



# Creating your NDIS plan

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.



We wrote this booklet in an easy to read way.

We use pictures to explain some ideas.

**Bold**  
Not bold

We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 51.



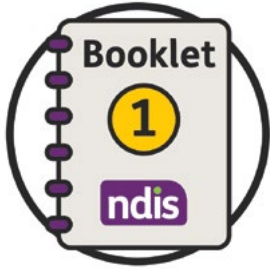
This Easy Read booklet is a summary of another booklet.



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 how to apply for the NDIS.



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.

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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



- what supports the NDIS will pay for.



In this booklet, we call it a plan.

## How do you make a plan?



When people with disability join the NDIS, we call them **participants**.



When you become a participant, we support you to make a plan.



Everyone must have a planning conversation before they get a plan.



In a planning conversation we will get to know:

- you
- what is happening in your life now.



When we make your plan, we will talk about what supports can help you work towards your goals.



And we might ask you for more information about your supports if we need to.

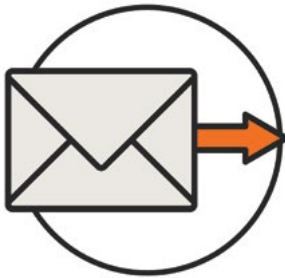


We use the information from this planning conversation to make your plan.



When we finish making your plan, we will **approve** it.

This means we agree to everything in your plan.



We will also send it to you.



You can ask other people to support you to make decisions about your plan.

For example, a family member or friend.



## What happens before your planning conversation?



We will check all the information you gave us when you applied to join the NDIS.

This includes any information from:



- your doctors or other health care workers



- services you might use.



It also includes information we have about what supports you need.



We might contact you to work out when you want to have your planning conversation.



A **local area coordinator** might contact you.

This is someone who helps people with disability find and use supports.



An **early childhood partner** might contact you.

This is someone who supports children with disability and their families to find and use supports.



Or an **NDIA planner** might contact you.

This is someone who makes new plans.



We will ask you how you want to have your planning conversation.



For example, you can tell us:

- where we should have the planning conversation
- how you want to have the planning conversation.

**Your early childhood partner, local area coordinator or NDIA planner's contact details**



Name



Phone number



Email address



Office address

# Getting ready for your planning conversation

## What will we talk about in your planning conversation?

We will talk to you about what you:



- are doing now



- might want to do in the future.

We will ask you questions about:



- your goals



- where you live and who you live with.

We will also ask you questions about what:



- supports you have now



- you like to do for fun.

We will also ask you questions about what support you need to:



- develop your skills



- do more things on your own.



You can use this booklet to help you get ready for your planning conversation.



We have questions you can answer to help you get ready.

There are boxes for you to share your answers later on in this booklet.



All the information you share will help us make your plan.



We will keep all your information:

- safe
- private.

## What do you need to bring with you?

When you come to the planning conversation, please bring:



- this booklet



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



- a list of any aids or equipment you use



- your myGov login and password



- your bank account information



- any information from your doctors or health care workers.

## Who can come with you?



You can come to the planning conversation by yourself.

Or you can bring:



- a family member or friend



- an advocate – someone who speaks up for people with disability.



# Information about you



We would like to know more about you.



This will help us make your plan.

What is your name?

What is your date of birth?



What is your NDIS participant number?



You can find this number in the letter that:

- we sent you
- says you can join the NDIS.



What type of disability do you have?



How does your disability affect your day-to-day life?



For example, do you need support to:

- move around?
- do daily tasks, like cooking?



We also want to know other things about you.



What people or things are important to you?



Where do you live?



What do you like to do?



Do you work or have a job?



We want to know what supports you use each week.

This includes supports from the:



- community



- government.

Your answers will help us understand what supports:



- you use now



- might need in the future.

## What do you do in your day-to-day life?



What supports do you have to do these things?

### Mondays

### Tuesdays

### Wednesdays

## Thursdays



## Fridays



## The weekend



## What other supports do you use?

Do you use other supports:



- every 2 weeks?



- each month?



- every now and then?



## Do you use assistive technology to do what you want each day?



**Assistive technology** can:

- make it easier to do things
- keep you safe.



Assistive technology might be:

- an aid or piece of equipment
- a system to use.

## Do you need support with day-to-day tasks?

Home and living supports can help you:



- do things for yourself



- learn new skills.

## Important people in your life



We want to know more about the important people in your life.

This could include:



- family members



- friends.



Or they could be someone else who cares about you.

## Who is important in your life?

### Person 1

Name

Their relationship to you

How they are part of  
your life

### Person 2

Name

Their relationship to you

How they are part of  
your life

### Person 3

Name

Their relationship to you

How they are part of  
your life

### Person 4

Name

Their relationship to you

How they are part of  
your life

## Person 5

Name

Their relationship to you

How they are part of  
your life

## Person 6

Name

Their relationship to you

How they are part of  
your life

## Information about your goals

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.



The goals you share with us will help us make sure your plan:

- meets your needs
- will help you work towards your goals.

When you plan your goals, think about what you:



- like to do



- want to change



- want to try.



## What are your short-term goals?



What are some things you can work towards over the next 12 months?



For example, your goal could be learning how to use public transport on your own.

## What are your long-term goals?



What are some things you can work towards in the future?



For example, your goal could be moving out of home with a friend.

## Other information we want to know about

### Have you ever received compensation?



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



From the time you received compensation:

- has anything changed?
- have you asked to receive more compensation?

## What else would you like to tell us?



Do you have any parts of your life that you want to tell us about?



Do you have any other questions you want to ask?

## Notes from the planning conversation



You can take notes about what you talked about in your planning conversation.

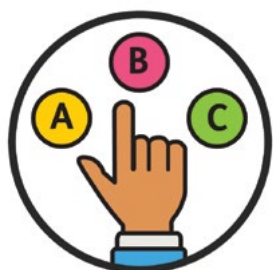
## How do you want to manage your funding?



**Funding** is money from the government that pays for supports and services.



There are 3 different ways to manage your funding. We explain these 3 ways on the following pages.



You can choose:

- one of these options
- a combination of these options.

## What happens when you self-manage?



When you self-manage, you choose to manage your plan by yourself.



This includes managing your funding.



When you self-manage, you will be in control of your funding.

And you will decide:



- what supports you will have
- who provides these supports
- how the supports are delivered.

When you self manage, you can also:



- hire people to support you



- have someone else hire these people.



And you can work out how much your supports will cost.

This means you can make sure your supports are good value for money.

## What happens if you use a plan manager?



You can choose to have a plan manager.

This means you hire someone to support you to manage your funding.

Your plan manager will:



- pay for the supports you need



- help you keep track of your funding



- record how you spend your funding.





You pay your plan manager with your funding.



And they must be a **NDIS registered provider**.

A NDIS registered provider:



- can offer certain supports and services to participants
- is on a list that we look after
- must follow certain rules that we set.

## What happens if the NDIA manages your funding?



You can choose to have the NDIA manage your funding.



We will pay the supports you choose.



When the NDIA manages your plan, you must use NDIS registered providers.



You can keep track of your funding on the:

- myplace portal
- NDIS app.

# What happens after your planning conversation?

## Getting an approved plan



Once you have your planning meeting, we 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 we approve your plan



Once we approve your plan, we will send you a copy within 7 days.



We will also share a copy of your plan on the:

- myplace portal
- NDIS app.



We explain how to use the myplace portal on the next page.

# How to use myplace

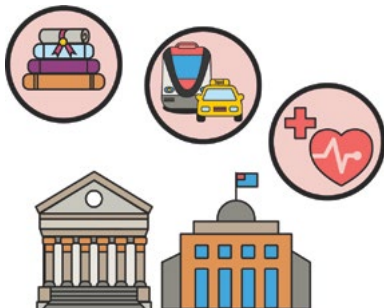


You need to have a **myGov** account to use myplace.



myGov is a website that links:

- your tax information
- your medical information



It also links other government services you use.



You can go to the myGov website to:

- log in to your account
- create an account.

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

## What if you need support?

You might need help to:



- create your myGov account



- use the NDIS myplace portal.

You can contact different people, such as:



- your early childhood partner



- your local area coordinator



- the NDIA.



You can also call the myGov helpdesk.

**13 23 07**

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



You can ask us to change your plan if you:

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



You can also ask the NDIA to do an **internal review**.



In an internal review, we check your plan to see what:

- works well
- can be better.

You can contact your:



- early childhood partner
- local area coordinator  
or
- NDIA planner.



They can explain how to ask for an internal review.



They can also help you find an advocate if you want one.



You need to ask for an internal review of your plan within 3 months after you receive it.



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

The AAT reviews government decisions.



You can contact the AAT on their website.

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



## More information

For more information about this booklet, you can contact us.



You can visit our website.

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



You can call us.

**1800 800 110**



You can follow us on Facebook.

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



You can follow us on Twitter.

**@NDIS**

## Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

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



If you speak a language other than English, you can call the 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)

## Word list

This list explains what the bold words in this document mean.



### **Administrative Appeals Tribunal (AAT)**

The AAT is a type of court that reviews and makes some decisions about plans and who can use the NDIS.



### **Approve**

When we approve a plan, we agree to everything in your plan.



### **Assistive technology**

Assistive technology can:

- make it easier to do things
- keep you safe.



Assistive technology might be:

- an aid or piece of equipment
- a system to use.



### Compensation

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



### Early childhood partner

An early childhood partner is someone who supports children with disability and their families to find and use supports.



### Funding

Funding is money from the government that pays for supports and services.



### Internal review

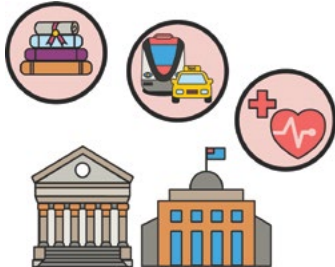
In an internal review, we check your plan to see what:

- works well
- can be better.



### Local area coordinator

A local area coordinator is someone who helps people with disability find and use supports.



## myGov

myGov is a website that links:

- your tax information
- your medical information
- other government services you use.



## NDIA planner

An NDIA planner is someone who makes new plans.

## NDIA plan

A NDIS plan is a document that includes information about:



- you and your goals



- what supports you need



- what supports the NDIS will pay for.

## NDIS registered provider

An NDIS registered provider:



- can offer certain supports and services to participants
- is on a list that we look after
- must follow certain rules that we set.



## Participants

When people with disability join the NDIS, we call them participants.



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# Notes





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