Participant Information Pack

# Creating your plan

# Information for new and existing National Disability Insurance Scheme (NDIS) participants who are part of the test in Tasmania

**November 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 supports, 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 a new 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 two of the steps in your NDIS journey:

* Making connections
* Applying to the NDIS

This pack provides you with information about:

* **Creating your plan**
* **Your plan**
* **Check-ins**
* **Changing your plan**

**Creating your NDIS plan**

When you completed your application to access the NDIS, your local area coordinator or early childhood partner collected information and evidence from you to help us make a decision about your eligibility for the Scheme. If you are eligible, we use this information to start building your NDIS plan.

NDIS plans will be built by support categories. Plans will still have stated and flexible supports, but these will be listed at the support category level, rather than line-by-line items, providing more flexibility when you use your plan.

The reasonable and necessary funding criteria we will apply is the same for everyone who is a NDIS participant across Australia. Even though we are testing some improvements to how we deliver the NDIS in Tasmania, there is no change to the reasonable and necessary funding criteria or how we make decisions.

We’re also working towards making our language consistent across NDIS plans and portals. The name of the support catalogue item in the plan, will be the same name in the participant and provider portals, reducing confusion and administrative time spent on cross checking services and claims. This will make it smoother for you and your providers to submit claims.

**Approving your plan**

You’ll be invited to a plan meeting with a planner from the National Disability Insurance Agency (NDIA) who approves your plan. You will see your plan and budget in your plan meeting.

The planner will discuss your living situation, your goals and your day-to-day supports to check they have a good understanding of your situation.

Based on the discussion, the planner may decide to change your budget. Depending on the change needed, the planner may be able to do this in your plan meeting.

The change you ask for may need to be approved by someone else at the NDIA, who has the decision-making skills for your request. In this case, we’ll approve your plan so that you can start using it straight away, while we wait for further information and evidence.

The planner will also explain your plan, the decisions they’ve made about your reasonable and necessary supports and your budget and talk to you about how you would like your plan managed.

If you need funding for a support coordinator, plan manager or recovery coach, we can make this adjustment at your plan meeting before we approve your plan.

You can be confident that we’ve carefully prepared your budget, because it is based on the information and evidence you’ve given us, as well as data we’ve collected on other participants with similar circumstances and disability needs since the NDIS started.

This means participants with similar circumstances and disability needs should receive similar amounts of supports in their plans.

After your plan is approved, it will be in the my NDIS participant portal for you to see and use.

After your plan meeting, you will be offered support to help you implement your plan.

Your local area coordinator partner, early childhood partner, or NDIA planner will contact you and offer you a plan implementation meeting.

**Using your NDIS plan**

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 an implementation meeting. We 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 partner 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 my NDIS 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.

At your plan implementation meeting we will talk to you about when your next scheduled check-in will be. We will give you contact details for who you can to talk about your plan.

**Check-ins**

Your plan will remain in place until your situation or support needs change. This means your plan could be up to 3 years long.

Having a longer plan means you have more certainty over your funding. Longer plans also mean your funding will be released in instalments, topping up available budgets every 12 months, providing you with flexibility to use your plan in the way that suits you best.

We will schedule a check-in with you at least every year, to ask how you are going with your plan, check you are accessing the services and supports you need, how you are tracking against your goals, and whether you have had a change in situation that means your plan needs to be adjusted.

At your check-in, we’ll ask you:

* how you’re going
* if you have any questions about your current plan
* how you’re going with your goals
* if you have any new goals, or want to change your goals
* how you’re using local services in the community or other mainstream services
* how you’re using your funded supports in your plan
* how your supports are helping you pursue your goals
* if your supports meet your disability needs
* if your situation has changed
* if you need help with big changes coming up in your life, like starting or finishing school or starting a new job.

Sometimes, we may get in touch with you before your next scheduled check-in. This might be because we have noticed you are not using your plan funding, or you are using your plan funding more than usual.

We may check-in with you to understand whether your situation has changed, check if your plan is still meeting your needs, or if you need some more help to implement your plan.

Having a check-in doesn’t mean your plan needs to be changed. If your plan is working for you, no changes will be needed. This is a good outcome because it means you have the right services and supports in place to pursue your goals.

**Changing your NDIS plan**

You can tell us about the changes in your life that might mean you need more, less or different supports at any time. You don’t need to wait for your next check-in.

When you ask us to change your plan, we will ask you some questions to help us work out if your plan needs to be changed and talk to you about the kinds of information and evidence we need to make a decision.

To help us decide, we will consider the type of change you are asking for, your overall plan, and how the supports work together and decide whether your plan needs to be varied, reassessed or stay the same.

We will work directly with you each time your plan needs to be changed.

If we decide not to change your plan, we can work with you to get the most out of your existing plan.

**Your experience**

You can talk to us about your experience of applying to access the NDIS 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.