

# who's who in the zōo

## 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 your 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 if 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 support your recovery.



### The NDIA

The NDIA is the government body responsible for delivering the NDIS. The NDIA determines who is eligible to receive NDIS supports and is responsible for deciding the funding a participant receives. Their decisions are guided by the National Disability Insurance Scheme Act 2013.



### Early Childhood Partner

Families and carers of children younger than 9 years old 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 aged nine and over (or 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 opposite) your LAC may show you how to use the MyNDIS 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 NDIS Representative 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 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 to complete a formal application and provide 100 points of identification. Plan Nominees can be appointed by the participant or the NDIA but cannot be paid for their role.

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 your current situation, goals, and the supports that could help your daughter build her skills along with any other required information. 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. The NDIA creates your daughter's plan which includes funding for Plan Management on top of other services. Additionally, recognising the complexity of your daughter's needs, Support Coordination is also included to assist with finding providers.

Once approved, your daughter can begin accessing the required supports. Initially, you are only familiar with the speech therapist. Your Support Coordinator helps connect you with local services, while your Plan Manager ensures invoices are paid promptly. You and your partner are both listed as your daughter's Child Representatives, allowing you to make decisions on her behalf.