

# Using your NDIS plan



This fact sheet will explain:

- your plan implementation meeting
- how to use your NDIS funding
- how to make sure your plan is working for you.

## Your NDIS plan

Your NDIS plan starts once we approve it. We'll send you a copy of your plan by your preferred method within 7 days after we approve it. We'll share a copy of your plan with your nominee or child representative, if you have one, and with anyone else you ask us to share your plan with. You can access your plan at any time in the [my NDIS app or my NDIS portal](#).

For more information, read [Our Guideline – Your plan](#) on the NDIS website.

We create your NDIS plan using the information you tell us when you apply to the NDIS and during your [plan meeting](#). Your plan includes information about you, your goals, and your funded and unfunded supports.

## Your plan implementation meeting

Once we approve your plan, we'll ask if you want a [plan implementation meeting](#). This can help you understand what's in your plan, and how to use it.

For example, we can explain:

- what you can buy with the different parts of your funding
- how to manage your NDIS funding
- how to find and work with service providers
- how to use the [my NDIS app or my NDIS portal](#)
- how to ask for help or advice if you need it.

You'll have your plan implementation meeting with your my NDIS contact. This is the local area coordinator, early childhood partner or NDIS planner who supports you. They are the best person to talk to if you have any questions or need support while you interact with the NDIS. Their contact details are included in your plan.

If you have a support coordinator or recovery coach, they can help you start using your plan instead.

Usually, your plan implementation meeting will be in person or by phone. You can bring along a family member, friend or supporter to the meeting if you want.

## Using your funding

Once we approve your plan, you can start using your NDIS funding to buy supports.

It's important that you only use your funding in the way we describe it in your plan. If you have any questions about what you can buy, you should talk to your my NDIS contact, support coordinator or recovery coach.

There are things you can't spend your funding on, such as items that are illegal or relate to your day-to-day living costs. Learn more about [what you can buy with your funding](#) on the NDIS website.

Your funding should last for the full length of your NDIS plan. No matter how you choose to manage your funding, you are responsible for making sure your budgets are on track.

You can see your budget in the [my NDIS portal or my NDIS app](#). You can also use our [budget calculator](#) and [support organiser](#) to help you use your funding.

## How your funding is structured

Your funding is split into 4 support budgets. Each budget is made up of support categories with more detail about what you can buy.

The support budgets are:

**Core supports:** supports for everyday activities, like help to take part in activities in the community. Your core supports budget is mostly flexible.

**Capacity building supports:** supports to help you build your skills and increase your independence. Capacity building supports are stated.

**Capital supports:** supports including high-cost assistive technology, equipment, vehicle modifications, home modifications and specialist disability accommodation. Capital supports are stated.

**Recurring supports:** These supports are paid by us on a regular basis, so you don't need to claim for these. This funding is not included anywhere else in your budget and includes mainly transport supports.

### Flexible and stated supports

We'll describe each support category in your plan as either stated or flexible.

If a support category is stated, you must use your funding for the specific supports, or type of supports, we describe in your plan. We'll be clear about how you can use



your funding. For some stated supports we might describe the specific support you can buy, the amount you can spend, or the provider who can deliver that support.

If a support category is flexible, we'll describe the supports you can buy more generally, so you have more choice about how you use your funding. You can also use your funding between flexible support categories.

## Choosing your providers

A provider is a person, business or organisation who delivers NDIS funded supports. You are responsible for choosing the providers you want to deliver your supports.

We can't recommend specific providers to you. But we can let you know about the different providers in your area. You can also check for providers on the internet, look at reviews, or get advice from friends or family. It's a good idea to speak with different providers before you choose one.

You can use the [Provider Finder](#) on the NDIS website to find registered providers.

### Registered and unregistered providers

Providers can either be registered or unregistered NDIS providers. NDIS registered providers are regulated by the [NDIS Quality and Safeguards Commission](#), and have to meet strict conditions for the quality and safety of their services. All registered and unregistered providers must adhere to the [NDIS Code of Conduct](#).

There are some [supports where you must use a registered provider](#), but for most supports you can choose any provider you want. If your funding is Agency-managed, you must use NDIS registered providers.

## Paying for your supports and services

The way you pay for your supports and services will be different depending on how your plan is managed:

- If your funding is self-managed, you will pay your providers through the [my NDIS portal or my NDIS app](#)
- If you use a registered plan manager, they will pay your providers for you
- If your funding is Agency-managed, we will pay your providers for you.

You can use the [my NDIS portal or my NDIS app](#) to check the claims against your plan.

To learn more, read [Our Guideline – How to claim from your plan](#) on the NDIS website.

## Making sure your plan is working for you

### Check-ins

At least once a year, we'll arrange a check-in meeting with you to see how you're going with your plan. We can meet with you face-to-face or by phone. You can bring a family member, supporter, or someone who helps you with your plan to your check-in, if you want to.



Things we'll talk about include:

- if you're accessing the services and supports you need
- how you're going with your goals
- if your situation has changed and we need to change your plan
- if you have any questions about your plan and the NDIS.

If your plan is working well for you, nothing needs to change after your check-in. If you do need to make changes to your plan, we'll support you to ask for these changes.

## Changing your plan

If your situation changes during your plan, you might need more, less or different funding. You can ask for changes to your plan at any time.

If you need changes to your plan, you should talk to your my NDIS contact. They'll work with you to understand how your situation has changed and support you to ask for changes.

To learn more, read [Our Guideline – Changing your plan](#) on the NDIS website.

## Your plan reassessment

Your plan will continue until you receive a new plan, or you leave the NDIS.

We'll contact you about 3 months before your plan reassessment date. Your plan reassessment date is listed in your plan.

We'll arrange a check-in meeting with you so we can talk about how your plan has been working. We'll talk to you about what to expect in your plan reassessment, including:

- any information or evidence you'll need to give us
- things you should think about to prepare.

When we reassess your plan, we'll have a planning conversation with you and [create your new plan](#). If your plan has worked well and your situation hasn't changed, we can approve a new plan with the same supports

For more information about using your NDIS plan, visit [ndis.gov.au](https://www.ndis.gov.au).





## Fact sheet – Using your NDIS plan

For more information visit [ndis.gov.au](https://www.ndis.gov.au)

### National Disability Insurance Agency

 Website: [ndis.gov.au](https://www.ndis.gov.au)


 Telephone: 1800 800 110

 Webchat: [ndis.gov.au](https://www.ndis.gov.au)


### Follow us on our social channels



### For people who need help with English

 TIS: 131 450

### For people who are deaf or hard of hearing

 TTY: 1800 555 677

 Voice relay: 1800 555 727

 National Relay Service: [relay.service.gov.au](https://www.relay.service.gov.au)