

GPO Box 700
CANBERRA ACT 2601



Delivered by the
National Disability
Insurance Agency

GPO Box 700
CANBERRA ACT 2601
1800 800 110
[ndis.gov.au](https://www.ndis.gov.au)

Maree Isabel Twomey
2 LINDSAY PL
RICHMOND NSW 2753

06/11/2024

Your Plan has been approved

Participant NDIS number: 430231621

Dear Maree,

Thank you for working with us and providing information for your NDIS plan.

Your plan starts on **06/11/2024** and ends on **05/11/2025**.

This is a 12 month plan.

The funding period for this plan is 12 months.

Your total budget amount is **\$164,215.4**.

If you'd like more details about the supports that make up your total budget amount, we can send this to you. Please contact us in any of the ways listed under the **We're here to help** section of this letter.

A copy of your plan in Printed Text is attached.

We haven't included some supports you asked for in your plan. There is an explanation of why we didn't fund these supports attached to this letter.

How you will manage the budget in your plan

This list shows how the support categories in your plan are managed.

- Choice and Control – Plan managed. A registered plan manager will help you to manage this funding
- Improved Daily Living Skills – Plan managed. A registered plan manager will help you to manage this funding
- Recurring Transport – Self-managed
- Support Coordination and Psychosocial Recovery Coaches – Plan managed. A registered plan manager will help you to manage this funding
- Assistance with Daily Life – Plan managed. A registered plan manager will help you to manage this funding
- Assistance with Social, Economic and Community Participation – Plan managed. A registered plan manager will help you to manage this funding
- Consumables – Plan managed. A registered plan manager will help you to manage this funding
- Transport – Plan managed. A registered plan manager will help you to manage this funding
- Assistive Technology Maintenance, Repair and Rental – Plan managed. A registered plan manager will help you to manage this funding

Using your plan

You can start using your plan straight away.

If you have decided to have a plan implementation meeting, your My NDIS contact will contact you in the next 28 days to make a time to meet. You can talk about using your plan at this meeting.

There is information about using your plan in the **Welcome to your plan** section of your plan which includes information like:

- the different ways you can manage the budget in your plan
- who can help you use your plan
- a description of key terms for the NDIS, if it's your first plan.

You can also get more information about using your plan on the NDIS website.

Under the law, there are supports the NDIS can and cannot fund. We call the supports we do fund 'NDIS Supports'. You can only spend your budget on NDIS supports as they are described in your plan. To get more information on the list of NDIS Supports, visit the NDIS website (www.ndis.gov.au). Search for and select **Would we fund it**, select the **Would we fund it guide**, then select **What does NDIS fund?**

If you don't agree with your plan

Information about how to request a review is at the end of this letter. You can use your plan while it's under a review.

If you have any questions about this letter, please contact us in any of the ways listed under the **We're here to help** section of this letter.

Yours sincerely,

Tania C

Delegate of the CEO

TAS SERVICE DELIVERY BRANCH

National Disability Insurance Agency

My Branch Manager:

Ian WATSON

How to request a review of this decision

If you disagree with this decision, you can request an internal review of a decision within three months of receiving notice of this decision.

When asking for an internal review you should explain why you think the decision made is incorrect. The staff member who completes the internal review will be someone different to the original decision maker and will not have been involved in the earlier decision. They may want to talk to you as part of this process.

If you would like to request an internal review of a decision, you can either:

- Send a letter to:

National Disability Insurance Agency

GPO Box 700

Canberra ACT 2601

- Visit an NDIS office
- Call **1800 800 110**
- Send an email to enquiries@ndis.gov.au

If you request an internal review and are not happy with the decision the Agency makes at that time, you can apply for an external review by the Administrative Reviews Tribunal (ART).

The NDIS website ([ndis.gov.au](https://www.ndis.gov.au)) provides more information about review of decisions. Search for [Our Guidelines](#) and select the link to *Reviewing our Decisions* to read more.

Has your situation changed?

If so, this may change your NDIS plan or supports. It is important that you contact us about any change in your circumstances.

A change could include:

- compensation you are applying for or have received

- significant changes to your disability support needs
- starting school
- changes to your home and living situation
- looking for work
- no longer wanting to be a part of the NDIS.

We're here to help:

Online

- NDIS website [ndis.gov.au](https://www.ndis.gov.au)
- Internet Relay Users www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service
- NDIS mailbox enquiries@ndis.gov.au

Phone

- NDIS National Contact Centre **1800 800 110**
- TTY Users **1800 555 677**
- Speak and Listen Users **1800 555 727**
- If you need help with English **131 450**

In Person

- You can find your closest **local area coordinator, early childhood partner** or **NDIS office** on our website. Go to [ndis.gov.au](https://www.ndis.gov.au), select *Contact*, then under *Offices and contacts in your area* you can search your area.

Supports we haven't funded

Therapy supports from Improved daily living skills has not been included in your plan. This is because:

- we weren't able to include the full amount of the support you asked for. We have included less than you asked for in your plan. The information you gave us does not show the level of support you requested meets the NDIS funding criteria of likely being effective and beneficial for you. I looked at best practice and the information you gave us to make this decision.



Your NDIS plan.

Your plan includes:

1. Your My NDIS contact, plan start and reassessment dates
2. Your NDIS funded supports
3. Information about you
4. Your goals
5. Your supports (community, informal, mainstream)
6. What to do if something changes
7. Welcome to your NDIS plan

Maree Isabel Twomey

NDIS Plan

Your plan has personal information about you.

You can share it with anyone you choose, including your providers.

You can also choose not to share your information.

NDIS Number

Participant NDIS number: 430231621

How you like to be contacted

Telephone

My NDIS Contact

Michelle L

Phone: 1800 800 110

Email: enquiries@ndis.gov.au

NDIS plan start date

06/11/2024

NDIS plan reassessment date

05/11/2025

We will check-in with you before your plan reassessment date.



Your NDIS funded supports

Total funded supports

\$164,215.4

For 06/11/2024 to 05/11/2025

Your NDIS plan includes:

- Core supports
- Capacity building supports
- Capital supports
- Recurring supports

Core supports

Core supports help with your everyday activities, like help to take part in activities in the community.

Usually, Core supports are **flexible**. If your Core supports are flexible, you will have lots of choice over the Core supports you buy under your plan.

Sometimes your Core supports will be **stated** in the plan. If your Core supports are stated, you can only use the funding to buy the approved supports in the Core supports budget. It cannot be used to pay for anything else.

Total Core supports funding: \$140,273.28

Assistance with Daily Life: \$38,523.24

Supports to assist or supervise you with your personal tasks during day-to-day life that enable you to live as independently as possible. These supports can be provided individually in a range of environments, including your own home.

Support with daily activities, personal tasks, and self-care.

Support to maintain the home to a good standard, including help with house or yard maintenance.

Support to maintain the home to a good standard, including help with house cleaning and other household activities.

This is a Flexible support

This funding is plan managed. A registered plan manager will help you to manage this funding.

Assistance with Social, Economic and Community Participation:

\$99,353.88

Supports that assist with or supervising you to engage in community, social, recreational, or economic activities. These supports can be provided in a range of environments, such as in the community or a centre.

Support to help join in community, social and civic activities.

This is a Flexible support

This funding is plan managed. A registered plan manager will help you to manage this funding.

Consumables: \$2,396.16

Supports to assist with purchasing everyday use items. For example, Continence and Home Enteral Nutrition (HEN) products are included in this category.

Support for continence related equipment.

Low cost assistive technology, and minor repairs to assistive technology.

This is a Flexible support

This funding is plan managed. A registered plan manager will help you to manage this funding.

Transport: \$0

Supports to allow you to pay a provider to transport you to an activity that is not itself a support – or to a support that is delivered by another provider. This enables you to travel to and from appointments or your place of work.

This is a Flexible support

This funding is plan managed. A registered plan manager will help you to manage this funding.

Capacity Building supports

Capacity Building supports help you build your skills and increase your independence.

We will talk with you about your progress and outcomes from these supports at your plan reassessment. Your Capacity Building supports budget is **stated**. This means you can only use this funding to buy the supports described in the Capacity Building budget. It cannot be used to pay for anything else.

Total Capacity Building supports funding: \$21,058.08

Choice and Control: \$1,485.72

Supports to help you manage your plan funding and pay for services using a registered plan manager.

Support to set-up, develop, and process monthly statements (administrative functions only).

This is a Stated support

This funding is plan managed. A registered plan manager will help you to manage this funding.

Improved Daily Living Skills: \$15,566.76

Assessment, training or therapy (including Early Childhood Intervention) to help build your skills, independence and community participation. These services can be delivered in groups or individually.

Support for an occupational therapist to assess and provide strategies to increase gross and fine motor skills. Your occupational therapist will need to provide the NDIS with a progress report 6 weeks before the next plan reassessment.

Support for a psychologist to assess and provide strategies to increase emotional regulation skills. Your psychologist will need to provide the NDIS with a progress report 6 weeks before the next plan reassessment.

Disability-related health supports from a clinical nurse consultant to complete a continence assessment.

This is a Stated support

This funding is plan managed. A registered plan manager will help you to manage this funding.

Support Coordination and Psychosocial Recovery Coaches: \$4,005.6

Supports to help you understand your plan, connect to NDIS supports and mainstream services. Psychosocial recovery coach support is tailored to people with psychosocial disability, with a focus on coaching and collaborating with other services.

Support Coordination to support connection, engagement and coordination with chosen service providers.

This is a Stated support

This funding is plan managed. A registered plan manager will help you to manage this funding.

Capital supports

Capital supports include high-cost assistive technology, equipment, home or vehicle modifications, or Specialist Disability Accommodation.

Your Capital supports funding is **stated**. This means you can only use this funding to buy the supports described in the Capital supports budget. It cannot be used to pay for anything else.

Total Capital supports funding: \$1,100.04

Assistive Technology Maintenance, Repair and Rental: \$1,100.04

Supports to repair and maintain Assistive technology. This also includes short-term rental and trial of your Assistive technology supports.

Maintenance and repair(s) of mobility scooter and accessible shower set. For repairs over \$1,500, a quote needs to be submitted to the NDIA.

This is a Stated support

This funding is plan managed. A registered plan manager will help you to manage this funding.

Recurring supports

This is funding the NDIS pays you that you don't need to claim for.

Your recurring supports funding will be paid regularly to your nominated bank account. The amount shown below is not included anywhere else in your NDIS funded supports.

Total Recurring support funding: \$1,784

Recurring Transport: \$1,784

These supports are paid by us on a regular basis to your nominated bank account and includes mainly transport supports.

Support to access community activities. This will be paid regularly to your nominated bank account.

This is a Stated support

This funding is self-managed



Maree Isabel Twomey

Information about you

Your strengths

I like to stay positive, and I don't give up, I face my challenges. I like to look out for people and care for people. I am kind and compassionate.

Your living arrangements, relationships and supports

I live in my own home by myself with my cats Kannon, Dribbles, Maggi and Biscuit. I have very good family friends, Danni and Trevor but they have now moved to Melbourne. I also have a brother called Peter that lives in the Mornington Peninsula. We talk occasionally. I have another friend Peter, who I spend time with on the weekends and provides support. We share meals and enjoy trips to Bunnings, Ikea and Kmart to decorate and improve my home.

Your daily life

I wake up in the morning and can have difficulty getting up depending on how my mood is. If I have one of my supports coming over I try and get ready and have a shower while they are with me as I am at risk of falls. I can cook meals with support and I enjoy cooking. I really like to cook for other people and my friends like to eat it. I like watching TV, my favourite shows are The Chase, Criminal Minds and watching movies on Netflix.

Notes

This is where you can add notes you'd like to talk about with your My NDIS Contact.

Your goals

Your goals are set by you and written in your own words. They help the people supporting you to know what you want to work towards and the things that are important to you. Your goals can be big or small, short term or long term, broad or specific. They can be about anything you want to work towards. You can change or update your goals at any time.

Your goal: I would like to improve my mental and physical health and have access to assistive technology and modifications to be able to participate in daily activities and access the community confidently and safely.

How will you work towards this goal?

I will access a physiotherapist in order to be able to access the community and maintain my independence.

I will have assessments for a mobility scooter, home modifications and other assistive technology to improve my daily life.

Your goal: I would like support to go on holidays and access the community to increase my social and community participation and my sense of wellbeing.

How will you work towards this goal?

I will continue to access the community with both informal support and support workers. I will improve my confidence which will help my anxiety and fear of crowds when accessing the community.

I will increase my social and community participation and make meaningful friendships.

I will go on holidays and explore new places and activities.

Your goal: I would like to improve my mental health and wellbeing, whilst managing my fear, anxiety and depression to increase participation in all areas of my life.

How will you work towards this goal?

I will be able to attend therapeutic and mainstream supports to help maintain and increase my physical and mental health and wellbeing.

Your goal: I would like to remain independent, living in my own home with supports to increase my ability to maintain my house and yard and increase my daily living skills.

How will you work towards this goal?

I will continue to live in my home with supports to help with the domestic tasks around the home. I will build my living skills to be able to complete these domestic tasks as independently as possible.

Your goal: I would like to continue my writing and increase my skills.

How will you work towards this goal?

To continue working on my writing and have a book published in the future.

Your supports

Your current informal, community and mainstream supports

Description of support: I attend to Dr Morris - GP (Sth Windsor) for medical treatment when required.

Who provides this support?

Dr Morris - GP (Sth Windsor).

How often do you receive this support?

Regularly (3-5 times per year)

Support type

Mainstream

Description of support: I attend to Dr Ruby Thavakulasingam Psychiatrist for follow ups and prescriptions for medication.

Who provides this support?

Dr Ruby Thavakulasingam Psychiatrist.

How often do you receive this support?

Rarely (1-2 times per year)

Support type

Mainstream

Description of support: I attend to Dr Wong Sam - Diabetes Specialist for Diabetic support.

Who provides this support?

Dr Wong Sam - Diabetes Specialist for Diabetic support.

How often do you receive this support?

Regularly (3-5 times per year)

Support type

Mainstream

Description of support: I am supported by my friend Peter Egan weekly, Peter provides friendship and support with some daily activities and community access.

Who provides this support?

Peter Egan

How often do you receive this support?

Weekly

Support type

Informal

New informal, community and mainstream supports you want to find

Description of support: LAC provided the following information to connect with new services -

The Disability Gateway is available at www.disabilitygateway.gov.au and the dedicated Disability Gateway phone line is 1800 643 787

The Disability Gateway includes a website, a dedicated 1800-phone number and social media channels, to assist people with disability, their families and carers, to find and access trusted information and services.

How will I find this support?

My family or friends will help me

What further information do I need to know?

Support type

Mainstream

What to do if something changes

Has your situation changed?

If so, this may change your NDIS plan or supports. It is important that you contact us about any change in your circumstances.

A change could include:

- compensation you are applying for or have received
- significant changes to your disability support needs
- starting school
- changes to your home and living situation
- looking for work
- no longer wanting to be a part of the NDIS.

We're here to help:

Online

- NDIS website [ndis.gov.au](https://www.ndis.gov.au)
- Internet Relay Users www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service
- NDIS mailbox enquiries@ndis.gov.au

Phone

- NDIS National Contact Centre **1800 800 110**
- TTY Users **1800 555 677**
- Speak and Listen Users **1800 555 727**
- If you need help with English **131 450**

In Person

- You can find your closest **local area coordinator, early childhood partner** or **NDIS office** on our website. Go to [ndis.gov.au](https://www.ndis.gov.au), select *Contact*, then under *Offices and contacts in your area* you can search your area.

Welcome to your NDIS plan

We have included information in this pack to help you start to use your plan.

Who can help you start your plan?

You can start using your plan straight away. Your Local Area Coordinator (LAC) will help you start using the supports in your NDIS plan.

They can help you:

- understand your plan and what supports you can buy with your NDIS funding
- learn what is the responsibility of other services, such as the health or education systems
- connect with community and other government services
- find providers who meet your needs and will help you work towards your goals
- put service agreements in place with your providers
- as a point of contact if you have questions, concerns, or something in your life changes.

You choose who you share the details of your plan with. You can share your plan with family, providers or other people like your doctor. You can share some parts of your plan, all of your plan or you can choose not to share it at all.

You can learn more about your plan by visiting the NDIS website ([ndis.gov.au](https://www.ndis.gov.au)), search for **Our Guidelines**, and select **Your Plan**. This will help you understand your NDIS plan and how to use funding, arrange supports and services and work towards your goals. You can also ask your My NDIS Contact any questions about your plan.

Managing my NDIS funding

Self-managed

Your plan has self-managed funded supports. This means you or your nominee will manage your NDIS funds. This offers you the most flexibility and choice. We will pay you so you can pay your providers directly.

You or your nominee will be responsible for:

- choosing your providers
- making service agreements with your providers
- buying your supports and services
- keeping records of your spending to show its being used as described in your NDIS plan
- telling us if your situation changes and you can't meet your responsibilities to self-manage the supports in your plan.

To learn more, search for and select **Self-management** on the NDIS website.

Registered plan manager

Your plan has plan-managed funded supports. This means a registered plan manager will assist you to manage your NDIS funds. There is funding in your plan to pay for a registered plan manager. They will pay your providers for you.

To learn more, search for and select **Plan management** on the NDIS website.

Using your plan to buy supports

Your funding for your supports is based on what is reasonable and necessary for your needs. This is in addition to the support provided by family, friends and the community and government services that you need to live your life.

You choose the providers you want to work with. It's important to find the right providers to meet your disability needs and help you pursue your goals. To learn more, search for **Providers** and select **Working with providers** on the NDIS website.

You need to spend your funding on the supports as described in your plan. You must only use your funding on supports and services that are related to your disability.

There are some things you can't spend your funding on, including supports that:

- Are illegal, for example, buying illegal drugs or guns.
- Relate to your day-to-day living costs, for example, to pay your rent, utilities, or for fuel and groceries.
- Relate to holiday travel expenses, such as flights, car hire, accommodation, or cruises.
- Are to pay for loans, including mortgage repayments or novated car leases.
- Are likely to cause harm or pose a risk.

To learn more, search **Our Guidelines** and select **Reasonable and necessary supports** on the NDIS website.

Support claim types

Standard claimable supports

Supports are classified as standard claimable supports, unless they're listed as being in-kind, recurring, or direct commissioning.

In-kind supports

Where a support is listed as 'in-kind' in your plan, you must continue with your existing provider as they've been pre-paid to deliver this service. If you have a concern about using your in-kind provider you can talk to your My NDIS Contact.

Recurring Supports

Where a support is listed as 'recurring' in your plan, it will be paid regularly to your nominated bank account.

Direct Commissioning supports

Where a support is listed as 'direct commissioning' in your plan, it means a provider has been contracted to deliver this support. This might be just for you or you and a group of participants.

Protect your Plan

What is Fraud?

We know most people are honest and do the right thing. Sometimes people choose to do the wrong thing with NDIS funds. This is called fraud.

Fraud is a crime. Fraud happens when someone is dishonest on purpose to benefit themselves or others. The NDIA and the Government have no tolerance for fraud against the NDIS and its participants. There are a number of ways a person may commit fraud against the NDIA.

These might include:

- dishonestly obtaining and using NDIA information or restricted data
- providing false or misleading information
- using fake documents or invoices
- claiming for services or products not provided
- misusing NDIS funds.

Ways to protect your plan

It's important to know how you can protect your plan against fraud.

There are different things you can do to protect your plan, these include:

- asking your plan manager or provider questions about the support they're providing
- checking the supports they're providing are affordable and are in line with your plan
- not discussing your plan or personal information with someone you don't know
- keeping accurate and complete records of the supports you pay for with your NDIS funds
- understanding who you have given consent to and what they can do on your behalf.

You can talk to your my NDIS contact for advice and support on protecting your plan against fraud.

We understand that mistakes can happen. If you make a genuine mistake, we are here to help you fix it.

For help to fix a mistake, you can:

- speak to your my NDIS contact
- call our National Contact Centre on 1800 800 110.

Providers who need help to fix an error or mistake can:

- call our National Contact Centre on 1800 800 110
- email provider.support@ndis.gov.au

What to look out for

People might commit fraud in different ways. The things they might do include:

- ask to look at your NDIS plan, if you don't know them or have not provided consent to share your plan with them
- pretend to work for the NDIA
- ask for details about your plan or some of your personal information
- claim or offer services or products that are not in line with, or are not included in your plan.

How to report fraud

If you think someone is doing the wrong thing with NDIS funds, you can report it by:

- calling the NDIS Fraud Reporting and Scams Helpline on 1800 650 717
- filling in our online tip-off form available at www.ndis.gov.au/reportfraud
- calling the NDIS Commission on 1800 035 544 or by completing a complaint contact form on the NDIS Commission website.

Find out more about reporting suspected fraud or non-compliance by searching **Report suspicious behaviour** on the NDIS website.