# Accessible end-to-end journey for existing participants

The below text outlines the provider, plan manager and support coordinator roles in assisting existing participants with plans in the new NDIS computer system. This will be done via a new provider portal, called the my NDIS provider portal.

The following **headings** capture the key journey phases, with dot points outlining the key impacts to providers, plan managers and support coordinators within the journey phase.

Before a participant’s plan is transferred to the new NDIS computer system, providers should continue to support existing participants using the current myplace provider portal.

### Transferring to the new NDIS computer system

* Participants may transfer to the new computer system when they have a plan reassessment meeting. Providers may be asked for information to support the upcoming plan decision.

### Creating your NDIS plan

* Where a provider has a current service booking with a participant, the provider will be recorded as a My Provider (previously known as a participant-endorsed provider in the Tasmania test). Existing service bookings will be end dated as these are not required in the new computer system.
* Participant plans will be more flexible. Plans will remain in place until a participant’s circumstances or support needs change. This means a plan could be up to 3 years long. With longer plans in place, providers will have certainty and stability in delivering the supports and services participants need.
* The Request for Service process for support coordinators is actioned via the my NDIS provider portal.

### Using your NDIS plan

* Providers will have access to the level of plan information a participant has chosen, in the my NDIS provider portal, once the participant has provided consent.
* Support coordinators and plan managers will have access to the information they need to perform their role.
* Claims occur through a bulk upload (including for single claims).
* Support coordinators and plan managers will support participants to use their new NDIS plan.
* Providers will discuss and agree with participants what supports are to be delivered (in line with their plan and agreed Service Agreements).
* For Agency-managed supports, participants can choose a My Provider to streamline payment processes.
* Providers of supported disability accommodation, home and living, and positive behaviour supports must be recorded against those categories and only those providers can claim these budgets.

### Check-ins

* NDIS participants will be supported through ongoing check-ins to make sure they are receiving the supports they need in line with their plan.
* Participants may need providers to give information to inform upcoming plan decisions.

### Changing your NDIS plan

* Participants may transfer to the new computer system at an unscheduled reassessment meeting if they have a change to their circumstances.
* Work with participants to understand any changes needed to support their ongoing needs.
* Support participants with additional information requirements.

### Leaving the NDIS

* Help the participants you support leave the NDIS and transition to other community and mainstream support, if they want it.

### Community Connections

* Once a participant leaves the NDIS, support can be provided through the Community Connections journey phase.

## Explanation of how the journey phases work together

The journey phases—creating your NDIS plan, using your plan, and check-ins—continue throughout the participant’s NDIS journey.

The journey phase of leaving the NDIS flows back into mainstream community connections.

The journey phase of asking for assistance can happen at any stage of the participant’s journey.

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