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# Glossary

Access Request Form – the form you complete that helps NDIA identify if you are eligible to become a participant.

Administrative Appeals Tribunal – If you request that the NDIA review a decision that has been made about you and you still do not agree with the outcome, you can request the Administrative Appeals Tribunal (AAT) review the decision

Agency Managed – Plans that are ‘Agency Managed’ mean that all of the financial transactions are handled by the NDIA. You must use providers that are registered with the NDIA to provide you with specific services. The service providers will liaise directly with the NDIA for payment.

Carer – a family member, friend or guardian who provides personal care, support or help to a person with disability and is not contracted as a paid or voluntary worker.

Change of Circumstances Review – Once you have a plan, if you find your circumstances change (for example, you start or stop working, your informal supports change, you move out of home or the functional impact of your condition changes) and this change means that your plan is no longer adequate, you can request a review of your plan to take place. For information on how to do this, see the fact sheet ‘Change of Circumstances Review’.

Choice and Control – through the NDIS, a participant has the right to make their own decisions about what is important to them and to decide how they would like to receive their supports and who from.

Community / Mainstream Support – These are supports that everyone can access; they include community groups such as churches, sporting and recreational groups as well as services from other government departments such as Education.

First Plan – When you become a participant of the National Disability Insurance Scheme you will have a meeting with a Local Area Coordinator (LAC) or Planner from the National Disability Insurance Agency (NDIA). They will work with you to develop your ‘first plan’ which will contain information about your daily life, different people or groups that provide you with services and supports and a list of the funded supports that the NDIA will provide you with. Your first plan will generally last 12 months.

Funded Support – An item that the been included in your plan that the NDIS will pay for. This may include a person such as a support worker or allied health professional / therapist or an item such as a piece of assistive technology.

Goals – something you would like to do or achieve in the future, with the help of the NDIS.

Guardian – a person in a formal caring role, acting for a person with a disability.

Informal Support – is a family member or friend who is not paid and provides you with assistance. It may be someone who assists you to do your grocery shopping or someone who reads your mail.

Local Area Coordinators (LAC) – are local organisations working in partnership with the NDIA to help participants, their families and carers to access the NDIS. LACs will help participants write and manage their plans and also connect participants to mainstream services and local and community-based supports.

Mainstream Services – the government systems providing services to the Australian public e.g. health, mental health, education, justice, housing, child protection and employment services.

Nominee – a person who is appointed to act and make decisions for a participant who does not have a guardian and does not have decision making capacity.

Participant Portal – The Participant Portal is an online platform that will allow you to see an electronic version of your plan and your remaining budgets. Self-Managing participants can also submit payment requests through the portal.

Participant Statement – information setting out a participant’s living arrangements, relationships, supports, description of day to day life as well as their short and longer term goals.

Plan Implementation – Your LAC or Support Coordinator can assist you to implement your plan, that is locate and link you to the services and providers you require and assist you to create service agreements with them.

Plan Manager – If you would like to use service providers that are not registered with the NDIA but do not wish to self-manage your plan you can request a plan manager. This is a service external to the NDIA who will pay your providers and provide you with information on your budgets and how much funding you have left. You must request this during your planning meeting. A plan manager may also be referred to as a ‘Financial Intermediary’.

Provider – an organisation or person who provides products or services to help participants achieve the goals in their plan. Providers are paid from the approved budget in the participant’s plan. Participants can choose their providers and change providers at any time, this is also known as choice and control.

Reasonable and Necessary – reasonable means something fair, and necessary means something you must have. The NDIS funds reasonable and necessary supports relating to a person’s disability to help them live an ordinary life and achieve their goals. If the NDIS does not consider a request to be reasonable and necessary, they will not fund it.

Registered Provider – a disability service provider that has met the NDIS requirements for qualifications, approvals, experience, capacity and quality standards to provide a product or service relating to a person’s disability to help them live an ordinary life and achieve their goals.

Review of an Internal Decision – If you believe that a decision the NDIA has made about you is wrong you can request that the decision be reviewed. For information on how to do this, see Fact sheet on ‘Requesting a Review of an Internal Decision’

Scheduled Review – When you receive your plan it will generally last for 12 or 24 months. When it is close to ending you will be contacted by a Local Area Coordinator (LAC) or the National Disability Insurance Agency (NDIA) and they will arrange a time to meet with you. At this meeting you will review your plan, discuss any changes in your life or to your goals and create a new plan for the next 12 to 24 months.

Service Agreement – a contract between the participant and the service provider/s they have chosen to deliver the supports in their participant plan.

Service Provider – A service provider is an organisation, company or business that provides you with a service or product.

Support Coordinator / Coordinator of Supports (COS) – A Support Coordinator, otherwise known as a Coordinator of Supports (COS) is someone who works for an organisation other than the NDIA who can assist you to implement your plan. They can demonstrate how to use the Participant Portal, assist you to locate providers, explain your plan to you and support you to deal with the NDIA. The NDIA determines who will receive Support Coordination and who will implement their plan with the assistance of an LAC.