Self-manager Gill is using the tools and resources available to help her get the most out of her NDIS plan

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Gill is a grandmother of 7 who lives with spinal muscular atrophy. She has been an NDIS participant for almost 7 years and enjoys the greater control that comes with self-management.

Gill learnt about the tools available for self-management, including the self-management guide, and found a process that works for her.

‘I downloaded myGov onto my laptop and then linked NDIS services to it. I find it quite easy to submit my invoices on the portal. Once I’m on the NDIS portal I press on My Payment Request and then Add My Payment Request.

‘I put the date that I received services, then the support category it comes under and the amount that’s owed. You can write a brief description of the service, such as the support worker’s name or ‘OT’.

‘All these claims are kept in the portal forever, so if I need to go back and check on something I go to My Payment Request and press on View My Payment Request.

Gill says she does her invoicing on Mondays. Each invoice takes a couple of minutes to submit. All payments get deposited into her bank account within 2 business days and then she pays her staff.

‘I keep all my invoices and put them into a document folder on my computer, and I print them out and store them in my filing cabinet.’

Gill appreciates the flexibility that comes with self-management.

‘I love self-managing my own funds, I hire independent support workers and physiotherapists so I can get more service hours with my funding. I can also plan my days better and hire support workers when I need them.’

By arranging her own services, Gill pays less than the NDIS price limits, which means she can get more services out of her funding.

‘I advertise on social media when looking for new staff. There are numerous Facebook groups where support workers are looking for work. I have used Disability Gateway which can help participants to find occupational therapists, physiotherapists, and support workers for all supports that are needed.’

'If I’m not sure about buying or renting something, I ring the NDIA contact centre and confirm with them.’

‘I would encourage all participants to give self-managing a go. I think you will be very surprised how easy it is. If you do internet banking, you will be able to self-manage.’

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