**  
In-Kind FAQs**

## Participant & Support Coordinator Frequently Asked Questions

## What is in-kind?

Before the National Disability Insurance Scheme (NDIS) was established, states and territories paid for providers to deliver services to people with disabilities. In some situations, the state, territory and Commonwealth government continue to pay for these services directly and NDIS participants will continue using these services. These pre-paid supports and services are called “in-kind”.

If particular supports or services you are already receiving are now classified as in-kind, your provider has been paid in advance for delivering them and you no longer need to pay cash for these supports and services.

You will continue to receive the same supports and services as agreed in your Plan.

## Can I use a different provider?

You need to continue to use your existing provider for these services as they have been pre-paid. Only in exceptional circumstances can you change providers. You should speak to your Local Area Coordinator or Planner if you have any questions.

You may be able to change providers once the in-kind arrangement(s) with your current provider finishes.

## I’ve noticed a new service booking with an in-kind provider and support item details. Why has this service booking suddenly appeared?

As part of the ongoing configuration of the new participant portal myplace, participant data is being updated to include in-kind service bookings.

As you are currently receiving in-kind support(s), the National Disability Insurance Agency (NDIA) has set up a service booking to reflect the existing arrangements between you and your service provider(s).

There will be no change to the supports and services you are receiving. The service booking has been entered retrospectively to provide details of your current in-kind services.

## I haven't received all of these services but all claims have been made. Why?

There is no need to pay cash for in-kind services as they are booked and paid for in advance by the state, territory or Commonwealth government. To avoid the accidental paying of cash for in-kind services, the NDIA may draw down some of these services for you. This is solely an administrative adjustment. You will still receive all of the services in your plan.

## Can I self-manage in-kind supports in my plan?

You can manage your NDIS plan but all in-kind supports are managed by the NDIA, this is because:

a) In-kind supports have been already paid for by the Government, and

b) The NDIA will manage Payment Requests on behalf of participants and providers.

## As a new participant, can I access an in-kind provider or program?

Yes you can. Some in-kind providers may accept new participants if they have vacancies. The NDIA would encourage you to use these services where there is a vacancy. Please contact your Planner or Local Area Coordinator for further information.

**Who do I speak to for more information?**

Please speak with your Local Area Coordinator or NDIA Planner if you require more information. If you do not have contact details for your Local Area Coordinator or NDIA Planner, you can call 1800 800 110 for more information.

## Provider FAQs

**What is in-kind?**

Under the bi-lateral arrangements with states and territories, the NDIA provides funded supports to participants in the National Disability Insurance Scheme (NDIS) through a combination of services which have already been paid for by the state, territory and Commonwealth government The services which have been pre-paid by each jurisdiction are also known as In-Kind Services and the agreed level of funding as In-Kind Funding.

**Do I have to claim for in-kind services?**

Providers are not required to claim for delivering services now deemed as in-kind, even if you were claiming for these services previously. Providers have been paid in advance for services that are in-kind and therefore do not need to submit a Payment Request (claim) for them.

The NDIA will assume that all services in the in-kind service booking are provided. Providers need to maintain records of service delivery for in-kind supports, the NDIA may request these records from time to time.

## I have put in a claim for cash and have not been paid, why?

In-kind providers have already been paid for services under existing state, territory or Commonwealth arrangements.

The NDIA only pays providers cash for those services the provider has the capacity to deliver once existing in-kind commitments have been met.

## I can see that the balance has been partially or fully drawn down, but I haven't provided all of these services?

All in-kind supports and services are paid for in advance and it is assumed the provider will deliver all supports as per the existing in-kind service agreement.

## What do I as a provider need to do?

You may have noticed some new service bookings through the myplace portal for your existing clients receiving in-kind services. These should reflect the current service you are delivering to your client. Please continue to deliver this service to your client under these existing in-kind arrangements.

**Who do I speak to for more information?**

Please speak to your government in-kind contact for more information.