



Australian Government
Department of Social Services

Changing the NDIS Act and Rules

We want to know what you think

Easy Read version



How to use this document



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



We wrote this information in an easy to read way.

We use pictures to explain some ideas.

Not bold
Bold

We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 25.



This Easy Read document is a summary of another document. This means it only includes the most important ideas.



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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What's this document about?



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



It is usually called the NDIS.

NDIA



It is managed by the National Disability Insurance Agency (NDIA).



The Government wants to make the NDIS work better.



To make the NDIS work better, we need to change the law.



We talk about how we want to change the law in this document.

NDIS Act and Rules



There is a law about how the NDIS works.



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

We call it the Act.



There are also rules about how the NDIS works.



These rules are called the NDIS Rules.

We call them the Rules.



In this document, we talk about how we want to change the:

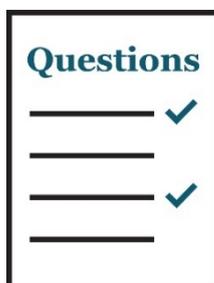
- Act
- Rules.



We also ask some questions about what we want to change.



We would like to hear your answers to our questions.



But you don't have to answer all our questions.

Changing the NDIS Act and Rules



We want to make sure the NDIS works better.



We want to make sure NDIS **participants** have a good experience.



A participant is someone who gets services from the NDIS.

We want to make the NDIS:



- fairer



- easier to use.

We also want to make the NDIS:



- faster



- more **flexible**.



When something is flexible, it is easy to change.

We asked an expert to look at the:



- Act
- Rules.

His name is Mr David Tune.



Mr Tune doesn't work for the Government or the NDIA.



He has his own:

- ideas
- opinions.



Mr Tune wrote a report in 2019.



His report said we could make the NDIS work better if we change the:

- Act
- Rules.



We want to change the things Mr Tune said we should.



We want to make the Participant Service Guarantee law.

We talk about the Participant Service Guarantee on page 11.

We want to fix the Act and Rules so they are:



- clear



- up to date.

We talk about staying up to date on page 17.

The Participant Service Guarantee



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



A **guarantee** is like a promise.



In this document, we call it the Guarantee.



The Guarantee will make the way the NDIS works:

- simpler
- better.



The NDIA already follows the Guarantee.



But we want to make the Guarantee part of the law.



The Guarantee will make it clear what people should expect from the NDIA.

Mr Tune said the Guarantee should:



- set times for the NDIA to do their work



- list the standards the NDIA must meet.

Some of the timeframes the NDIA must meet are:



- if someone wants to join the NDIS, the NDIA must decide within 21 days



- if someone asks why the NDIA made a decision, the NDIA must answer within 28 days.

Some of the standards the NDIA must meet are:



- the NDIA must be **transparent**



- the NDIA must be **responsive**.



When an organisation is transparent, everyone can see how things work.



When an organisation is responsive, it acts quickly to:

- give people what they ask for
- fix problems.



Mr Tune also said the NDIA would have to tell all governments how well they meet the:

- timeframes
- standards.



The NDIA has already started to tell all governments how well they meet the:

- timeframes
- standards.



The NDIA writes reports about the NDIS for everyone to read.



The reports talk about how well they meet the:

- timeframes
- standards.



You can find these reports on their website.

[www.ndis.gov.au/about-us/
publications/quarterly-reports](http://www.ndis.gov.au/about-us/publications/quarterly-reports)

Questions to think about



Is the Guarantee easy to understand?



Is it clear how the Guarantee will work?



What problems could the Guarantee cause?

Making the NDIS work better for participants



Mr Tune put other ideas in his report.



Mr Tune said NDIS plans should be easier to change.



Mr Tune said we must be clear about how people who need mental health support can get what they need through the NDIS.

Mr Tune said families should be able to get NDIS support for children with disability:



- as soon as they find out about their child's disability



- while the child is still young.



He also said that the NDIA must give people more information about the decisions they make.

When the NDIA makes decisions, they should be:



- based on what they already know works well

Consistent



- consistent.



When something is consistent it is done the same way every time.



We want the NDIA to be able to pay service providers directly.



This means participants won't have to work as hard to look after their **NDIS funding**.



NDIS funding is the money from your plan that pays for the supports and services you need.



It also means they can spend more time thinking about how they want to use their NDIS funding.

Questions to think about



Are these new ideas easy to understand?



What problems could the new ideas cause?

Staying up to date

Mr Tune said that parts of the Act and Rules:



- are out of date



- need to be updated.



For example, parts of the Act still talk about starting the NDIS.



We need to take things like this out of the Act.



The Government is also looking at the Rules to make sure they are up to date.

When will we make these changes?



There are a lot of steps involved in changing laws.

Parliament needs to think about:



- what will change



- if they will make it law.



Parliament makes decisions about Australian laws.

The people in Parliament:



- come from different parts of Australia



- have different beliefs.



If Parliament agrees, the Act will change before the end of 2021.

How can you have your say?



Your answers to our questions are important to us.



We are also happy to hear other ideas you have.



You can visit **our website** to answer our questions.



Or you can send us an email with your answers to:

ndisconsultations@dss.gov.au

Word list

This list explains what the **bold** words in this document mean.



Consistent

When something is consistent it is done the same way every time.



Flexible

When something is flexible, it is easy to change.



Guarantee

A guarantee is like a promise.



National Disability Insurance Scheme

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

It is usually called the NDIS.



NDIS funding

NDIS funding is the money from your plan that pays for the supports and services you need.



Parliament

Parliament makes decisions about Australian laws.



Participant

A participant is someone who gets services from the NDIS.



Responsive

When an organisation is responsive, it acts quickly to:

- give people what they ask for
- fix problems.



Transparent

When an organisation is transparent, everyone can see how things work.

Contact us



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