



The participant journey

How the NDIS will work with you and our new
computer system

Easy Read version



ndis

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

How to use this guide



The National Disability Insurance Agency (NDIA) wrote this guide.

When you see the word 'we', it means the NDIA.



We wrote this guide in an easy to read way.

We use pictures to explain some ideas.

Bold

We wrote some important words in **bold**.

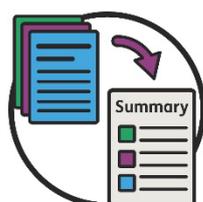
Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 28.



This is an Easy Read summary of another guide.

This means it only includes the most important ideas.



You can find the other guide on our website.

www.improvements.ndis.gov.au



You can ask for help to read this guide.

A friend, family member or support person may be able to help you.

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What this guide is about

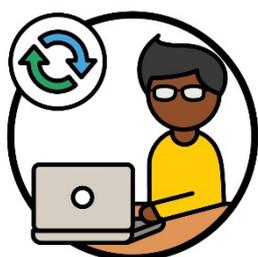


We are working on how we can improve the way we deliver the National Disability Insurance Scheme (NDIS).



We have heard from many people about how we can make the NDIS better for participants.

Participants are people with disability who take part in the NDIS.



Our new computer system has changed how the participant journey works.

The participant journey explains the different steps people will experience when they:



- apply to the NDIS

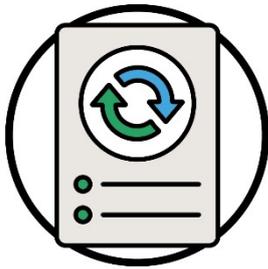


- join the NDIS.



The participant journey is for people who are 9–64 years old.

In this guide, we explain:



- what parts of the participant journey have changed



- how we will support people.

Step 1: Connect with a my NDIS contact



We can connect you with an **NDIS partner** if you want to know more about what supports you can get.



NDIS partners are people who help others find and use services.

We will connect you with an NDIS partner if you:



- are a person with disability



- support someone with disability, like a carer.

We can also connect you with an NDIS partner if you:



- worry about how your child is developing

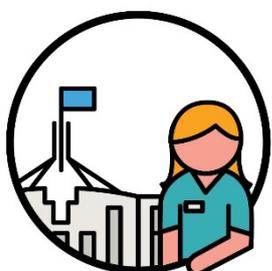


- want to apply to the NDIS.

An NDIS partner can help connect you to:



- community services



- government services.

An NDIS partner can be:



- a **local area coordinator** – someone who helps people with disability find and use supports and services



- an **early childhood partner**.

An early childhood partner supports:



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

When a child has a developmental delay, they might not grow or develop in the same time as other children of the same age.



This means they may need extra help to do everyday things.

They might need this help for a long time.

We will connect you with an NDIA staff member if you:



- live far away from cities and towns



- need more support



- are a young person living in aged care.



We will also connect you with an NDIA staff member if you are in:

- hospital
- the **justice system**.

The justice system includes:



- prisons
- the courts
- police
- the law.



We sometimes call the person we connect you with your my NDIS contact.

Your my NDIS contact is a person who:



- you have a lot of contact with
- connects you to supports
- supports you to apply to the NDIS.

Step 2: Apply to the NDIS



Your my NDIS contact can help you apply to the NDIS if you think you might be **eligible**.

If you're eligible, you meet the rules about who can take part in the NDIS.



To be eligible, you must have a disability that is:

- permanent – it won't go away
- significant – it affects the way you live your day-to-day life.



Your my NDIS contact will help you put together the information you need to apply.

This includes **evidence** of your disability.

Evidence is proof that something is true.



Once we have everything, we will decide if you are eligible to take part in the NDIS.

We will tell you within 21 days.

If you are eligible, we will:



- use the information and evidence you gave us to create your **NDIS plan**



- have a plan meeting with you.

Your NDIS plan is a document that has information about:



- you and your goals
- what supports you need
- the **funding** the NDIS will give you.



Funding is the money from your plan that pays for the supports you need.

If you are already a participant



If you are already a participant, we will create your plan in our new computer system.

We will do this when you:



- ask for a change to your plan



- have a **plan reassessment**.

When we do a plan reassessment, we check to see if the supports in your plan still work well for you.



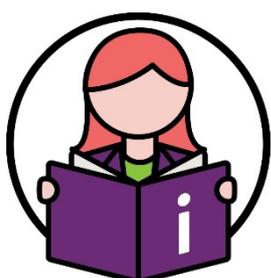
We will contact you before your plan reassessment so you can get the information you need.

Step 3: Create an NDIS plan



An **NDIA planner** is someone who:

- creates new plans
- changes plans.



If you are a new participant, an NDIA planner will use the information you gave us to make your first plan.

This includes the information you gave when you applied to the NDIS.



They will also use the information to work out how much funding your plan should have.



If you already are a participant, an NDIA planner will use your plan to make a new plan.

This includes any new information and evidence you have.



You can tell the NDIA planner what supports you need if your life changes.



You will meet with an NDIA planner once they create your plan.

We call this a plan meeting.

At your plan meeting, the NDIA planner will talk to you about:



- your goals



- the supports you need



- how you live your life.



An NDIA planner will make sure:

- they understand your life
- your plan supports what you need.



If your plan supports what you need, an NDIA planner will **approve** your plan at your plan meeting.

When an NDIA planner approves your plan, they agree to everything in it.



An NDIA planner will also work with you if your plan does not support what you need.



Your plan may last for up to 3 years unless:

- you need to change your supports
- you are younger than 9 years old.



Most plans for children will only last for one year.

Step 4: Use an NDIS plan



Your my NDIS contact will support you to use your plan.



You can meet with your my NDIS contact after we approve your plan.



At this meeting you will learn about how you can:

- use your plan
- get the most out of it.



We call this a plan implementation meeting.



The meeting is a chance for you to ask your my NDIS contact questions.

You will also have time to talk to us about:



- how you want to manage your plan



- how to use the my NDIS portal and app



- which **providers** you want to work with.



Providers support people with disability by delivering a service.



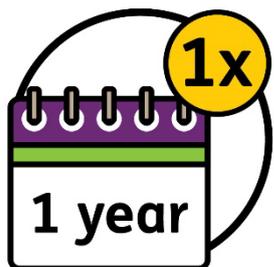
Your my NDIS contact can also explain **service agreements**.

A service agreement is a plan for how you and your provider will work together.

Step 5: Check-ins



Your **check-in** is when we talk with you about how your plan is going.



You will have a check-in once a year.

A check-in can be:



- face-to-face



- over the phone



- online.



At check-ins we will ask you:

- how you are working towards your goals
- if your plan has the right supports.



You can bring someone with you to your check-in.

For example, you can bring a:



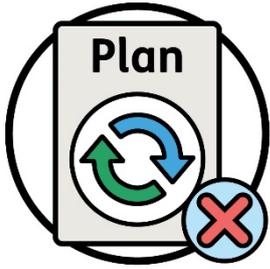
- family member



- support worker



- someone who helps you with your plan.



If your plan has the right supports, then it does not need to change.



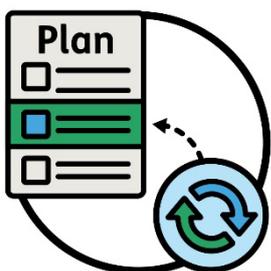
If your plan does not have the right supports, then we can work with you to change your plan.



You don't have to wait until your check-in meeting to ask for a change to your plan.

If you would like a change to your plan, you can tell us at any time.

Step 6: Making changes to an NDIS plan



If your life changes, we might decide that you only need small parts of your plan to change.

This is called a **plan variation**.



If your life changes a lot, we might decide that you need a new plan.



When this happens, we will meet with you for a **plan reassessment**.

Plan reassessments used to be called 'plan reviews'.



When we do a plan reassessment, we check to see if the supports in your plan still work well for you.



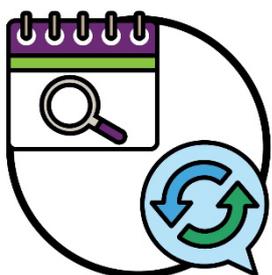
You can talk to your my NDIS contact if you want any part of your plan to change at any time.



You can also call the National Contact Centre.

1800 800 110

What happens next?



Your plan will last until:

- your plan reassessment date
- you ask for a change to your plan.



We will work with you each time to create your next plan.

Your my NDIS contact will:



- tell you what will happen at your plan reassessment



- support you to get the information you need to change your plan.

If you want to leave the NDIS

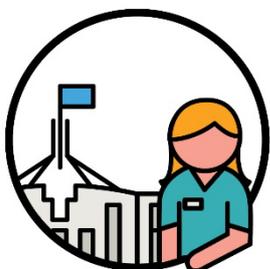


If you want to leave the NDIS, your my NDIS contact can help you.

Your my NDIS contact can connect you to:



- community supports



- other government supports.

More information

For more information about this guide, please contact us.



You can visit our website.

www.ndis.gov.au



You can call us.

1800 800 110



Follow us on Facebook.

www.facebook.com/NDISAus



Follow us on Twitter.

@NDIS

Twitter is also called X.

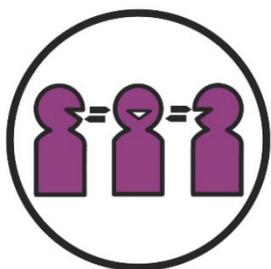
Support to talk to us



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

www.ndis.gov.au

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.accesshub.gov.au

Word list

This list explains what the **bold** words in this guide mean.



Check-in

Your check-in is when we talk with you about how your plan is going.



Early childhood partner

An early childhood partner supports:

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



Eligible

If you're eligible, you meet the rules about who can take part in the NDIS.



Evidence

Evidence is proof that something is true.

Developmental delay



When a child has a developmental delay, they might not grow or develop in the same time as other children of the same age.

This means they may need extra help to do everyday things.

They might need this help for a long time.



Funding

Funding is the money from your plan that pays for the supports you need.

Justice system

The justice system includes:

- prisons
- the courts
- police
- the law.



Local area coordinator

A local area coordinator is someone who helps people with disability find and use supports and services.



NDIS partners

NDIS partners are people who help others find and use services.



NDIS plan

Your NDIS plan is a document that has information about:

- you and your goals
- what supports you need
- the funding the NDIS will give you.



NDIA planner

An NDIA planner is someone who:

- creates new plans
- changes plans.



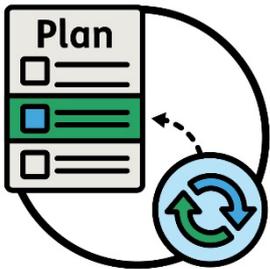
Participants

Participants are people with disability who take part in the NDIS.



Plan reassessment

When we do a plan reassessment, we check to see if the supports in your plan still work well for you.



Plan variation

A plan variation is when we change small parts of your plan.



Providers

Providers support people with disability by delivering a service.



Service agreement

A service agreement is a plan for how you and your provider will work together.



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