



NDIS self-management: what I need to know

Self-managing your child's NDIS plan can give you more choice and control when engaging with supports. However, you have certain responsibilities when you self-manage an NDIS plan.

This fact sheet is for:

- parents and/or caregivers of children or young people with disability
- representatives of children or young people with disability

We also have resources about the NDIS specifically for young people with disability. [You can find the In Control My Way resources for young people with disability here.](#)

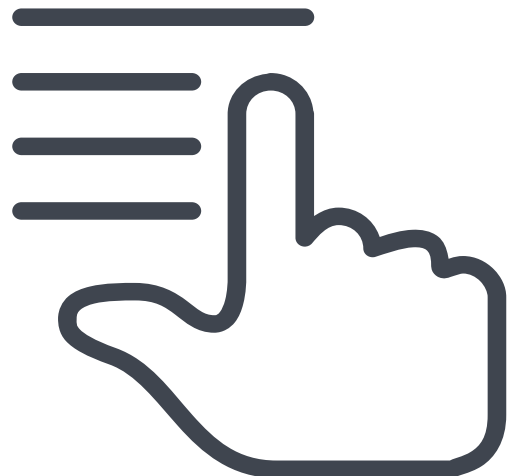
The NDIS is changing all the time. It is important that you have the most up-to-date information. This fact sheet is accurate as of September 2024. CYDA recommends using the NDIS website, or contacting your Early Childhood partner or LAC, for the most up-to-date information. [You can find the NDIS website here.](#)





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Types of NDIS plan management

NDIS plan can be managed in three different ways:

- **Self-managed** – The NDIA provides you with funding so you can arrange and access your child's NDIS supports.
- **Plan-managed** – The NDIA will provide funding so that you can hire an approved NDIS Plan Manager who will pay your child's providers for you, help you keep track of funds, and take care of financial reporting for you.
- **NDIA-managed (or agency-managed)** – You can only use NDIS registered providers to support your child. The providers will invoice the NDIA directly.

This fact sheet is about self-managing an NDIS plan.

Choice and control

Self-management can give you more flexibility, choice and control of the supports and services you buy for your child with their NDIS funds.

Many people think that NDIS self-management is more work. In fact, it can be less work. When self-managing, you deal directly with service providers. This means you can make changes faster, agree on things directly and take advantage of sales and specials. It can also be easier keep track of what has been paid when you are paying providers yourself.

Every NDIS participant has their own needs and circumstances. It is important to think about your own time, administrative skills, and ability to find and engage with supports when you decide how you want your child's plan to be managed.

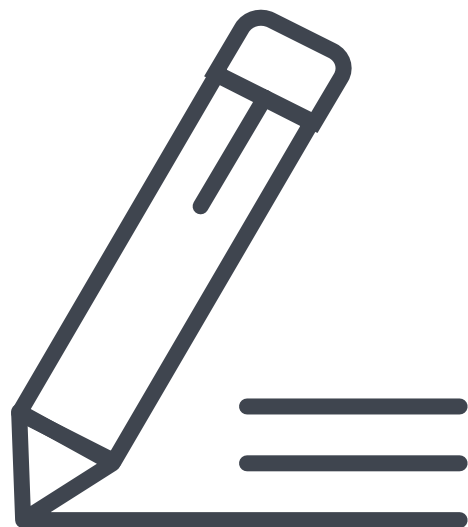




Self-management responsibilities

When you self-manage NDIS funding, your responsibilities include:

- **Finding supports** – You will need to find and engage with service providers for your child.
- **Communicating with service providers** – Make sure you are clear about what the service is for, the frequency of the service, cancellation policies, and if the service will be providing progress reports (sometimes needed for plan reviews). As a self-manager, you are not required to have an official service agreement with your service providers, but it can help to have one.
- **Paying providers** – You will need to pay your child’s service providers directly. You can do this by paying providers upfront and arranging reimbursement from the NDIA. You can also request funds from the NDIA with an invoice from your service provider.
- **Record keeping** – You will need to keep evidence of how your child’s NDIS funds have been spent. This can include invoices, receipts, bank statements, records of staff and shifts worked, and any other relevant evidence. You will also need to keep records of how your purchases relate to your child’s participant goals.
- **Auditing** – You may be audited by the NDIS. When this happens, you will need to provide proof of how the money in your child’s plan has been spent.



Paying for services and supports



As a self-manager, you will need to arrange payment for your child's services and supports.

Many service providers will give you an invoice and allow you time to pay. To request the money from the NDIS before you have paid a provider, you will need to upload a copy of the invoice to the NDIS using the online myplace portal. The NDIS should then transfer the money to your chosen bank account within two working days so you can pay the invoice.

You can also choose to pay a provider upfront and use your receipt to claim the funds from the NDIS.

Sometimes there are complications or delays in receiving payment from the NDIS. If you have not received funds within two working days, it's a good idea to contact the NDIA to find out why.

You may need to arrange payment terms and schedules with your service providers that work for you.

Using the NDIS myplace portal

You can make requests for funds using the online NDIS myplace portal. To use the myplace portal, you will need to link your NDIS account to your MyGov account. You will get an activation code to access the portal for the first time.



Service providers: registered or unregistered?

When self-managing, you can choose to use NDIS registered providers, unregistered providers, contractors or directly employ your own support workers. You can have a mix of these options in your support team.

It may seem scary to employ staff directly due to the paperwork and legal requirements. If you need some help, you can ask the NDIA for support and training to understand what you need to do.

The NDIS Code of Conduct applies to both registered and unregistered service providers and their employees. [You can find the NDIS Code of Conduct here.](#)



If you have concerns, or need to make a complaint about a provider, [you can go to the NDIS Quality and Safeguards Commission website here.](#)

Service pricing

When you are agency- or plan-managed, you are limited to the prices in [the NDIS Pricing Arrangements and Price Limits guide](#) and cannot pay more than is listed.

When you self-manage, you have flexibility to pay above (or below) the suggested rates if you choose to. This means you can negotiate hourly rates with service providers or offer better rates to keep support workers who provide great support to your child (as long as the service is still 'value for money').

Finding support to self-manage

You don't have to do everything on your own if you choose to self-manage your child's NDIS plan. You can request training for self-management. This training can usually be paid for with funds from your child's NDIS plan.

Talking to other people who are self-managing can also be very helpful. They might be able to share some ideas or suggestions that you had not thought about.





Making the change to self-management

You can discuss self-management with your Early Childhood partner, Local Area Coordinator or Planner at your plan review, or at any time during your plan.

If you are already self-managed and want to change back to plan- or agency-managed, you can also do this. You may need to explain why you are making this change.



Supported by

CYDA's In Control Our Way resources are supported by the Australian Government Department of Social Services and the NDIS.



Australian Government
Department of Social Services



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Disclaimer

CYDA's In Control Our Way resources have been created to support families of children and young people with disability to self-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 here.](#)

These fact sheets are current as of September 2024. [You can view the full set of In Control Our Way resources here.](#)