

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)

Jeremy James Tomlinson  
UNIT 20 384 STANLEY RD  
CARINA QLD 4152

**31/07/2025**

## Your Plan has been approved

**Participant NDIS number:** 431525388

Dear Jeremy,

Thank you for working with us and providing information for your NDIS plan.

Your plan starts on **31/07/2025** and ends on **30/07/2026**.

This is a 12 month plan.

This plan's total funding amount is **\$1,112,598.74**.

A copy of your plan in Printed Text is attached.

We'll also send you a copy of your plan in plain English by post. This will be sent separately.

### **How you will manage the funding in your plan**

This list shows how the funding components in your plan will be managed.

- Choice and Control (Plan-managed. A registered plan manager will help you to manage this funding)

- Assistive Technology Maintenance, Repair and Rental (Plan-managed. A registered plan manager will help you to manage this funding)
- Home and Living (Plan-managed. A registered plan manager will help you to manage this funding)
- Improved Daily Living Skills (Plan-managed. A registered plan manager will help you to manage this funding)
- Recurring Transport (Self-managed)
- Specialised Disability Accommodation (SDA) (Agency-managed)
- Support Coordination and Psychosocial Recovery Coaches (Plan-managed. A registered plan manager will help you to manage this funding)
- Core Flexible (Plan-managed. A registered plan manager will help you to manage this funding)

## Using your plan

You can start using your plan straight away.

If you've decided to have a plan implementation meeting, your my NDIS contact will make contact in the next 28 days to set a time to meet. You can talk about using your plan at this meeting.

For helpful information about using this plan, go to:

- the **Welcome to your plan** section in your plan
- the NDIS website ([ndis.gov.au](https://www.ndis.gov.au)). Search for Our Guidelines, select Operational Guidelines, then select **Creating your plan** or **Your plan**.

Under the law, there are supports the NDIS can and can't fund. We call the supports we do fund 'NDIS supports'. You can only spend your funding on NDIS supports as they are described in your plan. To get more information on the list of NDIS supports, visit the NDIS website ([ndis.gov.au](https://www.ndis.gov.au)). Search for and select Would we fund it, select the Would we fund it guide, then select **What does NDIS fund?**

If you'd like more details about the supports that make up this plan's total funding amount, we can send this to you. Please contact us in any of the

ways listed under the **We're here to help** section of this letter and ask for a funding break down.

If you don't agree with this plan, information about your options is at the end of this letter.

If you have any questions about this letter, please contact us in any of the ways listed under the **We're here to help** section of this letter.

Yours sincerely,

**Patrick H**

**Delegate of the CEO**

**HOME AND LIVING PLANNING OPERATIONS BCH**

**National Disability Insurance Agency**

**My Branch Manager:**

**Jacqui Fraser**

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](mailto: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 Review Tribunal (ART).

The NDIS website ([ndis.gov.au](http://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.

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



# Your NDIS plan

## Your plan includes:

1. Your my NDIS contact, plan start and reassessment dates
2. Your NDIS funded supports
3. Information about you
4. Your goals
5. Your supports (community, informal, mainstream)
6. What to do if something changes
7. Welcome to your NDIS plan

# Jeremy James Tomlinson

## NDIS Plan

Your plan has personal information about you.

You can share it with anyone you choose, including your providers.

You can also choose not to share your information.

### **NDIS Number**

**Participant NDIS number:** 431525388

### **How you like to be contacted**

Letter

### **My NDIS contact**

Anannya A

**Phone:** 1800 800 110

**Email:** [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

### **NDIS plan start date**

31/07/2025

### **NDIS plan reassessment date**

30/07/2026

We will check-in with you before your plan reassessment date.

# Your NDIS funded supports

## Total funding amount

**\$1,112,598.74**

For 31/07/2025 to 30/07/2026

### The funding components included in your NDIS plan are:

- Choice and Control (Plan-managed. A registered plan manager will help you to manage this funding)
- Assistive Technology Maintenance, Repair and Rental (Plan-managed. A registered plan manager will help you to manage this funding)
- Home and Living (Plan-managed. A registered plan manager will help you to manage this funding)
- Improved Daily Living Skills (Plan-managed. A registered plan manager will help you to manage this funding)
- Recurring Transport (Self-managed)
- Specialised Disability Accommodation (SDA) (Agency-managed)
- Support Coordination and Psychosocial Recovery Coaches (Plan-managed. A registered plan manager will help you to manage this funding)
- Core Flexible (Plan-managed. A registered plan manager will help you to manage this funding)



## Core Flexible (Plan-managed)

**Funding amount:** \$70,268.91

This funding component is **plan managed**. A registered plan manager will help you to manage this funding.

### Funding period schedule

Funding period	Months	Funding amount
31/07/2025 to 30/08/2025	1 month	\$8,759.57
31/08/2025 to 29/09/2025	1 month	\$5,591.76
30/09/2025 to 29/10/2025	1 month	\$5,591.76
31/10/2025 to 29/11/2025	1 month	\$5,591.76
30/11/2025 to 29/12/2025	1 month	\$5,591.76
31/12/2025 to 30/01/2026	1 month	\$5,591.76
31/01/2026 to 27/02/2026	1 month	\$5,591.76
28/02/2026 to 27/03/2026	1 month	\$5,591.76
31/03/2026 to 29/04/2026	1 month	\$5,591.76
30/04/2026 to 29/05/2026	1 month	\$5,591.76
31/05/2026 to 29/06/2026	1 month	\$5,591.76

Funding period	Months	Funding amount
30/06/2026 to 29/07/2026	1 month	\$5,591.74

Any unspent funding will rollover to the next funding period.

## Included support categories

This funding component is **Flexible**.

This funding amount can be used for the following support categories:

- Assistance with Daily Life
- Assistance with Social, Economic and Community Participation
- Consumables
- Transport

## Support details

This funding can be used to buy the following supports:

### 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 of environments, including your own home.

### Assistance with Social, Economic and Community Participation

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.

Community, social and civic activities

Support to help you join in these activities.

High intensity support 2 hours per day to help you join these activities.

## Consumables

Supports to assist with purchasing everyday use items. For example, Continence and Home Enteral Nutrition (HEN) products are included in this category.

Continence related equipment

Support for buying and using this equipment.

\$1000 Low-cost assistive technology (AT).

## Transport

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.

## Choice and Control

**Funding amount:** \$1,253.40

This funding component is **plan managed**. **A registered plan manager will help you to manage this funding.**

## Funding period schedule

Funding period	Months	Funding amount
31/07/2025 to 30/08/2025	1 month	\$104.45
31/08/2025 to 29/09/2025	1 month	\$104.45
30/09/2025 to 29/10/2025	1 month	\$104.45
31/10/2025 to 29/11/2025	1 month	\$104.45
30/11/2025 to 29/12/2025	1 month	\$104.45
31/12/2025 to 30/01/2026	1 month	\$104.45
31/01/2026 to 27/02/2026	1 month	\$104.45
28/02/2026 to 27/03/2026	1 month	\$104.45
31/03/2026 to 29/04/2026	1 month	\$104.45
30/04/2026 to 29/05/2026	1 month	\$104.45
31/05/2026 to 29/06/2026	1 month	\$104.45
30/06/2026 to 29/07/2026	1 month	\$104.45

Any unspent funding will rollover to the next funding period.

### Included support category

This funding component is **Stated**.

This funding amount can be used for the following support category:

- Choice and Control

### Support details

This funding can be used to buy the following supports:

## Choice and Control

Supports to help you manage your plan funding and pay for services using a registered plan manager.

Plan management

Support to set up, develop, and process monthly statements (administrative tasks only).

## Assistive Technology Maintenance, Repair and Rental

**Funding amount:** \$5,050.00

This funding component is **plan managed**. **A registered plan manager will help you to manage this funding.**

### Funding period schedule

Funding period	Months	Funding amount
31/07/2025 to 30/10/2025	3 months	\$5,050.00
31/10/2025 to 30/01/2026	3 months	\$0.00
31/01/2026 to 29/04/2026	3 months	\$0.00
30/04/2026 to 29/07/2026	3 months	\$0.00

Any unspent funding will rollover to the next funding period.

### **Included support category**

This funding component is **Stated**.

This funding amount can be used for the following support category:

- Assistive Technology Maintenance, Repair and Rental

### **Support details**

This funding can be used to buy the following supports:

#### **Assistive Technology Maintenance, Repair and Rental**

Supports to repair and maintain Assistive technology. This also includes short-term rental and trial of your Assistive technology supports.

Maintenance and repairs of AT supports

Maintenance and repair of assistive technology equipment.

Rental of AT supports

4weeks rental of assistive technology equipment.

### **Home and Living**

**Funding amount:** \$885,331.00

This funding component is **plan managed**. **A registered plan manager will help you to manage this funding.**

### **Funding period schedule**

Funding period	Months	Funding amount
31/07/2025 to 30/08/2025	1 month	\$91,682.52
31/08/2025 to 29/09/2025	1 month	\$72,149.88
30/09/2025 to 29/10/2025	1 month	\$72,149.86
31/10/2025 to 29/11/2025	1 month	\$72,149.86
30/11/2025 to 29/12/2025	1 month	\$72,149.86
31/12/2025 to 30/01/2026	1 month	\$72,149.86
31/01/2026 to 27/02/2026	1 month	\$72,149.86
28/02/2026 to 27/03/2026	1 month	\$72,149.86
31/03/2026 to 29/04/2026	1 month	\$72,149.86
30/04/2026 to 29/05/2026	1 month	\$72,149.86
31/05/2026 to 29/06/2026	1 month	\$72,149.86
30/06/2026 to 29/07/2026	1 month	\$72,149.86

Any unspent funding will rollover to the next funding period.

### Included support category

This funding component is **Stated**.

This funding amount can be used for the following support category:

- Home and Living

### Support details

This funding can be used to buy the following supports:

## Home and Living

Home and living supports can help you to live as independently as possible. They build your skills with things like household tasks and personal care.

Supported independent living (SIL)

\$865,798.34 for regular SIL supports to help you live independently at home. SIL includes help or supervision with daily tasks, like personal care or cooking meals.

\$19,532.66 for irregular SIL supports to help with unexpected or unplanned situations.

## Improved Daily Living Skills

**Funding amount:** \$48,999.83

This funding component is **plan managed**. **A registered plan manager will help you to manage this funding.**

### Funding period schedule

Funding period	Months	Funding amount
31/07/2025 to 30/10/2025	3 months	\$24,499.915
31/10/2025 to 30/01/2026	3 months	\$8,166.64
31/01/2026 to 29/04/2026	3 months	\$8,166.64



Funding period	Months	Funding amount
30/04/2026 to 29/07/2026	3 months	\$8,166.635

Any unspent funding will rollover to the next funding period.

## Included support category

This funding component is **Stated**.

This funding amount can be used for the following support category:

- Improved Daily Living Skills

## Support details

This funding can be used to buy the following supports:

### Improved Daily Living Skills

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.

Therapy supports

Supports to assess and provide strategies to help you build your skills and independence. Your therapists need to provide us with a progress report 6 weeks before your next plan reassessment.

You can use your therapy budget flexibly for a combination of allied health therapy, including a Therapy Assistant to put therapy strategies into practice and to help you with these.

Disability-related health supports from a registered nurse.

Disability-related health supports from a clinical nurse consultant.

## Specialised Disability Accommodation (SDA)

**Funding amount:** \$78,660.00

This funding component is **agency-managed**.

### Funding period schedule

Funding period	Months	Funding amount
31/07/2025 to 30/08/2025	1 month	\$6,555.00
31/08/2025 to 29/09/2025	1 month	\$6,555.00
30/09/2025 to 29/10/2025	1 month	\$6,555.00
31/10/2025 to 29/11/2025	1 month	\$6,555.00
30/11/2025 to 29/12/2025	1 month	\$6,555.00
31/12/2025 to 30/01/2026	1 month	\$6,555.00
31/01/2026 to 27/02/2026	1 month	\$6,555.00
28/02/2026 to 27/03/2026	1 month	\$6,555.00
31/03/2026 to 29/04/2026	1 month	\$6,555.00
30/04/2026 to 29/05/2026	1 month	\$6,555.00
31/05/2026 to 29/06/2026	1 month	\$6,555.00
30/06/2026 to 29/07/2026	1 month	\$6,555.00

Any unspent funding will rollover to the next funding period.

### **Included support category**

This funding component is **Stated**.

This funding amount can be used for the following support category:

- Specialised Disability Accommodation (SDA)

### **Support details**

This funding can be used to buy the following supports:

#### **Specialised Disability Accommodation (SDA)**

Specialist Disability Accommodation is a specially designed house for people with extreme functional impairment or very high support needs.

Specialist disability accommodation (SDA)

\$78,660.00 for SDA per year. You're eligible for SDA as follows: the design category is High physical support; building type is Apartment, two bedrooms, one resident, location is Brisbane South, Qld. You can look at other SDA categories and locations within your assessed amount.

### **Support Coordination and Psychosocial Recovery Coaches**

**Funding amount:** \$21,251.60

This funding component is **plan managed**. **A registered plan manager will help you to manage this funding.**

## Funding period schedule

Funding period	Months	Funding amount
31/07/2025 to 30/10/2025	3 months	\$10,625.80
31/10/2025 to 30/01/2026	3 months	\$3,541.94
31/01/2026 to 29/04/2026	3 months	\$3,541.93
30/04/2026 to 29/07/2026	3 months	\$3,541.93

Any unspent funding will rollover to the next funding period.

### Included support category

This funding component is **Stated**.

This funding amount can be used for the following support category:

- Support Coordination and Psychosocial Recovery Coaches

### Support details

This funding can be used to buy the following supports:

#### Support Coordination and Psychosocial Recovery Coaches

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.

Coordination of supports

60 hours Support Coordination to support your connection to, engagement and coordination with, your chosen service providers.

80 hours of Specialist Support Coordination to support your connection to, engagement, and coordination with, your chosen service providers.

## Recurring Transport

**Funding amount:** \$1,784.00

This funding component is **self-managed**.

### Funding period schedule

Funding period	Months	Funding amount
31/07/2025 to 30/07/2026	12 months	\$1,784.00

When a funding component is recurring you don't need to make any claims. The funding amount is paid in regular instalments during the funding period.

### Included support category

This funding component is **Stated**.

This funding amount is for the following support category:

- Recurring Transport

### Support details

## Recurring Transport

These supports are paid by us on a regular basis to your nominated bank account and includes mainly transport supports.

Recurring transport

Support to help you get to community activities.

You'll receive \$68.46 fortnightly for this support paid to your nominated bank account.



# Jeremy James Tomlinson

## Information about you

### **Your strengths**

I like to do gardening, crafts, cooking, photography, painting and gaming.

### **Your living arrangements, relationships and supports**

My name is Jeremy and I have recently moved out of my parents home into my own apartment.

### **Your daily life**

Due to my movement abilities and lack of support I spend most of my day in my room, in bed watching TV or working on the computer. I enjoy cooking and when I'm not in pain I love to spend as much time as I can with my nieces and nephews, either playing with them or watching them on the swings. I like to do gardening with them as well as crafts, cooking and making cakes. I am interested in going back to TAFE and continue my diploma of photography and finish my musical engineering course and look for employment opportunities. I enjoy going fishing down at Manly pier and being on the water. I would love to get more adventurous and get out and do things I have not done for a while.

## Notes

This is where you can add notes you'd like to talk about with your my NDIS contact.

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## Your goals

Your goals are set by you and written in your own words. They help the people supporting you to know what you want to work towards and the things that are important to you. Your goals can be big or small, short term or long term, broad or specific. They can be about anything you want to work towards. You can change or update your goals at any time.

**Your goal:** During this plan I would to increase my level of independence around the home, including cooking so



that I can have friends over and entertain and be less reliant on support from others.

**How will you work towards this goal?**

I can implement learnt skills and strategies to perform activities of daily living around the house.

**Your goal:** In this plan period I would like to develop my daily living skills so that I can continue to live safely and independently in a house of my own.

**How will you work towards this goal?**

I can practice learnt independent living skills to support transition to independent living.

I can identify what supports would assist me to live independently.

**Your goal:** During this plan I would like to increase my mobility and independence to get out of the house, so I can increase my social participation and see my friends.

**How will you work towards this goal?**

I can identify activities that I would like to participate in within the community.

I can access support from my friends to get out of the home more often.

**Your goal:** In this plan period I would like to develop the physical capacity to work towards finishing my TAFE course in photography and musical engineering so that I can look into employment opportunities in the future.

**How will you work towards this goal?**

I can identify what supports I require to finish my TAFE course.

I can search for employment opportunities that would be of interest to me.

**Your goal:** I would like to get physiotherapy to manage my pain and movement and provide training to carers.

**How will you work towards this goal?**

My Support Coordinator will connect me with providers to source the supports I need to enable me to achieve my goal.

**Your goal:** I would like to get back to hydrotherapy.

**How will you work towards this goal?**

I will work collaboratively with and have guidance from a

relevant allied health therapist, and support worker to assist me to get back to hydrotherapy.

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## Your supports

### Your current informal, community and mainstream supports

**Description of support:** The neurology team provide support for treatment and monitoring of my health and wellbeing.

**Who provides this support?**

Mainstream

**How often do you receive this support?**

Weekly

**Support type**

Mainstream

**Description of support:** I receive GP support from Meadowlands Medical.

**Who provides this support?**

Mainstream

**How often do you receive this support?**

Regularly (3-5 times per year)

**Support type**

Mainstream

## **New informal, community and mainstream supports you want to find**

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## **What to do if something changes**

**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 Users [www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service](http://www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service)
- NDIS mailbox [enquiries@ndis.gov.au](mailto: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](http://ndis.gov.au), select *Contact*, then under *Offices and contacts in your area* you can search your area.

# Welcome to your NDIS plan

We have included information in this pack to help you to start using your plan.

If you want to, you can show your plan to another person or someone who works with you, like a health professional. You can share some parts of your plan, all your plan or you can choose not to share it at all. This is your decision.

## Who can help you start your plan?

You can start using your plan straight away.

Your Support Coordinator can help you:

- understand your plan, and what NDIS supports you can buy with your funding
- understand what supports other government services, such as the health or education systems, can provide for you
- connect with your community and other government services
- find providers to meet your needs and who'll help you pursue your goals
- use the my NDIS participant portal and app
- make service agreements with your providers
- answer any questions or concerns you have
- ask for a change to your plan if something in your life changes.

To find out more, visit the NDIS website ([ndis.gov.au](https://www.ndis.gov.au)). Search for **Our Guidelines**, select **Operational Guidelines**, then select **Your Plan**.

You can find real-time information on your plan's funding, supports, funding periods and more on the my NDIS participant portal. If you have registered for the portal, go to the NDIS website ([ndis.gov.au](https://www.ndis.gov.au)), select **Portal sign in** and then select **Participant portal**.

You can speak with your my NDIS contact for more information or if you need any help with the my NDIS participant portal.

## **How is the funding in your plan organised?**

### **Total funding amount**

Your total funding amount is the total amount for all reasonable and necessary supports funded in your plan.

### **Funding component amount**

Your funding component amount is the funding amount you have in your plan for a specific support, or a group of reasonable and necessary supports. We call these supports a funding component in your plan. We use support categories to describe the reasonable and necessary supports in each funding component.

### **Funding period**

A funding period is the time that a part of your funding is available and how long it needs to last. You can spend up to the amount of funding available in that time. Funding periods can be for either the total amount of funding in your plan, or for a specific support type.

At the end of each funding period, any funds you haven't spent will rollover into your next funding period in the same plan. This means the funding you haven't used will be added to your new funding period. However, your funds will only rollover during the same plan.

To find out more, visit the NDIS website ([ndis.gov.au](https://www.ndis.gov.au)). Search for **Our Guidelines**, select **Operational Guidelines**, then select **Your Plan**.

## Managing your NDIS funding

### Self-managed

Your plan has self-managed funded supports. This means you or your nominee will manage your NDIS funds. This offers you the most flexibility and choice. We will pay you so you can pay your providers directly.

You or your nominee will be responsible for:

- choosing your providers
- making service agreements with your providers
- buying your supports and services
- keeping records of your spending to show its being used as described in your NDIS plan
- telling us if your situation changes and you can't meet your responsibilities to self-manage the supports in your plan.

To learn more, search for and select **Self-management** on the NDIS website ([ndis.gov.au](https://www.ndis.gov.au)).

### Registered plan manager



Your plan has plan-managed funded supports. This means a registered plan manager will help you to manage your NDIS funds. There is funding in your plan to pay for a registered plan manager. They will pay your providers for you.

To learn more, search for and select **Plan management** on the NDIS website ([ndis.gov.au](https://www.ndis.gov.au)).

## Agency-managed

Your plan has agency-managed funded supports. This means we will pay your providers on your behalf or for your nominee. You must use registered providers for agency-managed funded supports.

To learn more, search for and select **NDIA-managed funding** on the NDIS website ([ndis.gov.au](https://www.ndis.gov.au)).

## NDIS supports

NDIS laws say what we can and can't fund. The things we can fund are called NDIS supports. NDIS supports are the services, items and equipment that can be funded by the NDIS. You can only use the funding in your plan to buy NDIS supports if they are related to your disability and are in line with your plan.

To find out more about the NDIS supports lists, visit the NDIS website ([ndis.gov.au](https://www.ndis.gov.au)). Search for and select **Would we fund it**, select the **Would we fund it guide**, then select **What does NDIS fund?**

## Using your plan to buy NDIS supports

You choose the providers you want to work with. It's important to find the right providers to meet your disability needs and help you pursue your goals.

To find out more, visit the NDIS website ([ndis.gov.au](https://www.ndis.gov.au)). Search for **Providers** and select **Working with providers**.

The amount of funding you can claim depends on how you manage the funding in your plan. There are different ways to manage your funding.

If your funding is:

- **Agency-managed:** Registered NDIS providers can claim up to the maximum price in the NDIS Pricing Arrangements and Price Limits for each NDIS support.
- **Managed by a registered plan manager:** Your plan manager can claim up to the maximum price in the NDIS Pricing Arrangements and Price Limits for each NDIS support.
- **Self-managed:** You can choose how much to pay for each NDIS support and you can pay more than the maximum price in the NDIS Pricing Arrangements and Price Limits.

You can always claim less than the prices in the NDIS Pricing Arrangements and Price Limits – it doesn't matter how your funding is managed. For example, your provider may charge lower rates, which often means you can get more support from your funding.

If an NDIS support isn't in the NDIS Pricing Arrangements and Price Limits, you'll need to agree on a price with the provider.

You or the person managing your plan need to make sure you're only spending the funding that's available in your plan. If your plan has funding periods, you won't be able to claim a support if it would mean you've spent more than the funding you have available in this funding period for the funding component amount.

You need to make sure your funding will last for the whole length of your plan, in line with any funding periods and funding component amounts. You also need to make sure claim details are correct.

To find out more, visit the NDIS website ([ndis.gov.au](https://www.ndis.gov.au)). Select **For providers, Pricing arrangements**, then **NDIS Pricing Arrangements and Price Limits**.

## How different types of supports are paid

Most of the time the supports in your plan will be a standard claimable support. This is unless a support is listed as 'recurring', 'direct commissioning' or 'in-kind'.

### Recurring supports

If a support in your plan is listed as 'recurring', it will be paid regularly into your nominated bank account. You don't need to make a claim.

### Direct Commissioning supports

If a support in the plan is listed as 'direct commissioning', it means we've arranged a registered provider to deliver this support to you. We'll pay the provider directly for the supports you receive. This support's funding won't show in your plan's total funding amount. You don't need to use your NDIS plan funds to pay for this support.

You must use the provider named in your plan. You can choose to change this by contacting your my NDIS contact.

### In-kind supports

If a support is listed as 'in-kind' in your plan, we've pre-paid this provider to deliver this service. In-kind programs are Agency-managed. This support's funding won't show in your plan's total funding amount. You don't need to use your NDIS plan funds to pay for this support.

You must use the provider named in your plan. If you're concerned about using this provider, you can talk with your my NDIS contact.

## **Protect your plan**

### **What is fraud?**

We know most people are honest and do the right thing. Sometimes people choose to do the wrong thing with NDIS funds. This is called fraud.

Fraud is a crime. Fraud happens when someone is dishonest on purpose to benefit themselves or others. The NDIA and the Government have no tolerance for fraud against the NDIS and its participants.

The ways a person may commit fraud against the NDIA might include:

- dishonestly getting and using NDIA information or restricted data
- giving false or misleading information
- using fake documents or invoices
- claiming for services or products not provided
- misusing NDIS funds.

### **What to look out for**

People might commit fraud in different ways. Some of the things they might do include:

- asking to look at your NDIS plan, if you don't know them or have not given your consent to share your plan with them
- pretending to work for the NDIA
- asking for details about your plan or some of your personal information
- claiming or offering you services or products that are not in line with, or not included in, your plan.

## **How you can protect your plan**

Some of the things you can do to protect your plan are:

- asking your plan manager or provider questions about the support they're providing
- checking the NDIS supports they're providing are affordable and in line with your plan, its funding component amounts and funding periods
- keeping accurate and complete records of the NDIS supports you pay for with your NDIS funds
- not talking about your plan or personal information with someone you don't know
- understanding who you have given consent to and what they can do on your behalf.

You can also talk to your my NDIS contact for advice and support on protecting your plan against fraud.

We understand that mistakes can happen. For help to fix a mistake, you can:

- speak to your my NDIS contact
- call our National Contact Centre on 1800 800 110.

## How to report fraud

If you think someone is doing the wrong thing with NDIS funds, you can report it by:

- calling the NDIS Fraud Reporting and Scams Helpline on 1800 650 717
- calling the NDIS Commission on 1800 035 544
- filling in a complaint contact form on the NDIS Commission website ([ndiscommission.gov.au](https://ndiscommission.gov.au))
- filling in our online tip-off form. You can find it on the NDIS website ([ndis.gov.au](https://ndis.gov.au)). Search for and select **Report suspicious behaviour**. Then select **Online tip-off form**.

## NDIS glossary

You can find common NDIS words and what they mean in the NDIS glossary.

Go to the NDIS website ([ndis.gov.au](https://ndis.gov.au)), search for and select **Glossary**.