



NDIS Update

The **NDIS** stands for the **National Disability Insurance Scheme** and is a new way of providing support to Australians with a disability. The **NDIA** stands for the **National Disability Insurance Agency** and is the government agency that will contact you regarding your NDIS transition.

Mobo Group is here to support you through your NDIS transition. Please contact Mobo Group on **08 8130 1800** or email ndis@mobogroup.com.au if you have any questions about the NDIS. Please read through this fortnight's frequently asked questions.

Will my NDIS planning meeting be held over the phone?

Your NDIS planning meeting will not be held over the phone unless you request it. NDIS planning meetings were conducted over the phone in 2017 but that has now stopped. Your planning meeting will be held face-to-face with an NDIA representative or a Local Area Coordinator (LAC) at the location of your choice. You can invite others to your planning meeting to support you.

Example: Sally receives a phone call from a Local Area Coordinator (LAC) to organise her NDIS planning meeting. Sally is asked what day, time and location works best with her schedule. Sally communicates that she wants to have her planning meeting on Wednesday afternoon at her house because that is Sally's day off from work. Sally also explains she would like her mother and her support worker in the planning meeting because they will help to explain the supports and services that Sally requires. The LAC books in the appointment and records the information from Sally.

What is a service agreement?

A service agreement is a document that a service provider will ask you to sign when you have an approved NDIS Plan. The service agreement will explain the supports/services you will receive from the provider and how much funding will be used from your NDIS plan. The service agreement will also explain how you can make a complaint and how you can leave the provider. A staff member, yourself and/or your advocate will sign the service agreement to confirm that everyone understands the service that will be provided and the costs involved.

What happens if my NDIS plan funding runs out?

You will receive an NDIS Plan that is valid for at least 12 months. You will work with your Local Area Coordinator (LAC) to plan how to spend your NDIS funding over 12 months. If you use the funding before the end of 12 months then you should contact your LAC to receive assistance. You may be told to wait until you receive your next NDIS plan with new funding. Therefore, it is a good idea to plan how to spend your NDIS funding over the 12 months so you do not run out of funding before you have received your next NDIS Plan.

If you receive your NDIS Plan and know the funding is not enough to cover 12 months, then you should contact your LAC immediately as you will need to apply for a plan review.

To the best of our knowledge and belief, the information provided is accurate as at the date of this communication. It is provided to assist in the preparation for the introduction of the NDIS and is not to be taken as a recommendation of any particular course of action. Stakeholders are encouraged to seek their own independent advice.

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