

GPO Box 700
CANBERRA ACT 2601



Delivered by the
National Disability
Insurance Agency

GPO Box 700

CANBERRA ACT 2601

1800 800 110

[ndis.gov.au](https://www.ndis.gov.au)

Name: JOHN SMITH
NDIS Number: 987654321
Plan Approved: 01/11/2023

01/11/2023

Your NDIS plan has been approved

Participant NDIS number: 987654321

Dear JOHN,

I am pleased to let you know I have approved your NDIS plan. A copy is attached.

The plan started on **01/11/2023** and will be reassessed by **01/11/2024**

You can find out more about how long plans usually go for on our website ([ndis.gov.au](https://www.ndis.gov.au)). Search for **Our Guidelines** and select **Creating your plan** to read more. You can ask us to change your plan at any time if it is no longer meeting your needs.

If you have asked for a copy of your plan in a different format, this is on its way to you separately.

How we developed your plan

I developed your new plan using information about your disability related support needs.

I developed the plan to make sure you are receiving the right supports to help you pursue your goals.

I also considered whether the supports you asked for meet the NDIS funding criteria. You can find out more information about the funding criteria and how we decide what

supports to include in your plan on our website (ndis.gov.au). Search for **Our Guidelines** and select the link to **Reasonable and necessary supports** to read more.

Your funded supports

I have included the following supports in your plan:

- Choice and Control
- Behaviour Support
- Finding and Keeping a Job
- Improved Daily Living Skills
- Specialised Disability Accommodation (SDA)
- Support Coordination and Psychosocial Recovery Coaches
- Assistance with Daily Life
- Assistance with Social, Economic and Community Participation
- Consumables
- Transport

I used the following information to make my decision:

When I approved your plan I decided all the supports included in your plan meet the NDIS funding criteria.

Plan management

You have asked to use a registered plan manager to manage funding in your NDIS plan.

To approve your plan management request I need to be satisfied you or your nominee are not insolvent, and there is no unreasonable risk to you.

In your plan meeting we discussed the plan management decision and asked how you would like each support category budget managed.

Your plan lists the plan management type for each support category.

What you need to do

Please read through this plan and note the name of the **My NDIS contact**. We encourage you to think about how you would like to use your funded supports.

You can start using the plan straight away. Visit our website (ndis.gov.au) for information for help to start using your plan. Search for **Our Guidelines** and select the link to **Your plan** to read more.

If you disagree with a decision about this plan, you can request an internal review of a decision within three months of receiving this letter. You can still use this plan while we are reviewing our decision. Details on how to request a review are at the end of this letter.

What we will do

If you have decided to have a plan implementation meeting, your My NDIS contact will arrange it within the next 28 days. The My NDIS contact will work with you to implement your plan and help you spend your NDIS funding to best meet your disability support needs.

In the meantime, if you would like to discuss your plan, you can ask for your **My NDIS Contact** when contacting us in any of the ways listed under the **We're here to help** section of this letter.

Yours sincerely,

Amy Johnson

Delegate of the CEO

COMPLEX SUPPORT NEEDS NT

National Disability Insurance Agency

My Branch Manager:

Amy Johnson

We're here to help:

Online

- NDIS website [ndis.gov.au](https://www.ndis.gov.au)
- Internet Relay Users www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service
- NDIS mailbox enquiries@ndis.gov.au

Phone

- NDIS National Contact Centre **1800 800 110**
- TTY Users **1800 555 677**
- Speak and Listen Users **1800 555 727**
- If you need help with English **131 450**

In Person

- You can find your closest **local area coordinator, early childhood partner or NDIS office** on our website. Go to [ndis.gov.au](https://www.ndis.gov.au), select **Contact**, then under **Offices and contacts in your area** you can **search your area**.

Has your situation changed?

If so, this may change your NDIS plan or supports. It is important that you contact us about any change in your circumstances.

A change could include:

- compensation you are applying for or have received
- significant changes to your disability support needs

- starting school
- changes to your home and living situation
- looking for work
- no longer wanting to be a part of the NDIS.

How to request a review of this decision

If you disagree with this decision, you can request an internal review of a decision within three months of receiving notice of this decision.

When asking for an internal review you should explain why you think the decision made is incorrect. The staff member who completes the internal review will be someone different to the original decision maker and will not have been involved in the earlier decision. They may want to talk to you as part of this process.

If you would like to request an internal review of a decision, you can either:

- Send a letter to:

National Disability Insurance Agency

GPO Box 700

Canberra ACT 2601

- Visit an NDIS office
- Call **1800 800 110**
- Send an email to enquiries@ndis.gov.au

If you request an internal review and are not happy with the decision the Agency makes at that time, you can apply for an external review by the Administrative Appeals Tribunal (AAT).

The NDIS website (ndis.gov.au) provides more information about review of decisions. Search for [Our Guidelines](#) and select the link to **Reviewing our Decisions** to read more.

Thank you and the NDIA looks forward to working with you on implementing your NDIS plan.

SAMPLE
PLAN
HERO
PLAN MANAGEMENT

JOHN SMITH - NDIS Plan

My NDIS plan has information about me, including my goals and supports. It also includes my budget to help fund my disability-related support needs.

This is personal information about me, and I can share any or all of this information with anyone I choose, including my providers. I can also choose not to share my information.

Your Plan Details

NDIS number: 987654321

My NDIS Contact:

Amy Johnson

Phone: 1800 800 110

Email: enquiries@ndis.gov.au

NDIS plan start date:

01/11/2023

NDIS plan reassessment due date:

01/11/2024

A National Disability Insurance Agency (NDIA) representative will contact me about my plan reassessment before my plan reassessment date.

Your profile

Information about me

Name: JOHN SMITH

NDIS Number: 987654321

Plan Approved: 01/11/2023

This is personal information about me, and I can share any or all this information with anyone I choose, including my providers. I can also choose not to share my information.

Date of birth

09/03/1998

How I like to be contacted - Telephone

My living arrangements, relationships and supports

I live with my mother, father, two brothers and sister in Bankstown, NSW. I spend every second weekend at my grandparents who live around the corner, and visit my cousins and family nearby who sometimes provide informal support.

I am looking for a job and get support from a support worker to build my skills in work related things and getting out in the community.

My daily life

During the plan period, I am looking to find a job as I currently do not work or study. One day a week I attend a community program with other adults in my area but other than that I don't see many people except for my family and support worker.

I attend therapy sessions from my allied health professionals, and would like to do music therapy.

The rest of the week my mum or dad will take me out in the community but my support worker helps me go to shopping centres or community centres so I can meet people my age and develop skills in appropriate behaviour in the community. I would like to meet more people my age and get a job so I can eventually move out of my parents house.

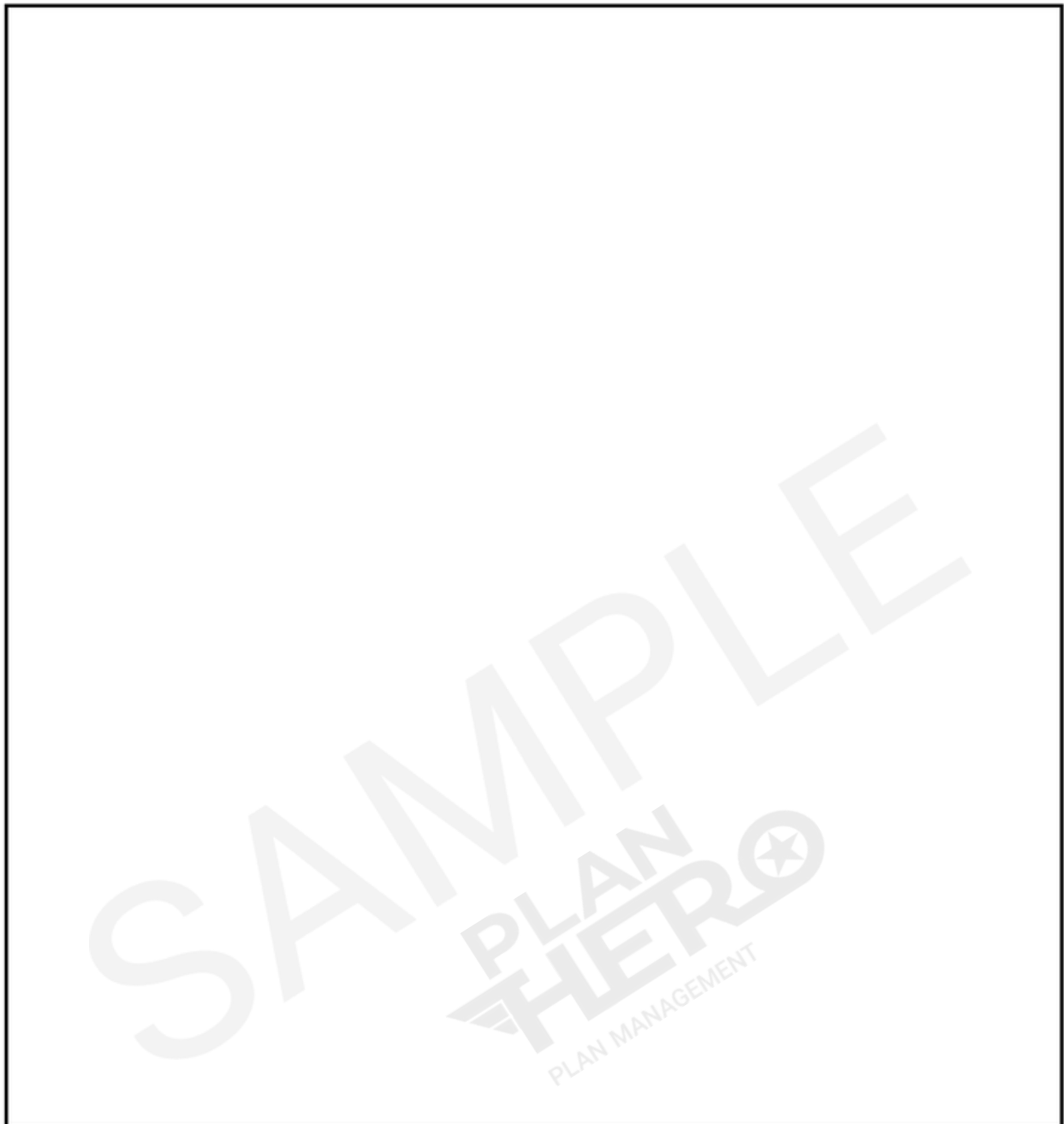
Name: JOHN SMITH

NDIS Number: 987654321

Plan Approved: 01/11/2023

Notes

This is where I can add information, I would like to talk about with My NDIS Contact.



Name: JOHN SMITH

NDIS Number: 987654321

Plan Approved: 01/11/2023

Your goals

My goals help everyone supporting me to know what I want to work towards and the things that are important to me. My goals can be big or small. They can be short term or long term. How far I pursue my goals is up to me. I can change or update my goals at any time.

I would like to build on my communication skills, so I can express my thoughts, feelings and needs to others.

How will I work towards this goal?

I will have support to develop and implement strategies which will help me develop my communication to enable me to verbalise my thoughts feelings and emotions in a positive manner.

I would like my family and support workers to access training and support so they can care for me in safe, comfortable and skill building manner.

How will I work towards this goal?

My support worker, my family and myself will engage with allied health providers so that I can learn and implement strategies to achieve my goals.

I would like to be supported to explore my interest in Music for pleasure and for my emotional regulation

How will I work towards this goal?

Find local community groups

Continue to engage with an Music therapist

I would like to develop awareness of safe and unsafe behaviours, so I can ensure that I don't accidentally hurt myself or others and so that I can develop healthy relationships with others.

How will I work towards this goal?

Name: JOHN SMITH

NDIS Number: 987654321

Plan Approved: 01/11/2023

I will have support to develop and implement strategies which will help me to identify an awareness of my own personal safety, and the safety of others around me.

I would like to become involved in activities I enjoy including exploring employment options, where I can make new friends and improve my social skills.

How will I work towards this goal?

I will have opportunities for me to practice my social skills and work towards building my confidence in social situations that suit me.

I would like to learn strategies to maintain my focus, so I can undertake tasks to completion.

How will I work towards this goal?

My support worker, my family and myself will engage with allied health providers so that I can learn and implement strategies to achieve my goals.

I would like to learn ways to manage my emotions in a positive manner, so I can develop and maintain positive relationships with others.

How will I work towards this goal?

My support worker, my family and myself will engage with allied health providers so that I can learn and implement strategies to achieve my goals.

Your supports

My current supports are provided by my family, friends, neighbors and some regular community or government services I use. My NDIS contact can help me learn about other supports around me, or activities I want to find. They can help me connect with these supports to build my skills.

My current informal, community and mainstream supports

Description of support	Who can provide this support?	How often do I receive this support?	Support type
Paediatrician Dr Mohammed Singh	Local GP	Monthly	Mainstream
John is interested in music and will be supported to find local community groups where he could practice his skills.	Support Worker that take me on community access will support me.	Weekly	Community
Mother (Louise), and Father (Musa), as well as his two brothers and sister	John's family provides him with emotional support	Weekly	Informal

New informal, community and mainstream supports I want to find

			Support type
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Name: JOHN SMITH
 NDIS Number: 987654321
 Plan Approved: 01/11/2023

Funded supports information

Managing my NDIS funding

There are 3 different ways NDIS plan funding can be managed:

- **Self-managed:** I claim funding from my NDIS plan to pay providers myself or my plan nominee or child representative may do this on my behalf. Providers invoice me directly for supports I have agreed they will provide.
- **Registered plan manager:** My registered plan manager will make claims and pays providers on my behalf for supports I have agreed they will provide.
- **Agency-managed:** Providers claim payment directly from my NDIS plan. Where supports are Agency-managed, I can only use an NDIS registered provider.

The following pages explain which of these funding methods will be used for my plan.

How funding is made available

Receiving my funding

My NDIS plan funding will be made available:

- **In my 12 month budget:** Funding is made available in my plan every 12 months. I'll get a 12 month budget and keep getting funding in my 12 month budget until something changes. Then the NDIS may need to change my plan.
- **once-off:** Funding is given to me once.

Whether I will receive funding in my 12 month budget or once is listed in the budgets included in the following pages.

Name: JOHN SMITH

NDIS Number: 987654321

Plan Approved: 01/11/2023

Using my plan to buy supports

Stated supports

Where a support is listed as 'stated' in my plan, I must buy this support as described in my plan. I cannot swap 'stated' supports for any other supports.

Support claim types

Standard claimable supports

My supports are classified as standard claimable supports, unless they are listed as being in-kind, periodic, or direct commissioning.

In-Kind supports

Where a support is listed as 'in-kind' in my plan, I must continue with my existing provider as they have been pre-paid to deliver this service. However, if I have a concern about using my in-kind provider, I can raise my concerns with My NDIS Contact.

Recurring supports

Where a support is listed as 'recurring' in my plan, it will be paid regularly to my nominated bank account.

Direct Commissioning supports

Where a support is listed as 'direct commissioning' in my plan, it means a provider has been contracted to deliver this support. This might be to me, or me and a group of participants.

My NDIS budget

My total funded supports \$193,033.21

For **01/11/2023 - 01/11/2024**

What my plan includes

My NDIS plan includes the following types of budgets:

- Core Supports
- Capacity Building supports
- Capital Supports

Core Supports

Core supports help with my everyday activities, my current disability related needs and to work towards my goals. My Core Supports budget is mostly **flexible**, which means I can use funding from one category to pay for another.

Where support category funding is **not flexible**, it is shown as a 'stated' support. This means I have to use the funding for only the support specified.

My Core Supports funding will be made available in my 12 month budget.

My Core Supports Funding

Core Supports	Frequency Amount	Total Amount
Assistance with Daily Life Supports to assist or supervise you with your personal tasks during day-to-day life that enable you to live as independently as possible. These supports can be provided individually in a range	\$28872.27 made available in my 12 month budget	\$28872.27

Name: JOHN SMITH

NDIS Number: 987654321

Plan Approved: 01/11/2023

This means I have to use the funding for only the support specified.

My Core Supports funding will be made available in my 12 month budget.

My Core Supports Funding

Core Supports	Frequency Amount	Total Amount
<p>Assistance with Social, Economic and Community Participation</p> <p>Supports that assist with or supervising you to engage in community, social, recreational, or economic activities. These supports can be provided in a range of environments, such as in the community or a centre.</p> <p>This is a Flexible SUPPORT.</p> <p>This funding will be Plan-managed.</p>	<p>\$86616.81 made available in my 12 month budget</p>	<p>\$86616.81</p>
<p>Consumables</p> <p>Supports to assist with purchasing everyday use items. For example, Continence and Home Enteral Nutrition (HEN) products are included in this category.</p> <p>This is a Flexible SUPPORT.</p> <p>This funding will be Plan-managed.</p>	<p>\$1500.00 made available in my 12 month budget</p>	<p>\$1500.00</p>

Name: JOHN SMITH

NDIS Number: 987654321

Plan Approved: 01/11/2023

<p>of environments, including your own home.</p> <p>This is a Flexible SUPPORT.</p> <p>This funding will be Plan-managed.</p>		
<p>Assistance with Social, Economic and Community Participation</p> <p>Supports that assist with or supervising you to engage in community, social, recreational, or economic activities. These supports can be provided in a range of environments, such as in the community or a centre.</p> <p>This is a Flexible SUPPORT.</p> <p>This funding will be Plan-managed.</p>	<p>\$86616.81</p> <p>made available in my 12 month budget</p>	<p>\$86616.81</p>
<p>Consumables</p> <p>Supports to assist with purchasing everyday use items. For example, Continence and Home Enteral Nutrition (HEN) products are included in this category.</p> <p>This is a Flexible SUPPORT.</p> <p>This funding will be Plan-managed.</p>	<p>\$1500.00 made available in my 12 month budget</p>	<p>\$1500.00</p>

Name: JOHN SMITH
 NDIS Number: 987654321
 Plan Approved: 01/11/2023

Core Supports	Frequency Amount	Total Amount
<p>Transport</p> <p>Supports to allow you to pay a provider to transport you to an activity that is not itself a support – or to a support that is delivered by another provider. This enables you to travel to and from appointments or your place of work.</p> <p>This is a Flexible SUPPORT.</p> <p>This funding will be Plan-managed.</p>	\$1788.00 made available in my 12 month budget	\$1788.00
Total Core Supports		\$118777.08

Capacity Building Supports

Capacity Building supports are intended to build my independence and reduce my need for the same level of support into the future. My progress and outcomes from these supports will be shared at each plan reassessment.

Unlike my Core Supports budget, my Capacity Building Supports budget is **not flexible**. I can only use this funding to buy approved individual supports that fall within that Capacity Building category.

My Capacity Building funding can be spent in the following ways:

My Capacity Building Funding

Capacity Building Supports	Frequency Amount	Total Amount
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Name: JOHN SMITH

NDIS Number: 987654321

Plan Approved: 01/11/2023

<p>Choice and Control</p> <p>Supports to help you manage your plan funding and pay for services using a registered plan manager.</p> <p>This is a Stated SUPPORT.</p> <p>This funding will be Agency-managed.</p>	<p>\$1488.00 made available in my 12 month budget</p>	<p>\$1488.00</p>
<p>Behaviour Support</p> <p>Supports to help you develop behavioural management strategies to reduce behaviours of concern. This includes specialist behavioural intervention supports to help improve your quality of life.</p> <p>This is a Stated SUPPORT.</p> <p>This funding will be Agency-managed.</p>	<p>\$4084.00 made available in my 12 month budget</p>	<p>\$4084.00</p>
<p>Finding and Keeping a Job</p> <p>Supports that help you find and keep a job. This may include employment-related support, training, and assessments.</p> <p>This is a Stated SUPPORT.</p> <p>This funding will be Plan-managed.</p>	<p>\$9311.52 made available in my 12 month budget</p>	<p>\$9311.52</p>

Name: JOHN SMITH
 NDIS Number: 987654321
 Plan Approved: 01/11/2023

Capacity Building Supports	Frequency Amount	Total Amount
<p>Improved Daily Living Skills</p> <p>Assessment, training or therapy (including Early Childhood Intervention) to help build your skills, independence and community participation. These services can be delivered in groups or individually.</p> <p>This is a Stated SUPPORT.</p> <p>This funding will be Plan-managed.</p>	<p>\$14,549.25</p> <p>made available in my 12 month budget</p>	<p>\$14,549.25</p>
<p>Support Coordination and Psychosocial Recovery Coaches</p> <p>Supports to help you understand your plan, connect to NDIS supports and mainstream services. Psychosocial recovery coach support is tailored to people with psychosocial disability, with a focus on coaching and collaborating with other services.</p> <p>This is a Stated SUPPORT.</p>	<p>\$2,403.36</p> <p>made available in my 12 month budget</p>	<p>\$2,403.36</p>

Name: JOHN SMITH
 NDIS Number: 987654321
 Plan Approved: 01/11/2023

Capacity Building Supports	Frequency Amount	Total Amount
This funding will be Agency-managed.		
Total Capacity Building Supports		\$31836.13

Capital Supports

Capital supports include more expensive pieces of assistive technology, equipment and home or vehicle modifications and Specialist Disability Accommodation. My Capital supports funding cannot be used to pay for anything else.

My Capital Supports funding can be spent in the following ways:

My Capital Supports Funding

Capital Supports	Frequency Amount	Total Amount
Specialised Disability Accommodation (SDA) Specialist Disability Accommodation is a specially designed house for people with extreme functional impairment or very high support needs. This is a Stated SUPPORT. This funding will be Agency-managed.	\$42420.00 made available in my 12 month budget	\$42420.00
Total Capital Supports		\$42420.00

My Recurring Supports

Name: JOHN SMITH

NDIS Number: 987654321

Plan Approved: 01/11/2023

This is funding the NDIS pays me regularly that I don't need to claim for.

My recurring supports funding will be paid in regularly to my nominated bank account.

The amounts below are not included anywhere else in my budget.

Periodic Supports	Frequency Amount	Total Amount
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Name: JOHN SMITH
NDIS Number: 987654321
Plan Approved: 01/11/2023

Find out more

Who to contact

Who to contact if I need information or help with my plan.

My NDIS contact:

Amy Johnson

Phone: 1800 800 110

Email: enquiries@ndis.gov.au

My next plan reassessment due date:

01/11/2023

A National Disability Insurance Agency (NDIA) representative will contact me about my plan reassessment before my plan reassessment date.

Understanding your NDIS plan

I can learn more about my plan by visiting the NDIS website, searching for **Our Guidelines** and selecting **Your Plan**. This will help me understand my NDIS plan and how to use funding, arrange supports and services and work towards my goals. I can also ask My NDIS Contact any questions about my plan.

Name: JOHN SMITH

NDIS Number: 987654321

Plan Approved: 01/11/2023

Has your situation changed?

If so, this may change your NDIS plan or supports. It is important that you contact us about any change in your circumstances.

A change could include:

- compensation you are applying for or have received
- significant changes to your disability support needs
- starting school
- changes to your home and living situation
- looking for work
- no longer wanting to be a part of the NDIS.

We're here to help:

Online

- NDIS website [ndis.gov.au](https://www.ndis.gov.au)
- Internet Relay www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service
- NDIS mailbox enquiries@ndis.gov.au

Phone

- NDIS National Contact Centre **1800 800 110**
- TTY Users **1800 555 677**
- Speak and Listen Users **1800 555 727**
- If you need help with English **131 450**

In Person

- You can find your closest **local area coordinator, early childhood partner** or **NDIS office** on our website. Go to [ndis.gov.au](https://www.ndis.gov.au), select **Contact**, then under **Offices and contacts in your area** you can **search your area**.

Name: JOHN SMITH

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