Participant Information Pack

# Using your National Disability Insurance Scheme (NDIS) plan

# This information pack is about using your NDIS plan in Tasmania

**December 2022**

**Introduction**

We are testing a better way to deliver the NDIS.

We’ve spent time talking to participants, our Agency staff, local area coordinators and early childhood partners and the disability community to work out the ways we can improve the experience people have with the Scheme.

Part of this work has been designing and building a new computer system to help us deliver a nationally consistent experience for participants. We are not changing the rules or the way the NDIS works. We’re testing ways to improve how we:

* Help people with disability learn about and connect with community and mainstream services, including the NDIS
* Support people to apply for the NDIS
* Create an NDIS plan
* Support participants to make the most of their NDIS plan.

We have tested our new computer system and the way it works with our staff and local area coordinator and early childhood partners.

Participants have helped us design the system. It’s now time to test it with participants.

We decided to do the test in Tasmania with participants, providers and the wider disability community to make sure our systems and processes work as they should, and we deliver a quality experience for participants.

Testing in Tasmania means we can learn from the experience, collect feedback from participants, providers, staff, partners and the community. We can then make any changes or improvements we need to before we begin using our new computer system in the rest of Australia.

We created this information pack to help you prepare for the NDIS test in Tasmania.

You can see other information packs and learn more about the NDIS test in Tasmania at [www.ndis.gov.au](http://www.ndis.gov.au)/improvements

**Your NDIS journey**

If you are an NDIS participant in Tasmania from November 2022, you will have a different NDIS journey to other participants in Australia. This pack provides information about what you can expect from your NDIS experience and how you will be supported to pursue your goals. You’ve already completed three of the steps in your NDIS journey:

* Making connections
* Apply to the NDIS
* Creating your NDIS plan

This pack provides you with information about:

* **Using your NDIS plan**

You can look at other information packs on our website to learn more about:

* Changing your plan

**Using your NDIS Plan**

**Your NDIS plan**

Your NDIS plan has been built with the information and evidence you gave us to help us make a decision about your eligibility for the Scheme.

The planner who approved your plan will have met with you to explain your plan, including the decisions they’ve made about your reasonable and necessary supports and your budget. You can read more about how we make decisions about your reasonable and necessary supports in our:

* Tasmania-specific [operational guidelines](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania)
* [Principles we follow to create your plan](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#creating-your-plan)
* [Factsheet](https://www.ndis.gov.au/improvements/our-guidelines-ndis-test-tasmania#23factsheet) - What evidence you need to give us before we create your plan

Now that your plan is approved, it is in your portal and is ready for you to use.

Your NDIS plan will be more flexible and easier to use. Your plan will be longer, up to 3 years long. With longer plans, you’ll see a change in your available budget in the participant portal.

We want participants to have control over their budget but recognise managing a large amount for up to 3 years may be difficult.

Each year of your plan will have the same budget. We’ll release funding to your plan every 12 months, giving you an annual amount to manage and regularly spend on the services and supports you need to pursue your goals.

**Helping you make the most of your NDIS plan**

After your plan meeting, your approved plan will be shared with your local area coordinator or early childhood partner. They will contact you and offer you a plan implementation meeting.

Data shows us that the more time a participant spends in the Scheme, the more confident they are to use their plans. You have the choice whether you would like a plan implementation meeting. We do encourage new participants to have one because we know that when a participant is confident to use their plan, they make the most of their funded supports to pursue their goals.

A plan implementation meeting is an opportunity for you to talk to your NDIS contact about:

* Any questions you might have about using your plan, including how to find and endorse providers for your plan and make service agreements.
* How to make the most of community and other mainstream services in your area.
* How to use the participant portal and how to make small changes yourself – like your banking details.
* How to make claims in the portal or pay for supports.
* How to select a support coordinator or recovery coach if one is included in your plan.

**More flexibility in your plan**

If you’re already an NDIS participant, your previous plan would have had service bookings.

Your new NDIS plan won’t have service bookings.

Removing service bookings means you have more choice and control, and more flexibility over how you use your funding. You won’t be locked into long term arrangements if you don’t want to be. You can choose the provider or the employee you want to support you.

**Introducing participant-endorsed providers**

NDIS plans built for Tasmanian participants in our new computer system won’t have service bookings. You will be asked to record the providers you regularly work with on your plan if some parts of your NDIS plan are:

* Agency-managed, and/or
* You have Specialist Disability Accommodation or Behaviour Supports in your plan.

We call these providers **participant-endorsed providers**.

Participant-endorsed providers are people and organisations you trust, who know you well, and you want to work with.

If one of your participant-endorsed providers makes a claim on your plan, we’ll know they are a person or organisation you want to deliver supports to you. We will process the claim automatically and make the payment.

You can still choose to work with any provider. However, if a claim is made on your plan by a provider who is not one of your participant-endorsed providers, we’ll check with you or your nominee by SMS to confirm the claim is for a service you agreed to.

If you agreed to the service, no further action is required by you or your nominee. The claim will be processed for payment after 7 days.

If you did not agree to the service, you need to call the National Contact Centre on 1800 800 110 to let us know within 7 days of receiving the SMS.

You can endorse your providers at any time by talking to your myNDIS contact or by calling the National Contact Centre.

You can read more about participant-endorsed providers in the participant-endorsed provider information pack.

**A new participant portal**

The new participant portal helps too, because you can track their spending and make payments in real-time, making it easier to manage your budget. You can learn more about the new participant portal and how to use it on our [website](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.ndis.gov.au%2Fimprovements%2Fparticipants-learn-about-ndis-test-tasmania&data=05%7C01%7CLaura.Verney%40ndis.gov.au%7C63ee2de723cd44d81c0308dab703c0f2%7Ccd778b65752d454a87cfb9990fe58993%7C0%7C0%7C638023523994238083%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=w9ACLNxYs%2BgWD38QqSZinaCJE%2BjNdHVsjk92uYG4hoI%3D&reserved=0).

We will test the new participant portal in our Tasmanian test.

The new participant portal will be:

* A fully accessible platform that provides a better experience overall.
* A system with greater publishing control and enhanced financial controls to the NDIA.
* Will align with and enable delivery of the new system and processes.

The new my NDIS participant portal has been based on the experience of the pilot which commenced in October 2021 and closed in August 2022. More than 492 people were drawn from a range of disability cohorts to test it. This collaboration has been key in providing future improvements and will shape the build of the new portal for all current and future participants.

Self-managed participants who have transitioned to the new computer system will use the new my NDIS participant portal to submit claims, using the current support item service and support codes.

**Resources and tools to help you use your NDIS plan**

We have a range of resources and tools on our website to help you make the most of your NDIS plan.

The [plan implementation directory](https://www.ndis.gov.au/participants/plan-implementation-directory) on our website provides useful [guides](https://www.ndis.gov.au/participants/plan-implementation-directory#guides) and [tip sheets](https://www.ndis.gov.au/participants/plan-implementation-directory#guides) as well as advice on:

* [Understanding your plan](https://www.ndis.gov.au/participants/plan-implementation-directory#understanding)
* [Starting your plan](https://www.ndis.gov.au/participants/plan-implementation-directory#starting)
* [Using your plan](https://www.ndis.gov.au/participants/plan-implementation-directory#using)
* [Working with providers](https://www.ndis.gov.au/participants/plan-implementation-directory#providers)

[A new budget calculator](https://www.ndis.gov.au/participants/plan-implementation-directory/budget-calculators) is on our website too. This calculator may help you work out how much support you can buy and stay within your budget including what you can use your budget to purchase.

**Your experience**

You can talk to us about your experience using your plan in Tasmania. Find out how to contact us on our website at [www.ndis.gov.au/contact](http://www.ndis.gov.au/contact)

You can also share your feedback at: [transition.engagement@ndis.gov.au](mailto:transition.engagement@ndis.gov.au)

Your feedback will help us learn more from our test in Tasmania and to make any changes or improvements we need to before we begin using our new computer system in the rest of Australia.

To help improve the process, we may contact you to ask you about your experience.