

who's who in the zōō

Roles and responsibilities in the NDIS



Support Coordinator & Psychosocial Recovery Coach

You may need some help linking in with services and coordinating these throughout the plan. In that case, the National Disability Insurance Agency (NDIA) may provide funding for a Support Coordinator or Psychosocial Recovery Coach. A Support Coordinator or Recovery Coach will help you use the plan to achieve your goals, live more independently and actively participate in your community. There are different levels of Support Coordination to cater to various needs. In more complex situations, the NDIA may allocate funding for a Specialist Support Coordinator.

Psychosocial Recovery Coaching is especially beneficial when your primary diagnosis involves psychosocial challenges. Coaches specialise in mental health support and are uniquely qualified. They'll work alongside you to build your skills and work towards recovery.



The NDIA

The NDIA is the government body responsible for delivering the NDIS. The NDIA determines who is and is not eligible to receive NDIS supports and is responsible for deciding which funding a participant receives. Their decisions are guided by the National Disability Insurance Scheme Act 2013.



Early Childhood Partner

Families and carers of children aged 0-8 years who have an NDIS plan will work with an Early Childhood Partner instead of an LAC. Early Childhood Partners specialise in assisting children with disability or developmental delay. Their role is to support families in helping children reach important developmental milestones.



Local Area Coordinator (LAC)

NDIS participants who are seven and over (and their parents if under 18!) will meet with an LAC to develop their NDIS plan. Your LAC will also help you to understand and use your plan. If you do not have a Support Coordinator (see below) your LAC may show you how to use the MyPlace portal and connect you in with supports and services in the community. If you have complex needs then the LAC will hand over to a "Planner" to do the monitoring.



Plan Manager

Your LAC or Early Childhood Partner will ask you how you would like your NDIS bills paid. One option available to you is a NDIS Plan Manager, which provides the flexibility to work with both registered and unregistered providers. For example, you might want to pay a physio that you are familiar with but who is not registered with the NDIA. A Plan Manager will take care of processing your NDIS bills, offering regular statements, and provide guidance on utilising your NDIS plan. Plan Management is funded on top of your other supports.



For participants 18 and over

Under certain circumstances it may be necessary to appoint a Plan Nominee to help make decisions about NDIS matters. It is important to note that being married to someone or being a parent does not, automatically make you a nominee - you are required complete a formal application and provide 100 points of identification. Plan nominees can be appointed by the participant or the NDIA and cannot be paid supports.

In such cases, individuals responsible for making decisions on behalf of participants under 18 are referred to as Child Representatives.

Example

Your daughter is 12 years old and has been assessed by a therapist and diagnosed with autism and anxiety. Your daughter has been accepted onto the NDIS.

You are invited to meet with an LAC to discuss goals and supports that could help your daughter build her skills. At the meeting, you mention that there is a really good, local speech therapist but they are not NDIA-registered. How can you access them?

The LAC discusses options with you and you decide to have Plan Management to enable access to unregistered providers. The Plan Manager will also pay the bills and answer questions about the NDIS. Your LAC creates a plan for your daughter which includes funding for Plan Management on top of other services. Additionally, recognising the complexity of your daughter's needs, the LAC includes Support Coordination. They then submit the draft plan to the NDIA for approval.

Once approved, your daughter can begin accessing the required supports. Initially, you are only familiar with the speech therapist. Your Support Coordinator assists in connecting you with various local services, and your Plan Manager ensures the invoices for these services are settled promptly. You and your partner are both listed as your daughters Child Representatives, allowing you to make decisions on her behalf.

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