



THE NDIS IS HERE

*Let Flagstaff assist your transition to  
the National Disability Insurance Scheme*



# Frequently Asked Questions



**The National Disability Insurance Scheme (NDIS) has officially been launched! This new system provides tailored support for people with a disability and their families and carers. The NDIS enables greater choice and control over supports required by individuals to achieve life goals. It provides individualised plans, choice, person-centred funding, and greater opportunity and supports.**

*I'm still waiting for my planning meeting...*

You may have been contacted by the National Assessment Centre to confirm your information in preparation for your planning meeting. If you've been contacted then you're on the register and should be contacted by a Local Area Coordinator (LAC) at Uniting to organise this.

*I haven't been contacted and am concerned.*

If you haven't been contacted by the National Assessment Centre or a LAC and are worried, you don't have to wait. You can contact the NDIA yourself to confirm your details and register for a planning meeting. Contact the NDIA on 1800 800 110 or Uniting on 1800 864 846.



*I don't have anyone to attend my planning meeting with me...*

Do you want support during your planning meeting? Flagstaff is here to help. Let us know when you book your planning meeting to ask a member of our NDIS team to go along with you. You are also welcome to host the meeting at Flagstaff premises if you would prefer. Contact our NDIS support team on [NDIS@flagstaffgroup.com.au](mailto:NDIS@flagstaffgroup.com.au) or call 0429 944 618 (Unanderra) and 4423 3630 (Nowra).

*I've been told I need to have a service agreement with Flagstaff? What is this about?*

When you receive your plan you'll need to make a Service Agreement with Flagstaff and any other service providers that you are using for your plan. The service agreement will outline the services that are in your plan, including supported employment and development programs. Your service agreement details how your service providers will deliver your supports. You should take your NDIS plan with you when you make a service agreement so that your provider can ensure they can deliver the right support to you. An example service agreement can be found here [www.flagstaffgroup.com.au/assets/DOCUMENTS-/NDIS-Service-Agreement-Template.pdf](http://www.flagstaffgroup.com.au/assets/DOCUMENTS-/NDIS-Service-Agreement-Template.pdf)



### *Self-managed plan vs NDIS managed plan*

The way a NDIS plan's budget is managed will determine how your supports will be paid. There are 3 main ways that plans are managed. All three management options still give you control and choice of which service providers you engage with.

#### **1. Agency-Managed Budgets**

The NDIA can manage your plan for you, and will directly pay your support providers for the supports you use. When your plan is managed by the NDIA, the support providers you choose must be registered with the NDIS.

#### **2. Self-Managed Budgets**

The NDIS will pay you directly for supports you claim under your plan. You can choose to manage all or only a portion of the budgets in your plan. Self-management means you can purchase supports from suppliers not registered with the NDIS. You are also responsible for arranging your own supports, ensuring invoices for services are paid on time, keeping records and receipts, and reporting to the NDIA. You can visit this site [www.ndis.gov.au/participant/self-managing-budgets](http://www.ndis.gov.au/participant/self-managing-budgets) for more information on self-managed budgets.

#### **3. Plan Management**

In your plan you can include funding for a Plan Management service provider. The NDIS will pay your Plan Manager, who will directly pay for all supports that they manage on your behalf.

### *What providers can I choose?*

Under the NDIS you have the ability to choose your preferred service provider for your supports. Most service providers will be working closely with the NDIA to help you with YOUR transition. You can contact your service providers to confirm their role in the NDIS and how they will continue to help in the future. Your LAC should be able to help you with a list of providers for different supports that may be in your plan.

### *What's the process for reviewing my plan?*

Your first plan will be in place for 12 months before a follow-up review to check how you are progressing with your goals and ensure you are receiving the support you need.

If you have a significant change in personal circumstances affecting the supports you require from the NDIS, you can request a plan review at any time by filling out a



Change of Circumstances form. Visit [www.ndis.gov.au/participants/understanding-your-plan-and-supports/change-circumstances](http://www.ndis.gov.au/participants/understanding-your-plan-and-supports/change-circumstances)

If you are unhappy with a decision or support budget in your plan, you can request a review of your plan at [www.ndis.gov.au/participants/reasonable-and-necessary-supports/decision-review](http://www.ndis.gov.au/participants/reasonable-and-necessary-supports/decision-review). There are also services available to help you with an appeal to review your plan.

For more information on requesting a review of your plan, visit [www.ndis.gov.au/participants/reviewingmyplan](http://www.ndis.gov.au/participants/reviewingmyplan)

### *I'm having trouble with the Myplace Participant Portal website - who do I call for support?*

Myplace is the NDIS Participant Portal. NDIS participants can view their plan, request payments, and manage services via this portal. You require a myGov account to access the Myplace portal.

If you need assistance with the portal, your LAC may be able to help you, or you can call 1800 800 110 or visit the NDIS website portal page on

[www.ndis.gov.au/participant-portal-user-guide](http://www.ndis.gov.au/participant-portal-user-guide)

You can also download the Myplace Portal step-by-step guide: [www.ndis.gov.au/medias/documents/h62/hff/8799383289886/Participant-Portal-Step-by-Step-Guide-Published-29.11.16.pdf](http://www.ndis.gov.au/medias/documents/h62/hff/8799383289886/Participant-Portal-Step-by-Step-Guide-Published-29.11.16.pdf)

If you need help accessing the portal, you can also speak to Flagstaff for direction.





### *What supports does Flagstaff offer?*

Under the NDIS you will have the chance to choose your preferred service providers to deliver your supports. Flagstaff is able to attend your NDIA planning meeting with you to help you get the supports you require, and can also help you understand the NDIS transition process and your role.

Flagstaff is excited about the opportunities the NDIS gives participants and providers. We will continue to provide supported employment while developing a more extensive range of Life Choices programs to support you in unlocking your potential and reaching your goals. Flagstaff's Employment & Skills, Independence, and Social pathways have enabled us to expand on our supported employment and commercial business expertise, and focus on delivering individually tailored training and development programs.

You can contact our Life Choices team on 0437 600 511 or [ndis@flagstaffgroup.com.au](mailto:ndis@flagstaffgroup.com.au) for more information on the specific programs or to make an appointment.

### **CONTACT:**

To make an appointment with Flagstaff or for more information, contact the Flagstaff HR Team on

**E:** [NDIS@flagstaffgroup.com.au](mailto:NDIS@flagstaffgroup.com.au)

**P:** 0429 944 618 (Unanderra) / 4423 3630 (Nowra)

### **Contact Uniting and your LAC contact:**

**E:** [lacinfo@uniting.org](mailto:lacinfo@uniting.org)

**P:** 1800 864 846

### **TIPS AND TOOLS FOR NDIS INFORMATION:**

**NDIS:** [www.ndis.gov.au](http://www.ndis.gov.au)

**NDIS NSW:** [www.ndis.gov.au/about-us/our-sites/NSW](http://www.ndis.gov.au/about-us/our-sites/NSW)

**The Flagstaff Group:** [www.flagstaffgroup.com.au/ndis](http://www.flagstaffgroup.com.au/ndis)

### **GLOSSARY:**

**NDIS:** National Disability Insurance Scheme

**NDIA:** National Disability Insurance Agency, who will deliver and administer the scheme

**LAC:** Local Area Coordinator who delivers the NDIS in the community. The LAC in the Illawarra is Uniting.

**Myplace:** The NDIS Participant Portal for NDIS participants to view their NDIS plan, request payments, and manage services with providers.