



# Starting your NDIS plan

April 2022

Easy Read version



**ndis**

[ndis.gov.au](https://www.ndis.gov.au)

# How to use this document



The National Disability Insurance Agency (NDIA) wrote this document. When you see the word 'we', it means the NDIA.



This document is written in an easy to read way. We use pictures to explain some ideas.

**Bold**  
Not bold

We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.



This Easy Read document is a summary of a page of our website.



You can find this page on our website at [www.ndis.gov.au](http://www.ndis.gov.au)



You can ask for help to read this document. A friend, family member or support person may be able to help you.

# Starting your NDIS plan

An **NDIS plan** is a document that has information about:



- you and your goals
- the supports you need
- the **funding** the NDIS will give you – the money that pays for the supports you need.



Once you have your plan, you can decide:

- what information from your plan you share
- who you share it with.

You can take your time to:



- read your plan with someone you trust
- make any decisions about how to use your funding.

When you start using your plan, you might want to find out:



- who can help you start your plan



- what supports you can use your funding for



- how to find providers



- how providers will support you



- where to find more information.

## Who can help you start your plan?



Your plan includes the name of someone who will:

- help you start your plan
- check to make sure your plan is working well.



You can have a meeting with them to talk about:

- your plan
- your funding
- providers.



You can bring someone you trust to this meeting, such as a friend, family member or support person.



The person who can help you start your plan might be:



- an **NDIA Planner** – someone who makes new plans



- a **Local Area Coordinator (LAC)** – someone who helps people with disability find and use supports

You might get support from an **early childhood partner** – someone who supports:



- children with disability
- children with **developmental delay**
- their families.



When a child has a developmental delay, they might not develop at the same pace as other children of the same age.

You also might get support from a:



- **Support Coordinator** – someone who helps people with disability plan and use their supports



- **Recovery Coach** – someone who helps people with disability with their mental health.



All of these people are here to help people who take part in the NDIS.

## What supports can you use your funding for?



You can take your time to decide how you want to use your funding.



You can talk to the person who helps you start your plan.

They can explain what supports you can use your funding for.



We also made some examples of what supports the NDIS can fund.



You can find the examples on the 'Would we fund it' page on our website.

[www.ndis.gov.au/understanding/supports-funded-ndis/reasonable-and-necessary-supports/would-we-fund-it](http://www.ndis.gov.au/understanding/supports-funded-ndis/reasonable-and-necessary-supports/would-we-fund-it)



## How do you find providers?



There are different ways to find providers.



You can talk to the person who helps you start your plan.



You can use our provider finder.

It tells you about providers that:

- are close to you
- offer supports you need.



You can find our Provider Finder on our website.

[www.ndis.gov.au/participants/working-providers/  
find-registered-provider/provider-finder](http://www.ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder)

You can also:



- research providers on the internet
- check reviews
- ask someone you trust for advice.

## Working out how providers can support you



You can ask a provider questions before you decide to use their services.



You might ask for a meeting with them.



You can write down questions you want to ask them.



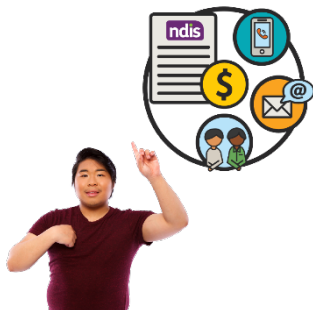
We have included a list of things to think about before you contact a provider on the next 2 pages.

## Things to think about before you contact a provider

As you plan your supports, you might want to think about:



- how the support will help you



- if the support will still help you if you have used it before



- what you want to know about how the support works.



You might also want to think about:

- how many times a week you want to use the support
- what days you want to use the support on.

You might also want to think about:



- if your plan includes funding for the support



- how much the support will cost



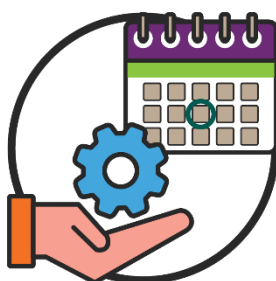
- how you will pay your provider.

## Where can you find more information?



You can find out more about service agreements on our website.

[www.ndis.gov.au/participants/working-providers/making-service-agreement](http://www.ndis.gov.au/participants/working-providers/making-service-agreement)



You can find out more about service bookings on our website.

[www.ndis.gov.au/participants/working-providers/service-bookings](http://www.ndis.gov.au/participants/working-providers/service-bookings)



You can find out more about the myplace portal on our website.

[www.ndis.gov.au/participants/using-your-plan/managing-your-plan/how-use-myplace-portal](http://www.ndis.gov.au/participants/using-your-plan/managing-your-plan/how-use-myplace-portal)



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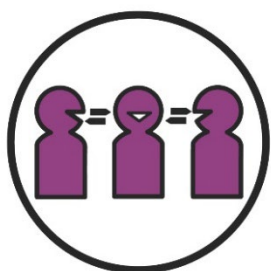
## Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

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

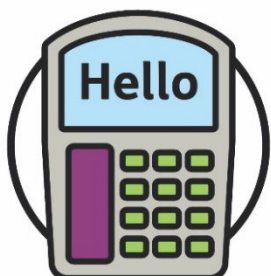
If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

**131 450**

If you have a speech or hearing impairment, you can call:



TTY

**1800 555 677**



Speak and Listen

**1800 555 727**



National Relay Service

**133 677**

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



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