



Managing your supports and NDIS funding

The National Disability Insurance Scheme (NDIS) provides support for people with a permanent and significant disability that affects their ability to take part in everyday activities.

This fact sheet provides information for people who are able to access the NDIS and are starting the planning process. It will help you decide how to manage the funding for your supports in your personal plan.

There is more information available about your plan management options on the NDIS website.

What to consider

You can have as little or as much assistance as you need to manage the funding for your supports. It may be useful to think about whether you are confident:

- **researching** providers and services
- **contacting** service providers
- **meeting** and interviewing service providers
- **deciding** which providers and services can deliver the supports you need
- **making an agreement** with a provider
- **managing records and receipts** and providing updates to the National Disability Insurance Agency (NDIA) – the agency that runs the scheme.

Options for managing the funding for your supports

There are four ways you can manage the funding for your supports:

1. Self-managed
2. Registered plan management provider
3. NDIA managed
4. A combination of the above.

1. Self-managed

You may choose to manage the funding for your supports. You can do this yourself, or you can have a nominee do this on your behalf. This nominee might be a member of your family, a friend, or carer.

If you choose to self-manage, the NDIS will give you or your nominee money to pay for supports in your plan.

The money will be paid into your bank account or your nominee's. The first payment after your plan is approved will be an advance to cover the expected cost of supports for the first month.

You can use this funding to employ support staff or pay an organisation of your choice to provide your supports.

You will also need to:

- find and organise your supports
- develop a service agreement with each selected provider

- pay your providers on time as set out in your service agreement
- manage your costs
- keep a record of your purchases.

Records and receipts of how you or your nominee spend your NDIS money should be kept for five years.

2. Registered plan management provider

You may get help to manage the funding for your supports from a plan management provider.

A registered plan management provider can manage some, or all, of the funding for your supports. They can:

- find and organise your supports
- pay your providers and process expense claims for you
- complete paperwork and keep records for you
- work with your suppliers to decide how and when your supports are provided
- increase your skills so you can have more control over your plan in the future.

A list of registered plan management providers is available on the NDIS website.

3. National Disability Insurance Agency

NDIA can also manage the funding for your supports in your plan. Under this option you will:

- choose the service providers you want to deliver your supports from the registered provider lists on the NDIS website

- organise your supports to suit your own needs
- NDIA can help with connecting you to the registered providers that deliver the types of support in your plan.

Once you receive your supports, NDIA will pay the providers directly.

4. Combination

You can ask for a combination of these options. Talk to your planner to find a solution that best meets your needs.

More information

Contact us if you would like more information on managing your supports.

Visit: www.ndis.gov.au

Email: enquiries@ndis.gov.au

Call: 1800 800 110*

For people with hearing or speech loss:

TTY: 1800 555 677

Speak and Listen

(speech-to-speech relay): 1800 555 727

For people who need help with English

Translating and Interpreting Service: 131 450

* The call centre is open Monday to Friday, 8am to 8pm EST

* 1800 calls are free from fixed lines. However, calls from mobiles may be charged.