


Navigating **NDIS**

National Disability Insurance Scheme





We believe in **YOU** and
strive to give you the support
and independence to fly.

Who We Are

Through acts of volunteering, a passion and commitment for caring was born. These simple acts of kindness that began from the goodness of our hearts, are now transforming the lives of individuals and their families with one single promise: quality care, quality service and quality staff.

Since the beginning of our journey, we have kept **YOU** at the centre of all our services. Caring for you at home and beyond is part of our commitment to keeping you safe, comfortable, and independent. We believe in empowering you to live life to the fullest, with dignity and confidence, knowing you're in good hands.

My Guardian is your **FIRST** choice
for Aged & Disability Care.

Our Philosophy

Everything we do at My Guardian is based on one simple yet powerful philosophy: A lifelong vocation for serving others with unparalleled care.

Our aim is to continuously adapt and innovate our services to provide personalised care and support for those in need. Ultimately, it's our beliefs and values that drive our actions:

We believe in **YOU** and strive to give you
the support and independence to fly.



Introduction to the NDIS

What is the NDIS?

The **National Disability Insurance Scheme (NDIS)** is an Australian government-funded program that provides support to people with disabilities, their families, and carers.

The NDIS is designed to help people with significant and permanent disabilities lead an independent and fulfilling life by offering access to necessary services, therapies, and equipment.

The NDIS operates as an individualised funding system, meaning participants receive funding based on their specific needs and goals, allowing for a customised support plan.





Eligibility criteria and disability requirements

Who can access the NDIS?

To access the NDIS, you must meet the following eligibility criteria:

1. **Age:** You must be under 65 years of age when you apply.
2. **Residency:** You must be an Australian citizen, permanent resident, or hold a Protected Special Category Visa.
3. **Disability Requirements:** You must have a permanent and significant disability that affects your ability to perform daily activities.

Functional impact

To be eligible for the NDIS, the impact of your disability on your daily life must be significant. The scheme supports individuals who:

- Have difficulties with mobility, communication, or social interaction.
- Require ongoing support with personal care or daily activities.
- Need assistive technologies or modifications to their home or vehicle to improve their independence.





How to apply for the NDIS

1

Initial contact

To start the application process, contact the **National Disability Insurance Agency (NDIA)**, the body responsible for overseeing the NDIS. You can reach them via:

- **Phone:** 1800 800 110.
- **Online:** Visit the **NDIS website** and fill out the relevant application forms.
- **Local office:** Visit an NDIS office or speak with a Local Area Coordinator (LAC).

2

Submitting evidence

You will need to provide evidence of your disability from a healthcare professional. This documentation should clearly explain:

- Your diagnosis.
- The impact of the disability on your daily life.
- Your need for support to manage day-to-day activities.

3

Completing the access request form

Complete the **NDIS Access Request Form (ARF)**, which collects personal information and details about your disability. Once submitted, the NDIA will review your application.

4

NDIS planning meeting

If your application is approved, you will be invited to an **NDIS planning meeting** to develop your personalised support plan. During this meeting, you will discuss your goals and the types of support you need to achieve them.

What happens after approval?

Once approved for the NDIS, you will officially become an NDIS participant. You will receive an NDIS Plan tailored to your individual needs. This plan includes the following:

- **Core supports:** Assistance with daily activities and access to services.
- **Capital supports:** Funding for assistive technologies and home or vehicle modifications.
- **Capacity building supports:** Help to develop skills and increase independence.



Supported Independent Living (SIL) and 24-hour care

What is SIL?

Supported Independent Living (SIL) is an NDIS-funded support that helps individuals with disabilities live independently while receiving the necessary assistance in a shared or individual living arrangement. SIL funding covers personal care, assistance with daily tasks, and support for building life skills.

SIL at My Guardian

At My Guardian, we provide comfortable and fully accessible **SIL houses** for participants, offering 24-hour care and support tailored to your individual needs. Our professional care team ensures that you are always in good hands, with the right level of support available around the clock to help you maintain your independence while living safely in your own home environment.

24-hour care

Our **24-hour care services** are designed to meet a wide range of needs, including:

- Personal care, such as assistance with bathing, dressing, and toileting.
- Help with daily activities, including meal preparation, housekeeping, and medication management.
- Emotional and social support, encouraging engagement with the community and participation in recreational activities.

At My Guardian's SIL houses, you will have access to compassionate, high-quality care that is always there when you need it. We ensure that your care is flexible and adaptable as your needs evolve over time.



NDIS Plan Management options

When managing your NDIS plan, you can choose from the following management options:

1

NDIA-Managed Plan

The NDIA manages your funds, and you can only use registered NDIS providers. The NDIA will handle all payments and financial transactions, making this the least time-consuming option.

2

Self-Managed Plan

You manage your NDIS funding and have the flexibility to choose both registered and non-registered providers. This option gives you more control but comes with the responsibility of handling invoices, payments, and reporting to the NDIA.

3

Plan-Managed

You can hire a plan manager who will handle your funding and transactions on your behalf. This option gives you flexibility in choosing providers without the need to manage the administrative tasks yourself.





What services and support can the NDIS fund?

NDIS funding can cover a wide range of services and supports, depending on your individual needs and goals. Some examples include:

Personal Care and Domestic Assistance

- Help with daily activities like showering, dressing, and meal assistance preparation.

Therapies and Specialist Services

- Access to therapies such as physiotherapy, occupational therapy, speech therapy, counselling and more.

Assistive Technologies

- Mobility aids: Wheelchairs, walkers, scooters, and prosthetics.
- Communication aids: Speech-generating devices and hearing aids.
- Vision aids: Braille displays and magnifiers.
- Home modifications: Ramps, stairlifts, and grab rails.
- Vehicle modifications: Hand controls and wheelchair lifts.
- Daily living aids: Shower chairs and adjustable beds.
- Environmental controls: Smart home systems for lights, doors, and appliances.

Home and Vehicle Modifications

- Funding to make necessary modifications to your home or vehicle to improve accessibility and independence.

Community Participation

- Support for engaging in social, recreational, and community activities.



Dispute resolution and complaints

Dispute Resolution

If you are dissatisfied with any aspect of your NDIS plan or the services provided, there is a formal complaints process. You can:

- Contact the **NDIS Quality and Safeguards Commission** on 1800 035 544 if the issue relates to a service provider.
- Speak with the **NDIA** on 1800 800 110 to request a review of your NDIS plan.

Your Rights

As an NDIS participant, you have the right to:

- Receive high-quality, safe, and respectful care.
- Make complaints without fear of retribution.
- Access independent advocacy services if you feel your rights are not being respected



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