

**NDIA:** National Disability Insurance Agency

**NDIS:** National Disability Insurance Scheme

**LAC:** Local Area Coordinator

**SIL:** Supported Independent Living

**SDA:** Specialist Disability Accommodation

**ILO:** Independent Living Options

**AT:** Assistive Technology

**NAT:** National Access Team

- ♥ **Access/eligibility requirements:** To become an NDIS participant, certain requirements, that have been set out by the NDIA, need to be met. The requirements include: age, residence, disability and early intervention.
- ♥ **Advocate:** Someone (an individual or part of an organisation) who may act or speak on your behalf if you have given them permission to do so. They can offer independent support to those who feel they are not being heard or may not be able to articulate their wants and needs.
- ♥ **Agency Managed (NDIA managed):** One of the three choices for the financial management of an NDIS plan (the other two are Plan Managed and Self-Managed). If a participant is Agency Managed then the NDIA will pay your support providers and manage your finances and paperwork on your behalf.
- ♥ **Capacity Building Supports:** An NDIS funding category designed for activities that support participants in learning new skills. These skills may include achieving some of the goals like living independently, finding a job, or getting help with NDIS plan management.
- ♥ **Capital Supports:** An NDIS funding category that provides funding for Assistive technology and home or vehicle modifications. The NDIS is very specific in what this funding can be used for and it must be used as it is allocated.
- ♥ **Carer:** Someone who provides personal care, support and help to a person with disability and is not contracted as a paid or voluntary worker, often a family member or guardian.
- ♥ **Choice and control:** A participant has the right to make their own decisions about what is important to them as well as the decision for who provides support and how that support is provided.
- ♥ **Community engagement:** Describes the ways people are involved in the wider community.
- ♥ **Community services:** Activities and interests (not supplied by government groups), which are available to everyone in the community e.g. social, study and sporting interests.

- ♥ **Complaints:** If you're unhappy with any part of the process, system, product or service provided by the NDIA, you can make a complaint (the same goes for any service providers you work with). It can be either written or verbal and can be provided by a participant, provider, family member or carer.
- ♥ **Core Supports:** An NDIS funding category that helps participants in their everyday life. This area of an NDIS Plan has four budget categories within it, which can be flexible to accommodate individual needs.
- ♥ **Developmental delay:** When a child develops at a slower rate than other children of the same age and doesn't reach milestones at the expected times.
- ♥ **Early Childhood Early Intervention (ECEI):** The ECEI approach is for children aged 0-6 years who have an early childhood disability or developmental delay and are not receiving disability support already.
- ♥ **Funded Supports:** Supports the NDIS pays for through a participant's plan. These supports must be reasonable and necessary.
- ♥ **Funded Support Package:** The funding available to a participant. There are 3 budgets in a support package: Core, Capacity Building and Capital.
- ♥ **Goals:** Things a participant wants to work towards, with the help of the NDIS.
- ♥ **Guardian:** A person in a formal caring role, acting for a person with a disability. Parents are usually guardians.
- ♥ **Informal supports:** The supports participants get from the people around them, for example family, friends, neighbours. Informal support refers to unpaid support given by family members or friends.
- ♥ **Local Area Coordinators (LAC):** LACs are local organisations working in partnership with the NDIA, to help participants, their families and carers access the NDIS. LACs will hold plan meetings and plan reviews on behalf of the NDIA and 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.
- ♥ **Modifications:** Changes made to an environment, product or equipment that makes it easier to use or access.
- ♥ **National Access Team (NAT):** NDIA staff members who work in locations around Australia to review NDIS access applications and decisions relating to a participant's eligibility for the NDIS.
- ♥ **National Disability Insurance Agency (NDIA):** The Commonwealth government organisation administering the NDIS.



- ♥ **National Disability Insurance Scheme (NDIS):** A way of providing support for Australians with disability, their families and carers.
- ♥ **NDIS Quality and Safeguards Commission:** The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent Commonwealth agency established to improve the quality and safety of NDIS supports and services.
- ♥ **Nominee:** A person who is appointed to act and make decisions for a participant who does not have a parent or guardian.
- ♥ **Participant:** A person who meets the NDIS access requirements.
- ♥ **Participant statement:** Information setting out a participant's living arrangements, relationships, supports, description of day to day life as well as their goals.
- ♥ **Plan:** A written agreement designed with the participant, stating their goals and needs, and the reasonable and necessary supports the NDIS will fund for them. Each participant has their own individual plan.
- ♥ **Plan Managed:** One of the three choices for the financial management of an NDIS plan (the other two are Agency Managed and Self-Managed). Plan Managers (like First2Care) help participants by managing the financial and administrative aspects of their NDIS plan, including things like payments, budgeting and reporting. This financial management option gives participants the ability to access registered and unregistered service providers. Plan Management can be added into an NDIS plan at no out-of-pocket expense to the participant.
- ♥ **Planning Meeting:** The initial meeting that a participant has with an LAC or NDIA planner to discuss their disability and how it impacts their day-to-day life, their current supports, their goals and any other relevant information that may need to be considered for the development of their first plan.
- ♥ **Plan Review Meeting:** When the planning period of an NDIS is coming to an end (typically planning periods last from 12 months to 3 years depending on the participant), the participant will have a plan review meeting to discuss what has worked and what hasn't worked, what their goals are moving forward and any other relevant information for their next plan.
- ♥ **Provider:** Someone who has products or services to help participants pursue the goals in their 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 their lives more independently and pursue their goals.
- ♥ **Sector:** The organisations and companies providing disability support services and the peak bodies that represent them.
- ♥ **Self-management:** Participants receive all or part of their NDIS funding and they manage their payments for supports and pay their providers directly.



- ♥ Service agreement: A contract between the participant and the service provider they have chosen to deliver the supports in their plan. They are a written document that detail the roles and responsibilities of the participant and the service provider.
- ♥ Support coordinator: A support coordinator is a person who connects NDIS participants to organisations that provide supports and services including community, mainstream and government services. Their job is to help participants access the right supports and find the right mix of activities to achieve the goals set in their NDIS plan.
- ♥ Supports: Things to help a person undertake daily life activities and enable them to participate in the community and pursue their goals.
- ♥ Stated Supports: Any services listed as 'stated supports' are not flexible. This means funding has been allocated for a specific support or service, and it cannot be used for anything other than its intended purpose.

