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The plan implementation directory links you to information on the NDIS website. We want to help NDIS participants, their families, and carers make their own choices about how to use their NDIS plan.

We have added some new information based on what participants told us was important and some new Easy Read guides and animations.

There are also some tip sheets to help you work out how to do things or things to think about when you want to implement an NDIS plan.

A team of dedicated participants, family members and carers helped us create this directory. They told us what was important to help them start and use their NDIS plans.

They also gave us feedback on new and updated content we have put on the NDIS website. We thank them for their valuable help with this work.

This is a test version, and we want to keep improving it to make sure it meets the needs of participants, their families, and carers.

Tell us what you think about the directory and what would make it better. You can send an email to myplanfeedback@ndis.gov.au or use the feedback option at the bottom of this page.

Understanding your plan

People who can help you with your plan

- ‘My NDIS contact’ – their name and phone number are on the front page of your plan, or you can [contact the NDIS](#) on 1800 800 110
- [Local area coordinator](#)
- [Early childhood partner](#)
- An NDIA planner may help you if there isn’t a local area coordinator or early childhood partner where you live – [offices and contacts in your area](#)
- The NDIS in each [state and territory](#).

Your plan may have funding for the following people who can also help with specific tasks:

- [Plan manager](#)
- [Support coordinator](#)
- [Recovery coach](#).

Providers:

- [Working with providers](#)
- [Our Guideline - how do you find service providers?](#)

Disability advocates are independent people who can provide you with services and support:

- [What is disability advocacy](#) – NDIS Quality and Safeguards Commission
- [Advocacy](#) - Disability Gateway
- [Ask Izzy](#) - Disability Advocacy Finder

General enquiries for things like checking contact details or how much funding you have left:

- [myplace portal](#)
- [contact us](#).

Early childhood approach

If your child is younger than 7 with a disability, or you are concerned about their development, you may be able to get help through our early childhood approach:

- [The early childhood approach](#)
- [Early childhood provider reports - information for families and carers](#)
- [Our Guideline - early childhood approach](#)
- [Our Guideline - early connections](#) .

Find out what is in your plan

- [Information from your planning meeting](#)
- More information is in [Booklet 3 – using your NDIS plan](#)
- Our Guideline – [using your plan](#)
- Our Guideline – [how we describe supports](#) , including flexible supports and fixed supports.

Would we fund it

- Our Guideline - would we fund it - [reasons the NDIS would fund something and why it might not](#)
- [Our Guideline - would we fund it](#) – examples of commonly requested items:
 - [Assistive technologies](#)
 - [Consumables](#)
 - [Early childhood](#)
 - [Improved health and wellbeing](#)
 - [Interacting with mainstream supports](#) .
- [Our Guideline - reasonable and necessary supports](#) .

Supports that may be funded in your NDIS plan

- [Core supports](#) – for your everyday activities
- [Capacity building supports](#) – to build your skills and independence
- [Capital supports](#) – for assistive technology, modifications and specialist disability accommodation
- [How we describe supports](#) , including flexible supports and fixed supports.

Goals

- [Information on goals](#)
- [Identifying goals](#)
- [Pursuing your goals](#)

Ways to manage your funding

- [Self-management](#)
- [Plan-managed funding](#)
- [NDIA-managed funding](#)

Starting your plan

Implementation meeting

- Information on how to start your plan is in [Booklet 3 - using your NDIS plan](#)
- [Easy Read - starting my plan \(PDF 2.5MB\)](#)
- [Easy Read \(text only\) - starting my plan \(DOCX 60KB\)](#)

An [implementation meeting](#) can help you start your plan.

[Transcript for 'Starting my NDIS plan'](#)

Make sure we can pay you

If your plan has periodic transport payments, you need to give us your Bank Account details.

If you are self-managed you need to give us your Bank Account details.

To do this, go to the My Place portal. For instructions on how to enter your bank account details, go to:

- [Participant Portal guide - Contact details \(PDF 1.2MB\)](#)
- [Participant Portal guide - Contact details \(DOCX 1.7MB\)](#)

myplace portal

Use [the myplace portal](#) to access your NDIS information:

- [Step-by-step guides](#) including systems and error messages guide
- [Hints and tips](#).

my NDIS mobile app

[Information about the my NDIS mobile app](#) (for Android and Apple) including:

- [Logging into the app](#)
- [Managing your account](#)
- [Making claims](#)
- [Viewing your plan and budget](#).

Use [the myplace portal](#) to access your NDIS information.

Supports outside the NDIS

- [Our Guideline - mainstream and community supports](#) - the NDIS works alongside many other services and programs that support all Australians
- Our Guideline - [connect with informal, community and mainstream supports](#)
- Would we fund it - [interact with mainstream supports](#)
- Our Guideline - [informal supports](#) - these are the support and help you get from family, friends and people in the community.

Check the supports you can buy

- Supports you buy must meet Our Guideline - [NDIS funding criteria](#)
- [Support budgets and support categories](#)
- Our Guideline - [how we describe supports](#)
- Our Guideline - [what you can buy with your funding](#)
- Our Guideline - [what you can't buy with your funding](#) .

Assistive technology

If you have funding for assistive technology in your plan:

- [Assistive technology explained](#)
- [Our Guideline - assistive technology](#)
- [Tip sheet - compare providers or equipment \(PDF 457KB\)](#)
- [Tip sheet - compare providers or equipment \(DOCX 46KB\).](#)
- [Tip sheet - before you go to assistive technology advisors or suppliers \(PDF 129KB\)](#)
- [Tip sheet - before you go to assistive technology advisors or suppliers \(DOCX 60KB\)](#)
- [Tip sheet - things to ask assistive technology advisors or suppliers \(PDF 128KB\)](#)
- [Tip sheet - things to ask assistive technology advisors or suppliers \(DOCX 60KB\)](#)

Learn about:

- [The types of assistive technology funding](#)
- [What information we need](#)
- [How to find assistive technology suppliers.](#)

Getting the right supports

[Guides for understanding supports](#) explain how different supports can help you.

[Research](#) can help you get information about supports

Employment supports:

- [Finding, keeping and changing jobs](#)
- [Leaving school](#)
- [Let's talk about work](#)
- [Our Guideline - work and study supports](#)
- [Supports in employment](#)
- [Guides for understanding supports - employment supports](#)

Check how much supports might cost

The [NDIS Pricing Arrangements and Price Limits](#) (previously called the NDIS price guide) has details of the maximum prices that providers can charge for supports to NDIA-managed or plan-managed participants.

Difference between travel and transport:

- Travel is a payment we make to providers when they travel to provide a support to you – find more information in the [NDIS Pricing Arrangements and Price Limits](#) document.
- [Transport funding](#) is funding in your NDIS plan that you use to get you to the place you need to be, for example a taxi to take you to appointments.

Choosing a provider

- [Find a registered provider](#)
- [Regulated restrictive practices](#) - NDIS Quality and Safeguards Commission
- [What providers must do](#) - NDIS Quality and Safeguards Commission
- [Choosing an assistive technology provider](#)
- [Continence provider list](#)
- [Tip sheet – finding new providers or supports \(PDF 113KB\)](#)
- [Tip sheet – finding new providers or supports \(DOCX 59KB\)](#)
- [Tip sheet – compare providers or equipment \(PDF 457KB\)](#)
- [Tip sheet – compare providers or equipment \(DOCX 46KB\)](#).

Safeguards

- [Safeguards](#)
- [NDIS Quality and Safeguards Commission - for participants](#)

Wait lists

- [Provider wait lists](#)
- [Tip sheet - provider wait lists \(PDF 265KB\)](#)
- [Tip sheet - provider wait lists \(DOCX 58KB\)](#)

Self-management

[Self-management](#) is when you manage your NDIS funding:

- [Benefits of self-managing](#)
- [Your responsibilities](#)
- [Self-management manual claim form](#)

- [Learning to self-manage your plan](#)
- [How to pay for supports](#)
- [my NDIS mobile app](#)
- [myplace portal](#).

Plan-managed funding

[Plan management](#) is when a provider supports you to manage your NDIS funding:

- [NDIS guide to plan management](#)
- [Frequently asked questions about what plan managers do](#).

NDIA-managed funding

[NDIA-managed funding](#) is when the NDIA manages your NDIS funding.

Using your plan

Checking your plan is working for you

Keeping track of your NDIS funding:

- [Support budgets in your plan](#)
- [Plan budget and rules](#)
- [Ways to manage your funding](#)
- Our Guideline - [fixed supports](#) (sometimes called stated supports) – funding for a specific support
- [myplace portal](#) and [my NDIS mobile app](#) for participants

To help manage your plan and budget the following resources might be useful:

- a [basic calculator](#) to help you understand how much support you have available in your plan based on how much funding is available and the duration left in the plan
 - [basic calculator user guide \(PDF 2MB\)](#)
 - [basic calculator user guide \(DOCX 2MB\)](#)

- a [supports organiser \(XLSX 30KB\)](#) to help you work out the combination of supports that you can receive within your plan budget.
 - [support organiser user guide \(PDF 2MB\)](#)
 - [support organiser user guide \(DOCX 3MB\)](#)

Participant check-ins

- [Participant check-ins](#)
- Our Guideline - [questions we may ask during the check-in](#) .

Changing your plan

- [Plan reassessments](#)
- [Our Guideline - changing your plan](#) .

When something goes wrong

You and your plan

- You find a mistake in your plan – contact your [local area coordinator](#) or [early childhood partner](#)
- [You're not happy with your plan](#)
- Our Guideline - [asking for a change to your plan](#)
- An [assistive technology support fails or breaks unexpectedly](#)
- A [concern with supports the NDIS doesn't fund](#)
- [Your rights](#)

Your situation has changed

- [Your situation or details have changed](#)
- Form - [change of situation or details](#)
- Our Guideline - [what if your situation changes](#)
- Our Guideline - [you need to replace assistive technology](#)

- Video - [I have a significant or urgent change in circumstances](#)
- Video - [Using the funding in your plan differently - Auslan](#)
- Video - [My core support funding will not meet my needs, and I have funding in my other plan budgets](#)

You can talk to these people about your situation:

- [local area coordinator](#)
- [early childhood partner](#)
- [support coordinator](#)
- [recovery coach](#)

You don't agree with a decision

- [Review of a planning decision](#)
- [Appeals](#)
- [Our Guideline - Reviewing our decisions](#)

Providers and NDIS partners

- [A concern with your local area coordinator, early childhood partner or NDIS staff](#)
- [A concern with your provider](#)
- [You feel unsafe or pressured](#)

Fraud and scams

- [You think you may have been scammed](#)
- [You suspect someone of fraud](#)
- [You suspect someone of non-compliance.](#)

Complaints

- [You want to make a complaint to the NDIA](#)
- [You want to make a complaint about a provider](#)
- [You want to contact the NDIS Quality and Safeguards Commission .](#)

Working with providers

First meeting with your provider

- [Your first meeting with a provider](#)
- [Tip sheet - before your first meeting with a provider \(PDF 266KB\)](#)
- [Tip sheet - before your first meeting with a provider \(DOCX 57KB\)](#)
- [Tip sheet - your first meeting with a provider \(PDF 328KB\)](#)
- [Tip sheet - your first meeting with a provider \(DOCX 60KB\)](#)
- [Tip sheet - helping your provider help you \(PDF 220KB\)](#)
- [Tip sheet - helping your provider help you \(DOCX 54KB\)](#)
- [Tip sheet - helping your support worker help you \(PDF 229KB\)](#)
- [Tip sheet - helping your support worker help you \(DOCX 56KB\)](#)

Service agreements

- [What is a service agreement?](#)
- [Things to consider when making a service agreement - including:](#)
 - [Checklist - Things to think about when making a service agreement \(PDF 182KB\)](#)
- [What happens when your service agreement is ending?](#)
- [Tip sheet - service agreements - things to talk to your provider about \(PDF 126KB\)](#)
- [Tip sheet - service agreements - things to talk to your provider about \(DOCX 60KB\)](#)
- [Easy Read - service agreements \(PDF 2.8MB\)](#)
- [Easy Read \(text only\) - service agreements \(DOCX 60KB\)](#)

Your provider has to have a service agreement with you if they are providing [Specialist Disability Accommodation \(Our Guideline\)](#) .

[Transcript for 'What is a service agreement'](#)

Service bookings

Service bookings for NDIA-managed and plan-managed participants are made and managed on the [myplace portal](#):

- About [service bookings](#)

- [Editing a service booking](#) – also refer to the [myplace step-by-step guides](#).

Paying providers

- [How to pay your providers](#)
- [Who decides how much a provider can charge?](#)
- [NDIS Pricing Arrangements and Price Limits](#)

Communicating with your provider

- [Communicating with your provider](#)
- [Find a registered provider](#)
- [Tip sheet - before your first meeting with a provider \(PDF 266KB\)](#)
- [Tip sheet - before your first meeting with a provider \(DOCX 57KB\)](#)
- [Tip sheet - your first meeting with a provider \(PDF 328KB\)](#)
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- [Tip sheet - helping your support worker help you \(PDF 229KB\)](#)
- [Tip sheet - helping your support worker help you \(DOCX 56KB\)](#)
- [Easy Read - communicating with providers \(PDF 2.2MB\)](#)
- [Easy Read \(text only\) - communicating with providers \(DOCX 59KB\)](#)

[Transcript for 'Communicating with your provider'](#)

Sharing your plan

You can choose [what details of your plan to share](#).

If self-managed, you can make changes to how you share your plan [using the myplace portal](#).

Guides and tip sheets

Guides

- [Guides for understanding supports](#)
- [Easy Read – starting my plan \(PDF 2.5MB\)](#)
- [Easy Read \(text only\) – starting my plan \(DOCX 60KB\)](#)

[Transcript for 'Starting my NDIS plan'](#)

- [Easy Read – making a service agreement: things to think about \(PDF 4MB\)](#)
- [Easy Read – service agreements \(PDF 2.8MB\)](#)
- [Easy Read \(text only\) – service agreements \(DOCX 60KB\)](#)

[Transcript for 'What is a service agreement'](#)

- [Easy Read – communicating with providers \(PDF 2.2MB\)](#)
- [Easy Read \(text only\) – communicating with providers \(DOCX 59KB\)](#)

[Transcript for 'Communicating with your provider'](#)

Tip sheets

- [Tip sheet – finding new providers or supports \(PDF 113KB\)](#)
- [Tip sheet – finding new providers or supports \(DOCX 59KB\)](#)
- [Tip sheet – compare providers or equipment \(PDF 457KB\)](#)
- [Tip sheet – compare providers or equipment \(DOCX 46KB\)](#)
- [Tip sheet – provider wait lists \(PDF 265KB\)](#)
- [Tip sheet – provider wait lists \(DOCX 58KB\)](#)
- [Tip sheet – before your first meeting with a provider \(PDF 266KB\)](#)
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- [Tip sheet – service agreements – things to talk to your provider about \(PDF 126KB\)](#)
- [Tip sheet – service agreements – things to talk to your provider about \(DOCX 60KB\)](#)
- [Checklist – things to think about when making a service agreement \(PDF 182KB\)](#)

Budget help

Budget calculator

- [Budget calculator page](#)
 - [Budget calculator user guide \(DOCX 2MB\)](#)
 - [Budget calculator user guide \(PDF 2MB \)](#)

Support Organiser

- [Support organiser \(XLSX 30KB\)](#)
 - [Support organiser user guide \(PDF 2MB\)](#)
 - [Support organiser user guide \(DOCX 3MB\)](#)

Videos

Videos you may find helpful

- Get help with using your plan: [Debbie's Tips for keeping track of your plan](#)
- Being socially connected: [John's story](#)
- Building your skills and learning: [Jeremiah's story](#), [Jessie's story](#) and [Sue's story](#)
- Employment goals: [Richard's employment goals](#)
- Early interventions for children with autism: [Ram's early intervention success](#)
- Employment: [Lily's story](#)
- Working with providers: [the NDIS provider finder](#)
- The my NDIS app: [Finn and Kerry using the my NDIS mobile app](#)
- Assistive technology: [Josh's feeling stronger with his AT supports](#)

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