



Common Questions that NDIS Participants and Carers ask us?

What types of supports can't be funded or provided under the NDIS?

The NDIS will not fund supports if it's not related to a participant's disability. This means there must be a direct link or a connection between the participant's disability and the supports they fund.

The NDIS looks at whether the support addresses the disability support needs. Participants' disability support needs are those that arise from or are caused by their disability.

How the NDIS determines whether something or the support is value for money?

When the NDIS considers the likely cost of supports, they consider the cost over the long term. The NDIS considers if the support will help you to achieve milestones at different ages or stages of your life and have long-term benefits.

The price for NDIS supports are outlined in the latest [NDIS Pricing List](#)

Do I have to sign a service agreement with my provider?

A written service agreement is required for Specialist Disability Accommodation support under the NDIS rules.

For other NDIS services, the NDIA does not require written service agreements, but it is highly recommended when you engage a provider to have this in place so that the services they provide will be within your budget as well as you know exactly what to expect.

Can I use providers who do not have an ABN number?

An Australian Business Number (ABN) is required for both registered and unregistered NDIS service providers. Whether you work as an individual or as part of a larger company, an ABN is needed for payments and reimbursements to be made regarding the services provided.

Can I use two service providers for the same service type?

Yes, you can, you may be sharing shifts a good example of this is if they are a carers.

What happens when I don't use all my NDIS Funding?

This is a common question we get asked as participants and families are worried, they will not be supported with the same funding in their next NDIS Plan.

Did you know that a lot of NDIS funding never gets used? While there are many reasons why people don't use all of their NDIS funding, sometimes it's simply a case of not understanding how to get the most out of your plan.

In your next NDIS plan, funding is determined by your disability-related support needs, not by assessing unspent funds from your previous plan.

Does the NDIS cover the cost of medical care like diagnostic assessments etc

- The NDIS is not designed to fund supports more appropriately funded or provided by the health system. [Click to view more information](#)

If you are unsure always contact the NDIS or ask your Plan Manager

