

**Easy
Read**



Participant handbook

**NDIS and
plan management supports**



About this book



This book is from **nib Thrive**.

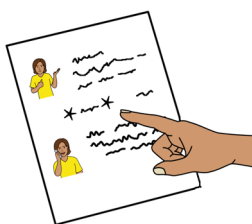
We help people manage their NDIS plans.



This book is written in a way that is easy to understand.



You can read more information about this topic on our [website](http://nib.com.au/thrive)
nib.com.au/thrive



We add a star before and after ***hard words***.
Then we explain what the words mean.



You can ask someone to help you read and understand this book.



Contact information is at the end of this book.

About NDIS and *plan management* supports



Plan management is a type of disability service paid for through the NDIS.



Plan management helps people with an NDIS plan manage the money in their plan.



Plan management supports can include

- help to manage the plan ***budget***
 - budget means how much money you have in your plan



- help to pay providers for services



- advice about how to use NDIS plan money the best way.

Your *rights*



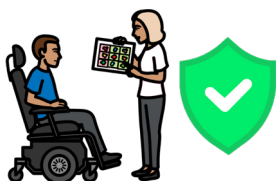
Rights are

- what you are allowed to do or have
- what you can expect from other people.



You have the right to

- be treated well



- get supports that are safe



- make choices

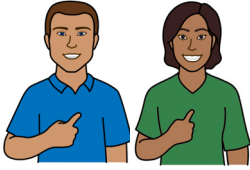


- tell someone if you are not happy with the service you get



- get supports you need
 - for example, an interpreter or someone who can help you tell us what you want.

Your *responsibilities*



Responsibilities are what you should do for us.



You have a responsibility to

- tell us if your plan or personal details change



- treat us with respect

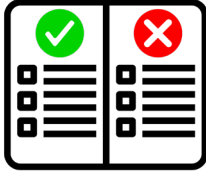


- tell us if there are problems with your supports or payments.



You must say **yes** to us making payments for you as part of your plan management.

Our *code of conduct*



Code of conduct means the rules our staff must follow.

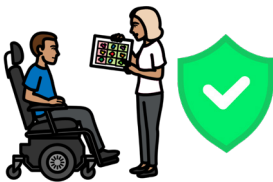


Our staff will

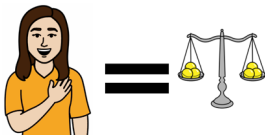
- respect people and their privacy



- follow laws and rules



- provide safe supports and services



- be honest and fair



- report problems straight away.

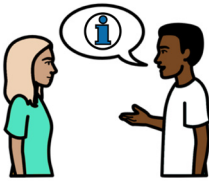
Your privacy



We follow privacy laws.



We keep your personal information safe.



Sometimes we must share some of your personal information.



For example, when we work with the government or other service providers.



Read about how we use your information in our privacy policy on our [website](http://nib.com.au/docs/thrive-privacy-policy)
nib.com.au/docs/thrive-privacy-policy



You can ask us to send you the privacy policy.



Email enquiries@nibthrive.com.au



Call 1800 999 333

Feedback* and *complaints



Feedback means you tell us what is good or bad about our services.



Complaints mean you tell us you are not happy with something we have done.



Your feedback and complaints help make our service better for you and for other people.



We will deal with complaints quickly and fairly.



The information you tell us in the complaint will stay private.



How to make a complaint

You can make a complaint in different ways.



Call us 1800 999 333



Email us enquiries@nibthrive.com.au



Write to us nib Thrive
Locked Bag 2010
Newcastle NSW 2300



You do not have to tell us your name when you make a complaint.



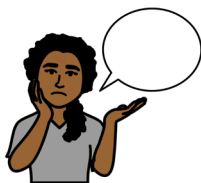
A ***disability advocate*** can help you make a complaint.



Disability advocates

- protect the rights of people with disability
- support and speak up for people with disability.





You can tell someone else about your complaint if you do not want to tell us.



National Disability Insurance Agency



Call 1800 800 110



Website [Online feedback form](#)

ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form



NDIS Quality and Safeguards Commission

NDIS Quality and Safeguards Commission



Call 1800 035 544



Website [Online feedback form](#)

ndiscommission.gov.au/contact-us/makeacomplaint



Commonwealth Ombudsman



Call 1300 362 072



Website [Ombudsman website](http://ombudsman.gov.au)
ombudsman.gov.au



Australian Human Rights Commissioner



Call 1300 369 711



Website [Make a complaint webpage](http://humanrights.gov.au/complaints/make-complaint)
humanrights.gov.au/complaints/
make-complaint



These services are free and private.

How we manage *incidents*



Incidents means problems that can affect the safety of people.



We want to know about all problems that happen.



We use information about problems to

- improve the way we work
- make sure everyone is safe.



Our reporting process follows the NDIS rules.



We manage all problems quickly and fairly.

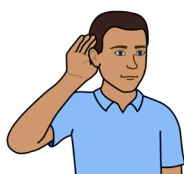
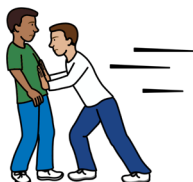


We report problems that happen when we give plan management services.



We report problems to the NDIS Commission.
For example

- the death or serious injury of a person with disability
- abuse or neglect of a person with disability.



We listen to the NDIS Commission about ways to do things better if a problem has happened.

How we manage ***risks***



Risks are things that can happen that might cause harm to someone or put them in danger.



We give training and resources to all staff so they know how to stop risks.



We have plans to make sure there is always someone there to support you.



How to join nib Thrive

There are many ways you can join nib Thrive to use our plan management services.



Call our team between 9 am to 5 pm from Monday to Friday.



Call 1800 999 333



Use the online form to sign up for our services.



Website [Online form to join](https://nib.com.au/thrive/join/participant)
nib.com.au/thrive/join/participant



You will need your NDIS number and other personal information for the online form.



Email us to ask for more information.



Email enquiries@nibthrive.com.au



You can choose us as your plan manager through your Local Area Coordinator or support coordinator.



We will contact you to talk about

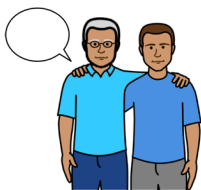
- how you want to hear from us
 - for example, phone, email or in person



- if you would like someone to support you at the meeting

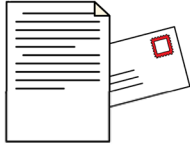


- the best time to meet



- other people who can help you, like an ***advocate*** or guardian.

An advocate can help you tell us what you want.

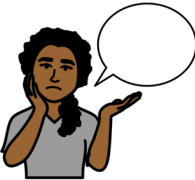


We will send you a welcome pack.



The welcome pack will have information about

- your NDIS plan
- your supports
- how to tell us feedback or complaints
- your rights and responsibilities
- our responsibilities
- people who can help you
- how you can change or end the ***service agreement***.



The service agreement has information about how we will work together.

Your first meeting



Your first meeting helps us understand your needs and goals.



At the meeting we will ask for

- your signed service agreement



- a copy of your NDIS plan.



In your meeting we will talk about

- your service agreement



- people who can help you and what they can and cannot do for you



- your goals and how we can help you achieve them.



In your meeting we will also talk about

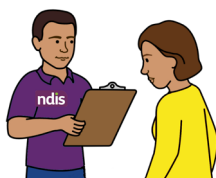
- payment approvals



- agreements with your providers



- how you want to use your plan money



- meetings with your plan manager



- how you want us to contact you
 - for example, phone, email or in person.

Plan management



We support NDIS participants who have plan management ***funding*** in their plan.



Funding means money to spend on things in your plan.



We manage your funding and budget.



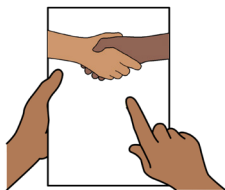
We can claim the payment for your supports through the NDIS portal.



We help you pay service providers who give you supports.



We will make sure invoices are paid for the right supports in your NDIS plan.



Your provider must send us a copy of your
provider service agreement.



A provider service agreement says what you
and the provider agree to do together.



We will talk to you about funding and provider
payments in your meetings with us.

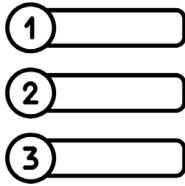


You can choose to change your provider.



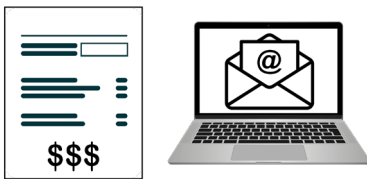
Let us know if you change your provider.

Plan payments



There are 3 steps to plan payments.

Step 1. Submit the invoice



You or your provider can email the invoice to us.

Email claims@nibthrive.com.au



You can submit an invoice online through the
***nib Thrive Portal*.**



The portal helps you see all of the details of
your plan management with us.

Step 2. Approve the invoice



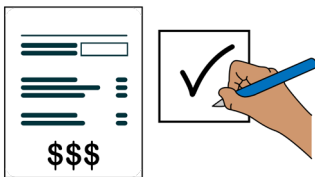
You can give ***automatic approval*** to pay the invoice.



Automatic approval means you tell us to always pay your invoices.



You can stop automatic approval at any time.

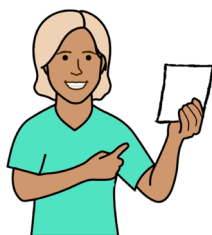


You can give ***manual approval***.

Manual approval means you approve every invoice before we make a payment.

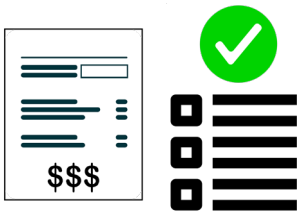


We will email you each time we get an invoice for a support you used.



You need to check the invoice and tell us if we can make the payment.

Step 3. Paying the invoice



We will pay an invoice when

- the invoice has all the right details
and meets your plan rules



- you have approved the payment.



If you have given automatic approval we
pay the invoice straight away.



If you have chosen manual approval you
must tell us the invoice is approved for payment
within 3 days.



If we do not hear from you within 3 days,
we pay the invoice.



You will get a report every month about

- invoices we have paid



- how much NDIS funding you have left.



You will have a Plan Manager and a team to support you.



You can talk to your Plan Manager at any time.



You will have a meeting with your Plan Manager every 6 months.

What happens if there is a problem?

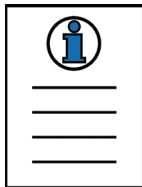


We review claims from providers to make sure

- supports are given to the right participant



- they have charged the right amount



- information they give us is correct.



We must tell the NDIA if there is a problem.

How you can end your agreement



You can decide to end your agreement with us.



More information about how to stop your plan management is in your service agreement.



More information

For more information contact nib Thrive.



Call 1800 999 333



Email enquiries@nibthrive.com.au



Website [nib Thrive](http://nib.com.au/thrive)
nib.com.au/thrive

Support to contact us

Help to speak and listen



If you need help to speak or listen, the National Relay Service can help you make a call.



Call 1800 555 660



Website [NRS Helpdesk](https://accesshub.gov.au/about-the-nrs/nrs-helpdesk)
accesshub.gov.au/about-the-nrs/nrs-helpdesk

Help in your language



If you need help with other languages, contact the Translating and Interpreting Service.



Call 131 450



Website [TIS National](https://tisnational.gov.au)
tisnational.gov.au

Aboriginal interpreter



Contact your Local Area Coordinator, support coordinator or Remote Community Connector representative.

Advocate Services



Search for Disability Advocacy providers in your area.



Website [Ask Izzy website](https://askizzy.org.au/disability-advocacy-finder)

askizzy.org.au/disability-advocacy-finder



Write notes here

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