



NDIS terms I need to know!

Explaining the really important information young people with disability need to know to make understanding the NDIS a little easier.

What is covered here?

- NDIS terms and what they mean
- Where to go to learn more about NDIS
- Mental health support resources

NDIS terms I need to know!

This resource explains the meaning of terms used by the NDIS (National Disability Insurance Scheme) to help you take control of your plan. When you start accessing the NDIS it can feel like learning a new language. There are lots of acronyms (like LAC or CB) as well as words that might be new or have a different meaning than you expect. Some of the most common terms you might find are:

NDIS

The NDIS stands for the National Disability Insurance Scheme. It is a government-funded program to help people with disabilities get medical devices, physical therapy, assistive technology and so much more. Based on your individual needs, you will get funding to pay for these supports to help you lead a safe, independent life, participate in your community, reach your goals and find employment.

Advocate

An advocate is a person or organisation who supports you to make decisions about your life. They can be your voice and speak for you to the NDIS. They should make you feel comfortable and safe. They should have a good understanding of the NDIS. They should use your preferred way of communicating.

Disability advocacy

Disability advocacy promotes, protects and defends the human rights of people with disabilities. It makes sure that we are safe, understood, empowered and can participate fully in our community.

Access request form

This is a form you fill in to join the NDIS. It asks you to write about your disability, life goals, family, relationships and contact details. In some cases, it will also ask you for supporting documents from your doctor, or a specialist. Once you have filled in the form, you can send it by post or email to the NDIS or you can ask your doctor or specialist to send it to the NDIS for you.

Plan

A plan is an agreement between you and the NDIA that you get when your access request form is accepted. It lists your disability, your goals, and the amount of funding you have based on your individual needs.



Planner

A planner is someone who is employed by the NDIS to help you create and review your plan.

Self managed

If your plan is self-managed you decide who you get services from and how your money is spent. You keep your own receipts and invoices.

Plan managed

If your plan is plan-managed you get help from a service provider to make decisions and manage funds, receipts and invoices.

Agency managed

If your plan is agency-managed you get help from the NDIA (National Disability Insurance Agency) to make decisions about your plan. You can only use NDIA approved supports and service providers to achieve the goals in your plan.

Plan review

A plan review lets NDIS participants talk about what is working and what isn't working, what they like and don't like in their plan. Your plan budget can change to be higher or lower or it can stay the same after the review.

Local Area Coordinator (LAC)

If you are aged seven and above, a local area coordinator (or LAC) can help you understand and access the NDIS by having a conversation with you. They can help you find information, services and support in your community.





Support Coordinator (SC)

A support coordinator helps you find different supports and service providers. They should help you get the most out of your plan, build your skills and strengths and grow your support network.

Core support

Core supports help you with everyday activities. These can include house cleaning or help from a support worker to go shopping. Consumables are part of your core support. They are low-cost everyday products like assistive technology, nutritional supplements, catheters and even Auslan training or interpreting support.

Capacity-building support

Capacity building support is a service or activity that helps you grow your skills, social life and participate in your community. For example, school leaver employment supports, recreational activities and training to find a job.

Capital supports

These are items like assistive technology, changes made to vehicles or your home and Specialised Disability Accommodation (SDA). They usually cost more than core supports.

Formal supports

Formal support is help you get from registered service providers for assistive technology or supports in your plan.

Informal supports

Informal support is help you get from friends and family or someone who is not a registered service provider. They are not funded by your plan to give you support.

Support worker

A support worker is someone who supports you to do daily tasks, like taking medication and self-care activities.

Service provider

A provider is a person, organization or business who offer supports or products, like assistive technology devices.



Service agreement

A service agreement is an agreement between you and your service provider. It lists what services you need, payment for services, when they will happen and how much they cost.



Participant

A participant is someone who is on the NDIS and has a plan.

NDIS Pricing Arrangements and Price Limits

This used to be called the Price Guide. It is a list of services that come from NDIA registered service providers (like interpreting, translating or help with everyday activities). It shows us what these services cost. Price Limits are the most amount of money a registered provider can charge you for supports. If you don't agree with the price of some supports, you can talk with the service provider about lowering the price.

The Administrative Appeals Tribunal

This is a group of people that review disagreements about decisions or actions made by businesses, organisations and government agencies, like the NDIA (National Disability Insurance Agency). If you want to make a report or complaint about something the NDIA or a service provider has said or done, you can get help from a support person, like a disability advocate or family member. The Tribunal lets you be heard and understood.

How do I make a complaint or request an appeal

If you don't agree with a decision made by the AAT, you can send them an email, fill in a form online (if you have an AAT account) or in-person, by handing it in to someone at an AAT office. You can mail your form in the post, or you can speak to someone over the phone. You need to give them your name, home address, email address and phone number. You also need to give them the date you got the decision, a copy of the decision and why you don't agree with the decision. It's free to make an appeal.

P 1800 228 333

E generalreviews@aat.gov.au

W www.aat.gov.au/contact-us





Mental health support

Learning new NDIS terms can be stressful. If you are feeling overwhelmed or confused, please reach out to someone you trust. It's okay to ask for help. Below are some organisations that provide free mental health support.

- Lifeline 13 11 14
www.lifeline.org.au
- Beyond Blue 1300 22 4636
www.beyondblue.org.au
- QLife 1800 184 527
www.qlife.org.au
- Women with Disabilities Australia 0438 535 123
www.wwda.org.au

For a longer list of NDIS terms, please visit the NDIS website:
www.ndis.gov.au/about-us/glossary



Australian Government
Department of Social Services

Disclaimer: CYDA's In Control My Way resources have been created to support families of children and young people with disability to help manage their NDIS plans. Information provided is intended as a general guide and may not contain the most recent information and updates. CYDA is not responsible for decisions made by the NDIA or its partners in the community. For the most current information on the NDIS, refer to the NDIS website. These fact sheets are current as of June 2023. View the full set of In Control My Way resources at: **www.cyda.org.au** .