



NDIS self-management: frequently asked questions

There are many benefits to self-managing your child's NDIS plan, but it can be a lot to understand.

This fact sheet answers frequently asked questions about self-managing an NDIS plan that might be useful 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.](#)





What is in this fact sheet?

Questions about NDIS plans	3
Questions about making payments	4
Questions about service agreements	6
Questions about claiming payments and using the NDIS portal	7
Questions about getting help	7
Questions about sharing information	8
Questions about your rights under the NDIS	8
Supported by	9
Disclaimer	9





Questions about NDIS plans

How can I change my child's NDIS plan from agency- or plan-managed to self-managed?

You can ask to change the way your child's NDIS plan is managed at any time. You can start the process by contacting your Early Childhood partner or Local Area Coordinator (LAC). You can also contact the NDIA directly by phone, email or webchat.

I have my child's new NDIS plan, but I want to have it changed with a review. Can I still use the current plan's funds while I am waiting?

An outcome on an Internal Review of a Decision can take a long time. You can use your child's NDIS plan funds while you wait. It might be useful to talk to your Early Childhood partner or your LAC if you are unsure about how you can spend the funding while you wait.

I am self-managing my child's NDIS plan which includes support coordination. Does the support coordinator need to be NDIS registered?

Support coordinators do not need to be NDIS registered providers.

What does 'flexibility in Core funding' mean?

Funding for Core Supports can be used flexibly for:

- consumables
- assistance with daily living
- assistance with social and community participation
- transport

This means that if you run out of funding in one of your Core Support categories, you can use funding from another Core Support category.



Questions about making payments



I am self-managing my child's NDIS plan. How can I avoid paying out-of-pocket costs for services and supports?

When self-managing, you can either:

- pay the service provider and then request the money back from the NDIS with a receipt, or
- request the money from the NDIS with an invoice, and then pay the service provider.

To request the money from the NDIS before you have paid a provider, you will need to provide the NDIS with an invoice through the online myplace portal. They should then transfer the money to your chosen bank account within two working days so that you can pay the invoice.

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

You can arrange payment terms and schedules with your service providers that work for you.

Can I pay therapists with Core funding?

You should use the Capacity Building Support budget to pay therapists, not Core funding. Core funding categories are only flexible within the Core budget.



Can I claim recreation activities for my child?

The NDIS will not fund mainstream activities. However, the NDIS may fund specialist classes like music therapy, dance therapy or arts therapy by an expert or a disability-specific group. These activities must be linked to the goals in your child's NDIS plan, and it must be determined by an NDIS Planner that the funding is needed.

You can claim recreational therapist activities under Capacity Building: Daily Activities.



Do I need to pay for transport, food and drinks, or activity tickets for support workers?

Support workers are responsible for paying for their own food and drink. If a support worker goes to an event or activity with your child, you will need to pay for transport and entry fees only.

Outside of the NDIS, you might also look into your local state or territory Companion Card or Carers Card programs. These might subsidise, or cover the whole cost, of public transportation and entry to places.

Can I buy items for my plan goals from online?

You can buy items from online if the supplier has an Australian Business Number (ABN) and you have an invoice or receipt. The item must be 'value for money' compared to other options and meet the criteria for NDIS supports.

Can I buy used items relating to my plan goals?

You can buy used items and claim back money if you have proof like a receipt or invoice. If you don't have a receipt or invoice, you can take screenshots of the item with the seller's details, messages between you and the seller, and payment.



Questions about service agreements with providers



Do I need to make a service agreement with service providers if I am self-managing?

You do not have to make a service agreement with a service provider if you are self-managed, but it can be very helpful. Make sure you are clear about the purpose of the service, the conditions and terms of work, fees, and cancellation policies. Having a service agreement means that you have this information in writing, so you can refer to it if you need to.

To justify ongoing service use, you may need to ask a service provider for reports to show how your child is progressing with their NDIS goals. It helps to talk about this with your service provider before you start the service.

Can I negotiate a service agreement?

Many providers will have a set service agreement, but you can negotiate your own terms and conditions. For example, you may agree to a higher rate of pay if you want to keep a quality service provider (but it still needs to be 'value for money') or make changes to cancellation policies. You can also pay less than the rate suggested by the NDIS if it meets the employment award.

If you are not happy about the terms and conditions, you can ask to make changes to the agreement at any time. You can also change to a new service provider. As a self-manager you have the freedom to choose.

It also helps to understand all the parts of a provider's services they want you to pay for. Some providers will bill you for services like phone calls, travel time, discussions with other experts or report writing.

Make sure you ask for further information if you need help to understand the terms.



If you have concerns, or you think a service agreement is unreasonable, [you can contact the NDIS Quality and Safeguards Commission to make a complaint.](#)

Questions about claiming payments using the NDIS myplace portal

What if I use the wrong category to make a payment request on the NDIS myplace portal?

You can stop a payment request in the NDIS myplace portal. To do this, click on 'pending payment'. If the portal will not let you stop the payment request, you can call the NDIA to help you.

How long does it take to get my money back after a payment request?

When you submit a payment request in the NDIS portal, you should get the payment in your chosen account within two business days. 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.



Questions about getting help

Can I get training to help me self-manage my child's plan?

You can use your child's NDIS funds for training in many areas of self-management, like setting up and keeping a record system, employing staff, and general self-management skills.

For training ideas, see the NDIS website where they have listed organisations that deliver training that you might find helpful.

Can I hire a bookkeeper to help with self-management?

You can ask for funding for an accountant or bookkeeper in your child's NDIS plan. You can use Capacity Building funds in the Improved Life Choices category for this.

A bookkeeper can help you in different ways. They might be able to help you to set up a system so that things run smoothly. They can also process payments for you in an ongoing way.

You can discuss what you are expecting with the bookkeeper or accountant you are thinking about hiring.





Questions about sharing information

Do I need to share my child's NDIS plan with their support workers?

You do not need to share your child's NDIS plan or reference number with support workers or service providers, even if they ask for it.

They might need your child's name and the details of the expected service for their invoices. Depending on the service, some providers may also need to know your child's NDIS goals so they can report on their progress.

Can I get information from NDIA about my child's plan under Freedom of Information?

You can request information from the NDIA by emailing FOI@ndis.gov.au. It may take four to five weeks or longer to get the information. In can help to follow up or send reminders if you have been waiting a while for a response.

[Visit the NDIS Freedom of Information page here for more information.](#)

Questions about your rights under the NDIS

Does the NDIS Code of Conduct apply to my child's support workers if the plan is self-managed?

Yes. Regardless of how your plan is managed, all service providers must abide by the NDIS Code of Conduct. Under the Code of Conduct, anyone who works with NDIS participants must:

- respect participant rights and choices
- respect participant's privacy
- deliver safe and quality services and supports
- be honest and act with integrity
- respond to concerns quickly and take action
- take all reasonable steps to prevent and respond to abuse, neglect, violence and exploitation
- take all reasonable steps to prevent and respond to sexual misconduct





How do I complain about a service provider?

To make a complaint about a service provider, you can [contact the NDIS Quality and Safeguards Commission](#). You should first try to raise complaints directly with the provider. If you do not feel that your complaint has been dealt with properly, you can raise it with the Commission.

The NDIS Quality and Safeguards Commission can also receive complaints about NDIS community partners, including Early Childhood partners and LACs.



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



Funded by the National Disability Insurance Agency

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.](#)