the possibility of a Support Coordinator during your child's Plan Reassessment meeting so that the funding for this support can be

built in to your child's Plan. The cost for a Support Coordinator is covered by the Capacity Building portion of your child's NDIS budget.

New Plan duration

The duration of a typical first Plan is 12 months, however, you can ask for the Plan to be reviewed six-monthly if your child's condition is changing quickly. Alternatively, if your child's needs are unlikely to change very much, you can request for your child's Plan to remain in place for two and sometimes even three years.

Your questions

If you have questions or concerns that you would like to raise, write these down beforehand and have them with you at the meeting.



What to take with you

1. You can attend the Plan Reassessment meeting by yourself or bring along your child, a family member, friend, therapist, advocate or someone that works or cares for your child and who you think might be able to provide useful support during the meeting.

(Note: If you decide to bring along your child, be mindful that you will be discussing your child's disability and that this may not be a suitable environment for them to attend.)

2. Your child's assessments and reports and any other information that you think would help your ECP, LAC or NDIA Planner to understand the impact of your child's disability and personal circumstances, including:

- Functional Assessment(s).
- Report(s) from Support Coordinator, (if you have one).
- Reports from medical professionals, therapists and service providers.
- Quotations for aids and equipment, consumable products, home modifications and transport requirements.

- Information from childcare, kindergarten, school, sporting or recreational clubs.
 - Individual Education Plan (IEP) if applicable.
3. Your Carer Statement if applicable.
 4. Your bank account details, if you are considering self-managing all, or part of your child's NDIS funding.
 5. Your myplace login and password if you have questions you would like to ask about the portal.
 6. A list of questions that you'd like to discuss during the Plan Reassessment meeting.

What's next?

Following the Plan Reassessment meeting, a new Plan will be developed for your child. The NDIA aims to have this in place between one week and three months of the meeting, however, timeframes vary significantly, and may depend in part on the amount of change required in your child's new NDIS Plan. You can view the NDIA's most recent [Participant Service Guarantee](#) on their website ([ndis.com.au](https://www.ndis.com.au)).

Once you receive your child's new NDIS Plan, the process of checking that the Plan is correct begins again. Refer to page 22 of this guide for an understanding of what the new Plan includes and to check for any errors, omissions or anomalies.

When you are ready to start using your child's new NDIS Plan, you will need to contact your child's therapists and service providers with any updated information about their goals and the duration of the new Plan. You will also need to discuss, and update if necessary, the Service Agreement that you have with each of them and update service bookings accordingly.

What to do if your new Plan looks wrong

If you believe there are things that are incorrect or missing from your child's new NDIS Plan, speak with your ECP, LAC or NDIA Planner as soon as possible. If the situation cannot be resolved, you can ask the NDIA to review the Plan. You must do this within 28 days of receiving your child's new NDIS Plan. Refer to page 22 of this guide for directions on how to request an internal Review of a Decision.



Your child's current services and supports will continue as normal in the event that there is a gap between the conclusion of your child's existing Plan and receipt of their new Plan.

Administrative Appeals Tribunal

If you have been through the NDIA's internal review process and you believe the NDIA's decision is still wrong, you can apply to the Administrative Appeals Tribunal (AAT) for an **independent** and **external review** of your child's case.

The AAT will take a fresh look at the relevant facts within the framework of the law and policy that govern NDIS decisions.

The AAT has the power to affirm, vary or substitute a decision as well as the ability to remit a decision back to the NDIA for reconsideration.

How to apply

If you wish to apply to the AAT for an independent review of your child's case, you should do so within 28 days of receiving the NDIA's response to the internal Review of a Decision.

You can download the application form and lodge your application online from the [AAT's website](https://aat.gov.au) (aat.gov.au).

You cannot ask the AAT to review an NDIA decision until you have been through the NDIA's full internal review process.



The Australian Government has announced a reform of Australia's system of administrative review. This will abolish the Administrative Appeals Tribunal (AAT) and establish a new federal administrative review body, planned for implementation in 2023.





Help to appeal NDIS decisions

NDIS Appeals has been set up by the Department of Communities to provide NDIS Participants with access to support when seeking a review of an NDIA decision from the Administrative Appeals Tribunal (AAT).

There are two types of support available:

1. Access to a skilled disability advocate

A disability advocate can act as a support person for you and will:

- Explain the review process and what's involved in appealing to the AAT.
- Help to prepare documents.
- Provide advice and skills to help you represent yourself or attend AAT conferences and hearings to help you put your case to the AAT.

To find an advocate, refer to the advocacy section in the list 'Useful organisations' at the end of this guide.

2. Access to funding for legal services

These services are provided by Legal Aid Commissions who will explain your eligibility for Legal Aid.

Further information about appealing an NDIS decision through the Administrative Appeals Tribunal is available on their website aat.gov.au

For additional help you can contact Kiind and speak to one of our Peer Navigation team who will be able to help you understand the process.



Advocacy support provided through the AAT process is free-of-charge.

Checklist to navigating your child's NDIS Plan

First things first

Pages 7 to 20

- 1 Receiving your child's NDIS Plan** ☐
Log in to the NDIS myplace portal and familiarise yourself with how it works. Speak with your ECP, LAC or NDIA Planner if you need help.
- 2** Get an understanding of what's included in your child's Plan and how the funding is structured. ☐
- 3** Check your preferred management option has been correctly selected, (NDIA-managed, (also known as Agency-managed), Plan-managed, Self-managed or a combination of these options). If not, contact your ECP, LAC or NDIA Planner straight away. Alternatively, call the NDIA on 1800 800 110. ☐
- 4** Check for any errors, omissions or anomalies. ☐

What to do if your child's Plan looks wrong

Pages 20 to 21

- 5 Small errors and omissions** ☐
If there are small errors that are unlikely to affect the overall level of funding, contact your ECP, LAC or NDIA Planner as soon as possible.
- 6 Request an internal Review of a Decision** ☐
If you believe there are things that are missing from your child's NDIS Plan, you can ask the NDIA for an internal Review of a Decision. You will need to explain clearly what you think is wrong or missing.

Enlist the support of an advocate if you think this might be helpful. You can find advocates in the list of 'Useful organisations' at the end of this guide.
- 7 Administrative Appeals Tribunal** ☐
If you are unsatisfied with the outcome of the Internal Review of a Decision, you can apply for an independent and external review by the Administrative Appeals Tribunal (AAT).

(Note: The Australian Government has announced a reform of Australia's system of administrative review. This will abolish the AAT and establish a new federal administrative review body, planned for implementation in 2023.)

8 Get some help to get started

Speak with your ECP, LAC or NDIA Planner. You can also contact one of Kiind's knowledgeable Peer Navigators for general information and guidance about getting started.



9 Find service providers, including a Plan Manager if you are planning to manage your child's funding via the Plan management option.

Check out the Provider Finder in the NDIS myplace Portal or speak with your ECP, LAC or NDIA Planner. You can also ask your child's GP or health professionals for recommendations as well as other parents, perhaps via a peer support group.

Alternatively, if your child is already working with service providers, you will need to let them know that you now have a start date for your child's NDIS Plan and that services will be paid via NDIS funding.



10 Set up Service Agreements as appropriate.



11 Make service bookings. Pay for services and supports if you're self-managing.



12 Keep track of your spending.



What to do if things aren't working out

13 Speak to your service provider. Raise your concerns and see if there's a way to resolve the problem(s). You can ask a family member, friend or an independent advocate to come along with you to help you talk to your service provider. You can find a list of advocates in the 'Useful organisations' section at the end of this guide.



14 If you would prefer to terminate your involvement with the service provider, check your Service Agreement (if you have one) for details about what's involved and mutually agree on a date when services will end.



15 If you wish to make a complaint, you can do so to the NDIS Quality and Safeguards Commission by calling 1800 035 544 or by completing a Complaint Contact Form available on the NDIS website (ndiscommission.gov.au).



What to do if you need to change your child's Plan

16 Change in circumstances

Speak to your ECP, LAC or NDIA Planner and ask about a Participant-Requested Plan Change.



- | | | |
|-----------|---|--------------------------|
| 17 | Speak with your ECP, LAC or NDIA Planner and determine if your child will need a new NDIS Plan with the same supports, minor changes or a full Plan Reassessment. | ☐ |
| 18 | Review and prepare for the typical questions you may be asked during the Participant Check-in / Plan Reassessment meeting. | ☐ |
| 19 | Alert service providers to begin preparing assessments, reports and quotations as required. | ☐ |
| 20 | Get some help to prepare. | ☐ |
| 21 | Gather all required information, including new information about your child, updates to their goals, changes to aids and equipment, new information about you and your ongoing capacity to continue caring for your child (if applicable), any changes you wish to make to how your child's funding is managed, and preferred duration of the new Plan. | ☐ |

What to take with you for your Plan Reassessment meeting

- | | | |
|-----------|--|--|
| 22 | Prior to the Plan Reassessment meeting, leave some time to gather together all that you might need to support your discussion: | |
| | <ul style="list-style-type: none">▪ Ask a family member, friend, advocate or anyone that you think might be helpful to attend the Plan Reassessment with you.▪ Assessments, reports and quotations.▪ Your Carer Statement, if applicable.▪ Your bank account details, if you are considering self-managing all or part of your NDIS funding for the first time.▪ Your myGov login and password details if you have questions about the myplace portal.▪ A list of questions that you'd like to discuss. | <div>☐
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Choose a plan manager that works for **you and your family**

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NDSP Plan Managers.
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website: ndsp.com.au

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Useful organisations

Kiind

Phone (08) 6164 9806

Email support@kiind.com.au

Web kiind.com.au

National Disability Insurance Scheme (NDIS)

Phone 1800 800 110

Email enquiries@ndis.gov.au

Web ndis.gov.au

Administrative Appeals Tribunal (AAT)*

Phone 1800 228 333

Web aat.gov.au

Early Childhood Partner (Early Childhood Intervention)

Wanslea

Phone 1300 969 645

Email ndis@wanslea.asn.au

Web wanslea.asn.au

Local Area Coordinators (NDIS)

APM

Phone 1300 276 522

Email LAC@apm.net.au

Web apm.net.au

Mission Australia

Phone 1800 370 776

Web missionaustralia.com.au

WA Health

Child Development Service

Phone 1300 551 827

Email childdevelopmentservice@health.wa.gov.au

Web cahs.health.wa.gov.au

WA Country Health Service

Web wacountry.health.wa.gov.au

Culturally and Linguistically Diverse

Multicultural Futures

Phone (08) 9336 8282 or 13 14 50

Web multiculturalfutures.org.au

Translating and Interpreting Service (TIS)

Phone 131 450

Web tisnational.gov.au

Advocacy and/or NDIS Appeals Support Services

Advocacy WA

Phone (08) 9721 6444

Email admin@advocacywa.org.au

Web advocacywa.org.au

Citizen Advocacy – Perth West

Phone (08) 9445 9991

Web citizenadvocacy.org.au

Developmental Disability WA (DDWA)

Phone (08) 9420 7203

Email ddwa@ddwa.org.au

Web ddwa.org.au

Disability Advocacy Network Australia (DANA)

Web www.dana.org.au

Explorability

Phone (08) 6361 6001 or 1800 290 690

Email admin@explorability.org.au

Web explorability.org.au

Kin Advocacy

Phone (08) 9388 7455 or 1800 659 921

Email admin@kinadvocacy.org.au

Web kinadvocacy.org.au

Midlas

Phone (08) 9250 2123

Email admin@midlas.org.au

Web midlas.org.au

National Disability Advocacy Program

Email disabilityadvocacy@dss.gov.au

Web dss.gov.au

People with Disabilities WA

Phone (08) 9420 7279 or 1800 193 331

Email info@pwdwa.org

Web pwdwa.org

Legal Aid Commission of WA

Phone 1300 650 579

Web legalaid.wa.gov.au

South West Autism Network (SWAN)

Phone 0499 819 038

or 0476 315 694 or 0448 417 214

Email info@swanautism.org.au

Web swanautism.org.au

Sussex Street Community Law Service

Phone (08) 6253 9500

Email sscls@sscls.asn.au

Web sscls.asn.au

Aids and Equipment, Home Modification

Indigo

Phone 08 9381 0600

Email help@indigosolutions.org.au

Web indigosolutions.org.au

**Technology for Ageing and
Disability WA (TADWA)**

Phone (08) 9379 7400 or 1300 663 243

Email enquiries@tadwa.org.au

Web tadwa.org.au

Art, Sport and Recreation

Cahoots

Phone 1300 103 880

Email info@cahoots.org.au

Web cahoots.org.au

DADAA

Phone (08) 9430 6616

Email info@dadaa.org.au

Web dadaa.org.au

HorsePower Australia

Phone 0475 217 453

Email admin@horsepower.org.au

Web horsepower.org.au

Ocean Heroes

Web oceanheroes.com.au

Rebound WA

Phone (08) 6143 5800

Email admin@reboundwa.com

Web reboundwa.com



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(08) 9368 1337

Useful organisations

Starkick

Phone (08) 9381 5599

Email starkick@waafc.com.au

Web starkick.com.au

WA Disabled Sports Association (WADSA)

Phone (08) 9470 1442

Email reception@wadsa.org.au

Web wadsa.org.au

WA Disabled Surfers Association

Web disabledsurfers.org/wa

Crisis Support

Beyond Blue

Phone 1300 224 636

Web beyondblue.org.au

Carer Gateway

Phone 1800 422 737

Web carergateway.gov.au

Crisis Care

Phone (08) 9223 1111 or 1800 199 008

Family Helpline

Phone (08) 9223 1100 or 1800 643 000

Kids Helpline

Phone 1800 551 800

Web kidshelpline.com.au

Lifeline

Phone 13 11 14

Web lifeline.org.au

Mental Health Emergency Response Line (24/7)

Phone 1300 555 788 (Metro)

Phone 1800 676 822 (Peel)

Phone 1800 552 002 (Country)

MensLine Australia

Phone 1300 789 978

Web mensline.org.au

Disability Support Providers Ability WA

Phone 1300 106 106

Email info@abilitywa.com.au

Web abilitywa.com.au

Autism Association of Western Australia

Phone (08) 9489 8900 or 1800 636 427

Email autismwa@autism.org.au

Web autism.org.au

Autism Connect National Hotline

Phone 1300 308 699

Web amaze.org.au/autismconnect

Identitywa

Phone (08) 9474 3303

Email admin@identitywa.com.au

Web identitywa.com.au

Kites Children's Therapy

Phone (08) 9311 8222

Email hello@kitestherapy.org.au

Web kitestherapy.org.au

Rocky Bay

Phone (08) 6282 1900

Web rockybay.org.au

SensesWA

Phone 1300 111 881

Email csa@senses.org.au

Web senseswa.com.au

Spectrum Space

Phone (08) 9431 2111

Email info@spectrumspace.org.au

Web spectrumspace.org.au

Therapy Focus

Phone 1300 135 373

Web therapyfocus.org.au

Tiny Sparks

Phone 1800 846 977

Email admin@tinysparkswa.org.au

Web tinysparkswa.org.au

Help for Siblings

Livewire

Phone 1300 727 827

Web livewire.org.au

Siblings Australia

Email info@siblingsaustralia.org.au

Phone (08) 8253 4937

Web siblingsaustralia.org.au

Young Carers WA

Phone 1300 227 377

Email info@carerswa.asn.au

Web carerswa.asn.au

Mental Health and Low-Cost Counselling Services

Caladenia Counselling, Murdoch University

Phone (08) 9360 7848 or
(08) 9360 1227

Child and Adolescent Psychology Clinic, Curtin University

Phone (08) 9266 1717

Email curtinclinics404@curtin.edu.au

ECU Psychological Services Centre

Phone (08) 6304 7200

Email psychologicalservices@ecu.edu.au

Rocky Bay celebrates potential in all its amazing uniqueness

Headspace

Phone 1800 650 890

Web headspace.org.au

Helping Minds

Phone (08) 9427 7100

Web helpingminds.org.au

Peer Pathways

Phone (08) 9447 2809

Web peerpathways.org.au

Robin Winkler Clinic, University of Western Australia

Phone (08) 6488 2644

Email clinic-sps@uwa.edu.au

Parent Training

Autism Association of Western Australia

Phone (08) 9489 8900 or 1800 636 427

Email autismwa@autism.org.au

Web autism.org.au

Developmental Disability WA

Phone (08) 9420 7203

Email ddwa@ddwa.org.au

Web ddwa.org.au



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or email enquiries@rockybay.org.au



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Useful organisations

Ngala

Phone (08) 9368 9368

Email ngala@ngala.com.au

Web ngala.com.au

Positive Partnerships

Phone 1300 881 971

Web positivepartnerships.com.au

Raising Children Network

Web raisingchildren.net.au

SECCA

Phone (08) 9420 7226

Email admin@secca.org.au

Web secca.org.au

Sexual Health Quarters

Phone (08) 9227 6177

Email info@shq.org.au

Web shq.org.au/disability

Stepping Stones Triple P

Web triplep-parenting.net.au

Plan Managers

NDSP

Phone 1800 636 377

Email info@ndsp.com.au

Web ndsp.com.au

Provider Choice

Phone 1300 776 246

Email planmanagement@providerchoice.com.au

Web providerchoice.com.au

Support Groups

Kiind Families

Web Kiind.org.au/membership

Carer Gateway

Web carergateway.gov.au

ConnectGroups

Web connectgroups.org.au

MyTime

Web mytime.net.au

Playgroup WA

Web playgroupwa.com.au

Syndromes Without a Name (SWAN Australia)

Phone 0404 280 441

Email info@swanaus.org.au

Web swanaus.org.au



Glossary of terms

Term	Acronym	Description
Access		Term used when eligibility for the NDIS is confirmed as a result of meeting the NDIS Access criteria.
Access Decision		A decision made by the NDIA as to whether an applicant is eligible to join the NDIS.
Access Lists		A set of four lists (A, B, C and D) developed by the NDIA and designed to inform potential Participants of their eligibility to join the NDIS based on disability or condition.
Access Request		An application to join the NDIS.
Agency-Management (also known as NDIA-Management)		When the NDIA manage payment of providers from your child's NDIS Plan.
Carer Statement (also known as a Carer Impact Statement)		A document written by a primary carer that outlines what they do to support their child, the amount of time involved and the impact that caring for their child has on their own life.
Child and Adolescent Health Service	CAHS	Government-funded public system of providing children and young people with comprehensive health services.
Child Development Service	CDS	Provides free assessment, early intervention and treatment services to eligible children, aged 0 to 16 years.
Community Supports		Support services provided in the community such as support groups, health centres, libraries and public transport, eg not funded by the NDIS.
Developmental Delay		A delay in the development of a child attributable to an intellectual and/or physical impairment resulting in substantial reduction in functional capacity in one or more areas of major life activity including self-care, language, cognitive and motor development.
Early Childhood Early Intervention	ECEI	An early intervention approach for children, aged between 0 and 7 years who have a developmental delay or disability to help them develop the skills needed to participate in daily activities. This age group may change.
Early Childhood Partner	ECP	NDIS representative who will help you to connect to supports and services in your area.
Formal Supports		Supports and services provided by disability providers such as therapists, support workers as well as aids and equipment such as assistive technology. These are supports that can be funded by the NDIS.
Functional Capacity Assessment		Evaluation of an individual's ability to be involved in different areas of life like home, school, work and the community and to carry out tasks and actions.

Term	Acronym	Description
Funded Supports		Supports the NDIS pays for through a Participant's NDIS Plan.
Global Developmental Delay	GDD	When a child has delays across several areas of development such as the way they move, communicate, think, learn or behave.
Goals		Statements to describe the objectives and aspirations of an NDIS Participant.
Informal Supports		Supports provided to your child by family, friends and neighbours (eg those who are not paid to provide supports) as well as resources and programs available within the community. (Not funded by the NDIS).
Local Area Coordinator	LAC	Local organisations working in partnership with the NDIA to help Participants, their families and carers access the NDIS. LACs will help Participants write and manage their Plans and also connect Participants to mainstream services and local and community-based supports.
Mainstream Supports		Supports you can get from other government funded services, like health, mental health and education, eg not funded by the NDIS.
myplace Portal		A secure website portal located on the Australian Government's myGov website to manage and keep track of your child's NDIS funding.
National Disability Insurance Agency	NDIA	The Commonwealth government organisation administering the NDIS.
National Disability Insurance Scheme	NDIS	A scheme providing support for Australians with disability, their families and carers.
NDIA Planner		An NDIA representative who works with NDIS Participants to develop their NDIS Plan.
NDIS Plan		A written agreement developed with the Participant, stating their goals and needs and the reasonable and necessary supports the NDIS will fund for them. Each Participant has their own individual Plan.
NDIS Pricing Arrangements and Price Limits		Provides information about price limits (the maximum prices that registered service providers can charge participants for specific supports) along with other useful information.
NDIS-registered Provider		A Provider of services and supports that has demonstrated compliance with specific quality and safeguards requirements.
Nominee or third-party decision maker		A person appointed by the Participant (often a parent or family member) or a court to act on behalf of, or make decisions on behalf of, an NDIS Participant.

Glossary of terms

Term	Acronym	Description
Participants		People who have met the Access requirements for the NDIS.
Participant-requested Plan Change		Occurs when you ask the NDIA to vary or reassess your child's Plan ahead of the scheduled reassessment date as something has changed in your child's circumstances.
Participant Service Charter		Participant Service Charter sets out what you can expect when interacting with the NDIS, including service standards and timeframes.
Pharmaceutical Benefits Scheme	PBS	Medicines subsidised by the Australian Government.
Plan Manager		An NDIS-registered provider who supports you to manage the funding in your child's NDIS Plan.
Planning Conversation		A meeting between you and your NDIA Planner, LAC or ECEI Coordinator to discuss your child and their support and funding needs.
Plan Reassessment		Occurs when your child's Plan reaches the end of its scheduled duration.
Plan Variation		Occurs when your child's Plan needs small changes but does not require a full reassessment.
Provider or Service Provider		Individuals and organisations that support people with disability and additional needs to achieve the goals set out in their NDIS Plan.
Reasonable and Necessary		All supports and services that you request for your child must meet specific NDIS criteria.
Review of a Decision		Internal review by the NDIA when there is a dispute about funding or an aspect of an NDIS Plan.
Self-Management		When you have full control and responsibility for the management of your child's NDIS funding.
Service Agreement		A formal, written agreement between you and your chosen service providers, outlining what and how supports will be delivered, responsibilities and obligations of both parties and how to resolve problems should they arise.
Support Coordinator		A capacity building facilitator to engage and implement all supports in a Participant's Plan.
Supports and Services		Assistance or products that help a person to complete everyday tasks, to work or participate in the community, and reach their goals.

Terms are described as they relate to the National Disability Insurance Scheme, (NDIS) only.



Kiind

Perth Children's Hospital

Ground Floor, Family Resource Centre
15 Hospital Avenue Nedlands WA 6009

C/o Child and Adolescent Health Service
Locked Bag 2010 Nedlands WA 6909

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(08) 6164 9806
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