



United Nations

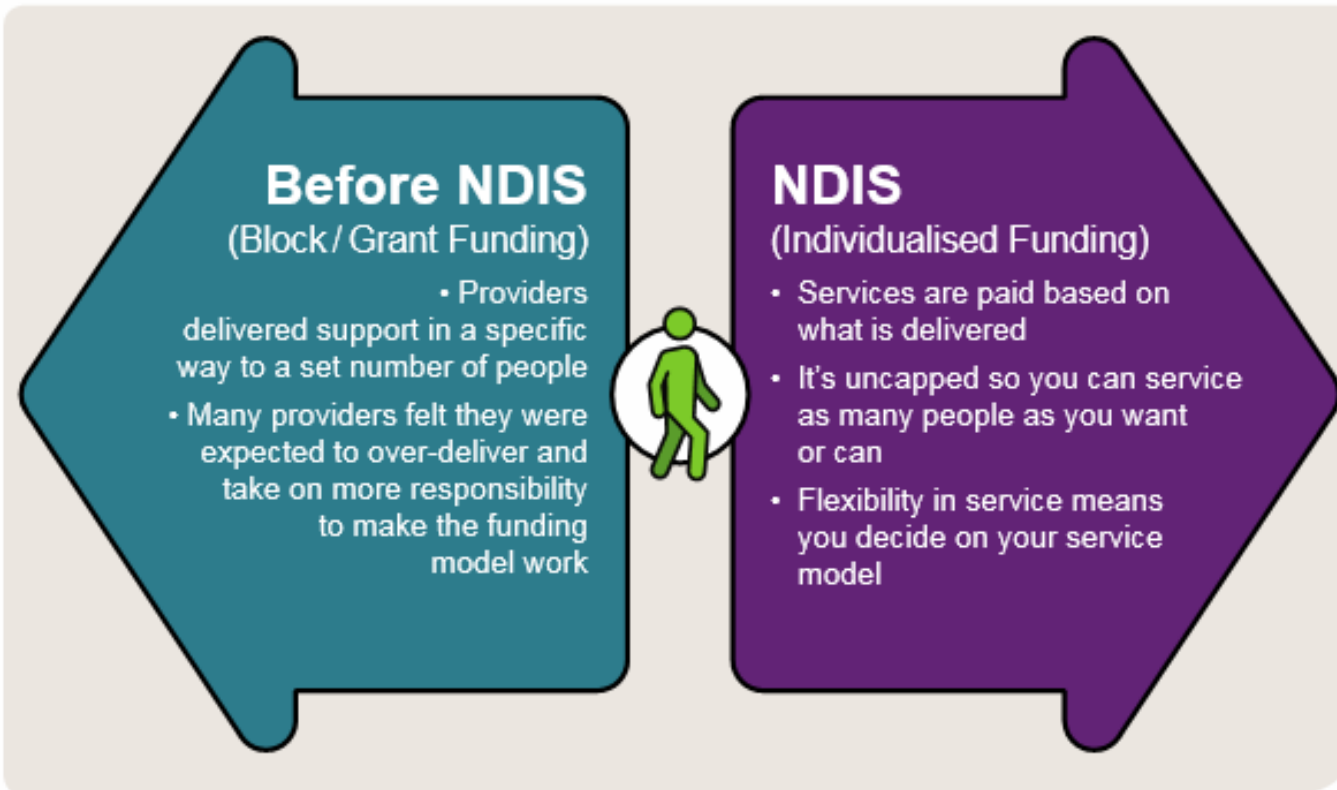
Convention on the Rights
of Persons with
Disabilities:

**Defend Choice
and Control:**

Every
Australian
Counts



Changes to the funding gives greater control to providers



The NDIS is the new way of delivering disability support



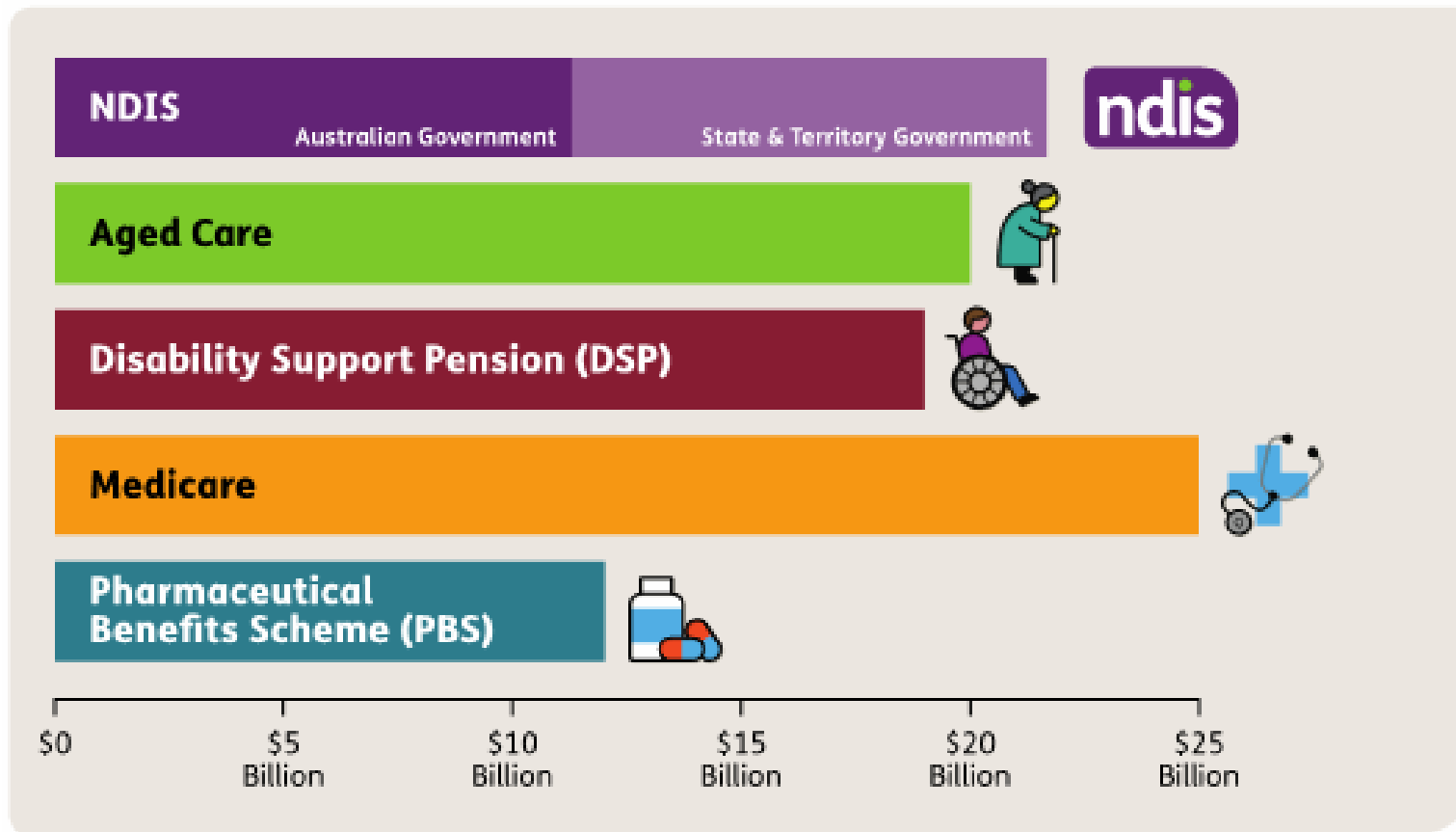
- Supports that meet individual needs
- Choice and control is central
- Delivered in local communities
- National coverage
- Insurance approach for sustainable costs

New, flexible, whole-of-life way to provide individualised support to people with disability

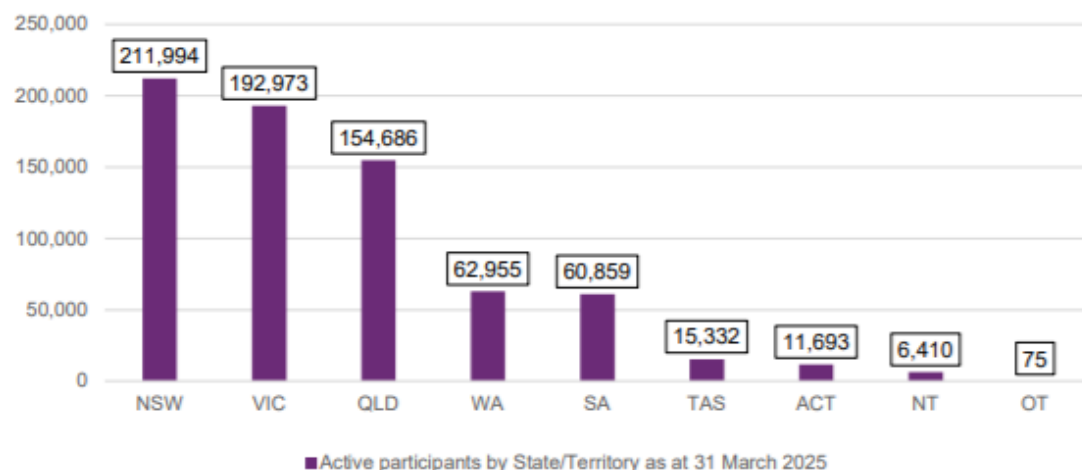
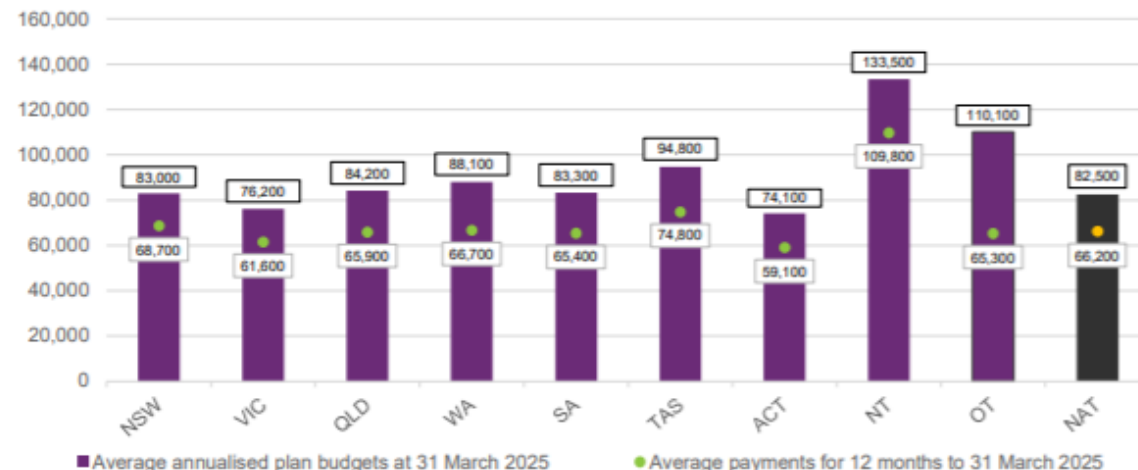
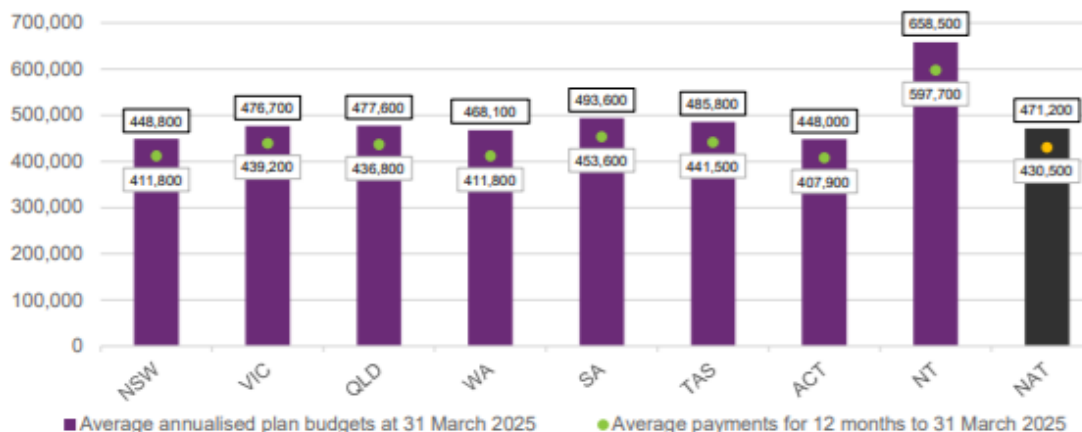
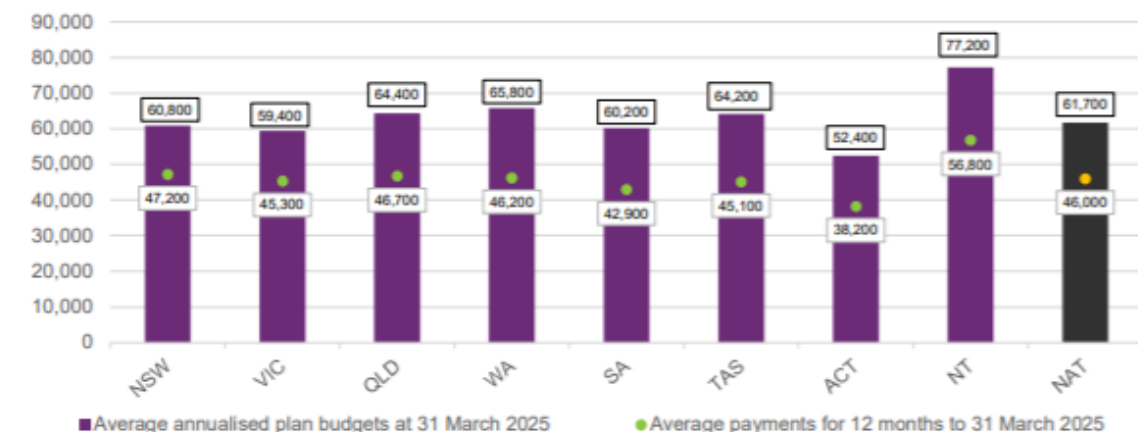


The NDIS is a significant reform

Projected NDIS expenditure compared with selected Australian Government programs (2019–20)



Summaries by State/Territory

Active participants by State/Territory ¹Average annualised plan budgets and average payments (\$) ²Average annualised plan budgets and average payments
- Participants in Supported Independent Living (SIL) (\$) ^{2,3}Average annualised plan budgets and average payments
- Participants not in SIL (\$) ^{2,3}

- NSW has the highest number (211,994) of active participants.
- The average annualised plan budget at the end of March for active participants is \$82,500 (\$61,700 for participants not in SIL and \$471,200 for participants in SIL).
- The average payments for the 12 months ending 31 March 2025 are \$66,200 (\$46,000 for participants not in SIL and \$430,500 for participants in SIL).
- NT has the highest average annualised plan budgets and payments. This is partially driven by a higher proportion of participants in SIL compared to other States/Territories.

PRE-PLANNING

Before a Planning Meeting

Talk to the participant about their goals and aspirations, and as a family.

Know what's in the NDIS support, assistance and services... And what is not in the NDIS

Before a Review (schedule or unscheduled)

Know what the requirements are for supporting letters – recommendations and reports

Use a funding calculator or budget builder

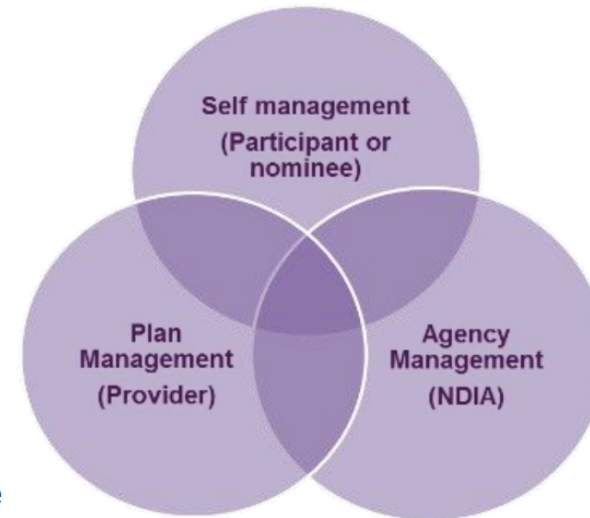


Why the way 'you manage your plan' is important now, more than ever...

Managing funding



- The type of funds management a participant chooses can vary depending on their circumstances
- Different options can be chosen for different supports
- Plans may have a combination of the options
- NDIA can limit self management where there is financial or personal risk



Note: Slide information courtesy of an information session delivered by the NDIS/NDIA

What if I make a mistake and accidentally purchase a support that's on the 'out' list?

A person who makes a mistake and claims an item which is not an NDIS support will not have a debt raised for first or second mistakes made in claiming where the support is worth less than \$1,500.

This means the NDIA must contact participants twice to explain what is and is not an NDIS support before any debt of less than \$1,500 is raised against them.

This rule applies to all participants (including participants who self-manage their funding), nominees and child -representative for a 12-month period commencing from 3 October 2024.

For NDIS providers, it applies for 30 days.

This does not apply if a participant purchases illegal items with funding from their plans.

If incorrect claims are repeated or fraudulent, we may take further action.

Firmer actions can include raising a debt or moving the participant onto an Agency-managed plan.



Scan the QR code to take you to the official reference source



A good starting point for a plan manager...

- A plan manager with a Dashboard and/or APP and **extractable data** you can use for your Review.
- A plan manager that **pays fast, quick, and easy.**
- A plan manager who has consistent contact with the same person.
- A plan manager with lesser 'red tape' and 'administration'.
- A plan manager who is not a gatekeeper or acts like they are a Decision Maker
- A plan manager that is quick to onboard and set up.

Note: There are many criteria for picking a plan manager – always exercise and control, and what is best for you.



Why is this section important, more than ever...

Some examples...

- I would like to exercise the Flexible Core Support for 1: in my support plan to access (STA) Short Term Accommodation for emergencies and crisis
- Share your 24-hour and day-to-day challenges, circumstances, and complexities; support, assistance, and services requirements and care needs

Note:

Take control and communicate how you want to be represented in the 'About Me' section of your plan.

Note your informal and formal supports.

My profile

Information about me

This is personal information about me and I can choose to share this information with my service providers.

Date of birth

Preferred contact method - letter

QLD

About me

My Family and friends

- My wife supports me each day as much as possible, and I have my 18 yr old son, parents and parents-in-law at home.

PERSONAL INFORMATION - CONFIDENTIAL

Name:
NDIS Number:
Plan Approved:

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Plan Managers use the information in your plan!



About Me

Why is this section important, more than ever...

Some examples...

- I lived with MS every day from mental health, psychosocial, and physical debilitation condition – with daily aches and pain.
- When I wake up, I need support from a support worker to get myself ready; to manage my day, I do not have any informal support as they have their own life to manage. I need assistance with dressing up, cleaning up, eating, and prompting me with my schedule and tasks for the day. My support worker is there up to the night before I go to bed.
- Part of my ongoing appointments is to see my allied health clinicians – on Monday – my psychologist; on Tuesday, my Physiologist, Wednesday, my Occupational Therapist, Thursday, my Exercise Physiologist, Friday, my Speech Therapist; in addition, I also go to swimming Tuesday, go to the Gym on Wednesday, and Thursday, I would like to volunteer, Saturday I visit my family and spend time with them, I need a support worker to assist me. Sunday is when I spend time for myself to go to the beach, go shopping, and do my groceries.
- I would like to continue to exercise the Flexible Core Support in my plan for 1:1 (STA) Short-Term Accommodation for emergencies and crises.



Why is this section important, more than ever...

Total funded supports \$

For 22 June 2026

Core Supports

Core supports help with my everyday activities, my current disability related needs and to work towards my goals. The Core Supports budget is the most flexible, and in most cases, funding can be used across the support categories (however, this may not include transport).

Goal/s my Core Supports funding can help me achieve:

Core Supports	Budget
<p>\$1500 to buy Low Cost assistive technology, and minor repairs to my assistive technology. This will support me to pursue my goals and outcomes.</p> <p>Funding also included for the purchase of continence products.</p> <p>Funding included for assistance with house and/or yard maintenance.</p> <p>Funding included for assistance with self-care activities.</p> <p>Funding included for house cleaning and other household activities.</p> <p>7 days a year of funding for Short-term Respite for yourself and carers</p> <p>Funding included for support to assist you to engage in community, social and/or recreational activities within the community.</p> <p>My Core Supports funding will be:</p> <p>\$749,769.44 Plan-managed</p>	
<p>Transport</p> <p>Transport: level 3 funding is a contribution towards transport related costs you incur during the plan period. This amount will be paid fortnightly into your nominated bank account on a pro-rata basis.</p> <p>My Transport funding will be: paid as fortnightly instalments into my nominated bank account.</p>	

Plan Managers use the information in your plan!



Why is this section important, more than ever...

My goals

This is what I want to achieve

Short-term goal

In this plan I would like to build my capacity to be more independent within the home this includes, completing daily tasks, showering, making shopping lists, prepare a meal.

How I will achieve this goal	How I will be supported
I can engage with Allied Health Professionals that promote opportunities for me to build my capacity with independent life skills.	My Support Coordinator will support me by providing information about ongoing support specific to my needs.

Short-term goal

In this plan I would like to be able to independently access the community, be able to grocery shop, visit my mum weekly like I used to before my stroke.

How I will achieve this goal	How I will be supported
I can engage with Allied Health Professionals that promote opportunities for me to build my mobility and independence with mobility.	My Support Coordinator will support me by providing information about ongoing support specific to my needs. My Support Worker can support me to implement skills and strategies suggested by professionals.

Medium or long-term goal

I would like to be able to explore some volunteer work within my local community.

How I will achieve this goal	How I will be supported
I will improve my confidence and mobility capacity so that I can volunteer within my local community.	My Carers QLD Local Area Coordinator will support me by providing information about ongoing support specific to my needs.

Medium or long-term goal

I would like to be able to start doing 3D printing, IT programming and woodworking that I previously did before my stroke.

Note:

This is a de-identified screenshot for information and education purposes.

PERSONAL INFORMATION - CONFIDENTIAL



Why is this section important, more than ever...

Some examples...

Goals and Aspirations

- To continue to receive access to support and services of multi-discipline allied health clinicians – OT, Physio, Psych, EP, Dietician, Podiatrist, Speech, Nursing, PT, and other professionals towards my goal of improving my physical health and mental health; to slow down – manage and mitigate my MS.
- To continue to receive access to support and services from my team of support workers for my day-to-day; including my social and community participation to engage in meaningful activities – (i.e. kayaking, sailing, gardening/horticulture – general hand); volunteering.
- To receive support and services to the latest technology to help me communicate, function, and be mobile' to engage in the community.
- In my new plan, I would like to receive Transport assistance to engage in the community and attend appointments.

Capacity Building

**Core
Capacity Building**

Capital

Core



Use a Budget Calculator or Plan Builder

<https://www.supportcalculator.com.au/>



<https://www.ndis.gov.au/participants/plan-implementation-directory/budget-calculators>



<https://planpartners.com.au/tools/ndis-budget-calculator>



Note: There are many Budget Calculators or Plan Builders – always exercise and control, and what is best for you.



Example Assessment, Recommendations and Supporting Letters

- full and comprehensive **(FCA)** Full Functional Capacity Assessments
- Capacity Building Assessment, Recommendations, and Supporting Letters
- Multi Discipline Recommendations, and Supporting Letters
- Treatment Plan / Intervention Plan / Clinical Plan / Rehabilitation Plan

Example AHPRA Registered Clinicians or Practitioners:

Psychologist, Physiotherapist, Occupational Therapist, Speech Therapist, Nurses, Specialist



Application for a Replacement support

What if evidence from my treating professional states I need a support on the 'out' list?

If you think an item that isn't a NDIS support is better for you, you can ask to substitute that support.

Only some supports can be replaced.

You can only spend your funding on a substitution if we have agreed in writing that you can buy this support.

There are a few criteria that must be met before we can approve this.

The Rules say which types of supports can be replaced.

The substituted support must also:

- replace one or more supports that are NDIS supports
- be the same price or cheaper than the NDIS support it is replacing, and
- be likely to provide the same or better outcomes than the NDIS supports it is replacing.



Scan the QR code to take you to the official reference source



Schedule Review, Review of Reviewable, Changes and Unscheduled Review

The words we use now

What we call it	What we used to call it	What it means for you
Reassessment date of a participant's plan	<ul style="list-style-type: none">● Review date of a participant's plan● End date of a participant's plan	<ul style="list-style-type: none">● Every NDIS plan includes a 'reassessment date'.● We need to look at the plan with you by this date and decide if any changes are needed.● If a plan reaches its reassessment date before the reassessment is completed, the current plan will be varied to extend it by 12 months so you can continue accessing supports.
Plan reassessment (Participant or Agency initiated)	<ul style="list-style-type: none">● (Full) plan review● Scheduled or unscheduled review● Change of Circumstances (CoC) review● S48 review	<p>You can ask for a reassessment at any time.</p> <ul style="list-style-type: none">● When we conduct a reassessment, we can decide to create a new plan or vary the current plan, depending on your situation.● You can read more about plan reassessments below
Plan variation	<ul style="list-style-type: none">● 'Light touch' plan review● Plan extension, rollover or continuation● New plans with similar supports and new plans with minor changes	<ul style="list-style-type: none">● Under the NDIS Act, there are some situations where we can 'vary' a plan without a full reassessment.● You can ask for a variation at any time.● If we do a variation, you will receive a copy of the varied plan within 7 days.
Internal review of decision	<ul style="list-style-type: none">● S100 review● Review of reviewable decision (RORD)	<ul style="list-style-type: none">● Participants can ask for a review of our decisions.● If a participant is not happy with the outcome of this review, they can also ask the Administrative Appeals Tribunal to review our decision.



Change of Circumstances, Plan Variation, Plan Changes



Scan the QR code to take you to the official reference source



Support Purposes, Support Categories and Support Items

NDIS providers should be aware that all supports and services for NDIS participants must contribute to the achievement of their individual goals as outlined in the participant’s plan. Support purpose categories are designed to align with the Outcomes Framework and the 15 support categories. This helps participants choose supports that help them achieve their goals, and providers to understand how the supports they provide contribute to the participant’s goals.

The following table shows the links between support purpose types, domains in the Outcomes Framework and support categories.

PURPOSE	OUTCOME DOMAIN	SUPPORT CATEGORY
CORE	Daily Living	01 Assistance with Daily Life
	Daily Living	02 Transport
	Daily Living	03 Consumables
	Social and Community Participation	04 Assistance with Social, Economic, and Community Participation
	Work	04 Assistance with Social, Economic, and Community Participation
CAPITAL	Daily Living	05 Assistive Technology
	Home	06 Home Modifications and Specialised Disability Accommodation (SDA)
CAPACITY BUILDING	Choice and Control	07 Support Coordination
	Home	08 Improved Living Arrangements
	Social and Community Participation	09 Increased Social and Community Participation
	Work	10 Finding and Keeping a Job
	Relationships	11 Improved Relationships
	Health and Wellbeing	12 Improved Health and Wellbeing
	Lifelong Learning	13 Improved Learning
	Choice and Control	14 Improved Life Choices
	Daily Living	15 Improved Daily Living Skills

Note: Slide information courtesy of an information session delivered by the NDIS/NDIA



Support categories – current state vs PACE



Support types and categories in PACE will be consistent with current state with the following exceptions:

1. **New categories** – created to group items suited to common settings or carrying common risks.
2. **New names** – recommended through sector consultation in 2020.

Support types	Support category – current state
CORE	Assistance with Daily Life Transport Consumables Assistance with Social, Economic and Community Participation
CAPITAL	Assistive Technology Home Modifications
CAPACITY BUILDING	Support Coordination Improved Living Arrangements Increased Social and Community Participation Finding and keeping a job Improved Relationships Improved Health and Wellbeing Improved Learning Improved Life Choices Improved Daily Living Skills

Support types	Support category – future state
CORE	Assistance with Daily Life Home and Living Transport Consumables Assistance with Social, Economic and Community Participation YPIRAC – Cross Billing
CAPITAL	Assistive Technology Assistive Technology, Maintenance, Repair and Rental Home Modifications Specialised Disability Accommodation(SDA)
CAPACITY BUILDING	Support Coordination and Psychosocial Recovery Coaches Improved Living Arrangements Increased Social and Community Participation Finding and keeping a job Relationships Behaviour Supports Health and Wellbeing Lifelong Learning Choice and Control Improved Daily Living Skills
RECURRING	Recurring Transport

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Note: Slide information courtesy of an information session delivered by the NDIS/NDIA

Support Coordinators / Recovery Coaches



- Support coordinators and recovery coaches will be recorded through the request for service (RFS) process
- When the RFS is accepted, and consent is provided, the support coordinator or recovery coach will gain visibility of the participant plan and associated budget
- Participants can change support coordinator or recovery coaches at any time during the plan period
- Support coordinators / recovery coaches will receive a notification when they are recorded or removed during a participant's plan period

OFFICIAL

What does good like? What do you expect from your Support Coordinator?

Note: Slide information courtesy of an information session delivered by the NDIS/NDIA



PRE-PLANNING

Before a Planning Meeting

Before a Review (schedule or unscheduled)

Talk to the participant about their goals and aspirations, and as a family.

Know what the requirements are for supporting letters.

Know what's in the NDIS support, assistance and services... And what is not in the NDIS

Use a funding calculator or budget builder

Reach out for Support and Assistance...



United Nations

Convention on the Rights of Persons with Disabilities:



Operational Guidelines

NDIS legislation news

Changes to NDIS legislation



Latest NDIS Price Guide



QUESTIONS & ANSWERS



... realised the possibilities.

