



Getting Started with the NDIS

A Simple, Practical Guide for New Participants — Queensland (QLD)

Navigating the National Disability Insurance Scheme for the first time can feel overwhelming. There are new terms, new processes, and a lot of important decisions to make. This guide is designed to give you a clear, jargon-free overview of how the NDIS works in Queensland, what to expect in your first 30 days of support, and how Havenridge Care will work alongside you every step of the way.

1. What Is the NDIS?

The **National Disability Insurance Scheme (NDIS)** is an Australian Government program that provides funding to eligible people with permanent and significant disability. It is designed to help people:

- Live more **independently** in their home and community.
- Access the **supports and services** they need to pursue their goals.
- Build **skills and capacity** over time to participate in work, education, and social life.
- Have **choice and control** over the support they receive and who delivers it.

The NDIS is administered by the **National Disability Insurance Agency (NDIA)**. In Queensland, you may also have access to state-funded disability and child support services through the Department of Children, Youth Justice and Multicultural Affairs.

2. How NDIS Plans Are Managed — Your Three Options

Self-Managed	You receive NDIS funds directly and pay providers yourself, then claim reimbursement through the myplace portal. Gives maximum flexibility — you can use both registered and unregistered providers. Requires strong record-keeping.
Plan-Managed	A registered Plan Manager receives funding on your behalf, pays your providers, and manages your budget. You still choose your supports and providers, but the financial administration is handled for you. Highly recommended for most new participants.
NDIA-Managed (Agency Managed)	The NDIS pays your providers directly. You can only use NDIS-registered providers. Less administrative burden, but less flexibility in provider choice.

Tip: You can change your plan management type at your next plan review, or request a mid-plan review if your circumstances change. Talk to your support coordinator or the NDIA on 1800 800 110.

3. Understanding Your NDIS Funding Categories

Core Supports	Funds day-to-day assistance with daily life, community access, consumables, and transport. This is your most flexible funding — you can generally move money between support categories within Core.
Capital Supports	Funds assistive technology (e.g. wheelchairs, communication devices) and home modifications. Spending in this category is strictly tied to approved items and cannot be redirected.
Capacity Building	Funds supports that build your long-term independence and skills — including Support Coordination, therapy (OT, speech, physio, psychology), employment support, and improved daily living skills. Each sub-category has its own budget and cannot be moved between them.

4. What Is a Service Agreement?

Before any NDIS provider can deliver funded supports to you, both parties must sign a **Service Agreement**. This is a formal written contract that protects both you and the provider. It must clearly state:

- The specific **supports to be delivered**, including frequency, duration, and location.
- The **hourly rates** or fixed prices for each support, in line with the current NDIS Price Guide.
- The **cancellation policy** — how much notice is required and whether a fee applies.
- How **complaints and disputes** will be handled.
- Your right to **end the agreement** with reasonable notice.

Important: Never begin receiving funded supports without a signed Service Agreement in place. This protects your NDIS funding and ensures both parties understand their obligations. Havenridge Care provides clear, easy-to-read service agreements for all participants.

5. What to Expect in Your First 30 Days with Havenridge Care

Week 1 — Intake Call	A friendly, no-pressure phone consultation to understand your goals, preferences, routines, and any risks. We confirm your funding type, plan dates, and who your key contacts are.
Week 1–2 — Worker Matching	Based on your preferences — gender, interests, language, experience — we identify the most suitable support worker(s) for you.
Week 2 — Service Agreement	We prepare and send your Service Agreement for review and signing before any supports begin. All terms are explained clearly — ask us about anything you don't understand.
Week 2–3 — Support Begins	Your first scheduled support sessions take place. Your worker will follow an agreed handover document and check-in with you regularly.
Week 4 — First Check-In	We contact you to ask: How is it going? Is the match working? Are there any adjustments needed? We treat this feedback seriously and act on it promptly.
Ongoing — Regular Reviews	Monthly or as needed — we review support hours, worker performance, goal progress, and any changes to your needs or NDIS plan.

Tip: The NDIS can feel complicated at first — but you don't have to figure it out alone. Havenridge Care is here to walk alongside you. Call us anytime on 0447 854 645. Our team is based in Queensland and understands the local landscape.