



Who can help me use my funding?



Children and Young People
with Disability Australia



“I felt very lost with my first plan, the NDIS was the first thing I took on after my parents had been in charge of my therapies through childhood, and it was really empowering for me to find these people (peers and friends) and organisations who could assist me on that journey. I feel like I have a lot more control than I did back when I first joined the scheme.” (Tahlia)

A NDIS plan gives young people with disability money to use on supports and services to reach their goals, like physiotherapy, orientation and mobility lessons, assistive technology, cooking lessons and so much more.

Service providers will be different depending on how your NDIS plan is managed. For example, if you are plan managed, you can use any service provider, if they are registered with the NDIS or not. If your plan is agency managed, you can only use NDIS registered providers.



Examples of service providers:

- capacity building supports (physiotherapy, occupational therapy, psychology, etc)
- support worker
- orientation and mobility specialist
- assistive technology
- daily living and in-home care services
- support coordination
- transportation
- community participation services.



Where can I find service providers?

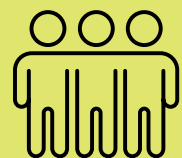
- online search
- a Local Area Coordinator (LAC)
- friends or family
- doctor or specialist
- support coordinator or psychosocial recovery coach (if included in plan)
- social media (Instagram or Facebook)



Service providers should listen to you and work with you to find support and services that you like. If a service provider does something you disagree with, or makes you uncomfortable, you can report them to the NDIS directly.

You can also talk to the service provider directly, your local area coordinator, someone you trust like a friend or family member, or an advocate.

It's okay to ask for help or tell someone if a service provider has done something you don't like. You deserve to be treated with respect and dignity, and get the most out of your NDIS plan.



If you want to make a complaint about a service provider:



These links can help with information on how to make a complaint.

NDIS Commission make it known

NDIS feedback and complaints

NDIS Commission make a complaint.

There are over 19,000 service providers in Australia. It can be hard to know what providers are in your local area or if they will be a good fit for you. To look for service providers in your area you can use websites like **clickability**, **disability support guide**, **karista** and **my care space**. You can call them on the phone or complete an online form to find service providers in your area. This is free. They will ask questions about your disability, your age, where you live and what services you want.

There is also a search function on the NDIS website that will let you search for NDIS registered providers. To search for registered service providers you can search here registered service providers NDIS, for the service providers name, Australian Business Number (ABN) or the legal name of the provider. **NDIS Registered service providers.**

A NDIS plan cannot be used to pay for things not related to your disability, such as buying food like cereal or fruit. You can use your plan to pay to have food prepared and delivered, like with a meal delivery service. This service will come from the core supports funds in your NDIS plan. If you are unable to travel to do your own food shopping, you may be able to shop for food online and use the funds from your core supports to pay the delivery fee.





Fun fact

You may be able to pay the delivery fee on an Uber Eats order. The cost of the Uber Eats meal cannot be paid with the funds in your core supports, because it is a personal expense. Personal expenses are day-to-day costs for things like your phone and internet bill or rent that the NDIS does not pay for.

What a NDIS plan may not pay for:

- visits to a doctor
- certain medications
- hospital visits
- diagnosis of a health condition
- paying for food.



Other helpful links to find information about NDIS:

www.kinora.com.au

www.myplanmanager.com.au

www.ndis.gov.au





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** .