



# Roles and Responsibilities: Who, what, why?

**The NDIA (National Disability Insurance Agency) is the government body responsible for delivering the NDIS.**

The NDIA determines who is and is not eligible to receive NDIS supports and is responsible for deciding which funding a participant receives. Their decisions are guided by the National Disability Insurance Scheme Act 2013.

# Key Roles Involved

## Local Area Coordinator (LAC)

NDIS participants who are seven and over may meet with a 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, your LAC may show you how to use the MyPlace 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 LAC or Early Childhood Partner will ask you how you would like your NDIS bills paid. A Plan Manager is one of these options and gives you the ability to use registered and unregistered providers. The Plan Manager makes sure all the providers you are linked with get paid on time, and will provide you with regular statements and assist you to manage your NDIS Plan. Plan Management is funded on top of your other supports.

## Support Coordinator

Your Support Coordination team will support you, your carers/guardians and your overall support network to:

- Understand your plan and maximise the support you need
- Identify service providers that will meet your needs and contact them
- Liaise with the NDIA on your behalf
- Obtain quotes for the services you require to ensure fair and reasonable pricing
- Develop your skills, capability and resilience and prepare for your next NDIS plan review

In more complex situations the NDIA may fund a Specialist Support Coordinator.

## Psychosocial Recovery Coach

Psychosocial Recovery Coaches are different from support coordinators, holding the specialist knowledge and skills to aid in psychosocial recovery, including being able to navigate the complex mental health system to better support you with specific mental health needs.

## Early Childhood Early Intervention (ECEI) Coordinator

Families and carers of children aged 0-7 years who have an NDIS plan work with an ECEI Coordinator instead of a LAC. ECEI Coordinators have experience working with children with disability or developmental delay. They support families so that children can reach their developmental milestones.

## For participants under 18: Child Representatives

NDIS participants under 18 years of age are under parental responsibility, foster care or guardianship arrangements. Decision-makers for participants under 18 are called Child Representatives.

## For participants 18 and over: Plan Nominees

Under certain circumstances a Plan Nominee may be appointed to help make decisions around NDIS matters. Being directly related to someone does not make you a nominee in the eyes of the NDIA. Plan nominees are appointed by the participant or the NDIA and cannot be paid supports. To be a plan nominee you need to fill in a form and provide 100 points of ID.

# Example: Child Representative

## An Example

Your Child is 11 and has received a diagnosis from a therapist indicating autism and anxiety. Your child has subsequently been accepted onto the NDIS.

You receive an invitation to meet with a LAC to discuss your child’s goals and the supports needed to build their skills. During the meeting, you mention that your child has an existing Occupational Therapist (OT) who has been involved in her assessment process and would like to continue to work with them, but they are not a registered NDIS provider.

A Plan Manager will also coordinate bill payment and can assist with costing any scenario options you have discussed with your Support Coordinator to ensure you maximise the usage of your child’s plan.

Your LAC creates a draft plan for your child which includes all the services required to achieve their goals. In this instance, due to the complex nature of your child’s needs, the LAC also adds Support Coordination to the draft plan. A Support Coordinator will assist you in identifying and linking you with the local services required to deliver your child’s plan

Once you and the LAC are happy with the plan, the LAC submits it to the NDIA for approval.

Once the draft plan is approved, your Support Coordinator will help you set up your support team so your child can access their supports and your Plan Manager makes sure all the providers you are linked with get paid on time, so your child can continue receiving funding and support through their NDIS plan.

You are listed as your daughter’s Child Representatives.

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