



KEY NDIS ROLES AND HOW THEY CAN SUPPORT YOU

MAY 2023

The National Disability Insurance Scheme (NDIS) is the system for the Australian Government to deliver support and funding for people with disability, families and carers.

Whether you're new to the NDIS or you've already had some involvement with the scheme, you may have come across a few different people in NDIS support roles. It may seem confusing at first, but each role has a different responsibility for making sure that you have the assistance you need to connect with the NDIS and make the most of the support and funding that the NDIS can offer you.

Local Area Coordinators

Local Area Coordinators (LACs) can support you as you move from stage to stage on your pathway with the NDIS. Your LAC may provide you with general information about the NDIS and assist you to understand information you need related to access, supports and how best to make the NDIS work for you. Local Area Coordination is provided free of charge – you do not need to pay for this.

Even if you are not eligible for the NDIS, your LAC may be able to help you link with support and services in the community.

Your LAC organisation will depend on where you live. To find the LAC organisation working in your area, go to: [🌐 **ndis.gov.au/understanding/ndis-each-state**](https://www.ndis.gov.au/understanding/ndis-each-state) and click on your state, then go to “find your NDIS partner in the community” to find the name of the LAC organisation in your region.

NDIS planners

NDIS planners can assist you to identify some short-term and long-term goals, and put together a detailed plan for the types of support and community involvement needed to enable you to achieve your goals. They might be involved in setting up your first plan, as well as reviewing your plan after a period of time to see how well it meets your needs.

All NDIS planners are employed directly by the National Disability Insurance Agency.


After it is confirmed that you are eligible for the NDIS, you will be allocated to a planner or LAC who will contact you to organise a time for your first planning session. If you are concerned that you have not heard from a planner, phone 1800 800 110 or complete the NDIS online contact form by going to:

🌐 [**ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form**](https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form)

Support coordinators

Once your plan is finalised, you may have funding included for support coordination. A support coordinator can discuss your NDIS plan and assist you to consider how your funds could be spent and how to connect with the right people and organisations to provide the supports listed in your plan. Support coordinators can be especially helpful if you have high and complex support needs. They may assist you to manage NDIS funding and to work with other systems like justice and health.

After you have met with a planner or LAC, and have been notified that your NDIS plan has been approved with funding included for support coordination, you will meet with your support coordinator. You can choose your own support coordinator, and you can find a list of support coordinators in your state by going to:

 [ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder](https://www.ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder)

Support coordinators are not employed by the government; they are provided by a range of organisations. Some support coordinators are employed by disability service providers and some are independent people working by themselves.

How might people in these roles be able to help you at each stage of your NDIS journey?

1. Helping you to understand the NDIS

Local Area Coordinators - this could include one-on-one conversations with a local area coordinator about NDIS features and eligibility, or community information sessions about the NDIS held in your local area.

2. Linking you with the NDIS

If you are already receiving disability support funding:

LACs may be able to help you provide the information that you need in order to move over to the NDIS.

If you are not currently receiving disability support funding:

LACs - if you are unsure whether you are eligible or how to apply for the NDIS, your LAC might be able to provide you with this information.

Planners - after it is confirmed that you are eligible for the NDIS, you may be allocated a planner who will take over from your LAC to help you consider your goals and develop a plan that meets your needs. Your planner will contact you to arrange a time and a place to meet.

3. Planning your support needs

Local Area Coordinators - once you have gained access to the NDIS, your LAC may talk to you about your goals and the types of support and community involvement you might like to have in place. LACs are most likely to be able to help at this stage if your support needs are fairly straightforward.

Planner - if you have complex support needs or are deemed to be in a vulnerable community, you will most likely be assigned to a planner. Your first contact with a planner is likely to be after you have applied for access to the NDIS and you know that you are eligible to proceed with developing your own support plan. The information gathered will help to develop a plan that meets your needs based on your identified goals. You can choose to have family members, carers or any other support people attend this meeting.

4. Starting your plan

Local Area Coordinators - once your plan has been approved, LACs may help you find and start receiving the support that is detailed in your plan. This could include helping you choose the best way to manage your plan, or helping you set up your MyGov account and NDIS participant portal and showing you how to set up a service booking. LACs are especially helpful if your support needs are reasonably simple and uncomplicated. If you are working closely with a LAC at this stage, you are unlikely to be also working closely with a funded support coordinator.

Support coordinators - after you have met with a planner or LAC and had your NDIS plan approved, you may work with a support coordinator to determine how your funds could be spent and how to connect with the right people and organisations to provide the supports listed in your plan. You might receive specific funding in your plan to work with a support coordinator to navigate the NDIS funding and choose your support providers. It is unlikely that you will be working with a support coordinator if you are accessing similar support from your LAC.

5. Changing your plan

Local Area Coordinators - your LAC may be able to help you if you need to make changes to your plan before your review date.

Support coordinators - if you have support coordination funding in your plan, your support coordinator can help you request changes to your plan if your circumstances change. You will need to meet with your LAC or planner for a 'plan reassessment' meeting to discuss the changes that are needed.

6. Reviewing your plan

After a period of time, typically around 12 months, you'll need to begin thinking about how well your plan has helped you to achieve your goals and whether there are any changes that might be useful to put into place.

Local Area Coordinators - before you start your plan review, LACs might help you explore your options to get involved in your local community through activities such as sport clubs, libraries, charities or other special interest groups. LACs might help you think about your short and long-term goals and how well you think these activities might help you achieve these goals. In some cases, the LAC might also conduct the plan review.

Support coordinators - may assist you to prepare for your planning meeting by discussing with you how well you think your plan has worked since it was put into place. Support coordinators may help you examine your support options for the future and whether any changes to your current plan would be useful.

Planner - as they did with setting up your first NDIS plan, a planner will contact you to set up a time to meet and conduct your plan review. In the plan review, the planner will go through each part of your current NDIS plan with your goals in mind, and discuss revised goals and support needs for the next period.



This project has been funded by the National Disability Insurance Scheme (May 2018).

We value your feedback about this resource

Please contact the Summer Foundation by email at: info@summerfoundation.org.au, or by phoning 1300 626 560

Connect with us: