

## Understanding the language of the NDIS

The NDIS has introduced some new wording for terms that can at times be confusing or hard to understand. Terms like 'support categories', 'service agreement', or 'Plan Manager'. It is important that you become familiar with the terminology, so you will understand your child's plan.

This factsheet will help you understand some of the most common terms used in the NDIS language.

### What is a NDIS Plan?

This is a document created by the planner after your planning meeting. The plan will include information based on your discussion of your child's needs, including:

- **Goals and objectives:** what skills your child will need to work on
- **Informal supports:** where your child lives and who is involved in their lives
- **Current supports:** which services your child is accessing
- **Reasonable and necessary supports:** what supports will be funded for your child by the NDIS
- **The date of the plan:** when funding will start and when it will be reviewed
- **Fund management:** who or which agency will manage payments

### What are Support Categories<sup>1</sup>?

There are different types of support that your child might need funding for. Some children may require extra help with their personal care due to the complexity of their disability, while other children may need assistance to access the community. The three types of support categories are:

- **Core supports** – helping your child with everyday activities
- **Capacity building supports** – building your child's independence and skills to help them reach their long-term goals
- **Capital supports** – covering assistive technology and home modifications for your child

### What is the Price Guide<sup>2</sup>?

This guide outlines the kinds of support available to people with disabilities and the associated costs. Keep in mind that different states have different NDIS price guides, and the NDIA releases a new price guide every financial year.

## What is Fund Management<sup>3</sup>?

This is how a provider gets paid for the services delivered to your child. There are several different ways you can manage the funding for your child's NDIS plan. You can choose either one or a combination of fund management options:

- **NDIA-managed:** The NDIA will pay your provider directly.
- **Plan-managed:** The NDIA will provide funding in your child's plan for a Plan Manager to pay the provider on your behalf after you approve the invoices.
- **Self-managed:** The NDIA provides funds for you to pay the provider directly, and you will keep track of invoices and payments.

## What is a Service Agreement<sup>4</sup>?

This is a written agreement between you and a provider who will deliver services to your child. It usually includes information about the type of services they will provide, their costs, cancellation policies and what happens if there are any problems. Each provider will have their own service agreement and it is your right to negotiate the terms of that agreement with them.

## What is a Plan Review<sup>5</sup>?

This happens about a month before the end date of your child's NDIS plan. Their planner will check with you to see how your child's needs have changed and will discuss your child's goals and funding for the next plan.

1. <https://www.ndis.gov.au/participants/using-your-plan/managing-your-plan/support-budgets-your-plan>
2. <https://www.ndis.gov.au/providers/price-guides-and-information>
3. <https://www.ndis.gov.au/participants/creating-your-plan/ways-manage-your-funding>
4. <https://www.ndis.gov.au/participants/working-providers/making-service-agreement>
5. <https://www.ndis.gov.au/participants/reviewing-your-plan-and-goals>

