

NDIS Glossary

An A-Z guide to NDIS terminology

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What is the NDIS?

The NDIS (National Disability Insurance Scheme) is revolutionising the way disability services are provided in Australia. It has been designed to support people with a permanent and significant disability (scheme participants) to take part in everyday activities.

Through the NDIS, you identify the supports you need to live your life. These supports help you achieve goals in areas including independence, involvement in your community, education, employment and health and wellbeing.

The NDIS gives more choice and control over how, when and where these supports are provided. It gives certainty that you will receive the support you need over your lifetime. It also focuses on early intervention, at a time when getting early support can reduce the impact of disability.



A

Access Request Form

The form people fill out to request access to NDIS funding and help the NDIA identify if a person is eligible to become a participant.

Access requirements

The criteria someone must meet to become a participant in the NDIS. The access requirements are:

- Age: under 65 years.
- Residency: live in Australia and be an Australian citizen or have paperwork letting you live here permanently.
- Disability: your disability is permanent (will not go away) or you need early intervention (to be treated early that will help by reducing the future needs for supports).

Allied Health

Allied Health refers to health professionals who are not doctors, dentists or nurses. Allied health services include speech pathology, occupational therapy, physiotherapy, psychologist and early childhood intervention teachers.

Approved plan

Your NDIS plan, including a statement of your goals and aspirations and the supports required to attain them.

Authorisation

Giving permission or power to a service or individual to act on your behalf.

B

Budget

The amount of money you receive from the NDIS, which falls into three categories:

- core supports
- capacity-building supports
- capital supports.

C

Carer

Someone who provides personal care and support to a person living with disability and is not contracted as a paid or a voluntary worker. A carer is often a family member or guardian.

Capacity supports

Capacity supports is a category of funding under the NDIS. Capacity supports are designed to develop skill and capacity. This includes therapy and Support Coordination. Capacity supports can be used flexibly within the support categories. This means if you have \$12,000 for early childhood therapy it might be broken down as \$10,000 for a keyworker and \$2,000 for other allied health care.

Capital supports

Capital supports is a category of funding under the NDIS. It provides funding for the purchase of one-off equipment such as assistive technologies or vehicle modifications.

Core supports

NDIS Core support funding assists with daily activities and community participation. They are generally flexible across support categories, although there are some exceptions. For example, if you have a Core Budget of \$14,000 you can choose to spend across four categories; \$2,000 consumables, \$7,000 daily activities, \$1,000 for transport and \$4,000 for social activities

Choice and control

A participant has the right to make their own decisions about what is important to them and to decide how they would like to receive their supports and who from.

Community engagement

Describes the range of ways people are involved in the wider community, for example group activities such as dance lessons.

Community services

Activities and interests (not supplied by government groups), which are available to everyone in the community e.g. social, study and sporting interests.

Complain

If you're unhappy with any part of the process, system, product or service provided by the NDIA, you can make a complaint. It can be either written or verbal and can be provided by a participant, provider, family member or carer.

D

Disability

Total or partial loss of the person's bodily or mental functions (The Disability Act 1992). Describes a person's impairment of body or function, a limitation in activities or a restriction in participation when interacting with their environment.

E

ECEI - Early Childhood Early Intervention

Providing support early in life to reduce the effects of disability and to improve the person's functional capacity.

Eligibility

Whether a person can become a NDIS participant or not. This is determined using the information on the Access Request Form.

F

Financial Plan Management

Funded support to assist a participant to manage their NDIS funding.

First plan

The start of a participant's journey with NDIS. An NDIS plan documents a participant's goals and the supports needed to work towards these.

Formal supports

Supports participants have to book and pay for.
See 'Support'.

Funded supports

Supports the NDIS pays for through a participant's plan. These supports must be reasonable and necessary. See 'Support'.

Funded support package

The funding available to a participant. There are 3 budgets in a support package: Core, Capacity Building and Capital.

G

Goals

Things a participant wishes they could do or achieve in the future.

Guardian

A person in a formal caring role, acting for a person with a disability. Parents are usually legal guardians.

I

Informal supports

The supports participants get from the people around them, for example family, friends, neighbours. See 'Support'.

Information, linkages and capacity building

This is the term used to describe the activities that will be supported by the NDIS to promote the social and economic inclusion of people with disability including people not receiving individualised funded support from the NDIS.

Activities include:

- Providing information and making linkages
- referrals to community or mainstream services
- building the capacity of people with a disability, families and carers
- building community capacity
- building mainstream service provider capacity
- local area coordination.

Insurance model

The NDIS spreads the cost of individual's current and future needs across the broader community. It is available to every Australian that meets the access requirements. It places emphasis on up-front investments to reduce a participant's future NDIS needs.

Insurance principle

The same as Insurance model.

K

Keyworker

Keyworkers build the skills and knowledge of parents, carers and other important adults in your child's life to ensure that they learn and develop with familiar people at home and in the community.

L

Lived experience of disability

A person's own experience of living with a disability or having a close relationship with someone with disability e.g. a family member or partner.

Local Area Coordinators (LAC)

LACs are local organisations working in partnership with the NDIA, to help participants, their families and carers access the NDIS. LACs will help participants write and manage their plans and also connect participants to mainstream services and local and community-based supports.

M

Mainstream services

The government systems providing services to the Australian public e.g. health, mental health, education, justice, housing, child protection and employment services.

Manage

To be in charge of, for example finding service providers, keeping records and receipts or paying support workers.

Market

A collection of providers offering products and services to NDIS participants.

Multidisciplinary

A team of professionals who work with one another and share the jobs of evaluating, planning and providing services to a participant.

Myplace

The online portal used by providers and participants to perform administrative functions including: creating service bookings, reviewing available funds in a participant plan and finding registered providers.

N

NDIA

National Disability Insurance Agency. The Commonwealth government organisation administering the NDIS.

NDIS

National Disability Insurance Scheme. A new way of providing support for Australians with disability, their families and carers.

NDIS Access requirements

The NDIS access requirements help determine if you are able to access the NDIS. You may meet the access requirements if:

- You are under 65 years of age
- You live in Australia or are an Australian citizen or have paperwork letting you live here permanently
- You have a lifelong condition or impairment
- or you need early intervention (treated early in order to reduce future support needs).

NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission (NDIS Commission) is a new independent Commonwealth agency established to improve the quality and safety of NDIS supports and services. For information about the NDIS Commission and what they do, please visit the NDIS Commission website - <https://www.ndiscommission.gov.au/>

National Access Team (NAT)

NDIA staff members who work in locations around Australia to review NDIS access applications and decisions relating to a participant's eligibility for the NDIS.

Nominee

A person who is appointed to act and make decisions for a participant who does not have a parent or guardian.



Outcomes framework

The NDIA is responsible for monitoring the success of the NDIS. The outcomes framework is the NDIA's mechanism for measuring success for people with disability and covers areas such as:

- choice and control
- social inclusion
- education
- employment
- health and housing.

Operational Guidelines

Guidelines that are designed to assist the NDIA in making decisions and performing functions.

P

Participant

A person who meets the NDIS access requirements.

Participant outcomes

Participant outcomes monitor and measure if the goals in your approved plan are being achieved.

Participant Statement

Information setting out a participant's living arrangements, relationships, supports, description of day to day life as well as their short and longer term goals.

Person with disability

A person who has any or all of the following: impairments, activity limitations (difficulties in carrying out usual age-appropriate activities), and participation restrictions (problems a person may have taking part in community, social and family life).

Plan

A written agreement worked out with the participant, stating their goals and needs, and the reasonable and necessary supports the NDIS will fund for them. Each participant has their own individual plan.

Plan Management

Funded support to assist a participant to manage their NDIS funding.

Planning meeting

A conversation where a planner, a participant and any other person supporting the participant work together to develop an individual support plan for the participant.

Price Guide

A list of supports developed by the NDIA that contains the maximum prices that service providers can charge for particular supports. Each state and territory have a different Price Guide.

Privacy Act 1988

The NDIA Privacy Notice explains:

- What kind of personal information the NDIA needs to collect about prospective and existing participants
- The people the NDIA may need to collect information from
- Why the NDIA needs the information, and
- What the NDIS usually does with this information.

Provider

Someone who has products or services to help participants achieve the goals in their plan. Participants can choose their providers and change providers at any time, this is also known as choice and control.

Q

Quality and Safeguards

Guidelines developed to ensure that NDIS participants can expect consistent standards when selecting and receiving supports.

R

Reasonable and necessary

'Reasonable' means something fair and 'necessary' means something you must have. The NDIS funds reasonable and necessary supports relating to a person's disability to help them live an ordinary life and achieve their goals.

Registered provider

A disability support provider that has met the NDIS requirements for qualifications, approvals, experience, capacity and quality standards to provide a product or service. See 'Provider'.

S

Sector

The organisations and companies providing disability support services and the peak bodies that represent them.

Self-management (funding)

Participants receive all or part of their NDIS funding and they manage their payments for supports and pay their providers directly.

Self-management

The amount of help a participant needs doing daily tasks, making decisions and handling problems and money.

Service agreement

A contract between the participant and the service provider they have chosen to deliver the supports in their participant plan.

Service booking

An agreement which allocates funding within a participants plan to a specific provider or supplier.

Service provider

See 'Provider'

Short Term Accommodation

Refers to supports previously known as 'respite'. It describes supports provided for a limited period of time, typically delivered in a group-based facility.

Supported Independent Living

is help with and/or supervision of daily tasks to develop the skills of an individual to live as independently as possible.

Supplier

Someone who provides items to support participants, e.g. equipment.

Supports

Things to help a person undertake daily life activities and enable them to participate in the community and reach their goals.

Support coordination

Support coordination provides participants and their family with support to navigate the NDIS.

Support Coordination covers a wide range of supports that will empower capacity building and develop participants resilience.

This includes:

- Working together with you to put your plan into action
- Assistance in sourcing the right provider, with the right services for you
- Coordinating a range of supports
- Building on informal supports such as your family
- Resolving points of crisis
- Supporting you to drive your service design and direction

T

Transdisciplinary

Similar to multidisciplinary, but one professional is chosen as the lead participant provider. A full team are involved in working with the participant and support them to achieve their goals, however, the lead provider is responsible for coordination and progress reporting for the participant.

Trial phase

A term used to describe the first three years of the NDIS where different ways of working were trialled.

Trial sites

The locations where the NDIS first started working with participants, prior to full scheme roll out, to test out the NDIS.

W

Workforce

People working in the disability support sector.

NDIS Abbreviations explained

AAA – Access for All Abilities

AHRC – Australian Human Rights Commission

AT – Assistive Technology

CALD – culturally and linguistically diverse

DDA – Disability Discrimination Act 1992

DHS – Department of Human Services (Services Australia)

DRC – COAG Disability Reform Council

DSS – Department of Social Services

FPM – Financial Plan Management

IAGDP – Indigenous Australian Government Development Programme

ICT – information and communications technology

IFA – Individual Flexibility Arrangements

IPS – Information Publication Scheme

LAC – Local Area Coordinator

NAT – National Access Team

NDIA – National Disability Insurance Agency

NDIS – National Disability Insurance Scheme

NDS – National Disability Strategy

NGO – non-government organisation

OAIC – Office of Australian Information Commissioner

SDF – Sector Development Fund

SDOM – Service Delivery Operating Model

STA – Short Term Accommodation

SIL – Supported Independent Living

WHODAS – World Health Organisation Disability Assessment Schedule

We're proud to be an organisation leading Australia's transition to the National Disability Insurance Scheme (NDIS).

MOIRA MOIRA Financial Plan Management is a financial administration service available to all NDIS participants. The service coordinates claims and payments for disability supports on your behalf, taking care of the bills and leaving you to concentrate on achieving your goals.

It comes at no cost to a participant and is available to help manage your NDIS expenses.

Why MOIRA Financial Plan Management?

- ✔ Industry leading payment times
- ✔ Robust protections for participants
- ✔ Dedicated relationship team for Support Coordination, LAC and ECEI support
- ✔ Fast and easy online registration
- ✔ Profits directed back into the disability community



Additional Resources

Looking for more on the NDIS?

Check out these useful links:

[NDIS Website](#)

[NDIS Youtube Page](#)

[Every Australian Counts - Independent NDIS Information & Advocacy](#)


Disclaimer

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This guide is intended for instructional purposes only.

The NDIS may change terminology or definitions at any time. MOIRA has no control or input into any such changes. Therefore, MOIRA cannot guarantee that the information within this resource is 100% accurate or up to date.

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