



**Hear for Less**  
1800 432 736

## **Transcript – My NDIS pathway**

Welcome to the National Disability Insurance Scheme (NDIS).

This symbol is you.

When you are eligible for NDIS support, you are called a participant.

This video will help you understand the path you will travel as the NDIS works with you. It will provide an overview of what to expect at each stage.

It's important to understand how the NDIS works and whether you are eligible to participate. So, what is the NDIS?

The NDIS is a new way of providing disability support.

It takes a lifetime approach, investing in people with disability.

The NDIS supports people with disability to build skills and capability so they can participate in the community and employment.

You can access the NDIS depending on your age, residency and disability.

You need to be under 65 years of age, live in Australia and be an Australian citizen, or have paperwork that gives you permission to live here permanently.

Your disability needs to be likely to be with you for life and substantially impact how you manage everyday activities.

Your first step once you access the NDIS is to create your first plan.

Your first plan is the start of a lifelong relationship with the NDIS.

It will continue to give you the support you need now.

It will make sure you have time to learn more about all of your options with the NDIS.

Your first plan will give you time to think about what you might need to help you achieve your goals before you do your next plan.

Your plan may include informal supports – the care and help you get from your family and friends.

Community supports – the activities and services you can get from people or groups in your local community.

Mainstream supports – the support and services you get from people like doctors and teachers.

Reasonable and necessary funded supports – the supports and services the NDIS can fund.

Your first plan will be in place for 12 months.

This will give you time to think about how those supports are working for you.

Once your plan is approved, it is time to put it into action.

The NDIS can work with you to help you start your plan.

With the NDIS, you can self-direct your plan.

Self-direction means you have control over your supports and how they are provided, including payments to your providers.

You can choose the providers you want to deliver the services you need.

Your existing provider may need to continue to deliver some supports initially.

You will normally need to make a written agreement with your providers.

You can access your plan on the Participant Portal, an online tool available through the myGov website that keeps all of your documents together.

While you are starting your plan, you might like to think about your future goals, and consider activities and ways of achieving them.

While everyone is different, your first plan will generally be in place for 12 months before we work with you to make any changes. This is called a plan review.

To get ready for making your next NDIS plan at your plan review, think about your life now, including which supports are helping you and which are not.

Identify your strengths, interests, opportunities and challenges.

### **Need more help?**

Phone NDIS directly on **1800 800 110**

If you require a free-of-charge translator, interpreter or other assistance, phone 1800 800 110

If you are a Text telephone (TTY) user, phone 1800 555 677 then ask for 1800 800 110

If you are a Speak and Listen (speech-to-speech relay) user, phone 1800 555 727 then ask for 1800 800 110

If you are an internet relay user, visit the [National Relay Service website \(external\)](#) and ask for 1800 800 110

The NDIS contact centre is open 8am to 8pm, Monday to Friday