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In-kind explained

Before the NDIS was established, state, territory and Commonwealth governments pre-paid a lump sum amount to service providers so they could provide supports to people with disability. When the NDIS started, this changed.

Under the NDIS, funding is given to a participant so they can choose who delivers their supports and when and where.

In some cases, providers are still being paid a lump sum and delivering pre-paid supports to NDIS participants. Participants use these supports but don’t buy the supports with funds in their plans. These supports are known as 'in-kind' supports.

Gradually in-kind supports have changed to being paid from your NDIS plan. Some pre-paid arrangements have already changed, and the remaining will occur by 31 December 2026.

If you are an NDIS participant who currently uses in-kind supports, the following information may help you to understand:

- how in-kind supports work in your NDIS plan now.
- how in-kind funding arrangements are changing.

In-kind services in your NDIS plan

If you get an in-kind support, it should be included in your plan if it is reasonable and necessary.

As of 30 June 2024, there are two in-kind programs still operating in each jurisdiction, which are due to be phased out by 31 December 2026:

- Personal Care in Schools (PCIS) programs
- School Transport Programs

In WA, the in-kind Staffed Residential Service is due to be phased out by 30 June 2025.

If you already get in-kind supports remember they have been pre-paid. You don’t need to pay for them with your NDIS plan funds.

If you are still unsure about your in-kind supports, contact your NDIS Planner or Local Area Coordinator (LAC). You should contact them if you believe your planner didn’t consider your in-kind supports when your current plan was made.

Plan management for in-kind supports

You can choose who manages your NDIS plan, but the NDIA must manage all your pre-paid in-kind supports because they have been pre-paid.

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