

Your NDIS Journey with Multicap



Here's how we can work with you



Your National Disability Insurance Scheme (NDIS) Journey with Multicap

The National Disability Insurance Agency (NDIA) administers the NDIS, designed to improve your choice and control.

It is important for you to know that you are not alone – a large number of people are going through this transition with you, including service providers. If you have questions at any stage in the process, please contact us - Multicap is with you every step of the way.



Step 1. You

Are you eligible to receive funding under the NDIS?

Please refer to our NDIS factsheet if you are unsure. Once your access to the NDIS is confirmed, you and/or your support networks will be contacted by the NDIA to organise a planning meeting. If you have any questions at any stage in the process, please contact us – we are here to help.



Step 2. Pre-planning

Think about your goals and what you need to achieve them.

Pre-planning is your chance to receive the supports you are looking for. This requires you to think about the supports you currently receive and the supports you need to achieve your goals.

Multicap can help you with this. We have created the 'My Pre-Planning Workbook,' designed to help you outline the supports you require for your Planning Meeting with the NDIA. We can provide you support in both the lead up to and during your meeting. If you want more information on how we can help, please attend one of our free Customer Information Sessions. At these sessions, you will receive the 'My Pre-Planning Workbook' along with other important documents. To see the dates, click here.

Alternatively, please contact our Customer Support Team on 1300 135 886 or email customerenquiry@multicap.org.au.

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Step 3. First NDIS Planning Meeting

The big day is here!

You and/or your support networks will be meeting with the NDIA, either in person or over the phone. If you cannot make the planning meeting, don't stress! You can speak with the NDIA to make other arrangements.

Multicap can provide support to you during your meeting. We are here with you, every step of the way.

Once your meeting is complete, you'll be notified by the NDIA when your plan has been approved.



Step 4. Receive services

You will start receiving your chosen supports and services.

Once you have completed your first NDIS planning meeting, you will need to choose your service provider/s. Once you have chosen your provider/s, and signed your schedule of support, you will begin to receive services to help you achieve your goals with Multicap.



Step 5. Review Planning Meeting with NDIA

Your plan will be reviewed at least every 12 months.

This is your chance to make any changes you would like in your plan. If there are any major changes in your circumstances, please talk to Multicap before this review date so we can assist you in talking with the NDIA about reviewing your plan.

Continuing Services

- Your old funding will cease when your NDIS plan is approved.
- Most people need time to process and think about their plans once they have received them. In our experience, this can take up to three months.
- We are committed to supporting you through the transition. To enable Multicap to continue to provide you with your current services, you will need to sign and return your interim schedule of supports.

If you would like more information, please contact our Customer Support Team on 1300 135 886 or email us at customerenquiry@multicap.org.au



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