

# Mainstream and community supports

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**Quick summary:** there are many services outside the NDIS that all Australians can use, whether or not they have a disability. Mainstream supports are the supports you can get from other government funded services, like health, mental health and education. There are also many support services available through community organisations, like religious groups and supports from local councils. We call these community supports. Supports that should be funded by mainstream or community supports are not NDIS supports. We can only fund NDIS supports that are related to your disability.

Governments across Australia work together to make it clear what the NDIS and other government services can fund. This guideline explains how we work out what supports are NDIS supports, and what supports should be funded by another service.

## What's in this guideline?

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## What are mainstream and community supports?

Mainstream and community supports are the supports you get outside the NDIS. These are the supports available to everyone, whether or not they have a disability.

You can get mainstream supports from government-funded services. You can also get community supports from other services in your local community.

If you have a disability, these supports can help you become as independent as you can be and participate in your community. They can often help you in ways we can't. We know people with disability achieve the best outcomes when they can get the same supports and services as all Australians.

Government and community services must make sure all Australians, including people with disability, have access to their supports. The NDIS was created to work alongside government and community services, not replace them.

Governments across Australia work together to improve the NDIS and other government services. They help make it clear which areas of government are responsible for funding or providing different types of mainstream supports.

This guideline explains how we work out whether supports can be funded or provided by us or by another service. We work this out based on the laws for the NDIS, the government agreements made when the NDIS was created, and new government agreements in [Disability Reform Ministers Meetings](#).

This guideline also has examples of supports that other government services should provide and examples of supports we may fund.

When we make decisions, we consider the [principles we follow to create your plan](#). These principles explain how we make sure you get the reasonable and necessary supports you need.

The principles also help us make sure the NDIS is financially sustainable. This means we manage our funding so we can meet your disability needs now, as well as your needs and the needs of other people with disability in the future.

## What are mainstream supports?

There are many government supports that we all use in our everyday lives. We call these mainstream supports.

Sometimes they're essential supports like health care. Or they're supports that help us get the most out of life, so you can work and study.

You can get most of these supports through mainstream services. Mainstream services are other government services, and include things like:<sup>1</sup>

- health
- mental health and psychosocial disability
- early childhood development
- child protection and family support
- school education
- higher education and vocational education and training
- employment
- housing and community infrastructure
- transport
- justice
- aged care.

Everyone in the Australian community uses mainstream supports in some way. For example, all children are entitled to access schooling. Hospitals also have a responsibility to treat everyone.

Mainstream services may need to adjust their supports to make them suitable for people with disability. These are called reasonable adjustments. They include things like providing ramps for buildings.

## What are community supports?

Community supports are the supports you can get from community services. For example, you can get supports from community groups, non-government organisations, sporting clubs, local councils, church groups and charities.

Many community organisations offer a range of supports for children, teenagers, families and older people. This includes advice, information and practical help.

Community services may also need to provide reasonable adjustments to make their supports suitable for people with disability. They include things like providing additional help to people with disability so they can access the same activities as people without disability.

Your local area coordinator, early childhood partner or support coordinator can help you find out what community services are available in your local area. They can also help you connect to these services and explore ways to pursue your goals.

As well as your community, sometimes it's reasonable to expect your informal supports, like your friends and family, to provide the supports you need. Learn more about [informal supports](#).

## How do we work out who should fund or provide your supports?

Supports we fund must meet the [NDIS funding criteria](#).

One of these criteria is that the support must be an NDIS support.<sup>2</sup> This means they're supports we can fund, based on NDIS laws.

We can't fund supports that are appropriately funded or provided either:

- by other general systems of service delivery or support services, such as a workers compensation scheme
- under a universal service obligation that mainstream services must provide to all Australians, such as schools and public hospitals
- as a reasonable adjustment under discrimination law, such as making places or venues accessible for you.

We can't fund supports that mainstream and community services should provide, even if the other service system doesn't actually provide it. We can't make up for other organisations and services where it's their responsibility to fund or provide a service you need.

We also can't fund community supports if it's reasonable to expect the community to provide them.<sup>3</sup> For example, we usually can't include things like family support services in your plan. It's reasonable to expect community services, like local councils or community support groups, to provide family support services.

When we work out whether we can fund different supports, we must follow the NDIS laws. They set out the things we need to consider when we work out who should fund or provide different types of supports.<sup>4</sup>

We can fund supports that are NDIS supports.<sup>5</sup> See the [list of NDIS supports](#).

There are also some supports the laws say we can't fund.<sup>6</sup> See the [list of supports that are not NDIS supports](#).

We also follow agreements between state, territory and federal governments.<sup>7</sup> These include:

- the [Applied Principles and Tables of Services](#). This government agreement sets out the responsibilities of the NDIS and other services for different types of mainstream supports
- government agreements and new government policies agreed in [Disability Reform Ministers Meetings](#).

Remember, all supports we fund must meet all the [NDIS funding criteria](#) before we can include it in your plan.

## What NDIS supports will we include in your plan?

When we work with you to create your plan, we decide what supports meet the [NDIS funding criteria](#). If a support meets all the criteria, including that it's an NDIS support for you, we'll include it in your plan.

If you already have a plan, you may be able to use your funding for the NDIS supports you need.

This means you might not need a plan change to buy specific types of supports.

Learn more about [what supports you can buy with your NDIS funding](#).

## How can we help you get support from a mainstream or community service?

We'll help you link to mainstream and community services that can help you pursue your goals. This is often the best way to work towards your goals, as it helps you connect with and be part of your community. Your early childhood partner, local area coordinator or support coordinator can tell you about mainstream and community services that could help you build your independence and take part in your community.

They can also help you connect to these services and coordinate the supports you get from us and other services.<sup>8</sup>

Local area coordinators and early childhood partners also work with mainstream and community services to help them be more inclusive of people with disability. For example, they can help mainstream services better understand and meet the needs of people with disability.

To find out more, talk to your planner, early childhood partner, local area coordinator, support coordinator or [contact us](#) for advice.

## What if a support can be funded by both the NDIS and another service?

There are some supports that can be funded or provided by both us and other services. For example, some therapies may be available both under Medicare and under the NDIS for some participants.

When we work out who is more appropriate to fund or provide the support, we think about why you need the support.

For example, if you need physiotherapy to recover from surgery, this is probably a Medicare service.<sup>9</sup> We can't include physiotherapy in your plan for this reason.

But we may include physiotherapy in your plan if:

- you need it as a disability related therapy support to improve or maintain your functional capacity, and not for a health condition<sup>10</sup>
- it meets all the [NDIS funding criteria](#).

In rare situations, you may be eligible for the same support under both the NDIS and another service. If so, you'll need to remember:

- If you claim a support from another service, you can't use your NDIS funding to claim the same support as well. For example, you can't use your NDIS funding to cover gap payments for supports you get through Medicare or the private health system.
- It doesn't matter whether you use the support funded in your plan first, or the support from another service first.

## What if you don't agree with our decision?

If a support is not an NDIS support because it's appropriately funded or provided by a mainstream or community service, we can't include it in your plan.

There are lots of ways we might be able to help though, so talk to us if you're in this situation. We can help you at any time. For example, we can consider if a different support is more appropriate before we approve your plan.

If another government service should provide the support, we can help you connect with that service.

We'll give you written reasons why we made the decision. You can [contact us](#) if you'd like more detail about the reasons for our decision.

If you don't agree with a decision we make, you can ask for an internal review of our decision.<sup>11</sup>

You'll need to ask for an internal review within 3 months of getting your plan.<sup>12</sup>

Learn more about [reviewing our decisions](#).

## Who is responsible for the supports you need?

To learn about what supports mainstream services are responsible for and what NDIS supports we may be able to fund, click on the links in this list:

- [Health](#)
- [Mental health and psychosocial disability](#)
- [Hospital discharge](#)
- [Early childhood development](#)
- [Child protection and family support](#)
- [School education](#)
- [Higher education and vocational education and training](#)
- [Employment](#)
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### Health

Health is about how our body works and who helps us if we have injuries or illnesses.

The health system includes:

- government health departments
- hospitals and community health care centres
- doctors and health care professionals, such as general practitioners and paediatricians
- medicines and treatments, for example through Medicare.

We have separate information about [mental health and psychosocial disability](#) in the next section.

We also have a guideline on [disability-related health supports](#).

### What health supports are not NDIS supports?

- Treating and diagnosing health conditions, including ongoing or [chronic health conditions](#)<sup>13</sup>
- Early intervention and preventative health for health conditions<sup>14</sup> – help to stop you getting sick in the future, such as help for weight loss, or to reduce your smoking, drinking or drug use
- Diagnostic assessments and screening services<sup>15</sup>
- Services and therapies to help you pursue a goal or outcome over a set period of time, where the main purpose is treatment directly related to your health<sup>16</sup>
- Short-term services and therapies after a recent surgery or medical event, to help you pursue a goal or outcome over a set period of time and improve what you're able to do. For example, rehabilitation and follow-up care<sup>17</sup>
- Medicines and pharmaceuticals<sup>18</sup>
- Equipment or assistive products you need because of clinical care, treatment or management, not your disability<sup>19</sup>
- Surgical services or procedures related to aids and equipment<sup>20</sup>
- Acute, subacute, emergency and outpatient services<sup>21</sup> – hospital services for illness and injury, and follow-up care such as rehabilitation
- Prescription glasses or contact lenses<sup>22</sup>
- Medical services like general practitioners, medical specialist services, dental care and nursing<sup>23</sup>
- Ambulance and other health transport services<sup>24</sup>
- Hospital in the home services<sup>25</sup> – admitted acute care services provided in your home, similar to what you get in a hospital
- Sleep consultant services<sup>26</sup>
- Health retreats<sup>27</sup>
- Newborn follow-up, including child and maternal health services<sup>28</sup>
- Hearing services or supports provided by the [Hearing Services Program](#),<sup>29</sup> or surgery for your hearing<sup>30</sup>
- Sub-acute palliative care<sup>31</sup> – such as end of life care, either in your own home or in a hospital or clinical setting



- Allied health services, such as physiotherapy and optometry, to improve the health of all Australians<sup>32</sup>
- Care in public and private hospitals<sup>33</sup>
- Clinical or medical supports for young children, including acute care in a hospital setting, and outpatient and continuing care where the child doesn't stay in hospital<sup>34</sup>
- Other services that all Australians are entitled to that aim to improve your health status<sup>35</sup>

### **Examples of health supports that are not NDIS supports**

- Assessing, diagnosing, and treating illnesses and injuries, for example with therapy supports
- Assessing and diagnosing disabilities such as autism
- Screening and referral for developmental delay including developmental concerns
- Treatment for [chronic health conditions](#), such as cancer, kidney disease, lung disease, diabetes, obesity, and back pain – this can include allied health therapies such as physiotherapy
- [Discharge planning from hospital](#)
- Rehabilitation, restorative care and therapy after an injury, such as a spinal cord injury or a severe brain injury
- Geriatric care – medical care of older or elderly people
- Interim prosthetics – the first prosthetic or artificial limb you get after an amputation
- [Assistive technology](#) and equipment to treat a medical or health condition, both at home and in hospital
- General hearing, vision and podiatry services that aren't related to your disability, such as prescription glasses, or hearing aids for older Australians
- Case management or planning that's mainly related to your health supports
- Follow-up medical supports for young children in their home after a medical event or premature birth, such as nursing care and medical supplies

### **What are we responsible for?**

We're responsible for NDIS supports that help you go about your daily life and are related to your disability support needs, which you need on an ongoing or regular basis.<sup>36</sup>

This includes maintenance NDIS supports which are given or supervised by qualified healthcare staff. These are ongoing supports that help you keep your body's functions and abilities. This could include long-term therapy or support to improve your abilities over time or stop things from getting worse.

We're responsible for these maintenance NDIS supports if:

- the support is directly related to your disability-related needs that impact your functional capacity – the things you can and can't do because of your disability
- you also need the support so you can continue to live in the community, study or work.

Remember, NDIS supports must meet all the [NDIS funding criteria](#) before we can include them in your plan.

### **Examples of supports that may be NDIS supports for you**

- Supports to help you live at home, such as [personal care supports](#),<sup>37</sup> help to learn how to manage your personal care,<sup>38</sup> and home modifications<sup>39</sup>
- Regular therapy that's directly related to the things you can and can't do because of your disability<sup>40</sup> – for example, occupational therapy, physiotherapy or speech pathology
- Help to plan the ongoing disability-specific supports you'll need, after you're discharged from a hospital or other inpatient health service<sup>41</sup>
- [Prosthetics](#) and orthotics that relate to your disability<sup>42</sup> – artificial limbs and aids to help make your arms, legs, and other body parts stronger, such as leg braces
- Hearing and vision supports that relate to your disability support needs<sup>43</sup>
- Training, delegation and supervision of care for [disability-related health supports](#)<sup>44</sup> – that is, a registered nurse may train an enrolled nurse, support worker or informal supports, and provide periodic supervision and oversight
- Communication or behaviour support when you're going to a health service, or go to hospital but are not admitted as an inpatient<sup>45</sup>
- Training for hospital staff in your disability-specific needs if you're admitted in hospital as an inpatient<sup>46</sup>
- Training for support workers to respond to your complex care needs<sup>47</sup>
- [Assistive technology](#) to help you be as independent as possible at home and in the community, including for [disability-related health supports](#) such as catheter changes<sup>48</sup>

- Regular supports you need for your disability, if you're already a participant and start receiving palliative or end-of-life care – these supports can work alongside the palliative care you get from the health system<sup>49</sup>
- Assessment by health professionals to help us plan and think about your disability support needs<sup>50</sup>
- Help to plan and coordinate your supports if you need both health and disability services – this could be an early childhood partner, local area coordinator or support coordinator<sup>51</sup>

## Example

Sami is quite sick and is taken to hospital. The hospital staff say he needs to be admitted to hospital for a few days. Sami uses a communication device to help him speak with the hospital staff.

The health system should provide all the support he needs for his illness. For example, hospital staff may do medical tests, provide medicine, and perform any surgery Sami needs.

The health system may also have a follow-up appointment a few weeks after he leaves hospital, to make sure he is well. The health system should provide any rehabilitation Sami needs to recover from the illness.

We may fund NDIS supports to make sure the hospital staff understand Sami's disability support needs. For example, we may fund a support worker to handover communication information and help staff learn how Sami uses his communication device. This will help the hospital staff better understand and meet Sami's support needs during his stay.

## Mental health and psychosocial disability

If you have a psychosocial disability or a mental health condition, you may need regular or ongoing mental health treatment services.

The mental health system is generally responsible for clinical services such as diagnosis and treatments. The mental health system includes:

- government mental health departments, agencies, and services
- patient care in public and private hospitals, inpatient mental health facilities, and other residential care
- specialist doctors, psychiatrists, psychologists and health care professionals
- community mental health care services.

We're generally responsible for supports that are not clinical in nature, and focus on:

- increasing or maintaining your functional capacity

- helping you increase your independence
- your social and economic participation.

Learn more about [psychosocial support in the NDIS](#).

### **What mental health supports are not NDIS supports?**

- Medicines and pharmaceuticals<sup>52</sup>
- Mental health treatment, including for drug and alcohol dependency, gambling, and other addictions or disorders<sup>53</sup>
- Clinical acute, subacute and emergency mental health supports – care in a hospital or similar setting<sup>54</sup>
- Clinical outpatient and continuing care – mental health care where you don't stay in hospital<sup>55</sup>
- Clinical rehabilitation and recovery for your mental health<sup>56</sup>
- Clinical early intervention mental health supports, such as services to help children, teenagers and young people grow and develop<sup>57</sup>
- Mental health residential care, where the main reason is treatment or rehabilitation, or where the staff are mainly clinical or medical<sup>58</sup>
- Help with other issues or conditions you may have alongside a psychosocial disability, where the issue or condition is clearly the responsibility of another service system.<sup>59</sup> This may include services funded by Medicare
- Diagnosis and treatment of mental health conditions

### **Examples of mental health supports that are not NDIS supports**

- General practitioner and psychiatry services
- Inpatient mental health treatment and care
- Rehabilitation
- Engagement with allied health professionals such as psychologists, counsellors and social work services for mental health treatment
- Prescribing medication for mental health conditions, including medication on the [Pharmaceutical Benefits Scheme](#)
- Step up services – services to prevent you from going to hospital or a mental health facility

- Step down services – follow up services after you stay in hospital or a mental health facility. This may include secure and custodial mental health facilities. Learn more in our guideline for the [Justice system](#)
- Psychogeriatric care – care of older or elderly people with a mental health condition
- Clinical mental health supports to help you transition to a new life stage
- Help to plan and coordinate your mental health supports with your NDIS supports – this includes help during your discharge, and working with your psychosocial recovery coach or support coordinator to help you transition back into the community
- Hospital in the home services – admitted acute care services provided in your home, similar to what you get in a hospital

### **What are we responsible for?**

We're responsible for NDIS supports that focus on your functional ability and are not clinical.<sup>60</sup> That is, we may fund NDIS supports to help with the things you can and can't do due to your disability.<sup>61</sup>

If you have a mental health condition or psychosocial disability, we can fund:<sup>62</sup>

- therapy supports to help you build or maintain capacity
- daily living supports to help you participate in the community.

Remember, NDIS supports must meet all the [NDIS funding criteria](#) before we can include them in your plan.

### **Examples of supports that may be NDIS supports for you**

- [Therapy supports](#) from allied health professionals to help you build or maintain your functional capacity.<sup>63</sup> For example, supports provided by psychologists or mental health occupational therapists. This could include social and communication skills development, help developing individual strategies to adjust to life changes you're facing because of your disability, and support developing everyday life skills
- [Social and recreation support](#),<sup>64</sup> if you need help to join social activities, sporting clubs or community groups
- Help to find somewhere to live and to manage your rental or home ownership responsibilities, where you need this support because of your disability<sup>65</sup>

- Help to plan and coordinate your NDIS supports with your mental health supports. This support may come from a [psychosocial recovery coach](#) or support coordinator<sup>66</sup>
- Help to transition to a new life stage, including hospital discharge, where you need this support because of your disability<sup>67</sup>

## Example

Alan lives with his friend. He is studying part-time and enjoys caring for his pets.

Over the last couple of months, Alan needed more supports than usual and was living in an inpatient hospital setting. He's now looking forward to going back home and living independently, studying again, reconnecting with his friends and spending more time in his community.

The mental health system should provide Alan with clinical supports that focus on treatment. These are provided through his engagement with his psychologist and psychiatrist.

The mental health system should also provide the supports Alan needs to transition back to his home from the inpatient facility. This may include a clinical case manager, who has regular contact with Alan.

Alan may use the NDIS supports in his plan to help him with his daily life and spend more time in the community. For example, Alan could ask his [psychosocial recovery coach](#) to join discussions with Alan and his clinical team. Together, they can plan for the supports he'll need when he moves back home.

This helps Alan to engage with his treatment and supports based on his goals and treatment. It also means Alan has other NDIS supports in his plan that he can use alongside his clinical supports.

We may also fund capacity building therapy supports that Alan needs for his disability after he moves home, and that help Alan with his goal to live independently. For example, we may fund an occupational therapist to help Alan set up a new cooking, cleaning, and personal care routine.

We may also fund NDIS supports for allied health services, such as counselling. This can help Alan learn skills to live independently and build his capacity to participate in his community. Alongside his NDIS supports, he can continue to get support from his psychologist and psychiatrist funded by the mental health system.

## Hospital discharge

We want you to be able to leave hospital as soon as possible.

We have health liaison officers and a hospital discharge team to support you to leave hospital. If you're a participant, or if you might be eligible for the NDIS, our health liaison officers work with you and your health team during your hospital stay.

They'll work together to make sure you have the supports you need to leave hospital when you're medically ready to leave.

NDIS health liaison officers work with hospital staff to support you and to understand what support you need when you leave hospital. The hospital will assign a dedicated contact person, called a health lead, to work with the NDIS health liaison officer.

### **What do health liaison officers do?**

NDIS health liaison officers work with health leads on a case-by-case basis. With your consent, they'll discuss:

- how long you've been in hospital
- why you went into hospital
- when you'll be ready to leave hospital
- your health and disability support needs
- any changes to your disability support needs
- any further information we might need.

The health liaison officer can support you with [applying to the NDIS](#) and work with you and the health lead on your NDIS application. If you're a participant, they can help organise a change to your plan, if needed.

### **What is the health system responsible for?**

The health system will:

- tell us you've been admitted to hospital
- provide us with a dedicated contact person at the hospital
- make a plan for you to leave hospital
- provide assessments and evidence of your support needs
- tell us when you're likely to be ready to leave hospital
- make sure it's safe for you to leave hospital
- work with your support coordinator to connect you with mainstream supports.

### **What are we responsible for?**

If you're already a participant, we'll:



- contact you, or your child representative or nominee, within 4 days of being told you're in hospital
- contact your health lead within 4 days of being told you're in hospital
- make sure you have a health liaison officer allocated to you to assist with your situation, as well as connecting you with a planner
- get your consent to share information with the health system
- identify the supports you need when you leave hospital
- approve changes to your plan within 30 days, using evidence from your hospital discharge summary.

If you're not a participant, and you want to apply to the NDIS, we'll:

- help you apply to the NDIS. We'll make an access decision within 7 days of receiving the information we need
- work with you to develop your NDIS plan. If you're eligible for the NDIS, we'll approve your NDIS plan within 30 days.

### **What happens if you're already a participant?**

If you're a participant, the hospital staff will contact us and let us know you're in hospital. They'll ask you for your consent to share information with us. We'll also ask for your [consent](#) to share information with the hospital if you haven't already provided this. This is so we can talk to the hospital about planning for your discharge.

We'll contact you, or your child representative or nominee, within 4 days of being told you're in hospital. If your disability support needs have changed and you need a change to your plan so you can be discharged from hospital, the NDIS health liaison officer can arrange this. Learn more about [changing your plan](#).

If the NDIS health liaison officer needs additional information to support a change to your plan, they'll ask your health lead for this information.

When we change your plan, a planner from the hospital discharge team will have a planning meeting with you, or your child representative or nominee. In most situations, your new plan will be approved within 30 days from when we're told you're in hospital. Sometimes, because of your situation, and the gathering of reports and evidence about your support needs, it may take longer to approve the changes to your plan. If the changes to your plan might take longer than 30 days to approve, your planner will talk about this with you.

The changes to your plan will focus on the NDIS supports you need to return home. For example, personal care supports, additional support coordination, assistive technology and



home and living supports. Supports we fund in this plan must meet the [NDIS funding criteria](#). If you need [home and living supports](#) added to your plan, the NDIS health liaison officer will support you to explore what home and living NDIS supports are right for you. They'll also help you get the evidence we need to decide what home and living NDIS supports to include in your plan.

Sometimes medium term accommodation can help you move out of hospital sooner and into your long-term home. For example, you might be medically ready to be discharged from hospital but not able to move home until your home modifications are completed. Or you might be waiting for your specialist disability accommodation to become available. Learn more about [medium term accommodation](#) after you're discharged from hospital.

If your discharge date changes, your health lead will contact the NDIS health liaison officer to talk about any concerns.

### **What happens if you're not a participant?**

If you're not a participant and you might be eligible for the NDIS, the hospital staff and the health liaison officer will help you [apply to the NDIS](#).

Once you give us the information we need, we'll decide if you're eligible for the NDIS within 7 days of receiving the information. If you're eligible for the NDIS, we'll create your plan with you and make sure it's approved within 30 days.

## **Early childhood development**

Early childhood development is about how young children grow and develop.

The early childhood development and care sector can include:

- government departments responsible for childcare and early learning
- childcare and early learning centres
- family day care programs
- playgroups
- [early education options](#).

When we say reasonable adjustment, this means reasonable changes that services need to make so they're accessible for people with disability.

### **What early childhood development supports are not NDIS supports?**

The early childhood development sector is responsible for meeting the early childhood education and care needs that all children should have access to, including children with developmental delay or disability.<sup>68</sup>

Sometimes children may need [inclusion supports](#) to help them join early childhood learning and care settings.<sup>69</sup> These supports are specifically to help children use services that all young children are entitled to access, such as school readiness programs to help children prepare for school.<sup>70</sup>

### **Examples of early childhood supports that are not NDIS supports**

- Early childhood supports or therapies for a child's general development, when they aren't specific to a child's developmental delay or disability<sup>71</sup>
- Childcare fees, day care or informal care arrangements, including for specialist or segregated childcare service models<sup>72</sup>
- Help so children can take part in an early childhood education and care service. This may include using strategies to support a child's behaviour, learning assistance, modified computer hardware, education software or braille books
- Reasonable adjustments to access an early childhood facility, such as ramps, lifts, hearing loops, or other capital works<sup>73</sup>
- Teaching aids or supports related to education<sup>74</sup>
- Building modifications, including fixed or non-transportable equipment and aids within an early childhood facility, such as hoists<sup>75</sup>
- Transport to take children out on learning activities, such as excursions
- Case coordination that's mainly related to early childhood supports

### **What are we responsible for?**

We're responsible for NDIS supports that are specific to a child's developmental delay or disability. This might be if a child needs more support than other children of a similar age, and more support than what early childhood services must provide as a reasonable adjustment.<sup>76</sup>

This includes early intervention supports that children need to help build their skills, because of their developmental delay or disability. We may fund NDIS supports that are both:

- focused on improving a child's daily living skills, such as communicating with those around them, participating in social activities, and completing self-care tasks such as dressing<sup>77</sup>
- likely to increase a child's independence and reduce how much NDIS support a child needs in the future. For example, with a series or mix of different supports<sup>78</sup>

Remember, NDIS supports must meet all the [NDIS funding criteria](#) before we can include them in your plan.

Early childhood partners deliver a nationally consistent early childhood approach. Our early childhood approach is for children younger than 6 with developmental delay or younger than 9 with disability. Children younger than 6 who don't fully meet the definition of developmental delay and have developmental concerns will also be supported through the early childhood approach.

Early connections are part of our nationally consistent early childhood approach to support children younger than 9 and their families. They're funded by the NDIS and available when you have concerns about your child's development, or if your child has a disability. Your child doesn't need to be an NDIS participant. They can get help with early connections even if they don't have a diagnosis.

Learn more about the [early childhood approach](#) and [early connections](#).

### **Examples of supports that may be NDIS supports for your child**

- Early intervention therapies that help children with developmental delay or disability to increase their level of functioning<sup>79</sup>
- Specialist support and training for early childhood and care staff about a child's specific disability or developmental delay needs<sup>80</sup>
- [Assistive technology](#) children may need, such as wheelchairs or personal communication devices<sup>81</sup>
- Personal care supports in early childhood centres for children who need more support than what early childhood centres should provide. This may include specialist help with feeding, or managing airways or ventilation<sup>82</sup>
- Specialist support to help children transition to school, where it's more than what early childhood and education systems provide<sup>83</sup>
- Support to manage any behaviours of concern children may have because of their developmental delay or disability<sup>84</sup>

### **Example**

Rose is 4 years old and will be starting childcare soon at the local childcare centre. Rose uses a wheelchair to move around. Rose's parents want her to be able to join in the same activities as similarly aged children at the centre.

The childcare centre should provide any reasonable adjustments to the building to help Rose move easily in, out and around the childcare centre. This might include things such as ramps or lifts. The childcare centre should also make their programs accessible, so Rose can fully participate in her wheelchair.

We may fund training for the childcare centre staff to help them better understand Rose's support needs. This could include training for staff on how Rose uses the toilet.

## Child protection and family support

Child protection and family support services help keep children safe, and help families care for their children.

When we say 'child protection system', we mean the state and territory governments who are responsible for child guardianship, child protection services and other supports that keep children and families safe.

When we say 'family support', we mean the community services available to children and families.

When we say 'statutory home-based out-of-home care', this is where:

- a state or territory government determines a child can't live in their family home
- the child now lives in a foster or kinship carer's home
- the state or territory government pays for the expenses of caring for the child.

### What child protection and family support system supports are not NDIS supports?

- Child protection services for families who have entered, or are at risk of entering, the statutory child protection system<sup>85</sup>
- General parenting programs, counselling or other supports for families at risk of entering the child protection system, and to the broader community. This includes adjusting these programs to make them suitable for families with disability<sup>86</sup>
- For children in out-of-home care, supports that other children at a similar age and in similar out-of-home care arrangements need, including respite and other support for carers<sup>87</sup>
- Travel or accommodation for parents visiting their children who are in out-of-home care<sup>88</sup>
- Guardian services for children or adults<sup>89</sup>
- General family therapy,<sup>90</sup> parenting programs<sup>91</sup> or marriage and relationship counselling<sup>92</sup>
- Babysitting, nannying services or au pairs<sup>93</sup>

### Examples of child protection and family support system supports that are not NDIS supports

- Guardianship arrangements for children who have entered the statutory child protection system
- Services that accept, assess and respond to child protection reports
- Support to arrange placements for children who need out-of-home care
- Supports to keep children's out-of-home care placements going
- Short term respite for children in statutory home-based out-of-home care to support the caring arrangement, both for children with and without disability
- Supports that all children will need in out-of-home care, including both children without disability and children with disability or developmental delay
- Support for families and other people who care for children in out-of-home care, such as foster and kinship carers
- Providing accommodation to children who need out-of-home care
- Care allowances and payments for people providing care to children in out-of-home care
- Support to plan and coordinate supports where there are child protection, family support or family violence issues
- Community awareness of children's safety and wellbeing
- Therapy supports for children in out-of-home care related to any trauma they have experienced, unless the therapy is directly related to the child's developmental delay or disability

### **What are we responsible for when it comes to children in out-of-home care?**

For children in out-of-home care, we're responsible for NDIS supports that are specific to the child's developmental delay or disability. This means we're responsible for the extra supports children need because of their developmental delay or disability, compared to other children of a similar age and in similar out-of-home care arrangements.<sup>94</sup>

Out-of-home care arrangements are different across Australia. The NDIS supports we fund in out-of-home care arrangements will reflect each child's individual needs and situation.

Governments across Australia agree on who funds different supports for children in out-of-home care arrangements. You can find more information about these Disability Reform Ministers Meetings agreements on the [Department of Social Services website](#).

Remember, NDIS supports must meet all the [NDIS funding criteria](#) before we can include them in your plan.

### **Examples of supports that may be NDIS supports for children in out-of-home care**

- Personal care support outside school hours,<sup>95</sup> where the child needs much more support than other children of the same age due to their disability
- Skill-building supports, such as learning daily life skills, communication skills and social skills<sup>96</sup>
- Short term respite to sustain caring arrangements in statutory home-based out-of-home care, where the child and carers need this because of the child's developmental delay or disability<sup>97</sup>
- In-home support for carers in statutory home-based out-of-home care, where children need this support due to their developmental delay or disability
- Home modifications when living in a long-term home in a family-like setting<sup>98</sup>
- Therapy<sup>99</sup> and behaviour support<sup>100</sup> related to a child's disability
- [Assistive technology](#)<sup>101</sup>

### **What are we responsible for when it comes to children who aren't in out-of-home care?**

We're responsible for NDIS supports that families need as a direct result of a child's developmental delay or disability. These NDIS supports can also help families and carers sustainably maintain their caring role. These may include NDIS supports such as:<sup>102</sup>

- [social and recreation support](#)
- [therapy](#) and [behaviour support](#)
- [short term respite](#)
- [assistive technology](#).

Remember, NDIS supports must meet all the [NDIS funding criteria](#) before we can include them in your plan.

### **Examples of supports that may be NDIS supports for children who aren't in out-of-home care**

- Disability-specific parent and carer training programs if a child has developmental delay or disability, or if a parent has a disability
- Short term respite to support families to care for their children, and where children and families need this because of the child's developmental delay or disability<sup>103</sup>
- Support to plan and coordinate supports related to the child's developmental delay or disability, including those provided through child protection and family support services<sup>104</sup>

## **What about short term respite for children in statutory home-based out-of-home care?**

State and territory governments provide short term respite for carers of children in statutory home-based out-of-home care. They're responsible for short term respite for all children in out-of-home care, with or without disability.

We may also fund short term respite for children with a disability in statutory home-based out-of-home care. We can do this if you need the short term respite because of the child's developmental delay or disability, and it meets the [NDIS funding criteria](#).

If you're eligible for both types of short term respite, you can use both of them. You can also choose which type you want to use first.

### **Example**

Mai is 10 years old and lives in statutory home-based out-of-home care. She has been living with her foster carers for 3 years. Mai has needed more disability support in recent months, and her home-based placement is at risk of breaking down.

The child protection system should provide supports to Mai and her foster carers to help the placement continue. This includes short term respite with another foster family for one weekend a month, which gives Mai and her carers a temporary break from the usual care arrangement. The child protection system should also provide therapy supports for any trauma that Mai has experienced.

We may fund NDIS supports that Mai and her foster carers need because of the impact of her increased disability needs. This could also include short term respite if Mai needs this extra support because of her disability. We may also fund additional therapy supports, behaviour supports and supports to help Mai with her communication and social skills.

Mai and her carers can choose which funding for short term respite to use first. For example, they could choose to use the short term respite funded or provided by the child protection system first, then use the short term respite that are NDIS supports in her plan later in the year.

## **School education**

The school education system includes all primary schools and high schools. This includes public schools, independent and religious schools, and schools for students with disability.

When we say reasonable adjustment, this means reasonable changes that services need to make so they're accessible for people with disability.

We also have a guideline about [work and study supports](#).

## **What school education supports are not NDIS supports?**



The school education system is responsible for supports where the main purpose is to help you learn, study and achieve education outcomes. This includes:<sup>105</sup>

- adjusting teaching methods
- providing learning assistance and aids
- modifying the school building
- providing transport between school activities, such as to excursions and sporting carnivals.

### **Examples of school education supports that are not NDIS supports**

- Education and tuition fees across all education settings,<sup>106</sup> including reduced school fees for families with financial difficulties
- Fees or payments for outside school hours care, including before school, after school, student free days, vacation care and school holiday programs<sup>107</sup>
- Day-to-day support and supervision of school-age participants, whether they're at school, excluded from school or attending school on reduced hours
- Standard school equipment, including school uniforms, shoes, lunchboxes or drink bottles<sup>108</sup>
- Personalised learning or supports students need to help them learn, including Auslan interpretation or other inclusion supports<sup>109</sup>
- Learning aids or equipment needed for learning, such as modified computer hardware, education software and braille textbooks<sup>110</sup>
- Textbooks and teaching aids, including in alternative formats<sup>111</sup>
- Fixed and non-transportable assistive technology that students may need to access their education, such as hoists and specially adapted furniture<sup>112</sup>
- Making reasonable adjustments to school buildings so that students can access the school, such as ramps, lifts and hearing loops<sup>113</sup>
- Teaching, learning assistance and other services from teachers and other staff employed by the school or relevant education Department, either at school or in alternative settings<sup>114</sup>
- Tutors and scribes<sup>115</sup>
- Educational supports for home schooling<sup>116</sup>
- School refusal programs<sup>117</sup>
- Fees for school camps, incursions or excursions<sup>118</sup>



- Transport between school activities, including excursions and sporting carnivals<sup>119</sup>
- Work experience that's generally provided as part of a school program<sup>120</sup>
- Changes to the curriculum to meet students' learning needs
- General support, tools, training and awareness building for teachers and other school staff to support and engage students with a disability
- Therapy delivered in schools for education purposes, such as allied health practitioners helping classroom teachers to adjust the curriculum
- Case coordination for a student's educational supports

### **What are we responsible for?**

We're responsible for NDIS supports for everyday activities that you need because of your disability support needs and aren't related to learning. This includes:<sup>121</sup>

- [personal care and support at school](#) – learn more in our guideline for work and study supports
- specialist support you need to transition to higher education, training or work because of your disability support needs.

Sometimes we may also be able to fund transport to and from school, if you can't catch the bus because of your disability, or if we wouldn't expect your family to take you. Learn more in our guideline [work and study supports](#).

Remember, NDIS supports must meet all the [NDIS funding criteria](#) before we can include them in your plan.

### **Examples of supports that may be NDIS supports for you**

- [Assistive technology](#) that students need no matter what activity they're doing, such as hearing aids, wheelchairs, personal communications devices<sup>122</sup>
- Specialised support and training for school staff to help them understand and carry out a student's specific support needs. This may include specialised behaviour intervention and support<sup>123</sup>
- Therapies to help students improve what they can do, if the therapy isn't related to education<sup>124</sup>
- Support to build a student's capacity for independent living and self-care<sup>125</sup>
- Support to develop social and communication skills<sup>126</sup>
- Specialist behaviour management plans<sup>127</sup>

- Specialist support for students to transition to primary school or high school because of their disability support needs. We can fund this where you need more support than the transition supports that schools must provide<sup>128</sup>
- Help to plan and coordinate the supports a student receives from the NDIS, from their school, and from other services<sup>129</sup>
- Help for students to find or keep a part-time job<sup>130</sup>
- supports to help students get ready for work when they leave school<sup>131</sup>
- Travel training so students can travel to school independently<sup>132</sup>

### Example

Anna is starting high school soon. She wants to attend full time, like other students. Anna often takes longer to learn new things than other students and needs behaviour support to help her while she's at school.

The school education system should provide supports to help Anna learn while she's at school. The school can adjust the curriculum and their teaching methods to better suit her needs. This could include providing a teacher's aide, allowing extra time to complete schoolwork, and making easy-read versions of lessons that Anna can use.

We may fund other NDIS supports that Anna needs because of her disability to help the school and teachers adapt to Anna's needs. For example, we may fund a specialised behaviour management plan and supports to help the teachers improve her behavioural, social and communication skills.

We may also fund specific training for teachers and staff at Anna's school to understand Anna's disability support needs, so they know the best ways to teach her.

## Higher education and vocational education and training

Higher education, vocational education and training includes organisations like:

- university
- technical education and training such as TAFE
- community learning centres
- registered training organisations.

When we say the higher education system, we mean these organisations and the government departments responsible for them.

When we say reasonable adjustment, this means reasonable changes that services need to make so they're accessible for people with disability.

We also have a guideline for [work and study supports](#).

### **What higher education and vocational education and training supports are not NDIS supports?**

The higher education and vocational education and training systems are responsible for supports that mainly relate to helping you learn and study. This includes:<sup>133</sup>

- providing teaching and learning assistance
- aids and equipment to help you learn
- building modifications
- transport between education or training activities
- general support to transition to work, such as career guidance or work experience placements as part of your studies.

### **Examples of higher education support that are not NDIS supports**

- Education and tuition fees for all higher education and vocational education and training settings<sup>134</sup>
- Supports that mostly relate to your education and training, including assistive products.<sup>135</sup> This includes learning-specific aids, assistive technology and resources, such as modified computer hardware, education software, and braille textbooks
- Services from a person employed to teach you by your higher education or vocational education and training setting, like a tutor or lecturer<sup>136</sup>
- Making changes to the curriculum to meet your individual learning needs<sup>137</sup>
- Supervising you while you learn if you need extra help<sup>138</sup>
- Supports that will enable you to take part in teaching and learning, such as an Auslan interpreter<sup>139</sup>
- Textbooks and teaching aids, including in alternative formats like braille or Easy English<sup>140</sup>
- Building changes such as ramps, lifts, hearing loops and capital works, which will allow you to access the facility<sup>141</sup>
- Fixed [assistive technology](#), such as hoists for your personal care needs<sup>142</sup>
- Support to transition to employment that's generally provided by your higher education or vocational education training setting<sup>143</sup>
- Education and training for staff about how to support and engage you

- Therapy supports to assist with educational achievement or taking part in the curriculum
- Specialist case coordination that's mainly related to your education and training supports

### **What are we responsible for?**

We're responsible for NDIS supports you need for everyday activities because of the functional impacts of your disability and aren't related to learning. This includes:<sup>144</sup>

- personal care and support, such as help with eating, or managing airways and ventilation
- [transport support](#) to and from the education facility, if you can't use public transport without great difficulty due to your disability support needs
- specialist support that you need to transition to work because of your disability.

Remember, NDIS supports must meet all the [NDIS funding criteria](#) before we can include them in your plan.

### **Examples of supports that may be NDIS supports for you**

- [Assistive technology](#) you need no matter what activity you're doing, such as hearing aids, wheelchairs, personal communications devices<sup>145</sup>
- Specialist disability training about your disability support needs for university, vocational education, training providers or employers during placements about your support needs<sup>146</sup>
- Help to coordinate your NDIS supports with the education and training supports you get from other services, for example a local area coordinator or support coordinator<sup>147</sup>
- Therapy supports that help you with general life skills and help you work, study, or join social activities<sup>148</sup>
- Personal care supports to take part in specific projects run by the university for people with disabilities<sup>149</sup>
- Fees for courses (often provided in disability or community group settings) that develop your capacity to live independently, if they're not delivered by the higher education and training system. This could be skills in self-care, social and communication, and work readiness<sup>150</sup>

### **Example**

Marco is starting TAFE next year. Marco has a vision impairment and wants to find out what supports he can get to help him at TAFE.

The TAFE should provide supports that will help Marco learn and study. This could include learning-specific aids and resources, such as electronic versions of textbooks and screen reading software on TAFE-supplied equipment. The TAFE should also provide any reasonable building modifications to support learning, such as installing handrails and wayfinding aids to help Marco move around safely.

We may include an electronic handheld magnifier in Marco's plan if it meets the NDIS funding criteria. Marco needs it to read, both at home and at TAFE. We may also fund other NDIS supports that Marco needs that aren't related to his TAFE studies. For example, we could fund travel training to help Marco learn how to get to TAFE safely on his own.

## Employment

Employment can include paid full-time, part-time or casual work for a business or organisation, or being self-employed.

When we say the employment system, we mean:

- government employment services and programs for people with disability and employers
- employers and their responsibility to provide a safe, inclusive, accessible and supportive workplace for people with disability.

When we say reasonable adjustment, this means reasonable changes that services need to make so they're accessible for people with disability.

We also have a guideline for [work and study supports](#).

### What employment supports are not NDIS supports?

The employment system is responsible for employment services and programs. This includes general employment services for all Australians such as Workforce Australia, and disability-specific employment services such as [Disability Employment Services](#).<sup>151</sup>

For example, employment services provide advice and support for people with disability to prepare for, find and maintain jobs.<sup>152</sup>

The employment system also helps employers hire and include people with disability in the workplace. This includes:<sup>153</sup>

- support, training and resources
- funding assistance to make [reasonable adjustments](#), such as workplace equipment through the [Employment Assistance Fund](#)

- incentives to hire people with a disability, such as wage subsidies.

Employers are responsible for work-specific support related to your recruitment, your job arrangements, and your workplace environment. This includes:<sup>154</sup>

- training and induction when you start a new job
- workplace modifications and workplace equipment that allows you to do your job, including those funded by the [Employment Assistance Fund](#)
- transport within work activities
- workplace support to follow disability discrimination laws, such as reasonable adjustments.

### **Examples of employment supports that are not NDIS supports**

- Government-funded employment programs, including Disability Employment Services and Workforce Australia<sup>155</sup>
- Support from employers to ensure accessible recruitment processes, work arrangements and transport for you within work activities<sup>156</sup>
- Things your employer needs to do to comply with employment laws, including reasonable adjustments so you have the same opportunities as other Australians to get a job, get promoted and be treated fairly at work<sup>157</sup>
- Reasonable adjustments so you can access your workplace and perform your job, including assistive products and workplace modifications<sup>158</sup>
- Employment programs to provide advice and support to job seekers with disability to find and keep a job
- General employment-related planning and support, including support to transition to work and [ongoing support](#) once you have a job, when you're largely independent once you're in employment. These programs could be from both disability-targeted and open employment services.<sup>159</sup>
- Work specific aids and equipment you need for your disability to perform your work tasks, including modified hardware and software<sup>160</sup>
- Employment programs to encourage and assist employers to hire people with disability and make their workplace inclusive for people with disability. For example, support, training and resources, funding assistance for reasonable adjustments, and incentives for hiring people with disability such as wage subsidies<sup>161</sup>
- Help to coordinate the supports you get that are related to employment

- Short-term therapy support where the main purpose is for employment, sometimes provided by an employment program such as [Disability Employment Services](#)

### **What are we responsible for?**

- NDIS supports you need for your daily life whether you're working, looking for work or not looking for work<sup>162</sup>
- Personal care and support in the workplace,<sup>163</sup> such as help to go to the toilet, or eat and drink while you're at work
- [Transport support](#) to and from work, if you can't use public transport without great difficulty due to your disability<sup>164</sup>
- NDIS supports you need on a regular and ongoing basis to help you find and keep a job. We may fund these supports if you're able to work, but are unlikely to find or keep a job, even with an employment service<sup>165</sup>
- NDIS supports to transition to work, when you need extra support compared to other Australians because of your disability. This includes training about workplace relationships, communication skills, wearing the right clothes, getting to work on time, and travelling to and from work<sup>166</sup>

Remember, NDIS supports must meet all the [NDIS funding criteria](#) before we can include them in your plan.

### **Examples of supports that may be NDIS supports for you**

- Capacity-building supports to help you learn about work and get work-ready<sup>167</sup> – for example communication supports,<sup>168</sup> travel training,<sup>169</sup> and learning how to work in a team or follow instructions
- Supports to help you work out what kind of job you want and build your confidence to work, for example by arranging on-the-job experience<sup>170</sup>
- Support to plan and coordinate your NDIS supports with the supports you receive from your employment service<sup>171</sup>
- [Assistive technology](#) related to your functional needs, such as a wheelchair<sup>172</sup>
- Personal care supports at work, such as help to eat, drink or go to the toilet<sup>173</sup>
- Help to prepare you for active job seeking, including information, career planning and linking you with the mainstream support from [Disability Employment Services](#)<sup>174</sup>
- On-the-job support once you get a job, if you're unlikely to keep your job even with an employment service<sup>175</sup>



- Occupational therapist assessments to see how your disability affects how you work and to help you become more productive<sup>176</sup>
- Extra on-the-job training and support with your work tasks that you need because of your disability, when you need more support than what you can get through reasonable adjustments or a Disability Employment Service. For example, extra support to help you manage your behaviour or complex needs at work<sup>177</sup>

### Example

Jin is about to start a new job. Jin's new office will need some modifications, such as a modified workstation and chair, so they can do the job safely. Jin will also need support to get ready and to travel to work each day.

The employment system should provide any reasonable adjustments that Jin needs while at work. This includes any aids and workplace equipment, through the Employment Assistance Fund, which will help Jin to do their job.

Disability Employment Services should provide Jin and the employer with advice or support needed to help prepare for the new job. Disability Employment Services will continue to support both Jin and the employer for as long as is needed once Jin starts work.

We may fund NDIS supports that help Jin learn or keep their new job if the support is more than what Disability Employment Services should provide. This could include support to learn the job and to be productive.

We may fund a support worker to help Jin get dressed and ready for work each day. And we may fund training for Jin to support them to travel to and from work independently. In the longer term, we may support Jin to learn new skills and progress their career.

### Housing and community infrastructure

Housing includes things like making sure you have a home to live in, that suits your needs. It could be social housing, including public and community housing.

Community infrastructure means things like public buildings and public places.

The housing and community infrastructure system includes:

- social housing authorities
- government agencies responsible for affordable housing and homelessness
- local councils and other governments responsible for town and city planning.

When we say housing, we mean the building itself, like a house or apartment. This doesn't include the supports you can get in your home, like support workers. For more information



on the supports you can get in your home, check out our guidelines for [home and living supports](#).

When we say reasonable adjustment, this means reasonable changes that services need to make so they're accessible for people with disability.

There are very limited situations where the NDIS funds housing. The housing and community infrastructure system is primarily responsible for housing and homelessness services.

### **What housing and community infrastructure supports are not NDIS supports?**

- Housing and accommodation for people who need it, except for [specialist disability accommodation](#). This includes making sure all Australians, including people with disability, have access to accessible, affordable and appropriate housing.<sup>178</sup>
- Direct costs so you can comply with your tenancy agreement, including bond, pest control, exit cleaning and general damage repairs<sup>179</sup>
- Routine rental tenancy support,<sup>180</sup> such as helping you with any questions or issues about your property and helping you work with your landlord
- Making sure new social housing has [Livable Housing Design](#) features where possible<sup>181</sup>
- Reasonable adjustments to existing social housing to make it accessible for people with disability<sup>182</sup>
- Providing new publicly funded housing that meets relevant accessibility standards and guidelines for the location<sup>183</sup>
- Design and changes to state and territory owned residential facilities, public buildings and boarding schools to make reasonable adjustments so they're accessible for people with disability<sup>184</sup>
- Design and changes to specialist disability accommodation<sup>185</sup>
- Improving community facilities, public buildings and public places by making them more accessible for people with disability. For example, changes to zoning laws, city planning, building modifications and reasonable adjustments<sup>186</sup>
- Supports and outreach for people who are homeless, or to prevent people from becoming homeless<sup>187</sup>
- Emergency and long-term accommodation for people who are homeless or at risk of homelessness<sup>188</sup>
- Crisis housing<sup>189</sup>

- Postal services<sup>190</sup>
- Housing subsidies, including rental bonds, mortgage relief and help with buying a home<sup>191</sup>
- Mobile homes, caravans, campervans, tents<sup>192</sup>

### **Examples of supports the housing and community infrastructure supports that are not NDIS supports**

- Social housing, including making social housing suitable for people with disability through home modifications
- Making sure community infrastructure is accessible to you, such as disability parking or disabled toilets
- Intensive case coordination that's mainly related to housing supports
- Housing support services to help with the cost of renting or buying a home, such as rental bonds, mortgage relief and home buying assistance

### **What are we responsible for?**

- NDIS supports to help build your capacity to live independently in the community, where these are needed due to your disability support needs.<sup>193</sup> For example, to build your:
  - daily living skills to manage your household
  - capacity to manage money and keep a rental agreement
  - social and communication skills, including behaviour supports
- NDIS supports to help you find and maintain suitable housing, where this is required due to your disability support needs
- Home modifications for private dwellings. That is, if you own or rent your home, and it's not social housing.<sup>194</sup> In rare cases, we may fund home modifications in 'legacy' or older social housing. We'll only do this where the modifications are additional to reasonable adjustment and specific to your disability support needs<sup>195</sup>
- [Specialist Disability Accommodation](#)<sup>196</sup> in rare situations, if you have an extreme functional impairment or very high support needs

Other than specialist disability accommodation, we generally don't fund housing.

Remember, NDIS supports must meet all the [NDIS funding criteria](#) before we can include them in your plan.

### **Examples of supports that may be NDIS supports**

- NDIS supports you need because of your disability to learn living skills. For example, learning to care for your home, or how to cook or clean<sup>197</sup>
- NDIS supports you need for your disability to help you find somewhere to live and keep living there. This could include help to go to inspections or learn to pay rent on time<sup>198</sup>
- NDIS supports to plan and coordinate the housing supports you get from other services with your NDIS supports<sup>199</sup>

### Example

Sid needs to urgently move out of his share house. He's looking for a rental property to live by himself for the first time. He's at risk of homelessness because he is on a low income. Due to his disability, he needs help to learn how to take care of his new home when he finds one.

Sid goes to his state housing authority for emergency help to find a place to live. The housing authority are responsible for providing Sid support to prevent him becoming homeless. They'll help get Sid emergency short term accommodation and can help him find a home to rent longer term. They may also help with some of the cost of renting the home, such as rent assistance.

We may fund NDIS supports that Sid needs because of his disability to help him live independently in his home. This could include support to help him go to rental inspections and learn to pay his bills on time. We may also fund support to help Sid learn useful daily life skills, such as cooking, cleaning, and taking care of his new home.

### Transport

Transport options can include walking, cycling, cars, buses, trains and trams. The transport system includes:

- government departments responsible for roads, footpaths, railways and waterways
- public transport
- taxi and rideshare operators.

When we say reasonable adjustment, this means reasonable changes that services need to make so they're accessible for people with disability.

You can find more information on our [transport page](#).

### What transport supports are not NDIS supports?

The transport system is responsible for transport infrastructure to meet the needs of all Australians, including those with disability. This includes roads, footpaths, train lines, waterways, and disability parking.<sup>200</sup>

It's responsible for making sure public transport is accessible for you, such as at stations and stops, and on vehicles like buses.<sup>201</sup> The transport system makes sure transport providers follow discrimination laws in transport services.<sup>202</sup>

The transport system also looks after travel fare concessions for people with disability.<sup>203</sup>

### **Examples of transport supports that are not NDIS supports**

- Accessible public transport<sup>204</sup>
- Public transport fares,<sup>205</sup> including public transport concessions<sup>206</sup>
- Modifications to make public transport or taxis accessible for you<sup>207</sup>
- Transport infrastructure, like adjustments to roads and footpaths<sup>208</sup>
- Transport costs for animals, except for an eligible assistance animal that's included in your NDIS plan<sup>209</sup>
- Airline lounge memberships and access fees<sup>210</sup>
- Community transport services<sup>211</sup>

### **What are we responsible for?**

- NDIS supports to help you travel independently, such as training to use public transport or assistive technology to help you travel<sup>212</sup>
- Vehicle modifications for private vehicles – that is, modifications for cars or other vehicles you or your carers own, but not modifications for public transport or taxis<sup>213</sup>
- [Transport funding](#) for the reasonable and necessary cost of taxis, rideshares or other private transport, if you can't use public transport without great difficulty because of your disability support needs<sup>214</sup>

Remember, NDIS supports must meet all the [NDIS funding criteria](#) before we can include them in your plan.

### **Examples of supports that may be NDIS supports for you**

- Help to get a driver assessment if you need to drive a modified vehicle
- Help to get driving lessons if you need to learn how to drive a modified vehicle or need additional lessons because of your disability
- Help to learn to use public transport

- Activity-based transport, for the cost of support workers to help you get to work, study, or join social activities. Learn more in the [NDIS Pricing Arrangements and Price Limits](#)

## Example

Amira wants to drive her car to and from work. Amira has her driver's licence and she bought a new car. But she needs modifications to her car, and lessons on how to use the new modifications before she can drive it.

Local councils and businesses are responsible for providing accessible parking spots so Amira can park close to a building entrance and has enough space to get out of her car.

We may fund a driver assessment to find out if any vehicle modifications can be made to Amira's car. If the car is suitable for modifications, and the support meets the NDIS funding criteria, we may fund the cost of modifying her car.

We could also fund lessons for Amira to learn how to adapt her driving for her modified car, if the lessons meet the NDIS funding criteria.

## Justice

If you have a disability and you're involved in the justice system, there are some supports we may fund. The justice system is responsible for providing other supports. Check the list of [supports that are not NDIS supports](#) for the justice system.

We consider you're involved in the justice system if you're:

- in custody in a correctional facility, for example a prison, remand centre, youth detention centre or secure mental health facility
- on remand, awaiting or following sentencing
- required by a court order to regularly report to a correctional or community correctional agency, for example on bail, probation, or parole
- serving a community-based order, or are on a leave of absence order or therapeutic leave
- under forensic orders, which may include restrictions on your movements or other requirements, such as drug testing or attending prescribed treatment.

We have a guideline about the [justice system](#) with more information about what we can and can't fund.

## Aged care

If you're younger than 65 and living in residential aged care, there are some supports we may fund. The aged care system is responsible for providing other supports. Check the list of [supports that are not NDIS supports](#) for the aged care system.

We have a guideline for [younger people in residential aged care](#) with more information about what we can and can't fund.

You can also check out our webpage on [aged care](#).

## Reference list

<sup>1</sup> NDIS (Supports for Participants) Rules Sch 1.

<sup>2</sup> NDIS Act s 34(1)(f).

<sup>3</sup> NDIS Act s 34(1)(e).

<sup>4</sup> NDIS (Supports for Participants) Rules rr 3.5-3.7, Sch 1.

<sup>5</sup> NDIS Act s 34(1)(f).

<sup>6</sup> NDIS Act s 10(4), (9).

<sup>7</sup> NDIS Act s 118(2)(a).

<sup>8</sup> NDIS Act s 13.

<sup>9</sup> NDIS (Supports for Participants) Rules r 7.5(c).

<sup>10</sup> NDIS (Supports for Participants) Rules r 7.4.

<sup>11</sup> NDIS Act s 100.

<sup>12</sup> NDIS Act s 100(2).

<sup>13</sup> NDIS (Supports for Participants) Rules r 7.5(a); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(a).

<sup>14</sup> NDIS (Supports for Participants) Rules r 7.5(b); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(a).

<sup>15</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(b).

<sup>16</sup> NDIS (Supports for Participants) Rules r 7.5(c); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(c).

<sup>17</sup> NDIS (Supports for Participants) Rules r 7.5(c); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(c).

<sup>18</sup> NDIS (Supports for Participants) Rules r 7.5(b); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(d).

<sup>19</sup> NDIS (Supports for Participants) Rules r 7.5(b); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(e).

<sup>20</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(f).

<sup>21</sup> NDIS (Supports for Participants) Rules r 7.5(b); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(g).

<sup>22</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(h).

<sup>23</sup> NDIS (Supports for Participants) Rules r 7.5(b); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(i).

<sup>24</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(j)–(k).

<sup>25</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(l).

<sup>26</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(m).

<sup>27</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(n).

<sup>28</sup> NDIS (Supports for Participants) Rules r 7.10(c); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(o).

<sup>29</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(p).

<sup>30</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(q).

<sup>31</sup> NDIS (Supports for Participants) Rules r 7.5(d); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 12(r).



- 32 NDIS (Supports for Participants) Rules r 7.5(b).
- 33 NDIS (supports for Participants) Rules r 7.5(b).
- 34 NDIS (Supports for Participants) Rules r 7.10(b).
- 35 NDIS (Supports for Participants) Rules r 7.5(b).
- 36 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 14.
- 37 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 14.
- 38 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 15.
- 39 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 22.
- 40 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 17, 34.
- 41 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 3.
- 42 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 13.
- 43 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 20, 31, 36.
- 44 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 12, 16(d).
- 45 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 16(b).
- 46 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 16(b), (d).
- 47 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 12(f).
- 48 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 7–9, 11, 13, 16, 28, 35.
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- 50 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 2, 10, 13, 18.
- 51 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 33.
- 52 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 13(a).
- 53 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 13(b).
- 54 NDIS (Supports for Participants) Rules r 7.7(a); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 13(c).
- 55 NDIS (Supports for Participants) Rules r 7.7(a); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 13(c)(d).
- 56 NDIS (Supports for Participants) Rules r 7.7(a); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 13(d).
- 57 NDIS (Supports for Participants) Rules r 7.7(b).
- 58 NDIS (Supports for Participants) Rules r 7.7(c); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 13(e).
- 59 NDIS (Supports for Participants) Rules r 7.7(d).
- 60 NDIS (Supports for Participants) Rules r 7.6.
- 61 NDIS (Supports for Participants) Rules r 7.6.
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- 63 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 34.
- 64 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 19.
- 65 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 1.
- 66 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 33.
- 67 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 3.
- 68 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 15(e).
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- 71 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 15(a).
- 72 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 15(b).
- 73 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 15(b).
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- 75 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 15(d).
- 76 NDIS (Supports for Participants) Rules r 7.8.
- 77 NDIS (Supports for Participants) Rules r 7.9(a).
- 78 NDIS (Supports for Participants) Rules r 7.9(b).
- 79 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 17.
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- <sup>81</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 7–9, 11, 13, 16, 28, 35.
- <sup>82</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 14, 16.
- <sup>83</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 3.
- <sup>84</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 10.
- <sup>85</sup> NDIS (Supports for Participants) Rules r 7.12(a); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 14(g).
- <sup>86</sup> NDIS (Supports for Participants) Rules r 7.12(b); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 14(f).
- <sup>87</sup> NDIS (Supports for Participants) Rules r 7.12(c); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 14(i).
- <sup>88</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 14(a).
- <sup>89</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 14(b).
- <sup>90</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 14(c).
- <sup>91</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 14(d).
- <sup>92</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 14(f).
- <sup>93</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 14(e).
- <sup>94</sup> NDIS (Supports for Participants) Rules r 7.11(b).
- <sup>95</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 14.
- <sup>96</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 15.
- <sup>97</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 5(b).
- <sup>98</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 22.
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- <sup>100</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 10.
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- <sup>102</sup> NDIS (Supports for Participants) Rules r 7.11(a).
- <sup>103</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 5.
- <sup>104</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 33.
- <sup>105</sup> NDIS (Supports for Participants) Rules r 7.14.
- <sup>106</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 16(b).
- <sup>107</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 16(a).
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- <sup>112</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 16(f).
- <sup>113</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 16(g).
- <sup>114</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 16(h).
- <sup>115</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 16(j).
- <sup>116</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 16(k).
- <sup>117</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 16(l).
- <sup>118</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 16(m).
- <sup>119</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 16(n).
- <sup>120</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 16(o).
- <sup>121</sup> NDIS (Supports for Participants) Rules r 7.13.
- <sup>122</sup> NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 7, 8, 9, 11, 13, 16, 28, 35.
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- 129 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 33.
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- 152 NDIS (Supports for Participants) Rules r 7.18(b)(i).
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- 167 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 3–4.
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- 183 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 19(f).
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- 204 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 20(a).
- 205 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 20(b).
- 206 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 20(c).
- 207 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 20(h).
- 208 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 20(f).
- 209 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 20(e).
- 210 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 20(d).
- 211 NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 2 item 20(g).
- 212 NDIS (Supports for Participants) Rules r 7.21(a); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 6.
- 213 NDIS (Supports for Participants) Rules r 7.21(b); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 35.
- 214 NDIS (Supports for Participants) Rules r 7.21(c); NDIS (Getting the NDIS Back on Track No. 1) (NDIS Supports) Transitional Rules sch 1 item 6.