New NDIS Participants aged over 7 3. Creating 2. Reviewing your plan and goals 4. Using your plan 1. Joining the NDIS your plan 4.1. Plan 4.2. Using your 1.1. Learn about 1.2. Apply for 1.3. Independent 3.1. Plan approval 2.1. First check-in 2.2. Draft plan implementation the NDIS the NDIS meeting plan assessment meeting Benefits we are working to deliver • We'll have a first • You will get a draft You will meet • You plan will be You'll have access You can work with Independent • Plan to more consistent your LAC to apply assessments will check-in with you plan with your draft with the person implementation much more flexible. for the NDIS Personalised Budget meetings will focus information about be free and easy to following your approving your plan. • It will be up to you the NDIS, including access decision so before your plan on helping you to access. • There will be no Your LAC will how you spend approval meeting. pursue your goals the website, our you know what to your flexible budget explain the process Everyone will get need to negotiate expect from the and get the most contact centre and and guide you access to high Your plan will each support as - you can save, your Local Area NDIS and prepare out of your plan. through, providing quality assessments be easier to you will have much buy and negotiate Coordinator (LAC). for your planning information on that will inform more choice and • Your LAC will be able the services and understand and meetings. • You'll be able to timeframes, the more consistent and use – with a flexible to provide greater control over how supports that you • You will be able to contact an LAC who assessment, and fair NDIS decisions. budget and a fixed you use your plan. support to help you need to get the can help connect talk about the next steps. budget. use your plan. most out of your · You will get your You will have you to community mainstream and plan.

Tailored approaches for:

and mainstream

supports.

Participants from culturally and linguistically diverse communities

Throughout the

to mainstream

supports.

access process, your

LAC will make sure

you are connected

Participants with complex support needs

community

also help you

supports that can

pursue your goals.

Aboriginal and Torres Strait Islander participants Participants in rural and remote areas

• Plans can be in

place for up to

5 years, where

this suits your

circumstances

You can update your

personal statement

and goals in your plan at any time.

Early Childhood
Early Intervention

• There will be

like you.

more information

supports that work

best for participants

and evidence on

Problems we are working to solve

1. Joining the NDIS

- It can be difficult to find consistent information to understand what supports are available through both the NDIS, mainstream services and in the community.
- Completing the NDIS Application Form can be time consuming and confusing.
- You'll speak to multiple people and don't know how your request is progressing
- You have to collect (and pay for) your own evidence.

assessment results.

• Plans are often less than 2 years long and plan reviews usually happen each year.

3. Creating your plan

an opportunity

to discuss what

should be in your

flexible and fixed

budgets, how you

and manage your

budget.

would like to access

- Planning meetings feel like a negotiation for support
- If you can't afford expert assessments it is harder to get the right funding
- There can be delays with approving plans and long quote approval processes
- You don't see a draft plan before it is approved
- Approved plans are not always explained

4. Using your plan

- Current plans have limited flexibility which means you can't decide how best to use your plan
- It is difficult to make changes to your plan and often this means you need a whole new plan approved, which can take time



New NDIS Participants aged over 7 — detailed overview



1. Learn about disability supports, including the NDIS

2. Apply for the NDIS

3. Complete **Assessment** 4. Have First Check-in

5. Receive

6. Hold Plan

8. Check-in



If you think you might be eligible for the NDIS, or want to know more about the NDIS, you can go to our website or call us on 1800 800 110. Our contact centre can give you general information about the NDIS and refer you to your <u>Local</u> Area Coordinator (LAC) if you want to discuss your individual situation more, including if the NDIS is right for

LACs are our NDIS partners in the community. Your LAC will talk to you about your:

you.

- living arrangements
- informal, mainstream and community supports
- social connections and work commitments

Your first conversation with your LAC will help to connect you to the community and mainstream supports available to you, and help you understand whether you might be eligible for the NDIS.

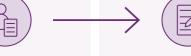
Independent

(if required)

Draft Plan

Approval Meeting

7. Hold Plan **Implementation** Meeting



After connecting with an LAC and identifying that funded supports and services may be needed you can submit an application to access the NDIS. You can do this by: Working with your LAC to complete your NDIS

application form. Making a request

to access the NDIS through our contact centre. Your NDIS application

form will ask for information about your:

- Age
- Australian citizenship or residency
- Disability

Your treating health professional will need to provide evidence to show your disability is lifelong, permanent and significant.

Once you submit vour NDIS application form, your LAC will explain to you what happens next, including what to expect in an independent assessment.

If we think you might be eligible for the NDIS, we'll refer you for an independent assessment.

You will be able to choose a local assessor organisation for our panel to complete your assessment with.

The assessor organisation will make any reasonable adjustments to the process to make sure you can actively and safely participate.

You will also need to choose someone who knows you well to answer part of the assessment.

We will use the information from your independent assessment to check you are eligible for the NDIS.

We'll let you know if you are eligible, and give you a copy of your independent assessment results.

If you are not eligible for the NDIS, your LAC will talk to you about the community and mainstream supports available to you.

If you are eligible for the NDIS, your LAC will checkin with you and explain what happens next.

We'll ask you to do a short questionnaire, so we can track your progress and get feedback on our processes.

Your LAC will also show you how to access the participant portal so you can keep track of where your plan is up to, and be able to manage your funding, once your plan is approved.

Your LAC will also book a planning meeting with you. Using the information from your independent assessment, we'll develop your draft plan.

This draft plan won't include details about the supports you might like to purchase. Instead, it will include your:

- Personal details
- Nominee's details
- Mainstream and informal supports
- Draft Personalised Budget (fixed, flexible)

We'll also talk to you about how you can prepare for your planning meeting.

You'll meet with an NDIA delegate to review your draft plan and Personalised Budget. Ideally, your plan will be approved in this meeting.

You will discuss:

- Plan management options
- When the plan will be reassessed (up to 5 years)
- When you'd like the NDIA to check-in with you
- How frequently you'd like funds released

In this meeting you can also raise any additional high cost support needs not previously identified - things like high cost assistive technology or home modifications. The delegate will provide quidance on what supporting information will be required to finalise funding for these support items.

You won't have to negotiate each service or support you need. Your plan will be much more flexible, so you will have much more choice and control over how you use your plan.

In the meantime, the delegate will approve your plan so you can get on with using your plan.

You will meet your NDIS contact or LAC to discuss how your new NDIS plan can be used to help you pursue your goals.

Your LAC or NDIS contact will explain how your flexible and fixed budgets work and will give you tools and resources to help you understand and implement your plan.

You might also like to discuss your goals and how your NDIS plan might support you to pursue these.

From here you can implement your plan and can get help from:

- · LAC and NDIS resources (e.g. website)
- Family and friends
- Support coordinators and plan managers
- Providers
- Community

We will check-in with you at agreed timeframes, or as required.

At the check-in, we will talk to you about your current plan as well as your:

- living arrangements
- · informal, mainstream and community supports
- social connections and work commitments

This will help us connect you with the right community and mainstream supports if you need them.

Plans will be in place for up to 5 years, and most checkins won't result in a change to your plan. We will let you know ahead of time if it is time for a plan reassessment.

You might be referred to an independent assessment to inform a new plan if:

- This is your first time going through the new planning process
- Your circumstances have changed significantly
- It is time to reassess your plan, based on how long your last plan was for
- It has been more than 5 years since your last assessment

For smaller changes to your current NDIS plan (not increases to flexible budgets), a variation can be made.