

MANAGING YOUR NDIS PLAN

After going through NDIS access and the NDIS planning process, people with disability can start to use their NDIS plan to access supports from their preferred service providers.

In order to do this, NDIS participants need to manage their NDIS plan. The NDIS calls this Plan Management. Plan Management involves budgeting, keeping records, and paying for the supports funded in an NDIS plan. Plan Management is often casually described as ‘managing your money from the NDIS’ or ‘paying for your supports’.

The 4 Plan Management options

Because the NDIS offers choice and control, there are different options to manage an NDIS plan. Each option allows people with disability to manage the funding for their supports in different ways. People with disability need to know that each Plan Management option comes with its own set of responsibilities and benefits.

The 4 Plan Management options available are as follows:

1. NDIS managed

You can only pay providers of support through the NDIS myplace Participant Portal. This means providers must be registered with the NDIS. You never see any money from the NDIS in your bank account, because everything is processed through the myplace Participant Portal.

2. Registered Plan Management provider

You have another organisation or business that pays bills for you on your behalf. This is like having a bookkeeper. They can also help you negotiate with service providers if you have any problems. Importantly, you can also use providers who are not registered with the NDIS.

3. Self-managed

You are responsible for finding your own providers and paying any invoices you get from them. When you get an invoice you make a payment request to the NDIS and they will transfer the money to you to pay for the supports. With this option you have to keep copies of invoices from purchases for up to 5 years. You do not have to use providers who are NDIS registered, and you can pay more than the maximum price in the NDIS price guide.

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4. A combination of the above

This option lets you split your NDIS plan and have one part managed by one Plan Management method, and the other part managed by another method. The combination approach is most useful for people wanting to get started with self-management, but who do not want to self-manage their entire NDIS plan.

Using the myplace Participant Portal

The myplace Participant Portal is a website NDIS participants need to use to access their NDIS plan. To access myplace, you first need to have a myGov account. This is a Commonwealth government service that allows you to link up with other Commonwealth government services (including the NDIS). If you do not have a myGov account, the NDIS or your Local Area Coordinator can help you set up an account.

Once your myGov account is linked to myplace, you can use it to view and edit your contact details, see messages from the NDIS, as well as find service providers in your area. You can also use myplace to view your NDIS plan, and save copies of it to show your providers if you wish. When using myplace, you can see how much money is left in your NDIS plan, which helps you better budget to make sure you do not overspend or underspend.

If you are self-managing your NDIS plan, you can also make payment requests through myplace to access the money you need to pay for invoices from service providers. The NDIS keeps updating myplace with new features, so check out the NDIS website to learn more.

Service bookings

When a person with disability has found a provider they want to work with, they need to create a service booking with the provider. A service booking shows the NDIS that you want to work with the provider, and that the provider is able to work with you. The service booking must contain the length of time you want to work with the provider, as well as how much of your budget in your NDIS plan you want to have available to the provider. Importantly, the provider does not get paid up front; they still need to deliver services first. If you do not want to work with the provider anymore, you can cancel the service booking.

Service bookings are only needed if your NDIS plan is NDIS managed. That is because the providers can only be paid through the myplace Participant Portal. If you are self-managing or using a registered Plan Management provider, you do not need to make service bookings with your chosen providers, however you still can if you wish.

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