

## What does the NDIS fund participants and how?

### Reasonable and necessary

Understanding what is 'reasonable and necessary' is crucial to the role of a Recovery Coach.

The NDIS funds [reasonable and necessary supports only](#). These supports and services may include, education, employment, social participation, independence, living arrangements and health and wellbeing. To be considered reasonable and necessary, a support or service must:

- be related to a participant's disability
- not include day to day living costs not related to the participant's disability support needs, such as groceries
- represent value for money
- be likely to be effective and work for the participant and
- consider support given to the participant by other government services, family, carers, networks and the community.

A participant's 'Reasonable and Necessary' supports consider any informal supports already available to them (including informal arrangements that are part of family life or natural connections with friends and community services) as well as other formal supports, such as health and education. These supports will help participants to:

- pursue their goals, objectives, and aspirations
- increase their independence
- increase community and workplace participation, and
- develop their capacity to actively take part in the community

The NDIA makes decisions on what is 'Reasonable and Necessary' based on the [NDIS Act 2013](#) and other relevant [Operational Guidelines](#).

### The NDIS Price Arrangements and Limits Guide

The [NDIS Pricing Arrangements and Limits Guide](#) provides information for providers and participants regarding how the NDIS will fund supports (e.g. price limits), the expectations associated with the delivery of NDIS supports and the rules for flexibility of funds. Additional pricing rules are also included such as:

- provider travel
- participant transport
- cancellation fees
- establishment fees
- buddy shifts etc.

The NDIS [Pricing Guides and Support Catalogues](#) sets out the price limits and associated pricing arrangements. The guide is designed to assist participants and disability support providers, both current and prospective, to understand the way that price controls for supports and services work in the NDIS. The price limits set out are the maximum prices that Registered Providers can charge NDIS participants for specific supports. There is no requirement for providers to charge at the maximum price for a given support or service. Participants and providers are free to negotiate lower prices. LWB charges maximum price limits as they are applicable.

The price limits and other arrangements outlined in the price guide must be followed when supports are delivered to NDIS participants for a support that is either agency-managed or plan-managed. A provider of supports to a participant with an agency-managed plan (or of a support that is agency managed) must:

- be a Registered Provider with the NDIS;
- declare relevant prices to participants before delivering a service, including any notice periods or cancellation terms; and
- adhere to the arrangements prescribed in the Price Guide, including ensuring that their prices do not exceed the price limits.

Recovery Coaches need to be aware that the NDIA publishes separate price guides for:

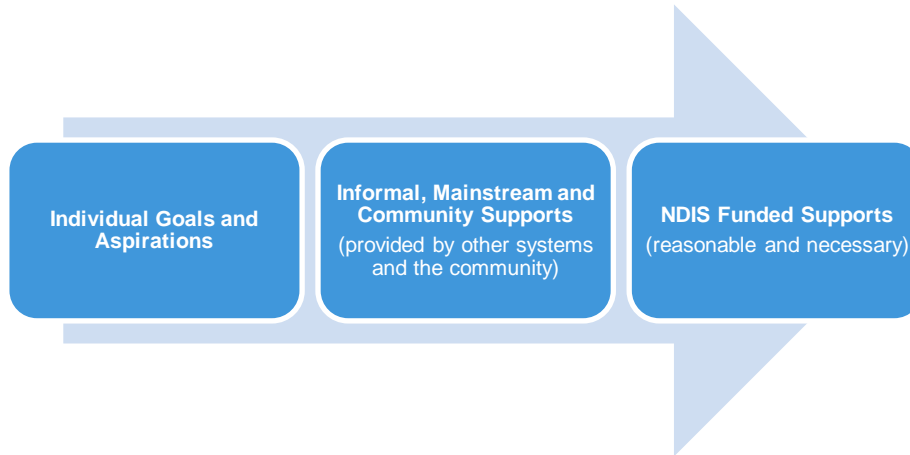
[Assistive Technology](#)

[Specialist Disability Accommodation](#)

Management Option	How will Supports be Paid	Type of provider the participant can engage and their price limit
Agency (NDIA) Managed	Providers will submit a payment request via myplace provider portal	Registered provider only, with price limit set by the NDIS Price Guide
Self - Managed	Providers will invoice the participant directly for supports delivered	Registered provider with price limits set by the NDIS Price Guide and/or unregistered providers with no price restrictions.
Plan - Managed	Providers prepare an invoice to be sent to the Plan Manager. The Plan Manager claims from the NDIA and then pays the provider	A participant who is plan-managed can purchase supports from both registered and unregistered providers. Because plan-managers are registered providers they can only claim up to price limits set by the NDIS Price Guide.

The NDIS plan may also include every day or mainstream supports that will assist the person to reach their goals so that, in the future, they may not require funding from the NDIS. These types of supports may include friends, social groups or clubs, and mainstream supports such as Centrelink etc. The NDIA is focused on approving longer plans, up to 26

months currently. However plans can be range from 6 months and greater and will list various supports the person is funded for under the Scheme.



### **Key Roles supporting the person in the NDIS**

#### **NDIA Planners:**

- Conduct planning conversations with participants and build the Plan.
- Make reasonable and necessary decisions in accordance with the [NDIS Act 2013](#); approve plans, including those worked on by Local Area Coordinators (LACs).
- Do not support participants to implement their plans.

Key questions asked by the NDIA planner include:

- The participant's personal details
- Details of the participant's current community and mainstream supports
- How the participant manages everyday activities and their safety.

#### **Local Area Coordinators (LACs):**

LACs are employees of NGOs who are contracted by the NDIA to deliver services as follows:

- Conduct the planning conversation process for participants categorised as general, supported and some cases, intensive or complex, on behalf of NDIA.
- Do not make reasonable and necessary decisions in accordance with the [NDIS Act 2013](#), do not approve plans.
- Support participants to implement and review their plans where this support is very minimal.

#### **Plan Managers:**

A Plan Manager can help with the financial tasks required to be completed as part of the NDIS Plan. They are also paid separately in the NDIS plan and their responsibilities may include:

- organising providers and their payments

- processing of claims and invoices
- tracking of budgets
- liaising with providers
- troubleshooting issues relating to finances

Any agency delivering this service must be a NDIS registered provider of plan management. NDIS Participants whose plans include plan managed funding may access services from providers who are not registered providers.

### **Supporting Clients to navigate the NDIS**

Recovery Coaches need to build the capacity of the people we support to understand and navigate the NDIS and its operational processes. The NDIS has a great range of fact sheets for participants which are also available in an accessible format.

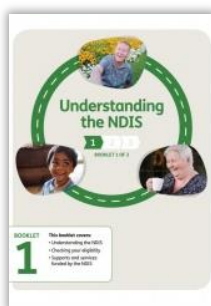
### **Understanding the NDIS Booklets**

The below booklets explain a number of complex topics in an easy to understand language and should be used by Recovery Coaches to assist the person and their networks to better understand the NDIS, how the planning process works and how people we support can utilise their plans.

The documents can be accessed [here](#) and contain information for NDIS participants on:

- Getting started with the NDIS
- Signing a service agreement
- Transport
- Information for those with psychosocial disability
- Supports the NDIA will fund in relation to healthcare, transport, employment, higher education, etc.

### **Booklet 1 - Understanding the NDIS**



[Booklet 1 - Understanding the NDIS: Download PDF](#)

[Booklet 1 - Understanding the NDIS: Download DOCX](#)

[Download Booklet 1 - Understanding the NDIS: Easy English PDF](#)

## Booklet 2 - Planning

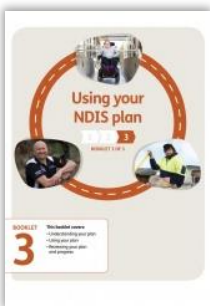


[Booklet 2 - Planning: Download PDF](#)

[Booklet 2 - Planning: Download DOCX](#)

[Download Booklet 2 - Planning: EasyEnglish PDF](#)

## Booklet 3 - Using your NDIS plan



[Booklet 3 - Using your NDIS plan: Download PDF](#)

[Booklet 3 - Using your NDIS plan: Download DOCX](#)

[Download Booklet 3 - Using your NDIS plan: Easy English PDF](#)

### Factsheets

The NDIS also has several factsheets available to participants to enhance their understanding of, and how to navigate, the NDIS. These factsheets can be accessed [here](#) and include:

- About the NDIS
- Accessing the NDIS
- Developing your NDIS plan
- Getting ready for you planning conversation
- Starting your plan
- Early Childhood and Intervention
- Supporting families
- Connecting with Mainstream services

### myplace - The NDIS Portals

The NDIS portals designed for Providers and Participants to access are called 'myplace'. Access to the 'myplace' portal is available via the NDIS website.

There are 2 Portal options:

[myplace Provider portal](#)

[myplace Participant portal](#)

**myplace Provider Portal**

The NDIS Provider portal is a secure website developed for providers to manage their transactions with the NDIA, and view and manage their services with Participants. Providers can access the portal to make and view Service Bookings, Requests for Service, Provider finder information and various other options.

Recovery Coaches will need to be registered with PRODA to be able to access this portal. Contact the Disability Staff Support Centre (DSSC) on 1800 316 660 or email NDISQs@lwb.org.au to set up your PRODA Registration.

**myplace Participant Portal**

Recovery Coaches need to be familiar with accessing and understanding the function of the Participant Portal in order to assist NDIS participants to build their skills in self-managing their NDIS funding. myplace will provide NDIS participants with a range of information, including a list of Providers in their area, ability to view their current and previous Plans and access to other resources.

Building a person’s capacity to navigate their myplace portal is a key role of a Recovery coach. An effective Recovery Coach works alongside the person, learning with, coaching and mentoring so the person becomes more self-reliant and the knowledge sits with the person rather than the Recovery Coach.

**NDIS Plan Reviews**

There are several plan review opportunities available to NDIS participants:

<b>Types of Plan Reviews:</b>	
<b>NDIA Initiated</b>	
Scheduled Plan Review	Regular review of the plan at the end of the plan period (typically 12 months). Participant may initiate if no word from the NDIA or LAC has been received within 4 weeks of plan expiry
Plan Extension	Occurs to avoid a plan gap, when a new plan cannot be finalised prior to current plan end. Current funding levels are reset until the new plan is finalised.
Plan Reset	Funding levels are reset to original levels, usually after a review or addition of equipment/home mods
Plan check-in	A phone call made by the NDIS to the person – it may seem conversational – ‘how are things going’? Which results a new NDIS plan being created with the exact same supports, or minor changes to the NDIS plan.

<b>Participant Initiated</b>	
Review of a Reviewable decision/ internal Review	A new decision is made by someone not involved in the first decision. The request for review must be made within three months of receiving the reviewable decision notice.
Change of Circumstance Review	<p>These reviews are intended to be used when there are substantial changes in circumstances such as injury, loss of informal supports etc. They are most appropriately requested where plan flexibility has been explored and cannot meet the participant's needs.</p> <p>A new plan is written – generally require evidence/justification and documentation relating to a major change in circumstances.</p>

### **The Role of the Recovery Coach at a Scheduled Plan Review**

Where the **participant has a Support Coordinator** appointed it is the Support Coordinators role to prepare for the NDIS plan review with the person. However, the Recovery Coach must support the participant to articulate what they need in relation to recovery coaching.

The role of the Recovery Coach when they don't have a Support Coordinator in a Scheduled Plan review is to:

- **Prepare the client for their meeting with the NDIA.** Meet with the client and revisit the existing goals and funded supports and identify what they would like to set as goals in their next plan. The **Annual Review** provides a detailed questionnaire to complete with the client. Once complete, this information is used to inform and write In addition to the report, Recovery Coach needs to request reports from the other providers supporting the client. Therapy reports should include any recommendations and costings where possible as evidence of need. Note: – a detailed Recovery Coach report with relevant and clear recommendations will be of value when supporting the client to negotiate for their supports in the next plan.
- **Attend the meeting** (if the client wishes) but cannot not act as an advocate. The role of the Recovery Coach in the review process is not that of an advocate, seeking more resources for the participant. The participant (or representative) is expected to communicate directly with the NDIA. There may be extenuating circumstances, such as plan errors, where the Recovery Coach may need to be more active in the review process.



- **Gather client-related information, any progress from other providers.** NDIS participants should receive information from their providers to take to the NDIA for their plan review. All providers should be charting the progress of each NDIS participant. Progress can be documented through the development of Individual Support Plans (ISP). Therapy Service Providers also need to provide information/reports regarding progress, any assessments and/or recommendations. Recovery Coaches should encourage or directly support clients to obtain their progress information from all of their providers so it can be included in the Recovery Coaches' NDIS Plan Review report.
- **Submit the Recovery Coaching Plan Review Report** with any evidence for support required (in terms of reasonable and necessary). The Recovery Coach must provide a written report to the NDIA 8 weeks prior to the end of the plan date using the Support Coordination – Plan Review Report. (Refer to an example version of a completed report [here](#)).

### **Participant Initiated Plan Reviews**

If the client believes a decision made by the NDIA is wrong, and the request being 'reasonable and necessary, the Support Coordinator ( Recovery Coach where there isn't a Support Coordinator) can support the client to request a [Review of a Decision](#). It should be noted that the result of such a review could include clients receiving fewer hours than they currently have.

Where a client has a major setback; e.g. in their health or their living situation, the Support Coordinator (or Recovery Coach where there isn't a Support Coordinator) should support the participant to complete a [Change of Situation](#) form.

**Note:** A request for a review MUST be initiated by the client or their Authorised Decision Maker. A Support Coordinator (Recovery Coach where there isn't a Support Coordinator) role is to assist the person to put together the request. Where possible, the completed form should be emailed to the NDIA directly from the client or their Authorised Decision Maker's email account.

Further, in supporting the client in any plan review, the Support Coordinator (Recovery Coach where there isn't a Support Coordinator) must remember the concept of an **ordinary life** i.e. what is an ordinary life/ typical milestones anticipated at age 15 versus 40. They should be supporting the client and their Authorised Decision Makers to understand this concept and use it to argue for appropriate funding in their next plan that is 'Reasonable and Necessary'.

### **What happens after a request for a plan review has been submitted?**

The NDIA must decide on and advise the client whether a Plan Review will be undertaken within 14 days of receiving a Plan Review Request. The NDIA will advise the actual date the plan will be reviewed at a later date. Unscheduled plan reviews **will generally not be considered** by the NDIA if the plan is due for review within 3 months or less.

**Note:** The NDIA will not accept a request for a plan review simply because the client has run out of funds. Plan reviews will only be considered for [Change in Situations](#) or [Review of a Decision](#).



**Role of the Recovery Coach regarding an unscheduled plan review**

In all communication with the NDIA, the participant should be present. The Support Coordinator (Recovery Coach where there isn't a Support Coordinator) should assist the participant to have the following information ready:

- Participant name and NDIS number
- Evidence regarding the support they are currently receiving
- Evidence indicating all options regarding utilising the flexibility in funding has been explored and attempts made to resolve the issue

**Note:** Undertaking the process for an Unscheduled Plan Review may be time-consuming and difficult. This applies when the reason for change includes administrative errors e.g. misspelt or incorrect information, incorrect calculation of figures for funding. Therefore, all options regarding utilisation of flexibility of funding within the client's Plan should be fully explored before undertaking this process.

For further clarification or information, contact the provider support area of the NDIA via email or by phoning [provider.support@ndis.gov.au](mailto:provider.support@ndis.gov.au) or 1800 800 110.

**Related Plan Review Topics and their processes**

The NDIS website has a lot of information useful to both the Support Coordinator (or Recovery Coach where there isn't a Support Coordinator) and clients regarding plan reviews:

[Preparing for your plan review](#)

[How the process works](#)

[Change in Situation](#)

[How to review a planning decision](#)

[Internal Review of a Decision](#)

[Feedback and Complaints](#)