



# NDIS Planning

## Getting started with the NDIS

Your first NDIS planning meeting is the start of a lifelong relationship with the NDIS. Your NDIS plan is how much money the NDIS will pay for your support workers, services, and other items you might need. It is important that you receive the right funding to purchase the services you need.

Your NDIS plan will outline the types of funding you have access to, how much funding there is, and what it can be used for. Your Support Coordinator, Local Area Coordinator (LAC) or Early Childhood Early Intervention (ECEI) partner can help you understand this.

Your NDIS plan will also include a copy of your NDIS goals. These are the goals that the NDIS will ask about at your 12-month review meeting. You will have regular reviews with the NDIS, most reviews are at 12 or 24 months (1 or 2 years).

## About NDIS planners

Your planner will usually be a person from the National Disability Insurance Agency (NDIA) or a Local Area Coordinator (LAC) from a contracted organisation. There are also Early Childhood Early Intervention (ECEI) Planners for young children, these are often at the same offices at NDIA or LAC planners, but could also be at maternal, childhood, or family health centres.

All of the planners have a very similar role in planning, they will meet with you to discuss your needs, and write up your plan. All plans are then sent to a delegate for approval. The NDIA delegate has the final say on what is and isn't funded in your plan. Sometimes if you have an NDIA planner, they will also be the delegate.

LAC and ECEI partners will also be your liaison to help connect with services if you do not have a Support Coordinator funded in your plan. The person who writes your plan is often your liaison however this can change while your plan is being approved or during your plan.



## What happens in a planning meeting?

Each planning meeting is different, and every planner runs the meetings differently. There are a few things that are typically in NDIS planning meetings:

- **Assessment**
  - ▶ The planner will ask you a range of questions about your life and disability. The questions ask you to rate how easy or hard each item is to do, or how much they impact your life.
  - ▶ The assessment will show the planner how much support the NDIS will be able to fund in your NDIS plan.
- **Health Professionals**
  - ▶ You will talk with the planner about any recommendations that health professionals and specialists have made for you. They will consider these when making your NDIS plan.
- **Goal Setting**
  - ▶ You will tell the planner your NDIS plan goals. These may not be your big life goals, but goals that you hope to achieve within the next few years with NDIS funding.
  - ▶ Every support you are asking for in your NDIS plan will need to be connected to an NDIS goal.

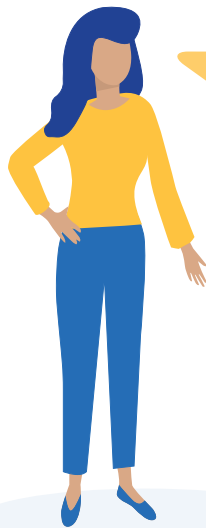
There are many reasons why a person may not use all of the funding in their NDIS plan. These include long waitlists for health therapists, or if you are sick and are not having your regular supports.

This is OK and doesn't mean you will get less money in your next plan. When you have your annual Plan Review, make sure that you tell your planner why you have some unspent money in your NDIS plan.

## How do I know if my planner understands my needs?

You are the expert in your life. The planner will only know and understand what you tell them or show them.

You should ask your planner to repeat back anything important you have said, and confirm how they have understood it. This is a good way to know whether they understand how your disability impacts your life, and how the supports you are asking for can help you. If you are using an interpreter in your planning meeting, this is an important step.



### IMPORTANT TIP

**This is YOUR planning meeting.**

If a topic has not been discussed, you can introduce it..

If you feel uncomfortable with your planner, or that your planner does not understand you, you can stop your planning meeting and ask for a new planner.

## Your rights and entitlements

- You have the right to an interpreter in your NDIS planning meeting to make sure that you and the planner have understood each other
- You are entitled to bring anyone you choose with you to your planning meeting.
- You are entitled to have your plan translated into your language
- You are entitled to change or postpone your meeting to a time that is suitable for you
- You are entitled to a face to face meeting with your planner
- The planner must keep any documentation you give them on file as evidence of your planning meeting



## Independent Assessments

The NDIA may ask you to participate in an independent assessment. The assessment will determine how much funding will be in your NDIA plan, based on your support need. The assessor will be an allied health professional (e.g. OT, Physiotherapist, Social Worker) that has not worked with you before. The assessors are not employees of the NDIA. They work independently. The NDIA has developed this assessment to make sure everyone in the NDIS have an assessment of their needs, even if they cannot afford it themselves. The NDIA pays for the independent assessment.

## How you can (and can't) use your NDIS plan

- ✓ Pay for support workers that will help you to live your life at home and in the community.
- ✓ Pay for items to help you communicate or move about your community
- ✓ Help you to think about your life goals
- ✗ Find suitable support workers quickly. You may need to try a few support workers before you find one you work well with.
- ✗ Guarantee that you will get any support or service within a certain time period
- ✗ Provide a full person-centred plan that considers all aspects of your life

## Steps for your NDIS planning meeting

- 1** **START HERE**  
Write down what you do and don't like about your current NDIS plan. If you do not have a plan yet, write about your life.
- 2**  
Write down the types of supports you need but are not getting yet. It can be helpful to ask family, friends, and support workers/services who see you often. They might think of things you haven't noticed.
- 3**  
Find any reports or assessments you have that are about your disability.
- 4**  
Talk to the health professionals you see, and ask for a recommendation for support funding (e.g. your doctor/GP, your Occupational Therapist etc)
- 5**  
If you want to, ask people close to you (e.g. family, friends, support worker that you have known for a long time) if they want to come to your planning meeting.
- 6**  
Organise your planning meeting with your NDIA planner, LAC, or ECEI partner. Make sure to tell the planner if you, or someone coming with you needs an interpreter so that they can organise this.
- 7**  
Bring all of the notes and letters of recommendation you have collected to your planning meeting.
- 8**  
Talk about your life, and what you think is missing. Remember to tell the planner how these relate to your disability. Remember that you need to tell the planner what things are like when your disability is impacting your life a lot.
- 9**  
Ask the planner to repeat your goals and requested supports back to you, to make sure that they have understood. Make sure that you write down your planner's name, and what organisation they work for.

## What if I am not happy with my NDIS plan?

If you are not happy with your NDIS plan, and think something has been missed, or that you did not get enough funding for a need you have, there are a few steps that can be taken:

1. Contact your NDIA Planner or LAC/ECEI. If you notice that something is wrong, sometimes they can make a small change quickly.
2. Internal Review of a Decision. In the first 3 months of your NDIS plan, you can explain to the NDIS why you think they made the wrong decision, and they will review this. You can do this by:

☎ **Calling:** 1800 800 110

✉ **Emailing:** [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

✍ **Writing a letter to the NDIA:** Chief Executive Officer, National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601



3. Administrative Appeals Tribunal (AAT) review. The AAT is an external independent tribunal. If you are not happy with the internal review decision, you can apply for the AAT to have a look at the decision. The review could be through phone conversations, a meeting with you and the NDIA, or a formal hearing. You need to apply for this review within 28 days of the internal review decision.



Administrative Appeals Tribunal

You can do this by filling in an application form online, or printing this out and posting it to the AAT.

More information about the AAT, and a video about applying for a review can be found on the AAT website.

[www.aat.gov.au/apply-for-a-review/national-disability-insurance-scheme-ndis](http://www.aat.gov.au/apply-for-a-review/national-disability-insurance-scheme-ndis)



Disability Advocacy Resource Unit (DARU) 2016, National Disability Insurance Scheme (NDIS) Internal Review (Review of a reviewable decision) and NDIS Appeals Flow Chart. [www.daru.org.au/wp/wp-content/uploads/2016/04/NDIS-Appeals-Flowchart-Final.pdf](http://www.daru.org.au/wp/wp-content/uploads/2016/04/NDIS-Appeals-Flowchart-Final.pdf)

## How to make a complaint if required

If you are not happy with your planner and would like to make a complaint, you can discuss this with their manager, or a complaints manager for the organisation.

If you are not happy with this resolution, you can make a complaint directly to the NDIA's complaints department.

You can contact the NDIA directly if you want to make a complaint about your NDIA planner, LAC or ECEI partner, or if you have a complaint about the planning process.

You will need to use the feedback and complaints form if you want to make a complaint to the NDIA.

You can contact them on:

☎ 1800 800 110 ✉ [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

💻 [www.ndis.gov.au/contact/feedback-and-complaints](http://www.ndis.gov.au/contact/feedback-and-complaints)

✍ National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601



If you are not happy with how the NDIA has responded to a complaint you have made or a decision made in an internal review, you can contact the Commonwealth Ombudsman. The Ombudsman will ask for your NDIA complaint number.

The Ombudsman has the power to investigate how you have been treated during your interactions with the NDIA, and decisions made in response to your complaints. The Ombudsman cannot investigate decisions made about your NDIS access, NDIS plan, or problems with other services you use.

You can contact them on:

💻 [ombudsman.gov.au](http://ombudsman.gov.au)

☎ 1300 362 072, or 131 450 if you need an Interpreter



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# Occupational Therapy

Occupational Therapists help you to learn new ways of doing things

Occupational Therapists (or OTs) help you with tasks that you find difficult and help you to discover new, easier ways of growing your skills. Your OT is likely to focus on reducing discomfort, increasing social connection and independence. This could be anything from self-care activities (i.e. showering or dressing), to spending time with your friends. Occupational Therapists have either an undergraduate or master's degree and must be registered with AHPRA (Australian Health Practitioner Regulation Agency) to support people in Australia.

An OT can come to your home, where you work, or anywhere else you regularly visit to see how you use the space and make some recommendations. They could recommend new techniques, altering equipment you already have, or new equipment that could help you. Sometimes these are expensive, but sometimes they can be found at supermarkets or department stores.

**All OT's are different. Some may be great for your friends and family but may not be right for you.**

Some people find meeting a new therapist or health professional hard. It is important to remember that it can take time to build a relationship where you trust your health therapists.

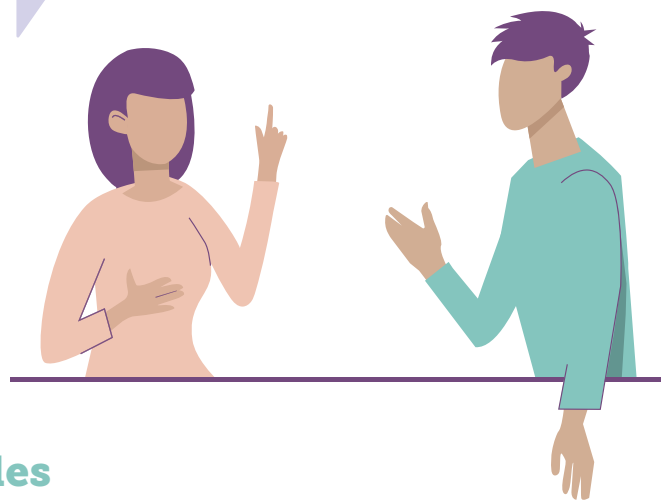
They all have different personalities, experiences, and expertise. They might specialise in physical disability, intellectual disability, or working with children. It is important to choose an OT that you trust to truly understand you.

Here are some questions that might help you choose your OT:

- > Are you registered with AHPRA?
- > What is your experience working with people with my disability?
- > Will you talk to my other professionals (i.e. doctor) to develop a plan that considers all the different parts of my life?
- > Do you offer home or community visits?
- > How often do you think I will need to see you?
- > Will you set goals with me?
- > Will you consider my NDIS goals in your assessment?

Wow, you wrote your presentation really quickly

I know, my OT recommended a special keyboard that is easier for me to use and my NDIS plan paid for it. It helps a lot



## What an OT report usually includes

An OT report might be helpful in your NDIS planning or review meeting. A good report might mean the right amount of funding and some assistive technology, but a poor quality report might mean you don't get enough supports to live your life independently.

When it is time for your plan review, make sure your OT writes a report of the work you have done together. You may need to remind them as they often have a lot of clients.

Good reports;

- > Make clear recommendations for funding, including expected outcomes
- > Relate the recommendations to your NDIS goals
- > Use language the NDIS uses, such as "reasonable and necessary"
- > Provide evidence for any requested funding of hours, assistive technology, and adapted products
- > Show the progress you have made during your current NDIS plan

## How your Occupational Therapist can help with NDIS planning and review meetings

Your OT can produce a report based on your progress toward the goals in your NDIS plan. This might be as a formal assessment or an update report for the NDIA and can request different or additional equipment that you need.

It is unlikely that you will need your OT to come to your review meeting, however, if you have a lot of equipment needed you can ask them to attend with you to explain these to the planner. You will have to pay for this.

## What Occupational Therapists can (and can't) do for you

- ✓ An OT can recommend equipment that the NDIS can pay for
- ✓ An OT will assess one area of your life per assessment (i.e. work, school, or home)
  - Your OT may watch you do some tasks to understand your needs
- ✗ You may not get everything your OT recommends if it is not explained well to the NDIA
- ✗ Your OT will not recommend equipment you want if you do not need it

## Your rights and entitlements

- > You are entitled to an interpreter to make sure you understand what is being said. There can be many questions, talking, and explaining during an OT assessment. If an interpreter is needed for a family member or carer, explain that this is important so that they can be involved in the conversation, and can support you to follow up on advice.
  - The OT may be able to bring an interpreter with them, but sometimes you may have to organise this yourself.
  - You can ask to have any reports or documents translated for you or your primary carer.
- > You are entitled to the support and care of a trustworthy professional who will work with you to reach your goals.
- > If your OT report is missing key information - such as goals - you have the right to ask the OT to change the report.

### What is Telehealth?

You can ask your OT if you can have your appointment over the phone or on video. This is available for people who live far away, or cannot get to their appointments because of disability, mental health, or self-isolation.

During the Covid-19 Pandemic in 2020, Telehealth became more common and available to more people in Australia.



### Independent Assessments

The NDIA may ask you to participate in an independent assessment. The assessment will determine how much funding will be in your NDIA plan, based on your support needs. The assessor will be an allied health professional (e.g. OT, Physiotherapist, Social Worker) that has not worked with you before. The assessors are not employees of the NDIA. They work independently. The NDIA has developed this assessment to make sure everyone in the NDIS have an assessment of their needs, even if they cannot afford it themselves. The NDIA pays for the independent assessment.

### Chronic Health Care Plan Entitlement

A Medicare card entitles you to 5 sessions with Allied health professionals that are subsidised by the Government. The 5 sessions can be all with 1 type of professional, or 1 session with 5 types of professionals. This can help to make seeing allied health more affordable. You will need to see your GP or doctor for a referral to a professional. This is called a Chronic Disease Management Plan.

START HERE  
→

## Steps for using an Occupational Therapist

1

Receive OT funding in your plan

2\*

Find an OT that is confident with your support needs

3\*

Share your NDIS plan, goals, preferences, and support needs with your OT

4

Meet your OT at your home or workplace

5

Practice the skills they teach you, and use any equipment they recommend

6\*

Make sure the progress report they give you is correct and talk about your progress towards your goals

7\*

NDIS review meeting

\* If you have a Support Coordinator, they will organise these with you.

# How to ask for Occupational Therapy in your NDIS plan

Many people ask for an OT assessment in their first or second plan. Some people have never had an assessment before, and some people have not had one for a very long time. If you think you need an assessment, ask the planner to include it - as well as Speech Therapy appointments - in your NDIS plan.

There are many reasons why a person may not use all of the funding in their NDIS plan. These include long waitlists for health therapists, or if you are sick and are not having your regular supports.

This is OK and doesn't mean you will get less money in your next plan. When you have your annual Plan Review, make sure that you tell your planner why you have some unspent money in your NDIS plan.

## Making a complaint

If you are not happy with your OT's report, you can discuss it with your OT, or their manager.

If you are not happy with your OT, or how they are behaving, you can make a complaint to their manager, or the complaints officer within the organisation.

If you think that there has been a serious problem, or you are not happy with how the organisation has handled your complaint or concern, you have 3 options for complaints.

1. If you are making a complaint about the charges to your NDIS plan, or you believe they are not acting as an NDIS registered organisation should, you can complain to the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission. It exists to support you with your concerns and to help improve services for all people with disability.

You can contact them on:

 1800 035 544 TTY: 133 677

 [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)


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


 NDIS Quality and Safeguards Commission  
PO Box 210, Penrith, NSW, 2750





2. If you are not happy with how the NDIA has responded to a complaint you have made, you can contact the Commonwealth Ombudsman. While they may not investigate all reports, they have the ability to investigate how the NDIS is working, and look into how they are responding to complaints including your complaint. The Ombudsman will ask for your NDIA complaint number.

You can contact them on:

 1300 582 113 TTY: 131 450


 [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)


 In-Person or by Mail: Level 26, 570 Bourke Street, Melbourne Victoria 3000. To make time for your visit, call 1300 582 113.





3. If you are making a complaint because you think the OT's behaviour puts other people at risk or is unsafe, you can make a complaint to AHPRA (Australian Health Practitioner Regulation Agency). It can review an OT and their ability to practise.

You can contact them on:

 1300 419 495


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

 AHPRA, GPO Box 9958, Melbourne, VIC 3001





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# Physiotherapy

Physiotherapists help your muscles work the best they can

Physiotherapists (or Physios) work with you to build your muscle strength and correct any soreness. A Physio will try to reduce discomfort through massage and teaching you the best way to move your body. They want to increase the independence of their clients to move about the world.

You would usually see a physiotherapist at their clinic, but some will come to your home. You may see them regularly for a short time to work on one body area, or you may see them over a long time if you are building or losing muscle regularly.

## About Physiotherapy

Physiotherapists have either an undergraduate or master's degree and must be registered with AHPRA (Australian Health Practitioner Regulation Agency) to be able to support people in Australia. While all physios can support you, they all have different personalities, experiences, and expertise. They might specialise in physical disability, intellectual disability, or working with children. It is important to choose a physio that you trust to truly understand you.

Some people find meeting a new therapist or health professional hard. It is important to remember that it can take time to build a relationship where you trust your health therapists.

**All physiotherapists are different. Some may be great for your friends and family but may not be right for you.**

## What a physiotherapy report usually includes

A physiotherapy report might be helpful in your NDIS planning or review meeting. A good report might mean the right amount of funding and some assistive technology, but a poor quality report might mean you don't get enough supports to live your life independently.

When it is time for your plan review, make sure your Physiotherapist writes a report of the work you have done together. You may need to remind them as they often have a lot of clients.

Good reports;

- > Make clear recommendations for funding, including expected outcomes
- > Relate the recommendations to your NDIS goals
- > Use language the NDIS uses, such as "reasonable and necessary"
- > Provide evidence for any requested funding of hours, and assistive technology
- > Show the progress you have made during your current NDIS plan

## What Physiotherapists can (and can't) do for you

If you are preparing for your first NDIS plan, the first person doing your assessment may be an independent assessor and not your usual healthcare professional. See more about independent assessors below/on next page/wherever it ends up.

- ✓ A Physio can recommend equipment or other activities that the NDIS can pay for
- ✓ A Physio will work with you on one or many areas of your body
- ✓ You Physio may give you exercises or stretches to do at home
- ✗ You may not get everything your Physio recommends if it is not explained well to the NDIA
- ✗ Your Physio will not recommend equipment you want if you do not need it

### Here are some questions that might help you choose your Physio:

- > Are you registered with AHPRA?
- > What is your experience working with people with my disability?
- > Will you talk to my other professionals (i.e. doctor) to develop a plan that considers all the different parts of my life?
- > Do you offer home visits?
- > How often do you think I will need to see you?
- > Will you set goals with me?
- > Will you consider my NDIS goals in your assessment?

## Your rights and entitlements

- > You have the right to an interpreter to make sure you understand what is being said.
  - There can be many questions, talking, and explaining during a physiotherapy appointment
  - If an interpreter is needed for a family member or carer, explain that this is important so that they can be involved in the conversation, and can support you to follow up on advice.
  - The physio may be able to organise this, but sometimes you may have to organise this yourself.
  - You can ask to have any reports or documents translated for you or your primary carer.
- > You are entitled to the support and care of a trustworthy professional who will work with you to reach your goals.
- > If your physio report is missing key information - such as goals - you have the right to ask the physio to change the report.

## How your physiotherapist can help with NDIS planning and review meetings

Your physiotherapist can produce a report based on your progress toward the goals in your NDIS plan. This might be as a formal assessment or an update report for the NDIA and can request different or additional supports that you need.



### What is Telehealth?

You can ask your Physiotherapist if you can have your appointment over the phone or on video. This is available for people who live far away, or cannot get to their appointments because of disability, mental health, or self-isolation.

During the Covid-19 Pandemic in 2020, Telehealth became more common and available to more people in Australia.

## Chronic Health Care Plan Entitlement

A Medicare card entitles you to 5 sessions with Allied health professionals that are subsidised by the Government. The 5 sessions can be all with 1 type of professional, or 1 session with 5 types of professionals. This can help to make seeing allied health more affordable. You will need to see your GP or doctor for a referral to a professional. This is called a Chronic Disease Management Plan.

## Independent Assessments

The NDIA may ask you to participate in an independent assessment. The assessment will determine how much funding will be in your NDIA plan, based on your support needs. The assessor will be an allied health professional (e.g. OT, Physiotherapist, Social Worker) that has not worked with you before. The assessors are not employees of the NDIA. They work independently. The NDIA has developed this assessment to make sure everyone in the NDIS have an assessment of their needs, even if they cannot afford it themselves. The NDIA pays for the independent assessment.



### START HERE

## Steps for using a Physiotherapist

1

Receive physio funding in your plan

2\*

Find a Physio that is confident with your support needs

3\*

Share your NDIS plan, goals, preferences, and support needs with your Physio

4

Meet your Physio at their clinic or your home

5

Practice the skills they teach you, and use any equipment they recommend

6\*

Make sure the progress report they give you is correct and talks about your progress towards your goals

7\*

NDIS review meeting

\* If you have a Support Coordinator, they will organise these with you.



# How to ask for Physiotherapy in your NDIS plan

You may be able to get physiotherapy paid for in your NDIS plan if your disability affects your movement in a way that means you cannot work, live your life in the community, socialise, or reach any of your other goals. You may need an assessment and a letter from your doctor for this. You will need to explain how your disability impacts your movement, and how a physiotherapist will help.

There are many reasons why a person may not use all of the funding in their NDIS plan. These include long waitlists for health therapists, or if you are sick and are not having your regular supports.

This is OK and doesn't mean you will get less money in your next plan. When you have your annual Plan Review, make sure that you tell your planner you have some unspent money in your NDIS plan.

## Making a complaint

If you are not happy with your physio's report, you can discuss this with your physio, or their manager.

If you are not happy with your physiotherapist, or how they are behaving, you can make a complaint to their manager, or a specific complaints' manager within the organisation.

If you think that there has been a serious problem, or you are not happy with how the organisation has handled your complaint or concern, you have 3 options for complaints.

1. If you are making a complaint about the charges to your NDIS plan, or you believe they are not supporting you to work toward your NDIS goals, you can complain to the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission directly. It exists to support you with your concerns and to help improve services for all people with disability.

You can contact them on:

☎ 1800 035 544 TTY: 133 677  
✉ [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)  
💻 [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)  
✍ NDIS Quality and Safeguards Commission  
PO Box 210, Penrith, NSW, 2750



2. If you are making a complaint to get an explanation, apology, refund, or a change in policy/practice, you can make a complaint to the Victorian Health Complaints Commissioner. The VHCC handle all major complaints about health services in Victoria.

You can contact them on:

☎ 1300 582 113 TTY: 131 450  
💻 [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)  
✍ In-Person or by Mail: Level 26, 570 Bourke Street, Melbourne Victoria 3000.  
To make time for your visit, call 1300 582 113.



3. If you are making a complaint because you think the physio's behaviour puts other people at risk or is unsafe, you can make a complaint to AHPRA (Australian Health Practitioner Regulation Agency). It can review a physio and their ability to practise.

You can contact them on:

☎ 1300 419 495  
💻 [www.ahpra.gov.au](http://www.ahpra.gov.au)  
✍ AHPRA, GPO Box 9958, Melbourne, VIC 3001



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# Psychology

Psychologists help you to learn about yourself.  
They can help you learn skills to manage your thoughts and emotions

Psychologists work with you to understand your mental health, and overcome some challenges you may be facing. A Psychologist doesn't only treat mental health conditions like anxiety and depression. They can help with a lot of things including how to understand other people's emotions and reactions, how to become more confident in social settings and the community, and how to positively live with your disability. You will usually go and see your psychologist at their clinic.

Psychologists have either an undergraduate degree with honours or internship, a master's degree, or a PhD. They must be registered with AHPRA (Australian Health Practitioner Regulation Agency) to be able to support people in Australia.

While all psychologists can support you, they all have different personalities, experiences, and expertise. They might specialise in physical or intellectual disability, working with children, trauma, relationships, or many other things. It is important to choose a psychologist that you trust to truly understand you.

Here are some questions that might help you choose your Psychologist:

- > Are you registered with AHPRA?
- > What is your experience working with people with my disability?
- > What is your speciality?
- > What is a session usually like?
- > How often do you think I will need to see you?
- > Will you set goals with me?
- > Will you consider my NDIS goals in your assessment?
- > Have you worked with interpreters before?

**Some psychologists may be great for your friends and family but may not be right for you. It is very common for people to try a few psychologists before they find one that they can develop a good relationship with.**

## What is mental health?

Mental health is how we feel, think, and act. It includes stress, how we relate to other people, and how we make choices.



My Psychologist has helped me work out what I want and don't want in my relationships

## What is mental ill-health?

Mental ill-health is when there is a problem in our lives that impacts how we react to our usual life. Often people will react differently, not 'behave', and not want to - or not be able to interact with other people. Some people have diagnosed conditions such as depression or an eating disorder. Some people do not have a diagnosis and feel mentally unwell.

## What is a psychosocial disability?

A psychosocial disability is when a person's mental ill-health creates a disability in their life. Not everyone who has mental ill-health will have a psychosocial disability. It is when mental ill-health causes a reduced capacity to do everyday tasks, and participate in the community, or maintain employment.

## What Psychologist can (and can't) do for you

- |  |   |
|--|---|
| ✓ Talk with you about your issues, and how you might overcome them | ✗ Prescribe you medication                                |
| ✓ Teach you about emotions, and relationships in the community     | ✗ Guarantee you will make friends, or find a life partner |
| ✓ Keep your thoughts and emotions confidential                     | ✗ Share your personal stories with anyone                 |

## What a psychology report usually includes

A psychology report might be helpful in your NDIS planning or review meeting. A good report might mean the right amount of funding for psychology support, but a poor quality report might mean you don't get enough supports to live your life independently.

When it is time for your plan review, make sure your Psychologist writes a report of the work you have done together. You may need to remind them as they often have a lot of clients.

Good reports;

- > Make clear recommendations for funding, including expected outcomes
- > Relate the recommendations to your NDIS goals
- > Use language the NDIS uses, such as "reasonable and necessary"
- > Provide evidence for any requested funding of hours
- > Show the progress you have made during your current NDIS plan

## Your rights and entitlements

- > A Medicare card entitles you to 10 appointments with a psychologist which are partially paid for by the government. You need to get a 'Mental Health Care Plan' from your doctor (GP) to get these sessions.
- > You are entitled to ask for a psychologist that speak your language. This may be difficult to find.
  - You have the right to a confidential interpreter if you cannot find a psychologist that speaks your language.
  - Your psychologist may prefer to organise the interpreter. They will find a fully accredited and confidential professional.
- > You are entitled to ask to have any worksheets, reports or documents translated for you.
- > You are entitled to the support and care of a trustworthy professional who will work with you to reach your goals.
- > You have the right to speak to a psychologist before deciding if you will have an appointment with them. You can ask questions to help you decide if they might work well with you.
- > If your psychology report is missing key information - such as goals - you have the right to ask the psychologist to change the report.



Translate

Phiên dịch

## How your Psychologist can help with NDIS planning and review meetings

Your psychologist can produce a report based on your progress toward the goals in your NDIS plan. This might be as a formal assessment or an update report for the NDIA and can request different or additional equipment that you need. They will not include any confidential information and write only in general terms.

## Steps for using a Psychologist

1.

Start here if you do not have NDIS funding for psychology

A.

Receive psychology funding in your NDIS plan

B.

See your GP for a Mental Health Care Plan and a referral to a psychologist

It is not compulsory to get a Mental Health Care Plan from your GP, but it can help your NDIS funding pay for more sessions with a psychologist

2.\*

Find a psychologist that you think may suit your needs.

3.\*

Make an appointment with a psychologist

4.\*

Share your NDIS plan, goals, preferences, and support needs with your psychologist

5.

Meet your psychologist at their clinic

6.

Practice the skills they teach you, and use any worksheets or tools they suggest

7.\*

Make sure the progress report they give you is correct and talks about your goals, progress, and any need for additional sessions/support over the Medicare subsidised sessions

8.\*

NDIS review meeting

\* If you have a Support Coordinator, they will organise these with you.

## What is Telehealth?

You can ask your Psychologist if you can have your appointment over the phone or on video. This is available for people who live far away, or cannot get to their appointments because of disability, mental health, or self-isolation.

During the Covid-19 Pandemic in 2020, Telehealth became more common and available to more people in Australia.

## What's the difference between...?

There are a few types of Mental Health professionals that all sound similar, but have some important differences. The four main types that you might hear of are Psychiatrist, Psychologist, Psychotherapist, and Counsellor. The NDIS also has Mental Health Recovery Coaches.

A **Psychiatrist** is a medical doctor who can provide medication and treatment for people with mental illness. It takes 11 years of training to become a psychiatrist. You may only see a Psychiatrist a couple of times a year. Medicare can fund some of this appointment for you.

A **Psychologist** has spent at least 6 years studying at university and as an intern to become a psychologist. They use many different types of talk and social therapy to support your mental health and wellbeing. They can be funded through Medicare and the NDIS.

A **Psychotherapist** usually has an undergraduate degree in the health field and has done some extra study in mental health. They focus on how past experiences impact your life currently, and talk about things that are happening at the moment. Psychotherapy is self-regulated in Australia and anyone can be a psychotherapist. It is important to ask the therapist about their qualifications before you see them. They are not funded through Medicare or the NDIS.

A **Counsellor** may have completed a short course in counselling, or a post-graduate degree. Counsellors can work in a wide range of areas and usually focus on short term life events such as death and grief, relationships, family violence, or other similar issues. Counselling is self-regulated in Australia and anyone can be a counsellor. It is important to ask the counsellor about their qualifications before you see them. They are not funded through Medicare or the NDIS.

A **Mental Health Recovery Coach** is a person who works for the NDIS and has experience working in Mental Health. Many have qualifications, and some have worked in Mental Health for many years. Some recovery coaches have lived-experience. This means that they have experienced mental ill-health and recovery, and can use their experience to help you. They can help you to find good mental health services and use the NDIS, as well as get to know you and the people important to you.



# How to ask for Psychology in your NDIS plan

It can be difficult to get psychology funding in an NDIS plan where a psychosocial disability is not diagnosed.

If you think you need psychology because of your disability, you can ask the planner to include this in your plan. You will need to explain why this need is due to your disability and not anything else.

1. Think about your need – do you have a psychosocial disability? Is your mental health caused by your disability?
2. Does your disability cause you to experience mental health issues?
  - How?

3. Are you currently or have you previously seen a psych/counsellor?
4. Do you usually use all 10 of the Medicare reimbursed sessions?

There are many reasons why a person may not use all of the funding in their NDIS plan. These include long waitlists for health therapists, or if you are sick and are not having your regular supports.

This is OK and doesn't mean you will get less money in your next plan. When you have your annual Plan Review, make sure that you tell your planner why you have some unspent money in your NDIS plan.

## Making a complaint

If you are not happy with your psychologist's report, you can discuss this with your psychologist, or their manager.

If you are not happy with your psychologist, or how they are behaving, you can make a complaint to their manager, or a specific complaints' manager within the organisation.

If you think that there has been a serious problem, or you are not happy with how the organisation has handled your complaint or concern, you have 3 options for complaints.

1. If you are making a complaint about the charges to your NDIS plan, or you believe they are not acting an NDIS registered organisation should, you can complain to the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission directly. They exist to support you with your concerns and to help improve services for all people with disability.

You can contact them on:

- ☎ 1800 035 544 TTY 133 677
- ✉ [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)
- 💻 [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- ✍ NDIS Quality and Safeguards Commission  
PO Box 210, Penrith, NSW, 2750

2. If you are making a complaint to get an explanation, apology, refund, or a change in policy/practice, you can make a complaint to the Victorian Health Complaints Commissioner. They handle all major complaints about health services in Victoria.

You can contact them on:

- ☎ 1300 582 113 TTY 131 450
- 💻 [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)
- ✍ In-Person or by Mail: Level 26, 570 Bourke Street, Melbourne Victoria 3000. To make time for your visit, call 1300 582 113.



3. If you are making a complaint because you think the psychologist's behaviour puts other people at risk or is unsafe, you can make a complaint to AHPRA (Australian Health Practitioner Regulation Agency). They can review a psychologist and their ability to practise.

You can contact them on:

- ☎ 1300 419 495
- 💻 [www.ahpra.gov.au](http://www.ahpra.gov.au)
- ✍ AHPRA, GPO Box 9958, Melbourne, VIC 3001



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# Speech Therapy

Speech Therapists help you communicate well with other people. They can also help you with eating or swallowing.

Speech Therapists (sometimes called Speech Pathologists) work with you to find your most comfortable way to communicate with people. They can work with you to talk and pronounce words more clearly, learn to speak confidently with your stutter, or learn a new communication method such as using technology to communicate if you cannot talk. They also help people who are having trouble eating and swallowing foods as they are experts in the mouth and throat.

You will usually see a Speech Therapist at their clinic, but some will come to your home. You may see them regularly for a short time to correct and work on one issue, or you may see them over a long time if you are learning a new communication method.

# Speech Therapy

A Certified Practising Speech Pathologist (CPSP) is a Speech Therapist with an undergraduate or master’s degree, and is registered with Speech Pathology Australia (SPA). Not all therapists are CPSPs. To use your NDIA plan your therapist needs to be registered with SPA.

While all Speech Therapists can support you, they all have different personalities, experiences, and expertise. They might specialise in physical disability, intellectual disability, or working with children. It is important to choose a speech therapist that you trust to truly understand you.

Some people find meeting a new therapist or health professional hard. It is important to remember that it can take time to build a relationship where you trust your health therapists.

All Speech Therapists are different. Some may be great for your friends and family but may not be right for you.

## Here are some questions that might help you choose your Speech Therapist:

- > Are you registered with SPA?
- > What is your experience working with people with my disability?
- > Will you talk to my other professionals (i.e. doctor) to develop a plan that considers all the different parts of my life?
- > Do you offer home or community visits?
- > How often do you think I will need to see you?
- > Will you set goals with me?
- > Will you consider my NDIS goals in your assessment?

## Independent Assessments

The NDIA may ask you to participate in an independent assessment. The assessment will determine how much funding will be in your NDIA plan, based on your support needs. The assessor will be an allied health professional (e.g. OT, Physiotherapist, Social Worker) that has not worked with you before. The assessors are not employees of the NDIA. They work independently. The NDIA has developed this assessment to make sure everyone in the NDIS have an assessment of their needs, even if they cannot afford it themselves. The NDIA pays for the independent assessment.

## What is Telehealth?

You can ask your Speech Therapist if you can have your appointment over the phone or on video. This is available for people who live far away, or cannot get to their appointments because of disability, mental health, or self-isolation.

During the Covid-19 Pandemic in 2020, Telehealth became more common and available to more people in Australia.

## What Speech Therapists can (and can’t) do for you

- ✓ A Speech Therapist can help you work out the best way for you to communicate
  - ✓ A Speech Therapist can help you with eating if you struggle to chew or swallow food
  - ✓ A Speech Therapist can recommend equipment or technology that could help you
- ✗ You may not get everything your Speech Therapist recommends if it is not explained well to the NDIA
  - ✗ Your Speech Therapist will not recommend equipment you want if you do not need it

## What a Speech Therapy report usually includes

A speech therapy report might be helpful in your NDIS planning or review meeting. A good report might mean the right amount of funding and some assistive technology, but but a poor quality report might mean you don’t get enough supports to live your life independently.

When it is time for your plan review, make sure your Speech Therapist writes a report of the work you have done together. You may need to remind them as they often have a lot of clients.

Good reports;

- > Make clear recommendations for funding, including expected outcomes
- > Relate the recommendations to your NDIS goals
- > Use language the NDIS uses, such as “reasonable and necessary”
- > Provide evidence for any requested funding of hours, assistive technology, and adapted products
- > Show the progress you have made during your current NDIS plan

## How your Speech Therapists can help with NDIS planning and review meetings

Your speech therapist can produce a report about your progress toward the goals in your NDIS plan. This might be as a formal assessment or an update report for the NDIA, and can request different or additional equipment that you need.

It is unlikely that you will need your speech therapist to come to your review meeting, however, if you have a lot of equipment needed you can ask them to attend with you to explain these to the planner. You will have to pay for this.



## Your rights and entitlements

- > You are entitled to an interpreter to make sure you understand what is being said. There can be a lot of questions, talking, and explaining during a speech therapy assessment. If an interpreter is needed for a family member or carer, explain that this is important so that they can be involved in the conversation, and can support you to follow up on advice.
  - The speech therapist may be able to bring an interpreter with them, but sometimes you may have to organise this yourself.
  - You can ask to have any reports or documents translated for you or your primary carer.
- > You are entitled to the support and care of a trustworthy professional who will work with you to reach your goals.
- > If your speech therapy report is missing key information - such as goals - you have the right to ask the speech therapist to change the report.

### START HERE

## Steps for using a Speech Therapist

1

Receive speech therapy funding in your plan

2\*

Find a Speech Therapist that is confident with your support needs

3\*

Share your NDIS plan, goals, preferences, and support needs with your speech therapist

4

Meet your Speech Therapist at their clinic or your home

5

Practice the skills they teach you, and use any equipment they recommend

6\*

Make sure the progress report they give you is correct and talks about your progress towards your goals

7\*

NDIS review meeting

\* If you have a Support Coordinator, they will organise these with you.



# How to ask for Speech Therapy in your NDIS plan

Many people ask for a communication assessment in their first or second plans. Some people have never had an assessment before, and some people have not had one for a very long time. If you think you need an assessment, ask the planner to include it - as well as Speech Therapy appointments - in your NDIS plan.

There are many reasons why a person may not use all of the funding in their NDIS plan. These include long waitlists for health therapists, or if you are sick and are not having your regular supports.

This is OK and doesn't mean you will get less money in your next plan. When you have your annual Plan Review, make sure that you tell your planner why you have some unspent money in your NDIS plan.

## Making a complaint

If you are not happy with your speech therapist's report, you can discuss this with your speech therapist, or their manager.

If you are not happy with your speech therapist, or how they are behaving, you can make a complaint to their manager, or a specific complaints' manager within the organisation.

If you think that there has been a serious problem, or you are not happy with how the organisation has handled your complaint or concern, you have 3 options for complaints.

1. If you are making a complaint about the charges to your NDIS plan, or you believe they are not acting an NDIS registered organisation should, you can complain to the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission directly. They exist to support you with your concerns and to help improve services for all people with disability.

You can contact them on:

☎ 1800 035 544 TTY 133 677

✉ [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

💻 [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

✍ NDIS Quality and Safeguards Commission  
PO Box 210, Penrith, NSW, 2750



2. If you are making a complaint because you think the speech therapist's behaviour puts other people at risk or is unsafe, you can make a complaint to SPA (Speech Pathology Australia). They can review a therapists registration.

You can contact them on:

☎ 1300 368 835

💻 [www.speechpathologyaustralia.org.au](http://www.speechpathologyaustralia.org.au)

✉ [office@speechpathologyaustralia.org.au](mailto:office@speechpathologyaustralia.org.au)

✍ Lvl 1 / 114 William St. Melbourne Victoria 3000



3. If you are making a complaint to get an explanation, apology, refund, or a change in policy/practice, you can make a complaint to the Victorian Health Complaints Commissioner. The VHCC handle all major complaints about health services in Victoria.

You can contact them on:

☎ 1300 582 113 TTY: 131 450

💻 [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

✍ In-Person or by Mail: Level 26, 570 Bourke Street, Melbourne Victoria 3000.

To make time for your visit, call 1300 582 113.



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# Support Coordination

Support Coordinators work with you to find appropriate supports, manage funds, and manage problems in your NDIS plan. They report your goal progress to the NDIA on your behalf. Support Coordination takes the stress out of working with multiple providers.

Your Support Coordinator will be independent and impartial. Some organisations offer Support Coordination as well as support workers. Where this happens, the Support Coordinator must offer you a range of options from different organisations, not just the organisation they work for.

You want to trust that your Support Coordinator is working towards your goals, and will treat you with respect. When looking for a Support Coordinator, you could ask your friends, your NDIS planner, or current service providers if they can recommend any organisations.

## What Support Coordinators can (and can't) do for you

- ✓ Recommend a range of disability supports for you to choose from
- ✓ Question claims made by other support providers
- ✓ Make sure your supports work with you to reach your goals
- ✗ Book support without talking to you first
- ✗ Book supports that are not included in your NDIS plan (i.e. dentist)
- ✗ Control your NDIS plan

## Your rights and entitlements

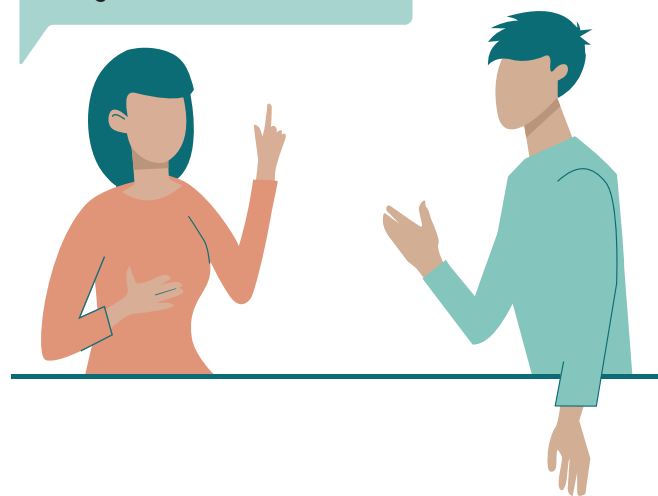
- > You have the right to be understood, and to understand your Support Coordinator. If you need or want an interpreter at any time, it is up to your Support Coordinator to organise this.
- > You can ask your Support Coordinator to have emails and other documents translated for you to read.
- > When choosing your Support Coordinator, ask if they have access to an accredited interpretation and translation service.
- > You are entitled to ask for a different Support Coordinator or speak to their manager if you think that they have done something wrong.



My NDIS plan is paying for someone to help me sell the t-shirts I make

Wow, how did you do that?

My Support Coordinator organised it all for me



## How your Support Coordinator can help with NDIS planning and review meetings

When you have a Support Coordinator, they will keep track of your NDIS funding. Their job is to connect you to supports and make sure that your supports follow your goals and charge your plan correctly. Your Support Coordinator prepares a report for the NDIA at the end of your plan. This helps the NDIA understand how you are progressing towards your goals. Your Support Coordinator can come with you to your plan review meeting to help you explain how you have used your funding, and how the decisions were made. They can also help you decide what you want to change about your NDIS plan.

## What does a good Support Coordinator do?

It is important to know what to look for in a Support Coordinator. Similar to anything else you purchase, not all Support Coordinators are the same.

A good Support Coordinator is someone that:

- > you can trust
- > listens to you
- > respects your choices and your rights
- > negotiates on your behalf
- > makes sure that your needs are met
- > understands the NDIS really well
- > has excellent reading, writing, and communication skills

A good Support Coordinator has a strong focus on helping you achieve your goals. They are open and honest about how they charge you, and what is included.

Some Support Coordinators are specialists in an area of disability or life-stage. For example, some are more experienced with younger children, and some are more experienced with Autism.

## How to change your Support Coordinator

Sometimes people do not have a good working relationship with their Support Coordinator. This is ok, and this is normal. There are many reasons why people want to change Support Coordinator, such as miscommunication or not following your choices.

You can ask for a new Support Coordinator from the same organisation, or you can choose to change the organisation that supports you.

Your Support Coordinator can help you to change, but some people find it more comfortable to find a new Support Coordinator themselves or get their Local Area Coordinator (LAC) to help with the change.



### START HERE

## Steps for using a Support Coordinator

1

Receive Support Coordination funding in your plan

2

Contact your chosen Support Coordinator

3

Meet with your Support Coordinator

4

Share your NDIS plan, goals, preferences, and support needs

5

Choose your support providers

6

Make sure they are helping you with your NDIS goals

7

NDIS review meeting



# How to ask for Support Coordination in your NDIS plan

Not everyone has funding for Support Coordination. Support Coordination is only included in people's NDIS plan if they are unable to connect to services on their own. This could be for many reasons including having ageing carers, speaking a language other than English, or having complex support needs with a lot of providers.

You need to tell the NDIS planner in your meeting why you need support to implement your plan. It is important to be very clear when explaining why you or a close relative (partner, parent, or child) is unable to help connect you to services.

## Making a complaint

If you are not happy with your Support Coordinator you might like to make a complaint. The first step is to talk to the manager and discuss your concerns.

If you think that there has been a serious problem, or you are not happy with how the organisation has handled your complaint or concern, you can contact the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission directly. They exist to support you with your concerns and to help improve services for all people with disability.

You can contact them on:

☎ 1800 035 544 TTY: 133 677

✉ [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

💻 [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

✍ NDIS Quality and Safeguards Commission  
PO Box 210, Penrith, NSW, 2750



If you are not happy with how the NDIA has responded to a complaint you have made, you can contact the Commonwealth Ombudsman. While they may not investigate all reports, they have the ability to investigate how the NDIS is working and look into how they are responding to complaints, including your complaint. The Ombudsman will ask for your NDIA complaint number.



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InclusionMelb





# Support Workers

Support workers help you with everyday tasks and activities

Support Workers can be called different things. You might hear or see them called Support Professionals, Support Staff, or another term that the person with disability, or the organisation prefers.

Support Workers help you to complete your everyday tasks and activities. They are there to support you to reach your goal and do what you want to do each day. They help people to go out into the community and make friends, join hobby clubs, play sport, and a lot more. Some people have Support Workers to help them with study at TAFE or University, particularly if their disability means they have difficulty physically at their place of study.

You will probably see your support workers often. A lot of places will organise that the same Support Worker comes each week, but sometimes there might be a new person when they are sick or cannot work with you that day.

# Getting along with your Support Workers

All Support Workers are different. They come from a wide range of backgrounds, experiences, and can be any age. Some might have more experience supporting people in the community and at events, while others might be more comfortable with self-care and hygiene, or helping you improve particular skills. Your support workers might work with you to practice skills that a Speech Pathologist, Occupational Therapist, or other professional has suggested.

When you meet your new support worker you might get along well straight away. This happens a lot when we meet new people. Ask your support worker questions and see what you have in common. You might find that you both have the same hobbies or go for the same sports team. You can use this information to help build a good relationship.

If you have some preferences for your support workers it is important to tell the organisation that they are coming from, and your Support Coordinator if you have one. For example, people usually prefer to go to some events and activities with a worker the same age. A 25-year-old person might ask for a support worker under 35. Having things in common with your Support Workers can help to build a good working relationship.

## What your Support workers can (and can't) do for you

- ✔ Support you to engage with other people and groups
- ✔ Encourage you to reach your goals
- ✔ Support you to clean your house
- ✘ Make friends for you
- ✘ Force you to do anything you do not want to do
- ✘ Clean your house for you

Sometimes the most important part of my job is to stay back and encourage independence.



START HERE

## Steps for using a Support Worker

1

Receive Support Worker funding in your plan

2\*

Find a support organisation that is confident with you and your support needs

3\*

Share your NDIS plan, goals, preferences, and support needs with your support organisation

4\*

Meet your Support Worker at your home, workplace, or school

5

Live your life as independently as you can

6

Work with your Support Workers on your NDIS goals

7\*

NDIS review meeting

\* If you have a Support Coordinator, they will organise these with you.

# Your rights and entitlements

- > You are entitled to choose your support workers.
  - You can give your preferences for a support worker to your organisation or Support Coordinator, and they can look for people who might fit this. However, it is important to remember that there may not always be someone who fits all of your preferences.
- > You are entitled to the support and care of a professional that you can trust is working with you to reach your goals.
- > You have the right to live your life how you want to.
  - Your Support Workers should support your lifestyle and identity at all times. This could be your religion, your cultural traditions, or how you choose to dress and speak.
- > You are entitled to be supported well.
  - Your Support Workers should be experienced, and have regular professional development where they learn new ways of supporting people. Your Support Workers should pay attention to you, and not be distracted by their personal life.

## How to choose a service provider

There are a lot of service providers that have Support Workers for people with disability. You can choose to stay with one provider or use a few different providers depending on your support needs. Here are a few things to think about or ask the organisation when you are choosing:

- > **Are they a person-centred organisation?**
  - ▶ Will I get individualised supports?
  - ▶ Are they flexible as my needs change?
  - ▶ Do they listen to me?
  - ▶ Can they support me to reach my goals
- > **Do I agree with their service philosophy and practice?**
  - ▶ Is their vision and mission in line with my beliefs?
  - ▶ How do they communicate with people? Do they communicate regularly?
  - ▶ Do you have someone you can contact easily?
  - ▶ Do they use volunteers?
- > **Are the staff trained well and respectful?**
- > **Is the organisation in a good location for me?**
- > **Can I afford this organisation in my NDIS plan?**
- > **What do other people say about the organisation?**
- > **How does the organisation monitor their performance?**
- > **Are they NDIS registered?\***

\* Turn over for more details about NDIS registration. —>

## How Support Workers can help with NDIS planning

Support Workers do not often go to planning meetings, but they can help in other ways. Your Support Workers are the people you see the most often, and they may have noticed something that you could use some more help with. Support Workers write notes after each time they see you. These notes are about what you did in that time and how you are working towards your goals. These notes help to prove to the NDIS that you are working on your goals if they ask for them.





## NDIS Registration

Using registered providers might give you stability in what to expect. However unregistered providers might give you more flexibility. One is not better than the other, but it is important to think about what is important to you.

NDIS registration is when a service provider agrees to follow all of the rules set by the NDIA in how to act. These rules include how much they can charge a participant, as well as quality standards like minimum standards of care, how to act when someone makes a complaint, and how to ensure that participants are respected.

Some organisations have chosen not to become registered. This may be because they choose to charge more, or they have another agency that ensures they have high standards (i.e. allied health have other agencies who ensure their standards). Organisations might feel like they are too small to go through the process of registration as it takes time to do.



## How to ask for NDIS funding for Support Workers

Most NDIS plans will include some funding for Support Workers. For Support Workers, it is more important to talk with your planner about how much support you need from support workers. You will need to tell them how many hours a day, or a week, you need support. It is important to remember not only activities and tasks that are everyday or very common, but also things that might not happen all the time, such as a weekend away, or going to events like parties or concerts.

There are many reasons why a person may not use all of the funding in their NDIS plan. These include long waitlists for health therapists, or if you are sick and are not having your regular supports.

This is OK and doesn't mean you will get less money in your next plan. When you have your annual Plan Review, make sure that you tell your planner why you have some unspent money in your NDIS plan.

## How to make a complaint

If you are not happy with your Support Worker you might like to make a complaint. The first step would be to talk to the worker's manager and discuss your concerns. Alternatively, you could contact the complaints manager at the organisation.

If you think that there has been a serious problem, or you are not happy with how the organisation has handled your complaint or concern, you can contact the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission directly. They exist to support you with your concerns and to help improve services for all people with disability.

You can contact them on:

☎ 1800 035 544 TTY: 133 677

✉ [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

💻 [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

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