










NDIS Glossary of Terms and Words






This document has lots of useful information about some of the words that are used by the NDIS and other support providers.









You can read about the word and what this means below.










If you want to see a list in alphabetical order, you can go to the [last page pg: 11](#) (click the purple link)










	<p>A Disability is... When you cannot use a part of your body or mind fully. It means that you may have trouble doing something or joining in with others because your body or mind is not working fully and this impacts your day to day functioning.</p>
	<p>A NDIS plan is ... A NDIS document that details a participant's goals and support/funding they will receive from the NDIS.</p>
	<p>The National Disability Insurance Agency (NDIA) is... This is the organisation that makes and controls the NDIS. They create the rules that need to be followed when you use your funding.</p>
	<p>The National Disability Insurance Scheme (NDIS) is... Not a person or organisation. It is the government scheme or funding program that helps people with a disability.</p>
 <small>NDIS Quality and Safeguards Commission</small>	<p>The NDIS Quality and Safeguards Commission is ... An independent agency established to improve the quality and safety of NDIS supports and services. They respond to concerns, complaints and reportable incidents, including abuse and neglect of NDIS participants.</p>
	<p>An Access request form is ... A form you can complete to apply for the NDIS. If you are wanting to join the NDIS you will need to complete this form.</p>
	<p>A Plan Reassessment is... A discussion with the NDIS that happens towards the end of your NDIS plan end date, you can request this or the NDIS may contact you. You talk about how your plan is going and if anything needs to change for the future. Can also be called a plan review, scheduled or unscheduled review. A change of circumstances or S48 review.</p>
	<p>A Plan Variation is ... A change made to your NDIS plan without doing a full plan reassessment. You can request a plan variation if minor details need to be changed to your current NDIS plan. Can also be called a light touch review, plan extension, rollover or continuation.</p>

	<p>A Reassessment date is ... A date that is on an NDIS plan that the NDIS must reassess the plan with the participant by. The NDIS can do this before this date.</p>
	<p>Internal review of decision is ... A review made by the NDIA that can take place if you are unhappy with a decision they have made. The NDIA will check to see if they made the right decision under the law by looking through all the facts and information you give them. You can complete a form to ask for a review of a decision or contact the NDIS for further help.</p>
	<p>The Administration Appeals Tribunal (AAT) ... Reviews decisions made by the Australian Government (NDIS) and conducts independent merits of these decisions. This means they will take a fresh look at all the facts, policy and law and will arrive at their own decision. They can affirm a decision, vary a decision, set aside a decision and substitute a new decision or remit a decision to the decision-maker for reconsideration.</p>
	<p>What does Support mean ... To help someone or assist someone with something.</p>
	<p>Funded Supports are ... Included in your NDIS plan, and are the funds the NDIS gives you to achieve the goals in your plan. The three categories for your funding are- Core supports, Capacity Building Supports and Capital supports.</p>
	<p>An Early Childhood Approach is ... A term used for helping children under 6 with developmental delays or children under 9 with disabilities. This approach helps families to get and access the right support when they need it.</p>
	<p>Early Childhood Intervention is... Trained early childhood experts like therapists and teachers that will help children with developmental delays or with a disability get the supports they need for them and their families.</p>
	<p>Plan Managed is ... When your NDIS funding is managed by a plan manager. You can have all or some of your NDIS funding plan managed. The plan manager processes your NDIS invoices and reimbursements on your behalf. You can use registered and non registered providers.</p>
	<p>Self Managed is ... When you manage your NDIS funding. You can self manage all or only some of your NDIS funding. Gives you the flexibility and choice to choose supports that meet your needs from registered and unregistered providers.</p>

	<p>Agency (NDIA) Managed is ...</p> <p>When your NDIS funding is managed by the NDIS. You can have all or some of your NDIS funding agency managed. Providers submit their invoices directly to the NDIS for payment. You can only use registered providers.</p>
	<p>Reasonable and Necessary means...</p> <p>The criteria set by the NDIS. All supports and services need to meet this criteria to be able to be claimed from a participant's NDIS plan. It means something that is fair and that the participant needs due to your disability.</p>
	<p>Goals are...</p> <p>Things you would like to achieve or do in your future and life. They are like wishes or targets, they help you focus and work towards the things you want out of life.</p>
	<p>Short Term goals are ...</p> <p>The things you would like to do within the next 12 months or less. For example: This year I would like to be able to shower myself without a support worker helping me. Think about what you would like to do and how you will know you are making progress towards the goal.</p>
	<p>Medium term to Long Term Goals are ...</p> <p>The things you would like to do in the next few years. These goals can take you several years to work towards. An example- In the next year or so when I leave school I would like to find paid work. Think about what you would like to do and how you will know you are making progress towards the goal.</p>
	<p>Formal supports are ...</p> <p>Supports that are provided within your NDIS plan. They can be for therapy, support workers and are disability specific.</p>
	<p>Informal supports are...</p> <p>Supports that are provided for you by your family and friends. They can also include community groups, health, education and other government services.</p>
	<p>A Service Agreement is ...</p> <p>An agreement between the participant and the provider. It outlines what the participant and the provider have both agreed on for the support being delivered.</p>
	<p>A Stated Support is ...</p> <p>When funding has been allocated for a specific support or service in your NDIS plan. You are not able to use this funding for anything else and you are not able to change your stated supports for any other supports.</p>




	<p>Quote required is ... When you are required to get a quote or additional/specialist reports for the NDIS before funding can be made available in your NDIS plan.</p>
	<p>Assistive Technology is ... A term used for equipment or items that support you to do because of your disability. All equipment or items need to meet the reasonable and necessary criteria. Assistive technology is classified as either Low risk or High risk.</p>
	<p>Low risk AT products are... Assistive technology items or equipment that are classified as level 1 or level 2. They are unlikely to cause any harm in day to day life, Can be purchased off the shelf, They are easy to set up and can be used without professional advice. Low cost assistive technology is usually claimed from the consumables category of a NDIS plan. Needs to be under \$1500.00 per item. Need to meet the reasonable and necessary criteria. Examples are continence products, non-slip bath mats, large print labels, walking sticks and basic shower chairs.</p>
	<p>Mid Cost cost AT items are ... Assistive technology items or equipment that are between \$1500.00 and \$15 000.00. They are more difficult to choose and set up. They require professional advice, setup or training for the safe use. Mid cost items are usually claimed from the assistive technology capital category of an NDIS plan. Need to meet the reasonable and necessary criteria. You will need to get advice for these items from an AT assessor and are usually added to your NDIS plan. Examples standing hoist, customised shower chair, orthotics, power wheelchairs and pressure care mattresses.</p>
	<p>High Cost AT items are ... Complex assistance technology items or equipment that are over \$15 000.00. They need an individual assessment by a professional to make sure it is right for you. They need specialised knowledge and are usually custom made to meet your individual needs. Higher cost items are claimed from the assistive technology capital category of an NDIS plan or may say "quote required". Need to meet the reasonable and necessary criteria.</p>
	<p>Vehicle Modifications are ... Funding in a participants plan for equipment installations so that participants have access to operate or access a vehicle that meets their needs. It does not cover the cost of the vehicle itself.</p>
	<p>Provider travel is ... When a provider charges for the time it takes to drive to your house from their office or home to support you at home. Sometimes they can also claim for the return trip as well. There are limits to how much time can be claimed. They would also claim for the support hours while supporting you.</p>
	<p>Participant Transport 02 (general) is ... Transport in your core funding that can be used to pay for your normal transport costs. For example this could be taxi fees, buses, trains or ferry tickets. How much you receive will depend on what you do. This type of transport can be paid into your bank account in amounts every fortnight.</p>

	<p>Activity Based Transport (ABT) is ... These are extra costs in kilometres a provider can claim to take you somewhere out in the community in their own transport. They would also claim for the support hours while supporting you out in the community.</p>
	<p>Short term Accommodation (STA) is ... A comprehensive support for when a participant chooses to stay somewhere that is away from their usual home for a short period of time. It is funded when a participant's usual carers are not available, or if they want to try something new. It includes all expenses in a 24 hour period including accommodation, assistance with self care, community access, activities, food and negotiated activities expenses. STA can be taken for short periods up to 14 days at a time. Funding is usually available for up to 28 days a year.</p>
	<p>A Participant is.... A person with a disability who receives funding from the NDIS and has a plan.</p>
	<p>A Nominee is... A person close to the participant who is responsible for making decisions about your plan and doing things on your behalf. Most of the time this will be a family member, but it could be a guardian or other authorised person.</p>
	<p>A Planner is... Is a person who works for the NDIA. They are responsible for creating and reviewing your plan. They can give you information about what you can buy and help you understand your plan.</p>
	<p>A Local Area Coordinator (LAC) is... A person who works for an NDIA partner company. In QLD its Carers QLD or Bush Kids. You may hear the NDIA call an LAC - Partners in the community. They may create a plan for you and have a similar role as an NDIA planner. They can also help you understand your plan and find supports.</p>
	<p>A Plan Manager is... A person or organisation that helps pay your invoices. They can give you information about what you have paid and how much funding you have left.</p>
	<p>A Support Coordinator is... A person who is paid from your funding to help you understand and use your plan. They can give you information about what can and cannot be claimed from your funding and even find or recommend support providers.</p>
	<p>A Provider is... Any person or organisation who is giving you support like daily living assistance or therapy. It could also be someone who sells you things you need for your disability.</p>

	<p>A NDIS registered provider is ... An individual or organisation that delivers supports or a product to a participant on the NDIS and is registered with the NDIS. They must meet the NDIS Practice standards and the NDIS code of conduct.</p>
	<p>A NDIS Non registered provider is ... An individual or organisation that delivers supports or a product to a participant on the NDIS. They must adhere to the NDIS Code of Conduct.</p>
	<p>NDIS Support workers are ... Support people who provide assistance to participants on the NDIS. They can support participants with daily life and to provide community participation assistance.</p>
	<p>An Advocate is ... Someone who supports you to express your views and stand up for your rights. An advocate represents your interests and your views.</p>
	<p>A Disability advocate is ... Someone who supports people with disabilities to express your views and stand up for your rights. A disability advocate represents your interests and your views.</p>
	<p>An AT Assessor is ... An allied health professional for example audiologists, occupational therapists, physiotherapists, podiatrists or speech pathologists. Can also be someone qualified in assistive technology advice or mobility specialists, continence nurses or rehabilitation engineers. An AT assessor will complete an assessment and provide independent advice on what is the best assistive technology for you. This assessment is then given to the NDIS.</p>
	<p>A Child representative is ... Someone appointed who has parental responsibility for a child under the laws of the NDIS. They can make decisions about the child's NDIS plan and funding. In most cases the child representative would be the guardian or child's parents.</p>
	<p>What does a Child Safety Officer (CSO) do ... They are responsible for providing statutory child protection services, including intervention, and case management in accordance with legislation and guidelines.</p>
	<p>Guardianship is ... The authority to manage a person's legal and non legal affairs. Guardians are not automatically made plan nominees. If the NDIA identifies a participant needs a nominee and there is a guardianship arrangement in place, it is assumed that the guardian will be appointed as the nominee.</p>

	<p>Price Limits are...</p> <p>The maximum amounts a provider can charge for support from the NDIS. The NDIS set these limits so that participants get reasonable value for money from their NDIS funds.</p>
	<p>Pricing Arrangements are ...</p> <p>The rules from the NDIS on how and when a provider can claim for services and support from an NDIS plan. For example travel, non-face to face.</p>
	<p>NDIS pricing arrangement and price limits are ...</p> <p>Price limits and guides provided by the NDIS. Services being claimed from the NDIS for supports have prices regulated to ensure that participants receive value for money in the supports they receive. You may hear this called the PAPL.</p>
	<p>Core Supports are ...</p> <p>Supports that help you with everyday activities and needs. For example assistance with everyday needs and tasks, household cleaning support in the home, support with personal care, a support worker to support you in social and community activities. Core supports can also include transport. Core supports are flexible across most categories.</p>
	<p>Capacity Building Supports are ...</p> <p>Capital Supports are distinct from other types of supports because they fund items that have a lasting and ongoing benefit for the individual with a disability. These supports are intended to help participants acquire, maintain, or upgrade equipment and assets that improve their daily living, independence, and overall quality of life. It is important to remember that funds within these budgets can only be used for their specified purpose.</p>
	<p>Capital Supports are ...</p> <p>This category covers funding for equipment and devices that help individuals with disabilities to improve their independence and participation in daily activities. Examples include wheelchairs, communication devices and hearing aids.</p>
	<p>Home Modifications Supports are ...</p> <p>Capital Home Modification Supports can be used to make structural changes to a person's home to enhance accessibility and safety. This may include widening doorways, installing accessible bathrooms, or building ramps. Before proceeding with home modifications, you typically need an assessment by a qualified healthcare professional, often an occupational therapist or an accredited assessor.</p>
	<p>Improved Living Arrangements Supports are ...</p> <p>Supports that help participants find and maintain an appropriate place to live.</p>
	<p>Increased Social and Community Participation Supports are ...</p> <p>Supports that help participants become more involved in their communities and build social connections. It may include support for joining clubs, participating in social activities, or accessing community services.</p>

	<p>Employment- Finding and Keeping a job Supports are ...</p> <p>Supports that can assist participants to prepare for, find and maintain employment. This includes services like job coaching, resume building, and workplace adaptations.</p>
	<p>Improved Relationships Supports are ...</p> <p>Supports for participants who require immediate or long-term intensive interventions to address any behaviours of concern and improve communication skills. The goal is to develop positive behaviour, encourage social interactions, and build a strong support system.</p>
	<p>Improved Health and Wellbeing Supports are ...</p> <p>Supports for participants to improve the physical and mental health of participants, including access to therapies, exercise programs, dieticians, or mental health counselling.</p>
	<p>Improved Learning Supports are ...</p> <p>Supports offering training, advice and help to participants as they move from secondary school to further education, such as university or TAFE.</p>
	<p>Improved Life Choices Supports are ...</p> <p>Plan managers can manage the funding of participants by processing their claims and distributing their funding to providers that they use. The services of plan managers are covered by the NDIS and do not impact the funding of the participant.</p>
	<p>Improved Daily Living Supports are ...</p> <p>Supports to help increase the skills, independence, and community participation of the participant through assessment, training, or therapy. Below is a list of therapies and their requirements for support to be claimed through the NDIS funding.</p>
	<p>PlanAbility is ...</p> <p>Planability is an online platform used to manage NDIS plans. Parent to Parent uses this software to process claims for our participants and providers. The software offers a Participant and Support Coordinator Platform where you can check your NDIS budget, approve and view invoices and easily track your spending. You can easily log in on any device including your computer, laptop, tablet or smartphone.</p>
	<p>PACE is...</p> <p>The NDIS's new computer system. This new computer system will support participants and providers and will eventually replace the current computer system called PRODA. The NDIS have been testing this new computer system in Tasmania and it will slowly start to be used for the rest of Australia from the 30th October 2023. The NDIS says it will take about 18 months to roll out this new computer system and you may start to see some new changes to how your plan looks or how you can access your NDIS plan.</p>
	<p>Endorsement Request (PACE) is ...</p> <p>A request that needs to be approved by you to allow P2P to be your plan manager. This can be completed by contacting the NDIS, or accepting the request from P2P. This is only used for people with PACE plans.</p>

	<p>My NDIS Participant portal is ...</p> <p>A new portal created by the NDIS for participants to see their information if they have a PACE NDIS plan. You will be able to view your budget, view plan information and your personal details. You can also make and manage claims if you have funding that is self managed.</p>
	<p>My NDIS App is ...</p> <p>This is an App that you can download from Google Play or the Apple App Store to view your budget, view plan information and your personal details. You can also make and manage claims if you have funding that is self managed.</p>
	<p>MyPlace portal is ...</p> <p>A secure NDIS website for participants and plan nominees to view their NDIS plan, see funding amounts and request payments and manage service providers. The myPlace portal will be replaced by the new portal called the My NDIS Participant portal. You will continue to still use the myPlace portal until you have a new NDIS plan in the new PACE system.</p>

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