

Q. What is the NDIS ?

A. The National Disability Insurance Scheme (NDIS) is a scheme of the Australian Government that funds costs associated with disability to ensure that they can take part in everyday activities.

Q. Is the NDIS enshrined in law?

A. The National Disability Insurance Scheme Act 2013 (NDIS Act) established: (i) the National Disability Insurance Scheme (NDIS); and (ii) the National Disability Insurance Agency (NDIA).

Q. What is the NDIA?

A. The NDIA is an independent statutory authority within the Australian Government that implements and manages the NDIS.

Q. Who qualifies for the NDIS?

A. The NDIS provides support to eligible people with intellectual, physical, sensory, cognitive and psychosocial disability. Early intervention supports can also be provided for eligible people with disability or children with developmental delay.

Q. What a NDIS Plan?

A. Participants that qualify for NDIS have individual plans developed for a specified period by a NDIA Planner that summarises:

- 1. The participant*
- 2. Their family and friends*
- 3. Relevant service and community groups*
- 4. Goals and aspirations*
- 5. Funded supports (budgets) against the 15 support categories in the NDIS Outcomes Framework*

Q. How many ways can a NDIS plan be managed?

A. There are three ways that NDIS funding can be managed:

- 1. Self-Managed*
- 2. Plan Managed; and*
- 3. NDIA Managed.*

Q. What is NDIS Self-Managed?

A. The participant (or their nominee) manages their NDIS plan funds directly and are individually responsible for:

- 1. Liaising with providers;*
- 2. Processing invoices;*
- 3. Establishing a separate bank account; and*
- 4. Claiming money from the NDIA portal;*
- 5. Maintaining the systems and documentation necessary to sustain and pass an audit.*

Q: What is Plan Managed?

A: The direct funding of a financial intermediary by the NDIA to facilitate a third-party connection between the NDIS participant (or their nominee), their support providers and the NDIA who is responsible for:

- 1. managing and monitoring funded supports (budgets);*
- 2. managing NDIS claims and disbursing funds to support providers;*
- 3. maintaining the systems and documentation necessary to sustain and pass an audit;*
- 4. producing monthly statements for participants;*
- 5. providing access to a wider range of support providers, including non-registered providers.*

Q: What is NDIA (aka Agency) Managed?

A: The participant (or their nominee) elects for the NDIA to manage their NDIS funds. The NDIA will directly pay registered providers of relevant services on behalf of a participant.

Metric	Self-Managed	NDIA Managed	Plan Managed
Can I use NDIS registered and unregistered support providers?	Yes	No	Yes
Invoices are reviewed and processed for me?	No	Yes	Yes
Billing and invoice issues resolved for me?	No	Yes	Yes
Payment requests to the NDIA via the portal made for me?	No	Yes	Yes
Documents and records be maintained for me?	No	Yes	Yes
Spending and budgets tracked for me?	No	Yes	Yes
Access to monthly statements and summary information?	No	Yes	Yes
Easy access to someone with NDIS experience to support me?	No	No	Yes
Direct cost to me?	None	None	None
Level of 'choice and control'	High	Low	High
Time and administrative commitment	High	Low	Low

Q: How much does it cost to use a Plan Manager?

A: Nothing. Plan management is a disability service funded through the NDIS, where funds are available to all participant (or their nominees) who want to engage a plan manager in addition to funding for existing and necessary supports.

Q. Can I change from Self-Managed or NDIA Managed to Plan Managed?

A. Yes, participants (or their nominees) can choose to become plan managed at any stage during their existing funding cycle or during their review meeting with their NDIA Planner.

Q. How do I change to become Plan Managed?

A. Participants (or their nominees) need to inform their NDIA Planner that they want to change from Self-Managed or NDIA Managed to Plan Managed.

Q. Can I change from an existing Plan Manager to a different Plan Manager?

A. Yes, participants (or their nominees) can change Plan Managers at any stage, in accordance with the conditions of the Service Agreement with their existing Plan Manager.

Q. How do I find a Plan Manager?

A. To identify prospective plan managers participants (or their nominees) can:

- 1. Seek recommendations from their networks (allied health, support workers and peers)*
- 2. Contact their Local Area Coordinator, Early Childhood Partner, or Support Coordinator and request assistance*
- 3. Utilise the 'provider finder' tool on the NDIS website*

<https://www.ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder>

Q. What are the requirements Plan Manager under in the NDIS?

A. All Plan Managers must be registered with the NDIS Quality and Safeguards Commission and be approved under the 'Management of funding for supports in participants plans' registration group, which is the group (or class) of supports and services being delivered.

Registered NDIS providers in states and territories where the NDIS Commission operates must:

- 1. comply with the conditions of registration stated on your certificate of registration*
- 2. demonstrate compliance with the NDIS Practice Standards for your relevant registration groups (which are determined by the types of services and supports your deliver), including through a quality audit*
- 3. comply with the NDIS Code of Conduct in your organisation and support employees to meet its requirements*

4. *have an in-house complaints management and resolution system to record and manage any complaints you receive, and support NDIS participants or other relevant concerned parties to make a complaint*
5. *have an in-house incident management system, and notify the NDIS Commission should a reportable incident occur (including alleged reportable incidents)*
6. *fulfil worker screening requirements and ensure all workers have been screened*
7. *if applicable, meet the behaviour support requirements, including reporting the use of restrictive practices to the NDIS Commission.*
8. *All workers of registered NDIS providers should complete a worker orientation e-learning module called 'Quality, Safety and You', that covers human rights, respect, risk, and the roles and responsibilities of NDIS workers.*