Providing more services and supports to people with disability

We want to know what you think

Easy Read version

Easy Read®

How to use this paper

Australian Government Department of Social Services (DSS) wrote this paper.

When you read the word 'we', it means DSS.

We wrote this paper in an easy to read way.

We use pictures to explain some ideas.
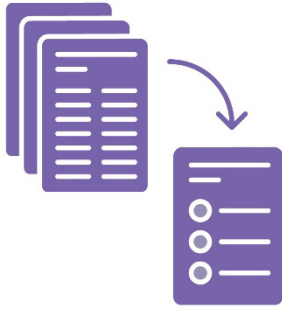
Bold

Not Bold

We wrote some important words in **bold**.

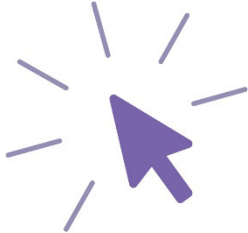This means the letters are thicker and darker.

Word list

We explain what these words mean.

There is a list of these words on page **25**.

This is an Easy Read summary of another paper.

This means it only includes the most important ideas.

You can find the other paper on our website.

www.engage.dss.gov.au/foundational-supports/general-supports/

You can ask for help to read this paper.

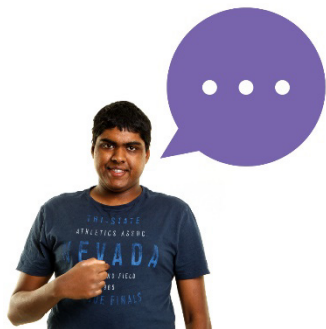A friend, family member or support person might be able to help you.

How we talk about people with disability

We use person-first language in this paper.

This means we say 'people with disability' instead of 'disabled people'.

But we respect that everyone can choose:

- how they want to talk about themselves

- the right words for them.
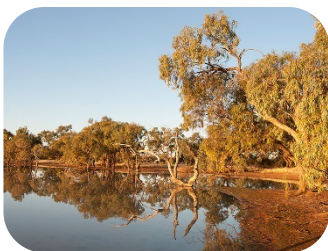
Acknowledgement of Country

We recognise Aboriginal and Torres Strait Islander peoples as the traditional owners of our land – Australia.

They were the first people to live on and use the:

- land

- waters.

What's in this paper?

Our work to improve disability services

The **National Disability Insurance Scheme (NDIS)** provides services to people with disability.

We asked a group of people to check the NDIS and find out what:

- is working well

- could work better.

This was called the **NDIS Review**.
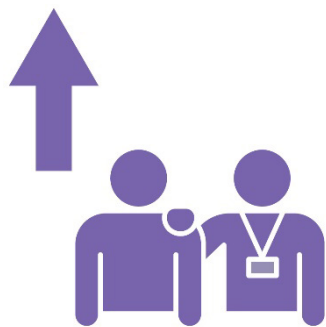
The NDIS Review found out that people want more services to meet their different needs.

The NDIS Review also found out that people want governments to improve services that aren't part of the NDIS.

How we want to improve disability services

We want to use what we found out from the NDIS Review to improve disability services.

This includes having more services in our community that are:

- **inclusive** – this means everyone feels like they belong

- **accessible** – this means they are easy to find and use.

We want to improve disability services for:

- information

- advice

- **referrals**.

  A referral is when someone connects you

  to a service you need.

We also want to improve disability services for **capacity building**.

Capacity building means people with disability can build skills to:

- take part in the community

- make decisions

- speak up for themselves.

Have your say

We want to know what you think about how we can make disability services:

- easy to find and use

- work well together

- meet different needs.

Who we want to hear from

We want to hear from people in the disability community.

This includes:

- people with disability

- families and carers

- **providers**.

  Providers support people by delivering a service.

How to tell us what you think

We will share our ideas about improving disability services.

We have also written some questions for you to think about.

You can answer these questions on the DSS Engage website.

www.engage.dss.gov.au

You can also:

- write down your ideas

- make a video or audio recording of your ideas.

You can email us your ideas.

Foundational.Supports@DSS.gov.au

You can send us your ideas in the mail.

Foundational Supports Strategy

GPO Box 9820

Canberra

Australian Capital Territory 2601

30 Nov 2024

You need to send us your ideas before

30 November 2024.

You can also go to an event.

www.engage.dss.gov.au/foundational-supports/

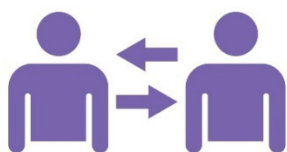# More services for information, advice and referrals

We want more disability services for:

- information

- advice

- referrals.

We want these services to share information and resources with more people in the disability community.

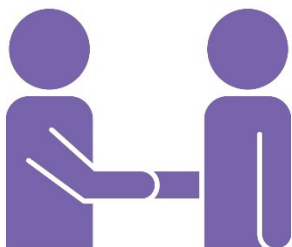This includes information and resources created by people in the disability community.

For example, we could create information for people to find and use online.

These services should:

- share information and resources about disability

- connect people with local services.

Questions for you to think about

Is it hard to find information about services and supports for people with disability?

What types of information, advice or referrals help you understand the services and supports you can use?

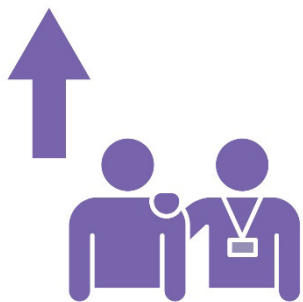What would help you find services and supports that meet your needs?

Where do you find information and advice about the services and supports you need?

For example, you might get information and advice from:

- community organisations

- health care professionals.

More services for capacity building

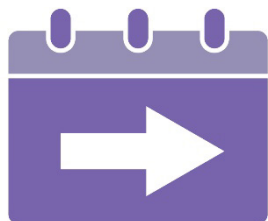We want to add more capacity building disability services.

We want these services to:

- meet different needs

- be fair and available to everyone

- support people for a long time.

We also want these services to:

- build the skills of families and carers

- build the skills of organisations and services in the community

- support programs to be more inclusive and accessible.

We also want the disability services to be checked often to find out what:

- is working well

- we can do better.

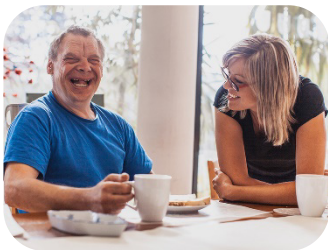Better services will support people with disability to:

- have more choice and control

- do more things for themselves

- take part in more community activities

- use more services in the community.

- understand and speak up for their **rights**.

  Rights are rules about how everyone must

  treat you fairly and equally.

Questions for you to think about

What services or supports do you need to make decisions about your life?

What services or supports do you need to speak up for yourself?

If you care for someone with disability, you can think about what supports they need.

What services or supports could help you meet new people?

What services or supports could help you take part in the community?

If you care for someone with disability, you can think about what services or supports could help them.

What information, tools or skills could help you better support someone with disability?

What programs have helped you support someone with disability to take part in the community?

How can we better support organisations that aren't run by the government?

This includes supporting the organisations to be more:

- inclusive

- accessible.

How can we make sure services and supports for people with disability work well and keep them safe?

What we will do next

We will use your ideas to create and improve disability services.

This includes services that all people with disability can use.

We will work with state and territory governments to make sure people understand:

- when they will be able to start using these services

- who these services will help

- how they will be able to get these services.

We will keep checking these services to find out what:

- works well

- could be done better.

July
2025

People with disability will be able to start using some of these services from July 2025.

Word list

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

Accessible

When services are accessible, they are easy to:

- find

- use.

Capacity building

Capacity building means people with disability can build skills to:

- take part in the community

- make decisions

- speak up for themselves.

Inclusive

When something is inclusive, everyone feels like they belong.

National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) provides services to people with disability.

NDIS Review

We asked a group of people to check the NDIS and find out what:

- is working well

- could work better.

This was called the NDIS Review.

Providers

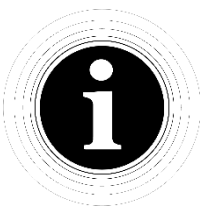Providers support people by delivering a service.

Referral

A referral is when someone connects you to a service you need.

Rights

Rights are rules about how everyone must treat you fairly and equally.

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