

# Using your plan

Booklet 3 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.

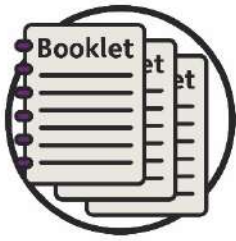


You can find the other booklet on our website at [www.ndis.gov.au](http://www.ndis.gov.au)



You can ask for help to read this booklet.

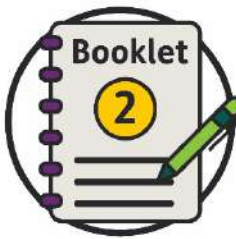
A friend, family member or support person may be able to help you.



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 3.



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)

## What's in this booklet?

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## Starting your plan



If you have an approved NDIS plan, it's time to get started.



You can get support to start your plan.

You might get support from a:



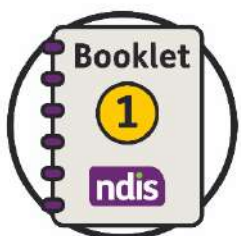
- Early Childhood Partner



- Local Area Coordinator (LAC).



- Support Coordinator.



We explain each of these people and the way they can help you with the NDIS in Booklet 1.

All of these people can help you:



- understand your plan



- understand the services and supports you can use



- find providers who meet your needs



- learn how to book a service



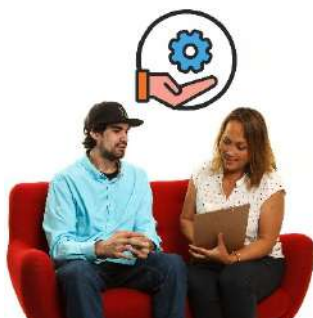
- with any questions you have about your plan.



## Managing 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:



- be related to your disability



- help you work towards the goals in your plan.

There are 3 different ways to manage your plan:



1. Self-managed – you manage your plan by yourself



2. Plan-managed – a Plan Manager helps you manage part of your plan



3. NDIA-managed – the NDIA manages your plan for you.



You can find out more about the different ways to manage your plan in Booklet 2.

## Viewing your plan in myplace



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

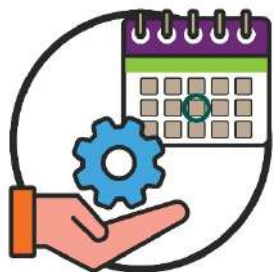
You can use myplace to:



- see messages from the NDIS



- find service providers



- book a service



- share your plan with your service provider.



You can use myplace anytime you want to.



Your plan will go onto myplace 1 day after it is approved.



You can find more information about myplace in Booklet 2.

# What's in your plan?



The information in your plan comes from your planning meeting.

Your plan includes these sections:



- Information about you



- Family and friends



- Services and community groups



- Your goals



- The supports you can use



We explain each of these sections in detail in Booklet 2.

## What if something changes?



Over time, something in your life might change, such as:

- the support you need for your disability
- where you live
- who you live with
- your job.

If something changes in your life, please tell your:



- Early Childhood Partner
- LAC
- Support Coordinator.



Because of these changes, your plan might need to change so that it supports you better.



Or your plan might stay the same.

## 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 us to review your plan if you think your funding needs to change.



You can find more information about how to ask for a review in Booklet 2.



# Understanding support budgets



Your NDIS funding is split up into different support budgets.

There are 3 types of support budgets:



1. Core Supports



2. Capital Supports



3. Capacity Building Supports.

We explain each of them on the following pages.

# 1. Core Supports budget



The Core Supports budget helps you with day-to-day activities.

There are 4 support categories in this budget:



- Assistance with daily life – funding for supports you need for your day-to-day life, such as cleaning your home.

This is sometimes called ‘Daily activities’.



- Consumables – funding for everyday items you might need, such as modified cutlery



- Assistance with social and community participation – funding so you can take part in activities.

This is sometimes called ‘Social, community and civic participation’.



- Transport – funding to help you get around.



How you can use this funding is different for each person.

## 2. Capital Supports budget



The Capital Supports budget is for more expensive assistive technology.

There are 2 support categories in this budget:



- Assistive technology – funding for equipment to get around and communicate



- Home modification – funding to pay for changes around your home.

## 3. Capacity Building Supports budget

The Capacity Building budget helps you reach your goals by supporting you to:



- be **independent** – you can do things for yourself



- learn new skills.

There are 9 support categories in this budget:



- Support coordination – using a Support Coordinator for help with your plan



- Improved living arrangements – making sure your home suits your needs



- Increased social and community participation – learning new skills so you can take part in more activities



- Finding and keeping a job – getting support or training so you can find and keep a job



- Improving relationships – supporting you to make friends and have good relationships



- Improving health and wellbeing –advising you on your health, diet and exercise



- Improving learning – getting training or advice so you can learn new skills



- Improving life choices – supporting you to manage your plan



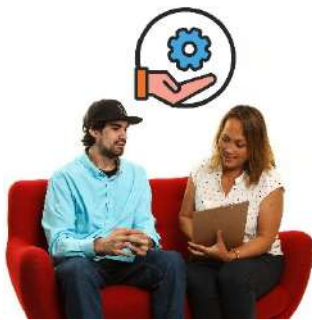
- Improved daily living – increasing your skills and independence.

# Choosing the supports you use



Here are some questions to help you choose the supports you use.

## Who can you buy services from?



You can choose:

- the services and supports you need
- when you get them
- who provides them.



You can ask someone to help you decide.  
A friend, family member or support person may be able to help you.



You buy these supports and services from a **service provider**.



A service provider supports people with disability.

A service provider can be an:



- organisation



- individual.



You can find out more about the different kinds of service providers you can use in Booklet 2.

## How do you find service providers?



Once you have NDIS funding in your plan, you can choose which service providers you want to use.



You can use the myplace portal to find service providers.



You can use the Provider Finder on the NDIS website at

[www.ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder](http://www.ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder)

Or you can ask for information about different providers from your:



- Early Childhood Partner
- LAC
- Support Coordinator.



You can learn more about service providers before you start using them.

You can:



- research service providers on the internet



- check reviews.



You can also:



- ask someone you trust for advice



- talk to service providers and ask them questions before you choose them.

## What is a service agreement?

A **service agreement** is a written plan between you and your service provider. It explains:



- the supports you will use
- how your service provider will give the supports to you
- how much the supports cost.



A service agreement helps you make sure you are getting the supports you have paid for.

## Pricing



We have a limit on the prices that service providers can charge.



Service providers can charge less than the limit, but not more.

You can:



- talk to your service provider about the prices



- agree on how much you will pay.

## Service bookings



You can use **service bookings** to start using your supports and services.

A service booking includes:



- the type of support you are getting



- how long the booking is for



- how much the service will cost.



Your service provider will use your service booking to get paid.



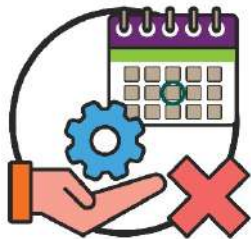
You create service bookings in the myplace portal.

You can find more information about myplace on page 11.

You can also use myplace to:



- change your service booking



- cancel your service booking



- check the way your plan is managed.



If your NDIS funding is self-managed, you don't need to use service bookings.

You can pay your service providers directly.

## Paying for your services



You pay for your supports and services through the myplace portal.

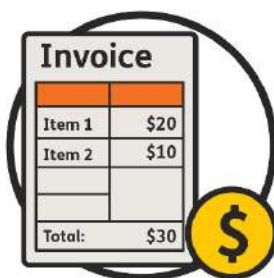
## Self-managed



If your NDIS funding is self-managed, there are 2 ways to pay for your services.



You can make a payment request through the myplace portal after your service provider sends you an **invoice**.



An invoice is a document that includes:

- a list of services that need to be paid for
- the amount that needs to be paid.

Or you can:



- pay for the service with your own money



- make a payment request through myplace to get the money back.

## Plan-managed



If your NDIS funding is plan-managed, your Plan Manager will pay for the services.



Your service providers need to send their invoices to your Plan Manager.

## NDIA-managed



If your NDIS funding is NDIA-managed, your service providers will claim their payments through myplace.

To do this your service provider will need your:



- NDIS number



- date of birth



- surname.

## Keeping track of your plan



It's a good idea to check how much NDIS funding you have used.



If you self-manage your plan, you need to keep track of how much funding you spend.

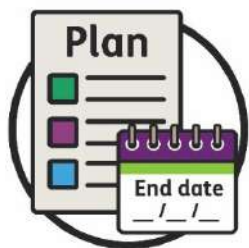


The myplace portal has information about:

- how much funding you have spent
- how much funding you have left.



## Reviewing your plan



Your plan will have an end date on it.



We will contact you before your plan ends to organise a plan review.

The plan review might happen:



- in person



- over the phone.

You can have another person with you when we review your plan, such as:



- a family member



- a friend



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



Please bring this booklet with you to the review.



## Things to talk about in your plan review



Please think about:

- how well your plan worked
- what could work better.



We have written some questions for you to think about.



You can write down some ideas to talk about at the meeting.



What worked well in your plan?

**You can write your ideas here:**



What goals did you work towards?

**You can write your ideas here:**



What didn't work well in your plan?

**You can write your ideas here:**

A large, empty rectangular box with a thin purple border, intended for writing ideas. In the top right corner of this box, there is a circular icon showing a yellow pencil with a red eraser writing on a white document with horizontal lines.



What questions do you have about your plan?



Do you want to change how you manage your NDIS funding?

**You can write your ideas here:**

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What are your new goals for your next plan?

**You can write your ideas here:**

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

## 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](http://www.facebook.com/NDISAus)

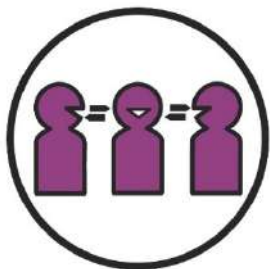


Follow us on Twitter.

@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

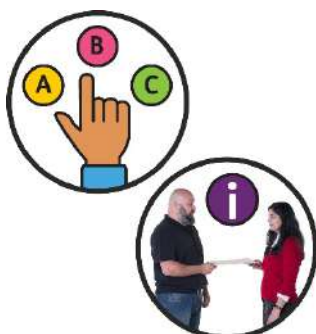


Our Participant Service Charter explains what you can expect from the NDIS.



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.



### **Coronavirus**

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



### **Independent**

When you are independent, you can do things for yourself.



### **Invoice**

An invoice is a document that includes:

- a list of services that need to be paid for
- the amount that needs to be paid.



### **myplace**

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



### **NDIS funding**

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

## Service agreement



A service agreement is a written plan between you and your service provider. It explains:

- the supports you will use
- how your service provider will give the supports to you
- how much the supports cost.

## Service booking



A service booking includes:

- the type of support you are getting
- how long the booking is for
- how much the service will cost.

## Service provider



A service provider supports people with disability.

A service provider can be an:

- organisation
- individual.



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