# Accessible end-to-end journey for new participants

The below text outlines the provider, plan manager and support coordinator roles in assisting new participants on 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.

### Community connections

* Providers can be ready to support people with disability or families of children with developmental concerns by setting up the new my NDIS provider portal.

### Applying to the NDIS (if required)

* For existing clients, provide information to support their application and first plan decisions.

### Creating your NDIS plan

* 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.
* For existing plans, the My Provider relationship will continue (previously known as participant-endorsed provider in the Tasmania test).

### Creating 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).
* 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.
* Provide evidence to upcoming plan decisions.

### Changing your NDIS plan

* Work with participants to understand any change to support ongoing needs.
* Support participants with additional evidence requirements.

### Leaving the NDIS

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

## 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.

End of document.