

Registered
NDIS Provider

Understanding Zoe and your NDIS funding

How to claim, and how to get set up

Many families use their NDIS (National Disability Insurance Scheme) funding for Understanding Zoe, a disability-specific platform that helps you coordinate care, recognise patterns, and generate reports for plan reviews. Here is how claiming works, depending on how your plan is managed.

Plan managed

We invoice your plan manager

On the subscription screen, tap "Other ways to subscribe", then "Pay through your NDIS plan", and choose "Plan-managed". Give us your NDIS participant number and your plan manager's email, and we send the invoice straight to them.

Self managed

We send you a tax invoice

On the subscription screen, tap "Other ways to subscribe", then "Pay through your NDIS plan", and choose "Self-managed". We email you a secure card payment link and a tax invoice with our ABN, which you submit to claim the cost back from your NDIS funds.

Agency managed (NDIA)

Get in touch

If your plan is managed by the NDIA, please contact us at hello@understandingzoe.com.

We will help you find the best way to get started.

Can it be claimed?

This depends on your individual plan and your goals, and your plan manager or support coordinator can confirm. It helps to describe it for what it is: not a general wellness app, but a disability-specific, capacity-building and care-coordination tool that generates NDIS progress reports, recognises patterns to support your allied health team, and coordinates care across the people around you.

\$119.99
per year

What it costs

Understanding Zoe is \$119.99 for the year. That is the amount shown on your NDIS tax invoice, so it is the figure to give your plan manager or to claim back yourself. You can cancel before it renews at any time.

Getting set up

Setting up takes about 10 minutes:

- Download Understanding Zoe from the App Store or Google Play.
- Create an account and a profile, for you or someone you support.
- Start chatting with Pip, the helper inside the app.
- Add documents and notes, and build your support village.

For a version with pictures, ask us for the **Easy Read Set Up Guide**.



Scan to download
Understanding Zoe

Questions?

We are happy to help. Email hello@understandingzoe.com, or ask Pip inside the app.

