

# FREQUENTLY ASKED QUESTIONS

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At Lakeside Rooms we receive many questions from people about the NDIS, their plan and what we can do to help. Read on for some of the most common queries we receive. If you can't see the answer to your question in this list, don't worry - just [contact us](#) with your query and we'll be happy to help.

## **WHO IS ELIGIBLE FOR THE NDIS?**

To be eligible you'll need to meet some basic criteria relating to your age, Australian Residency status and the nature of your disability. The NDIS also needs to be available in your area. You can find out if you meet the access requirements and check when the NDIS is rolling out in your area at [www.ndis.gov.au](http://www.ndis.gov.au).

## **WHAT ARE THE STEPS IN THE NDIS PROCESS?**

Navigating the NDIS can sometimes feel a bit overwhelming. To help you prepare and get the most out of your plan, we've created a simple step-by-step guide, AN NDIS GUIDE FOR PARENTS IN SIX STEPS. From Step 1 (Prepare) to Step 6 (Annual review), this guide will give you handy tips & tricks for each step.

## **WHAT IS AN NDIS PLAN?**

Your NDIS plan is a document all about you and your life goals. It's based on the details you provide in your initial planning meeting with your Local Area Coordinator (LAC). Your plan contains a breakdown of the different supports required to help you achieve your goals, along with how much funding has been allocated to each category.

Lakeside Rooms is the first multidisciplinary group private practice for mental health professionals on the Gold Coast; offering services to patients from psychologists and psychiatrists.

Find out more at [www.lakesiderooms.com.au](http://www.lakesiderooms.com.au) or call us on 07 5562 0466

## **WHAT'S COVERED BY THE NDIS?**

The NDIS covers the cost of supports across a wide range of areas, from education, employment and community participation through to living arrangements, independence, health and wellbeing. What's covered in your plan will really depend on your individual situation and life goals. The NDIS uses the "reasonable and necessary" framework to determine what support you can be funded for. The NDIS can also fund Plan Management and Support Coordination. Check out UNDERSTANDING WHAT'S REASONABLE AND NECESSARY.

## **HOW DO I PREPARE MYSELF FOR THE NDIS?**

In our AN NDIS GUIDE FOR PARENTS IN SIX STEPS we give a couple of good tips on how to prepare, such as: Learn the basics about what it can fund and how it works. Start your planning early and don't wait until your first meeting to think about what you want. And of course, ask for help from our friendly Lakeside Rooms team at any time.

## **HOW MUCH DOES PLAN MANAGEMENT AND SUPPORT COORDINATION COST?**

If Plan Management and/or Support Coordination is part of your plan, then the cost of those services is covered by the NDIS. Plan Management is available to all participants - you just have to ask for it! However, not everyone is eligible for Support Coordination. If you're not sure if you qualify, contact us for a chat.

## **WHAT ARE THE BENEFITS OF PLAN MANAGEMENT?**

Lakeside Rooms deal with all the tricky paperwork and administrative tasks related to your plan - like keeping track of your spending, maintaining accurate financial records, handling claims with the NDIS and making sure your providers get paid, tracking your spending and keeping a note of all your paperwork. They can even help you with a list of service providers in your area. That means you can focus on the more important stuff, like realising the goals in your plan.

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## **WHAT ARE THE BENEFITS OF SUPPORT COORDINATION?**

Coordinating your supports can be complicated and time-consuming. Support Coordinators make this process easier by helping you to choose service providers, regularly review your supports and action your plan. It's especially useful if you need to engage lots of different service providers. Check out if you're eligible in [WHEN ARE YOU ELIGIBLE FOR SUPPORT COORDINATION](#).

## **CAN I MAKE CHANGES TO MY NDIS PLAN?**

If you want to later change something in your plan, you can always ask for a review of your plan. Make sure you explain as clearly as possible how and why you need to make the adjustments (for example, if your personal circumstances have changed).

## **HOW DO I KNOW HOW IF I STILL HAVE ENOUGH MONEY IN MY NDIS BUDGET?**

You will receive a monthly statement and we are also only a phone call away if you want to check something.

## **HOW DO I SIGN UP FOR LAKESIDE ROOMS PLAN MANAGEMENT/SUPPORT COORDINATION?**

Signing up with us is really easy. To get everything started, send us an email or give us a call. We will ask you to complete and sign our Lakeside Rooms Service Agreement and send us a copy of your plan.

## **HOW DO I FIND SERVICE PROVIDERS?**

We have a large database of providers to choose from - and if you appoint us as your Support Coordinator we can even help by making some suggestions based on your needs and your goals. And because we're independent and not a service provider ourselves, we'll only suggest options that we think are right for you. You can also find service providers in your local area by contacting your local NDIS office, calling the

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helpline on 1800 800 110 or checking the list of registered service providers in your area at [www.ndis.gov.au](http://www.ndis.gov.au).

## **WHAT IS THE DIFFERENCE BETWEEN UNREGISTERED AND REGISTERED PROVIDERS?**

The NDIS asks service providers to register with them. However, not all providers choose to register. The main difference between unregistered and registered providers is that only registered providers can claim their invoices with the NDIS directly. Using a Plan Manager allows you to access an unregistered provider easily.

### **More information**

Contact our friendly team on **07 55620466** or [leave your details here](#). We're happy to discuss what we can do for you.

### **Disclaimer:**

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