



Australian Government

Department of Social Services

Making the NDIS better

An overview

Easy Read version



How to use this document



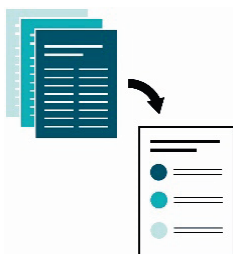
This information is written in an easy to read way. We use pictures to explain some ideas.



The Australian Government Department of Social Services (DSS) wrote this document. When you see the word 'we', it means DSS.



Some words are written in **bold**. We explain what these words mean. There is a list of these words on page 22.



This Easy Read document is a summary of another document.



You can find the other document on our website at www.engage.dss.gov.au



You can ask for help to read this document. A friend, family member or support person may be able to help you.

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Making the NDIS better



The National Disability Insurance Scheme is a way of providing support to people with disability around Australia.



It is usually called the NDIS.



It is managed by the National Disability Insurance Agency.

NDIA



We usually call them the NDIA.



The Australian Government wants to make sure that people who use the NDIS have a good experience.



They are going to create the Participant Service Guarantee.



A **participant** is someone who gets services from the NDIS.



And a **guarantee** is like a promise.



The Participant Service Guarantee will be a new set of rules.



Guarantee

In this document, we call it the Guarantee.



It will help the government make sure that people get good service from the NDIS.

To choose what should be in the Guarantee,
we need to look at the NDIS:



- law



- rules.



The law is called the *National Disability Insurance Scheme Act 2013*.



The rules are called the *National Disability Insurance Scheme Rules*.



An **independent** expert will look at these laws and rules.



An independent person is someone who doesn't work for the government. They have their own ideas and opinions.



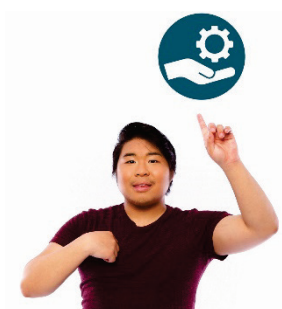
We want to know what people think should be in the Guarantee.

We explain how you can tell us what you think on page 13.

Why do we need the Guarantee?



Over the next 5 years, more than 500,000 people will use the NDIS.



At the moment, the NDIS is helping many people with disability get the services they need.



But some people aren't getting what they need.



And some people are frustrated.



People in the community have told us that they want better service.

The people who told us this include:



- people with disability



- family members and carers



- **advocates** – people who speak up for people with disability

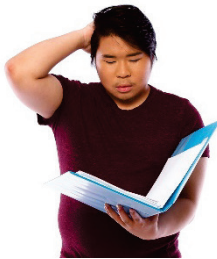


- disability service providers.

Some of the problems are:



- It can take a long time to get an NDIS plan.

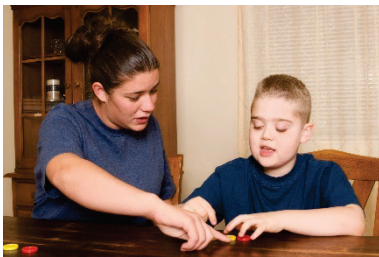


- Some people find the planning process hard to use and understand.

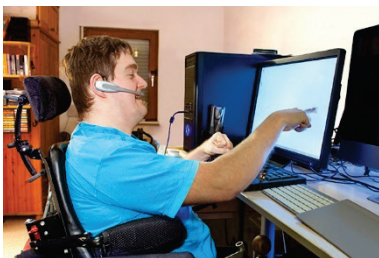


- It can be hard to get someone to look at the plan and make changes if you're not happy with it.

Other problems people have had include:



- getting services for children



- getting good aids or technology to help you in daily life – this might include something like a wheelchair, a screen reader or an app



- making changes to a home so that it's easier for a person with disability to live there



- having a good place to live



- getting other services that need a quote or special approval.

What will the Guarantee include?



The Guarantee will make new rules about how the NDIS should work.



For example, it might say how long it should take to get an NDIS plan and start using it.



The Guarantee will be made into law.



This means that the NDIA has to obey the rules in it.

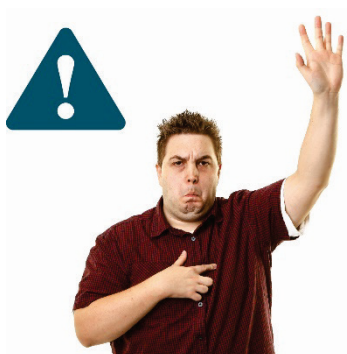


The Guarantee will start on 1 July 2020.

We want to know what you think



You can tell us what you think should be in the Guarantee.



We want to know if you've had any problems with the NDIS.



Then we'll know what problems need to be fixed.



There are different ways for you to tell us what you think.

You can:



- take part in our survey



- write to us



- come to a workshop.



All of the information about taking part is on the website www.engage.dss.gov.au

You'll find the information under the heading 'NDIS Act Review and Participant Service Guarantee'.

Closing date



You need to complete the survey, write to us or come to a workshop before the end of October 2019.

Who can take part?

You can take part if:



- you are an NDIS participant



- you applied for the NDIS, but you didn't get in



- you want to use the NDIS in the future.

You can also take part if you are:



- a family member or carer



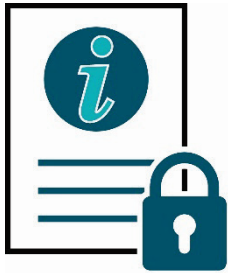
- an advocate



- a service provider



- another person who works in disability.



You don't need to share any personal information to take part.

About the Discussion Paper



We have written a Discussion Paper about the Guarantee.



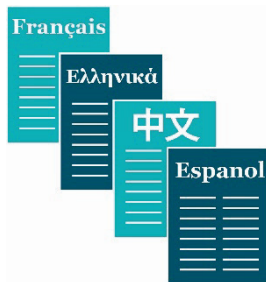
It explains the main ideas that we want to talk about.



We have made an Easy Read version of the Discussion Paper.

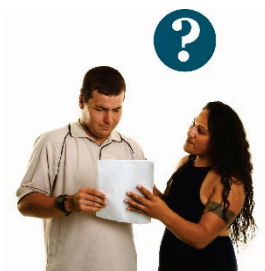


You can find it on the Engage website.



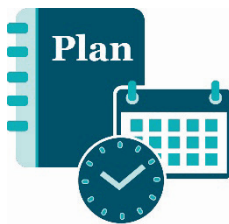
A summary of the Discussion Paper will also be available in languages other than English.

What will the survey be like?



If you take part in the survey, we will ask you some questions.

If you are an NDIS participant, we will ask:



- how long it took to get a plan



- if you asked to make changes to your plan and how long it took to make the changes



- how you felt about the decisions made about your plan



- if you received enough information



- how you were told about the decisions that were made.



The survey will also be available in languages other than English.



You can complete the survey on the Engage website.

What will the workshops be like?



There will be workshops in every State and Territory around Australia.



In the workshops, we will talk about a range of problems.



And we will talk about ways to fix those problems.



You can find out more about the workshops on the Engage website.

How to write to us

If you want to write to us, the address is:



NDIS Consultations
Department of Social Services
GPO Box 9820
Canberra ACT 2601



Or you can send an email to:

NDISConsultations@dss.gov.au



It's a good idea to read the Discussion Paper
before you write to us.



You can find it on the Engage website.

Thank you



We are looking forward to learning what people want to include in the Guarantee.



We hope you can get involved.

Word list



Advocate

Someone who speaks up for people with disability.



Guarantee

A promise.



Independent

An independent person is someone who doesn't work for the government. They have their own ideas and opinions.



Participant

A person who uses the NDIS.

Contact us



NDISConsultations@dss.gov.au



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Department of Social Services
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Canberra ACT 2601



www.engage.dss.gov.au

You'll find the information under the heading 'NDIS Act Review and Participant Service Guarantee'.



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