



# Planning

Booklet 2 of 3

Easy Read version



**ndis**

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

## How to use this booklet



The National Disability Insurance Agency (NDIA) wrote this booklet. When you see the word 'we', it means the NDIA.



This booklet is written in an easy to read way. We use pictures to explain some ideas.

**Bold**

We have written some words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 42.



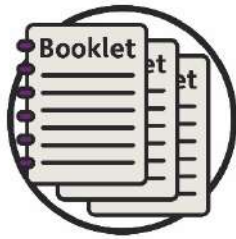
This Easy Read booklet is a summary of another booklet.



You can find the other booklet on our website at [www.ndis.gov.au](http://www.ndis.gov.au)



You can ask for help to read this booklet. A friend, family member or support person may be able to help you.



There are 3 booklets that all work together.



Booklet 1 explains what the NDIS is.



Booklet 2 explains how to make an NDIS plan.



Booklet 3 explains how to use your NDIS plan.



This is Booklet 2.



You don't have to read this booklet all at once.



You can take your time and work through it at your own pace.

## Changes during coronavirus (COVID-19)



Some things have changed at the NDIS due to **coronavirus** (COVID-19).



Coronavirus is a virus that has affected many people around the world.



During coronavirus, more of our services are available online.



And we are working with people on the phone instead of having face-to-face meetings.

Now NDIS plans:



- are more flexible – you can make changes if you need to because of coronavirus



- last for a longer time – plans are being extended for 12 months.

**Where do you find more information about these changes?**

You can visit our website at [www.ndis.gov.au/coronavirus](http://www.ndis.gov.au/coronavirus)

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## What is an NDIS plan?

A NDIS plan is a document that includes information about:



- you and your goals



- what supports you need



- the funding the NDIS will give you.

We explain each of these in this booklet.



In this booklet, we call it a plan.

## How do you make a plan?



Everyone needs to have a planning meeting before they get a plan.

In a planning meeting we will get to know:



- you and your goals



- the support you need to reach those goals.



We use the information from this planning meeting to make your plan.



# Getting ready for your planning meeting

## What will we talk about at the meeting?

You will talk about:



- what you are doing now



- what you might want to do in the future.



We call these your goals.

You can write down some ideas for your goals on page 26 of this booklet.

## What do you need to bring with you to the meeting?

When you come to the meeting, please bring:



- this booklet



- proof of your identity, such as a driver's licence or a passport

You can find more information about proof of identity on [our website](#).



- a list of any aids or equipment you use



- your myGov login and password.

You can find more information about myGov on page 35 of this booklet.



- your bank account details, if you think you want to self-manage your plan.

You can find more information about the different ways to manage your plan on page 28 of this booklet.

## Who will be at the meeting?



You can come to the planning meeting by yourself.

Or you can bring someone with you, such as:



- a family member



- a friend



- an **advocate** – someone who speaks up for you if you can't speak up for yourself.



There will also be a person there who runs the planning meeting.

They might be:



- an **Early Childhood Partner** – someone who supports children with disability and their families.



- a **Local Area Coordinator** – someone who helps people with disability find and use services and supports.

We call them LACs.



- a **NDIA Planner** – someone who makes new plans.

They will:



- contact you
- tell you when the planning meeting is.

## Your planning meeting details



Please write down the contact details of the person who will run your meeting.



What is their name?

---



What is their phone number?

---



What is their email address?

---



What is their office address?

---

---



Please also write down the details of your planning meeting.



What date is your planning meeting?

\_\_\_ / \_\_\_ / \_\_\_



What time of the day is your meeting?

\_\_\_\_\_



Where is your meeting?

\_\_\_\_\_



Who will you bring?

\_\_\_\_\_

## Getting to know you



We need some information about you so we can make your plan.



We will use this information in your planning meeting.

### Your details



My name is:

---



My date of birth is:

\_\_\_ / \_\_\_ / \_\_\_



What is your NDIS participant number?

You can find it in your access letter.

My participant number is:

---

## Please tell us about your disability



We need to know about the disability you have.



We also need to know how your disability affects your day-to-day life.

An example to help you:



*I use a wheelchair to get around. I need a bit of support getting ready for work but I'm mostly independent.*

**You can write about your disability here:**

A large, empty rectangular box with a purple border, intended for writing. In the top right corner of the box is an icon of a pencil writing on a sheet of paper.



## Tell us about important people in your life and where you live

Please tell us about:



- who is important to you – your family, close friends or other people who support you



- where you live and who you live with.

An example to help you:



*I live with my girlfriend at Mum and Dad's house.  
I'm really close to my family and I have a group  
of friends I like to spend time with.*

**You can write about yourself here:**



## Your day-to-day life

Please tell us about:



- what you do each day



- if you have a job



- what kind of activities you like to do



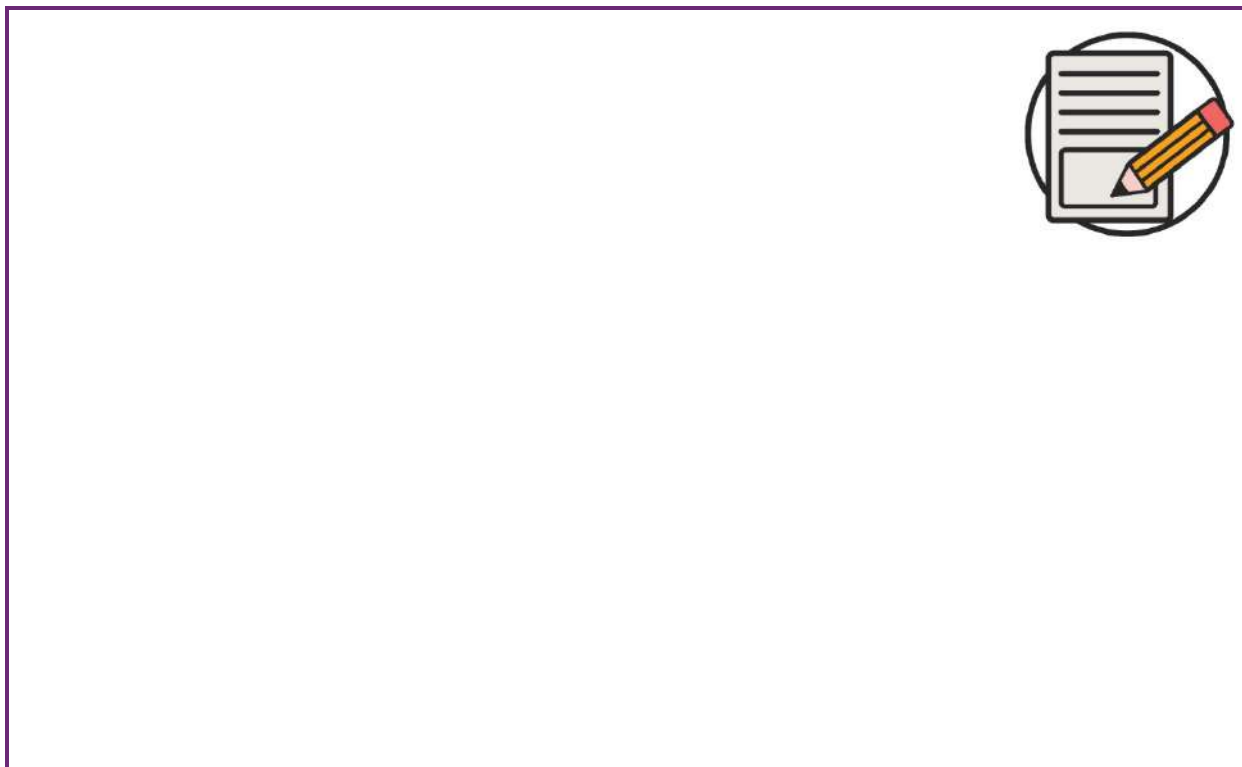
- if you use any aids or equipment every day.

An example to help you:



*I work in an office 3 days a week. I like to go bowling with my friends. I also like to watch videos on my phone.*

**You can write about your day-to-day life here:**



## **Your community**

Please tell us about the important people in your life who support you, such as:



- your family
- your friends
- support workers
- someone else you work with.

An example to help you:



*I see my parents all the time at family dinners and parties. I also see Vito at TAFE every week. He is the Disability Liaison Officer at TAFE.*

You can write about your community here:



### Your current supports

Please tell us about any government services or supports you use, including:



- a doctor you normally see



- the school you go to



- transport you use.



You could also write about any aids or equipment you use.



How often do you use these services and supports?

An example to help you:



*I use public transport to get to work and TAFE.  
When I have doctor's appointments I always see Doctor Angela.*

**You can write about your current supports here:**



## Compensation



**Compensation** is money you might have received if your disability is the result of an accident.

Have you ever received compensation?

Are you waiting to receive compensation?

An example to help you:



*I tripped on a curb and hurt my arm. The compensation I get pays for my physical therapy.*

**You can write about any compensation you receive here:**

A large empty rectangular box for writing, with a circular icon of a document and a pencil in the top right corner.

## Other important information

We want to know:



- what you enjoy about your life right now



- what you want to change



- if you want to try something new.

An example to help you:



*I like going to the swimming pool with my sister every Thursday. I live with Mum, but I would like to live in a share house with other people my age.*

You can write about what you think here:





## Setting goals



Setting goals is an important part of creating your plan.

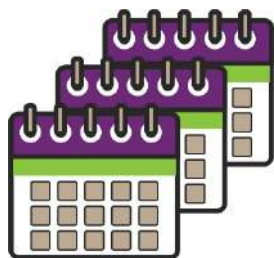


This helps us make sure that your plan supports what you want to do in the future.

You can have:



- short-term goals that you can usually reach in a year



- long-term goals that take a bit longer to reach.



Both types of goals are important.

## Short term goals

An example to help you:



*This year I want to learn how to use public transport by myself. This means I can go out with friends without relying on Mum.*

**You can write some short-term goals here:**

A large, empty rectangular box with a thin purple border, intended for writing short-term goals. In the top right corner of this box is a circular icon containing a document with horizontal lines and a yellow pencil with a red eraser.

## Long term goals

An example to help you:



*In the next few years, I want to move out of home. I also want to get a new job where I spend time talking to people.*

**You can write some long-term goals here:**

A large, empty rectangular box with a thin purple border, intended for writing long-term goals. In the top right corner of this box, there is a circular icon containing a document with horizontal lines and a yellow pencil with a red eraser.

## Choosing how to manage your NDIS funding



**NDIS funding** is the money from your plan that pays for the supports and services you need.

You can decide:



- what services you receive



- who provides them



- when you receive them.

Those supports and services need to:



- relate to your disability



- help you work towards the goals in your plan.



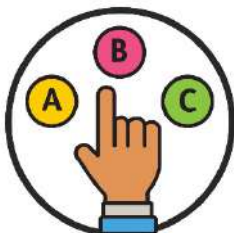
In your planning meeting, we will ask you how you want to manage your NDIS funding.



The person running your planning meeting will help you to decide.



There are 3 different ways to manage your plan.



You can choose:

- 1 of these options
- a combination of these options.

## Self-managed



You can choose to manage your plan by yourself.



This means you will have control over your NDIS funding.

If you choose to self-manage, you:



- decide who provides the supports in your plan



- keep a record of how your NDIS funding is spent



- pay the **service providers** you use with your NDIS funding.



A service provider supports people with disability.

A service provider can be an:



- organisation



- individual.

We have a list of providers that we know:



- are safe



- offer good quality supports and services.



If you choose to self-manage your plan, you can choose:

- providers who are on our list
- other providers.

## Plan-managed



You can choose to have a Plan Manager.

You still get to choose the service providers you use, but your Plan Manager:



- pays your service providers



- helps you keep track of your NDIS funding



- keeps a record of how you spend your NDIS funding.



You pay your Plan Manager with your NDIS funding.



Your Plan Manager needs to be on our list of providers.



## NDIA-managed



You can choose to have the NDIA manage your plan.



This means you can only choose NDIS providers from our list.



Your service providers are paid online through your NDIS funding.

You can log in to your myplace portal to:



- see how much your service providers charge for the services you receive



- keep track of your NDIS funding.

## Getting an approved plan



Once you have your planning meeting, the NDIA will decide whether or not to approve your plan.



At the end of your planning meeting, we will tell you:

- what the next steps are
- how long it will take to receive your approved plan.

## Once your plan is approved

Once your plan is approved, it might be:



- mailed to you



- given to you in person



- sent to you through the **myplace** portal.  
myplace is a website you can use to see and manage your plan.

## How to use myplace



You need to have a myGov account to use myplace.

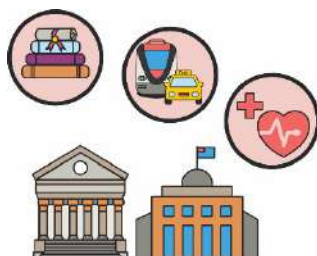
myGov is a website that links your:



- tax information



- medical information



- other government services.



You can go to [www.my.gov.au](http://www.my.gov.au) to:

- log in to your account
- create an account.

## What if you need support?

You might need help to:



- create your myGov account



- use the NDIS myplace portal.

You can contact:



- your Early Childhood Partner



- your LAC



- the NDIA



- the myGov helpdesk on **13 23 07**

## What if you don't agree with what is in your plan?

You can ask for your plan to be changed if you:



- are not happy with the goals in your plan



- don't agree with the goals in your plan.



You can also ask the NDIA to review your plan.

You can contact your:



- Early Childhood Partner
- LAC
- NDIA Planner.

They can:



- explain how to ask for a review



- help you find an advocate if you want one.



You need to ask for a review within 3 months of receiving your plan.



If you don't agree with the NDIA's review, you can ask the Administrative Appeals Tribunal (AAT) to review the decision.



You can contact them via their website at [www.aat.gov.au](http://www.aat.gov.au)

## More information

For more information about this booklet,  
please contact us.



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



1800 800 110



Follow us on Facebook.

[www.facebook.com/NDISAus](https://www.facebook.com/NDISAus)

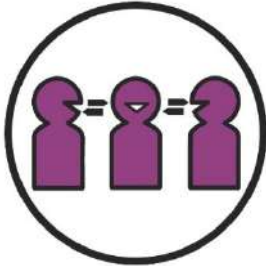


Follow us on Twitter.

[@NDIS](https://twitter.com/NDIS)

## Support to talk to us

If you speak a language other than English,  
you can call:



Translating and Interpreting Service (TIS)

**131 450**

If you have a speech or hearing impairment,  
you can call:



TTY

**1800 555 677**



Speak and Listen

**1800 555 727**



National Relay Service

**133 677**

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



## What you can expect

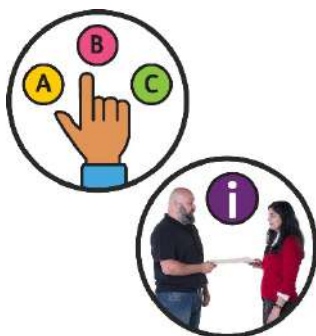


Our Participant Service Charter explains what you can expect from the NDIS.



We want participants to have a good experience when they use the NDIS.

You can expect us to do things on time, including:



- making decisions
- giving you information.



You can find more information on our website at [www.ndis.gov.au/about-us/policies/service-charter](http://www.ndis.gov.au/about-us/policies/service-charter)

## Word list



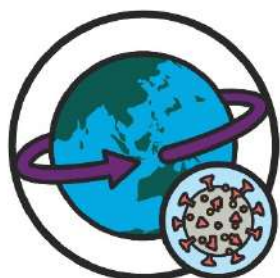
### **Advocate**

An advocate is someone who speaks up for you if you can't speak up for yourself.



### **Compensation**

Compensation is money you are paid because something bad happened to you.



### **Coronavirus**

Coronavirus is a virus that has affected many people around the world.



### **Early Childhood Partner**

An Early Childhood Partner is someone who supports children with disability and their families.



### **Local Area Coordinator**

A Local Area Coordinator is someone who helps people with disability find and use services and supports

We call them LACs.



### **myplace**

myplace is a website you can use to see and manage your plan.



### **NDIA Planner**

A NDIA Planner is someone who makes new plans.



### **NDIS funding**

NDIS funding is the money from your plan that pays for the supports and services you need.

### **Service provider**

A service provider supports people with disability.

A service provider can be an:

- organisation
- individual.



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