



Australian Government
Department of Social Services

Making the NDIS better

Discussion Paper

Easy Read version



How to use this document



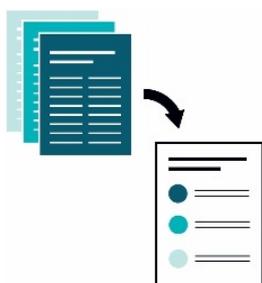
This information is written in an easy to read way. We use pictures to explain some ideas.



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



Some words are written in **bold**. We explain what these words mean. There is a list of these words on page 32.



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.



This document is to help us talk about
the NDIS.



It is not a government plan.



It doesn't include our opinions or the opinions
of the government.

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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.



We want to make sure that people who use the NDIS have a good experience.



We 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 us make sure that people get good service from the NDIS.



We also want to know about your experience using the NDIS.



What you tell us will help us choose what will be in the Guarantee.



And it will help make the NDIS better for everyone.

What the NDIA does



The National Disability Insurance Agency runs the NDIS.

NDIA



They are usually called the NDIA.

The NDIA have to follow the NDIS:



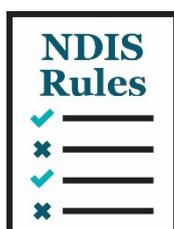
- law



- rules.



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



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

Building the Guarantee



We want to make using the NDIS quicker and easier.



We may need to make changes to the law and the rules to do this.



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 will have to obey the Guarantee.



The Guarantee will start on 1 July 2020.

How you can use this Discussion Paper

We want to know what you think.



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



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



It's a good idea to read all of this Discussion Paper before you tell us what you think.



The next sections of the Discussion Paper explain the main ideas that we want to talk about.



It can help you work out what you want to tell us.



You don't have to talk about all of the sections in the Discussion Paper.

Or answer all of the questions.



You can tell us about the things that are most important to you.



You can also tell us about something that isn't in the Discussion Paper.

How to tell us what you think

You can tell us what you think by:



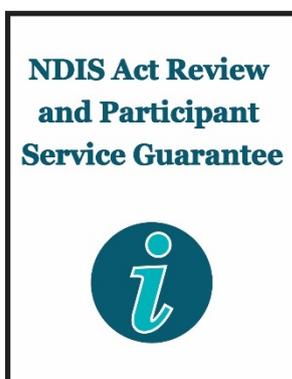
- writing to us



- filling out our survey.



The survey is on the website
www.engage.dss.gov.au



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

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



There will also be workshops around Australia where you can talk to us in person.

Closing date



You need to complete the survey or write to us before the end of October 2019.

Who we want to hear from

We want to hear from:



- people with disability



- family members and carers



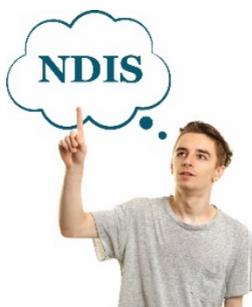
- people who work in disability.

What do you think should be in the Guarantee?



The Guarantee will include time limits on how long you should expect to wait for some services.

This might include how long it takes to:



- find out if you can use the NDIS



- get a plan



- review a decision that's been made.

We want to know:



- how long you think these timeframes should be



- how the NDIA should make their decisions



- what else should be in the Guarantee.

What we think good NDIA service should look like



We've made a list of ideas that could be included in the Guarantee.



We explain each of the ideas below.



We want to talk to you about them and get to know what you think.

Timely



The NDIS process is easy to understand and use.



This means the NDIA can make decisions quickly when they:

- work out who can use the NDIS
- make plans
- do reviews.



Engaged

The NDIA plan the way they work by talking to:

- people with disability
- families
- carers and support people.

Expert

NDIA staff have good training.

They understand how different disabilities affect people's lives.

They understand what supports work best for each person's disability.





Connected

The NDIA works with:

- governments
- health, education and justice services
- disability groups
- providers.

These services work well together.

Valued



People feel valued and important when they are dealing with the NDIS.

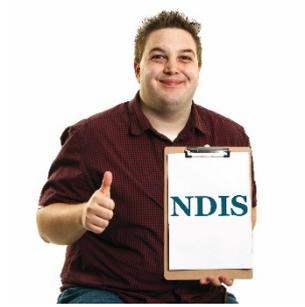
They know where to get more help if they need it.



Decisions are made on merit

The NDIA works in a way that is clear and open.

People understand why the NDIA has made decisions.



Accessible

All people with disability can understand and use the NDIS.



The NDIS makes sure its services make everyone feel comfortable and safe.

This includes:



- Aboriginal and Torres Strait Islander people
- people from different cultures and backgrounds
- LGBTQIA+ people.

Questions to think about

Here are some questions you can think about to help you write to us, talk to us, or fill out the survey.



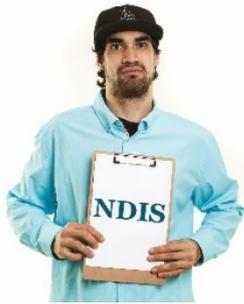
1. Do you agree with the ideas about the way the NDIA should work?

- Timely
- Engaged
- Expert
- Connected
- Valued
- Decisions are made on merit
- Accessible

2. Are there other things you think the NDIA should do that we can put in the Guarantee?

3. How can we check that the NDIA has done these things well?

Your experience of the NDIS



We want to know what your experience has been like using the NDIS.

1

2

3



We want to know how each step of the process was for you.

This includes:



- when you applied



- when you found out if you could use the NDIS or not



- creating your NDIS plan



- using your plan



- any reviews you have had.



We also want to know if you have asked to have any NDIA decisions reviewed.



You might have done this if you didn't agree with a decision that they made.

Questions to think about

Here are some more questions you can think about to help you write to us, talk to us, or fill out the survey.



Getting started – applying for the NDIS

4. Did you find applying for the NDIS difficult?

5. How could we make this easier for you?

6. Did the NDIA give you enough information when you applied for the NDIS?

7. How long did it take to find out if you could use the NDIS?

8. How long do you think this should take?

Creating your plan



9. Did you find it difficult to create your NDIS plan?

10. How could we make this easier for you?

11. Did the NDIA give you enough information when you were creating your plan?

12. How long did it take to create your plan?

13. How long do you think it should take?

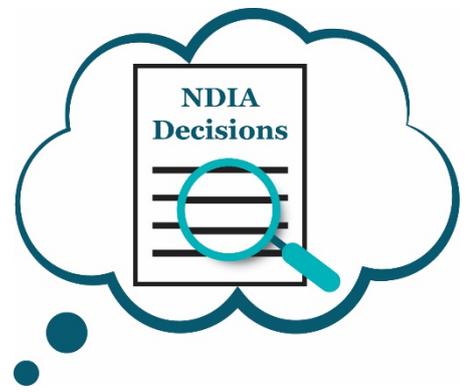
14. If you have been using the NDIS for a while, is it easier to make a plan now than when you first started?

Using and reviewing your plan



15. Have you found using the supports in your plan difficult?
16. How could we make this easier for you?
17. Did the NDIA give you enough information about using your plan?
18. Did you have any problems when your plan was reviewed?
19. How long did the review of your plan take?
20. How long do you think it should take?

Reviewing NDIA decisions



21. Have you asked for a review of an NDIA decision? You might have done this if you weren't happy with a decision they made.

22. If you did, did you have any problems?

23. How could we make this easier for you?

24. How long did the review take?

25. How long do you think it should take?

Changing the law about the NDIS



We want to know what you think we should change about the NDIS law.



Changes to the law could make the NDIS easier and faster to use.



The NDIS law and rules work together.



There are 33 rules.

The rules cover:



- becoming a participant



- how the NDIA deals with children



- how participants can use their plan and spend their funding.

Questions to think about

Here are some more questions you can think about to help you write to us, talk to us, or fill out the survey.



26. What changes do you think we should make to the law and rules?

27. Do you think there are parts of the law and rules that:
 - are not working?

 - make things harder for people?

28. Are there things we can add to the law to make it easier for people to use the NDIS?

29. Should we make it clearer what kind of disability support services a participant can have?

Making changes to your plan



Participants and the NDIA have told us that making changes to an NDIS plan can be difficult.



For example:

- if you change who manages your plan you have to make a whole new plan



- if you add a new type of support to your plan you also have to make a whole new plan.



We could change the NDIS law so you could more easily make small changes to your plan.



This would be called a **plan amendment**.

Questions to think about

Here are some more questions you can think about to help you write to us, talk to us, or fill out the survey.



30. Would you like it if there was a quicker and easier way to make small changes to your plan when you need to? This would be called making a plan amendment.

31. How long do you think changing your plan should take?

32. How long should you have to give us proof that you need the changes?

33. Are there other ways we can make it easier to make changes to your plan?

Thank you



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



We hope you can get involved.

Word list



Guarantee

A promise.



Participant

A person who uses the NDIS.



Plan amendment

Making small changes to an NDIS plan.

Contact us



NDISConsultations@dss.gov.au



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



www.engage.dss.gov.au

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



1800 358 846



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